



UN Public Administration Programme

DPADM
UNDESA

Division for Public Administration and Development Management
UN Department of Economic and Social Affairs



9th Meeting of CEPA

21 April 2010

Working Group II

E-/mobile Government development

Presentation by

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Chief of E-Government Branch

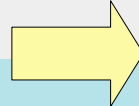
Division for Public Administration and Development Management

United Nations Department of Economic and Social Affairs



Overview

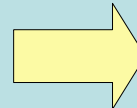
□ During the 8th meeting of CEPA, DPADM Director proposed to CEPA members that the Division would like to engage their expertise in the production of Divisional outputs; that proposal was well received and highly appreciated by CEPA members



Directly connect the work of CEPA with the major products of the Division

Integration of Division's work plan and

□ DPADM has allocated a special session in this Meeting of CEPA for its members to meet with three Branches concerning possible future collaboration



Create the basis for innovative ways to enrich CEPA – DPADM collaboration

MISSION STATEMENT

To assist Member States in strengthening their governance and development capacities, especially public administration and public sector reform, to achieve national development strategies (NDSs) in line with the internationally agreed development goals (IADGs) including the Millennium Development Goals (MDGs)

STRATEGIC OBJECTIVES

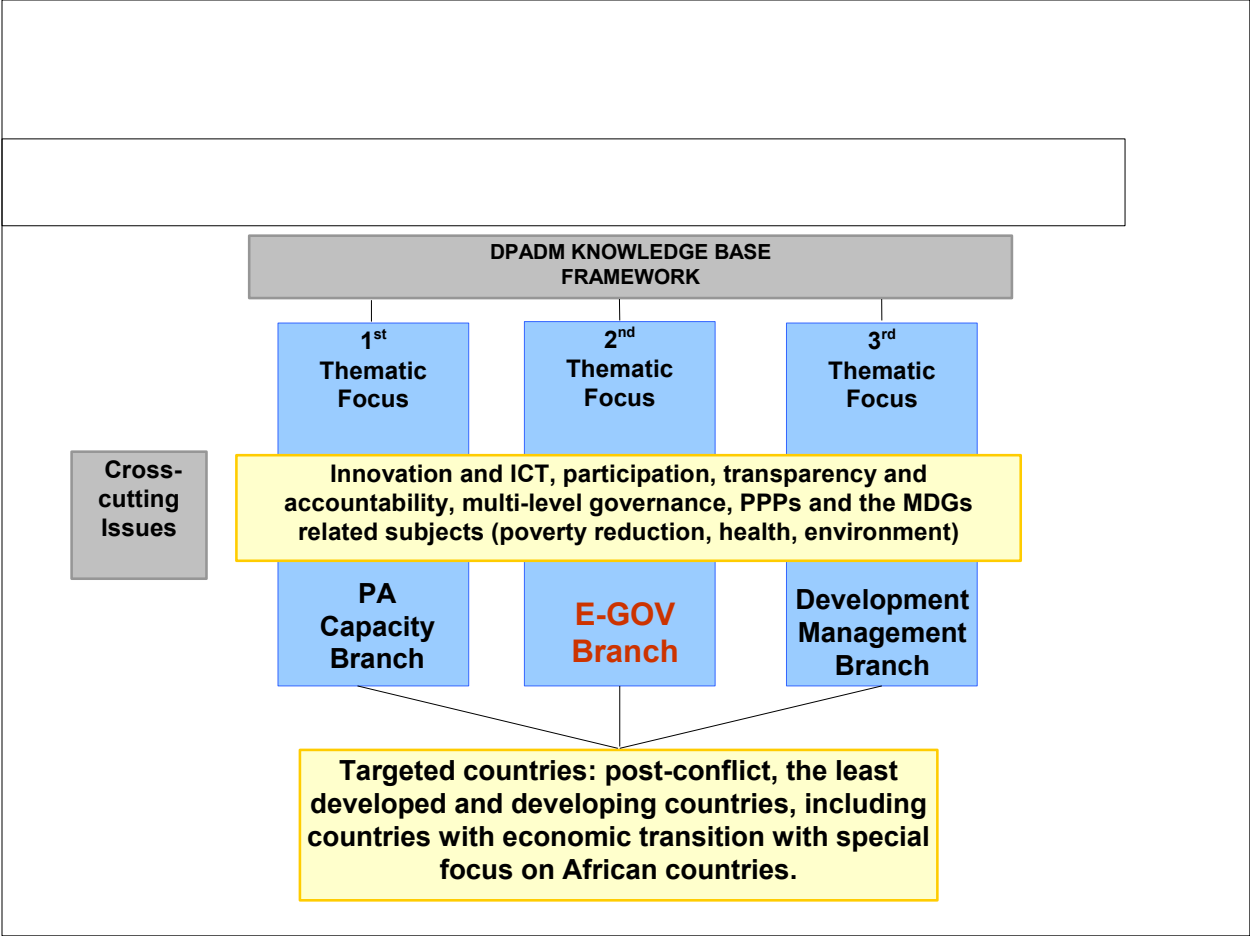
- To assist Member States in transforming their public administration and public sector institutions to be more development and citizen oriented, efficient, transparent, accountable, participatory, innovative, knowledge and ICT based.
- To assist Member States in enhancing and improving the delivery of public services at national and local levels, especially using ICTs.

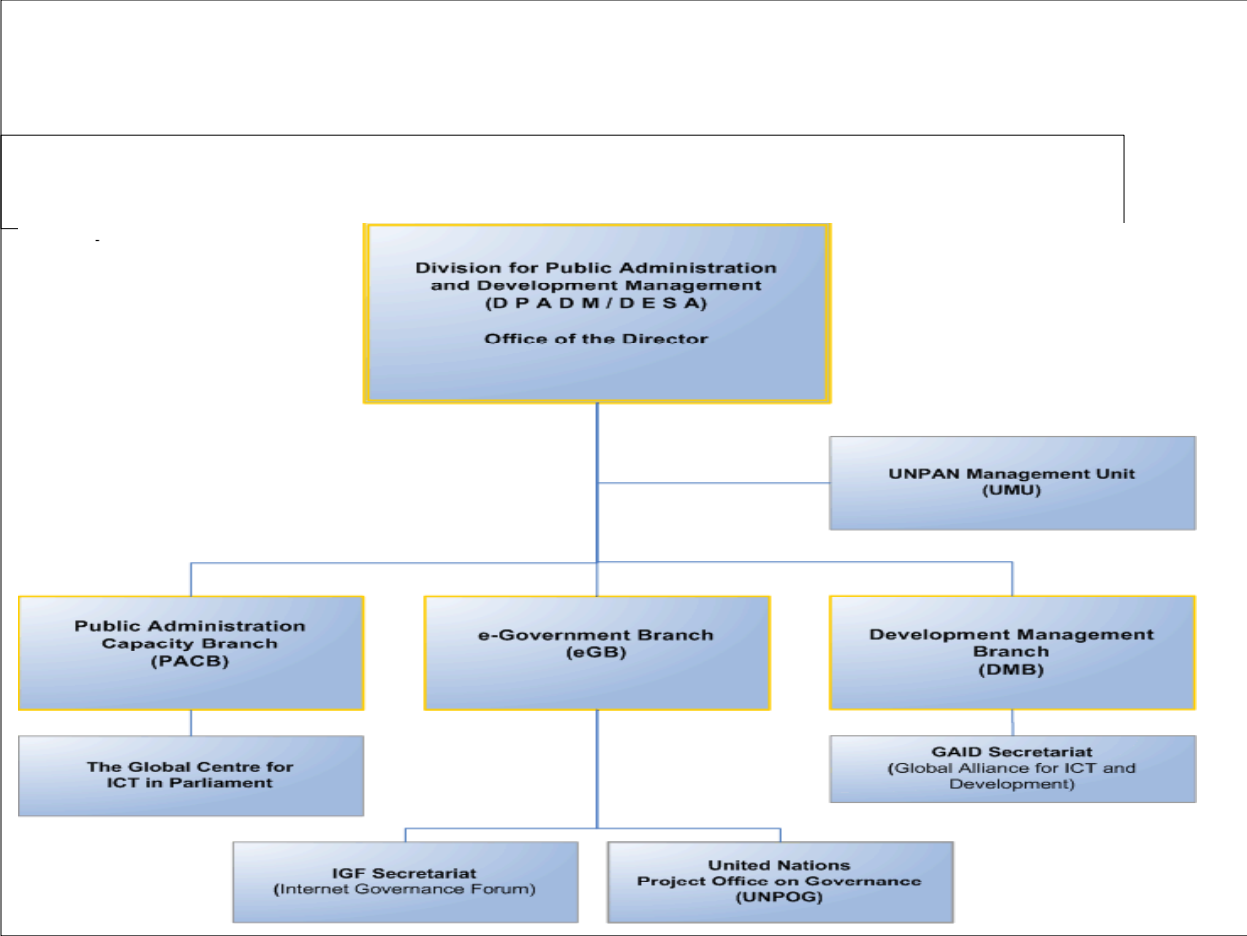
FOCUS AREAS OF THE DIVISION

- **Front Office:** related to the provision of the public service and defined as government operations. (i.e. What are the ways and means to deliver better services to citizens, especially in the information age in which the world lives?)
- 2) **Back-end:** related to the institutions of government and resource management that can be conducive to the needs of the functions of the Front Office

THEMATIC FOCUS PILLARS

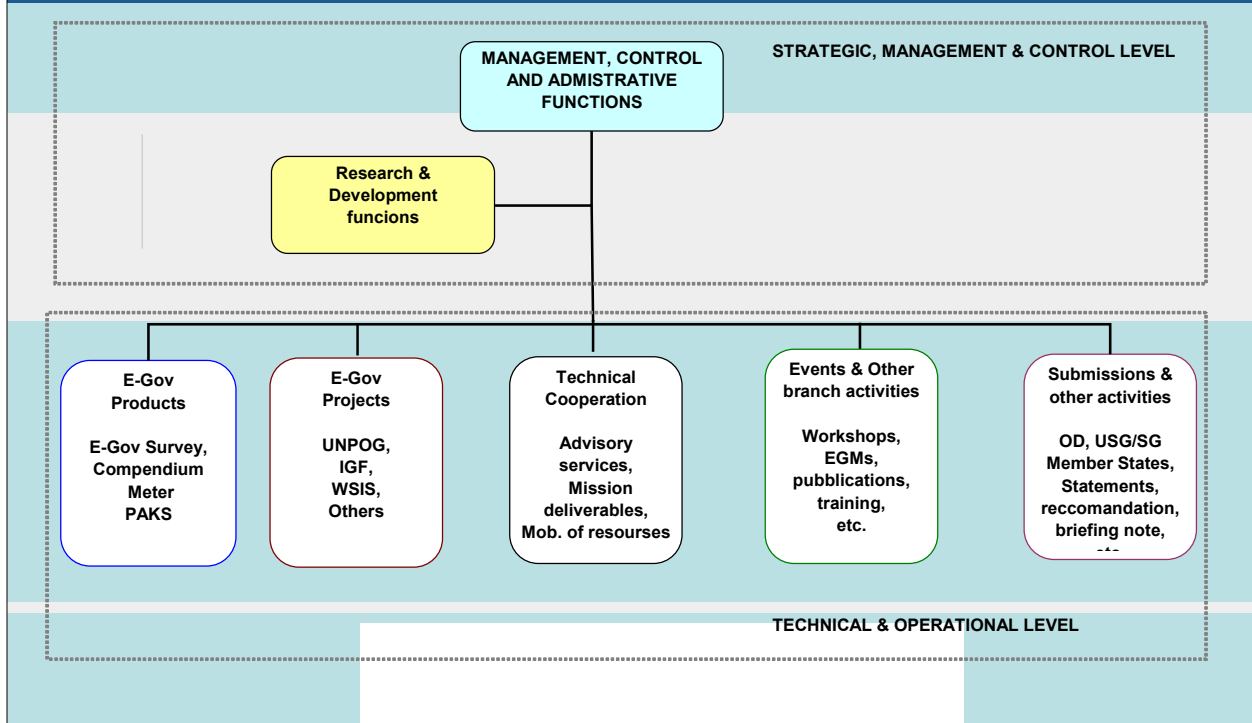
- ✓ **Public administration capacity, including e-governance: institutional restructuring, human resource development. (PACB)**
- ✓ **E-government, including e/m-government, e/m-governance, knowledge management in government. (e-GOVB)**
- ✓ **Development management to achieve the IADGs, including the MDGs, particularly through ICTs. (DMB)**







e-Government Branch



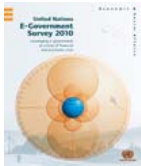
Strategic, Management & Control Level

- Chief of Branch
- Administrative Activities
- Quality Control, Methodologies, Standards
- Knowledge Management R&D

Technical & Operational Level

- E-Gov Products
- E-Gov Projects
- Technical Cooperation / Advisory Services
- Events / Deliverables & other activities
- Submissions & Institutional Commitments

e-Gov Branch in line with the Divisional strategy has moved to focusing its specific themes and producing complete, knowledge-based and more appreciated products and services



UN E-government Survey assesses the e-government readiness of the 192 Member States of the UN according to a quantitative composite index of e-readiness based on website assessment, telecommunication infrastructure, and human resource endowment.



COMPENDIUM on Innovative E-Government Practices is a compilation of case studies of innovative e-government solutions, services and applications with elements of transferability and adaptability. In developing this online Compendium, we aim to provide not only a tool for knowledge management but also a venue for the promotion and sharing of these cost-effective, value-added innovative solutions. Since the Compendium is an ongoing project, we will continue to solicit and identify innovative practices from all corners of the globe for inclusion in later volumes.



METER Measurement and Evaluation Tool for E-Government Readiness, e-government, knowledge management in government, decentralization, result-based budgeting, HR management, and citizen engagement.



PAKS - Public Administration Knowledge Space the focus is to provide information (a) HR development in the public sector, **(b) e/m-government development** and (c) modality of citizen engagement for decision making for economic social development.



The main objective of our task as part of PAKS is to create an Internet-based Global Repository of national information and documentations on electronic and mobile government. Request for focusing on three main categories for all countries: e-gov policies, legal framework, Institutional setting /CIO.

The Global UN-emGKR is a composition of 5 regional UN-emGKRs, respectively (1) UN-emGKR Asia; (2) UN-emGKR Arab region; (3) UN-emGKR Africa; (4) UN-emGKR Americas; (5) UN-emGKR Europe.



Internet Governance Forum (IGF), runs by the IGF Secretariat. Its purpose is to support the United Nations Secretary-General in carrying out the mandate from the World Summit on the Information Society (WSIS) with regard to convening a new forum for multi-stakeholder policy dialogue - the Internet Governance Forum (IGF). Our activities are coordinated by the IGF Secretariat to better provide an interactive, collaborative environment where all stakeholders can air their views and experiences.



UN Project Office on Governance. At the conclusion of the 6th Global Forum held in the Republic of Korea in May 2005, participants endorsed the Seoul Declaration on Participatory and Transparent Governance, which called for the creation of the United Nations Governance Centre as a global hub for good governance. Thus the Centre was established in Seoul in 2006 in an agreement between the United Nations and the Government of the Republic of Korea. UNPOG is our Center of Excellence for ASIA-Pacific region.

- ✓ The e-Government Branch provides developing and least developed countries **support in developing the national ICT and e-government strategies, policies and implementation plans.**
- ✓ Capacity Building is the cornerstone of the branch's support to Member States. Our **Inter-Regional Advisors (IRAs) impart their knowledge to Member States through workshops, seminars, and assessments.**
- ✓ **Inter-Regional Advisors lead assessment missions to Member States to identify the strengths and weaknesses of e-government programmes** and identify capacity building activities to meet the challenges through joint collaboration
- ✓ **The branch also uses Expert Group Meetings as a tool to keep it abreast of the latest trends and successful e-government activities from the key practitioners and decision-makers.** These meetings present the opportunity for DESA to sharpen its skills and share information with key e-government officials.

Countries which have received technical cooperation in the last two years: Bahrain, Belize, Colombia, Ethiopia, Ghana, Lesotho, Oman, Saudi Arabia, Singapore, and Tunisia.

For all of them an assessment mission was carried out, an analysis was made by the Inter-regional adviser and a plan of action was jointly developed

Regional Support through e-government workshops and seminars to build capacity

E/M Government in Africa (Botswana, Burkina Faso, Central African Republic, Ethiopia, Gambia, Ghana, Kenya, Nigeria, Rwanda, Senegal, South Africa, Tunisia, and Zambia)

Caribbean e-Government Strategy (Antigua and Barbuda, Barbados, Dominica, Montserrat, St. Kitts and Nevis, St. Lucia, and St. Vincent and Grenadines)

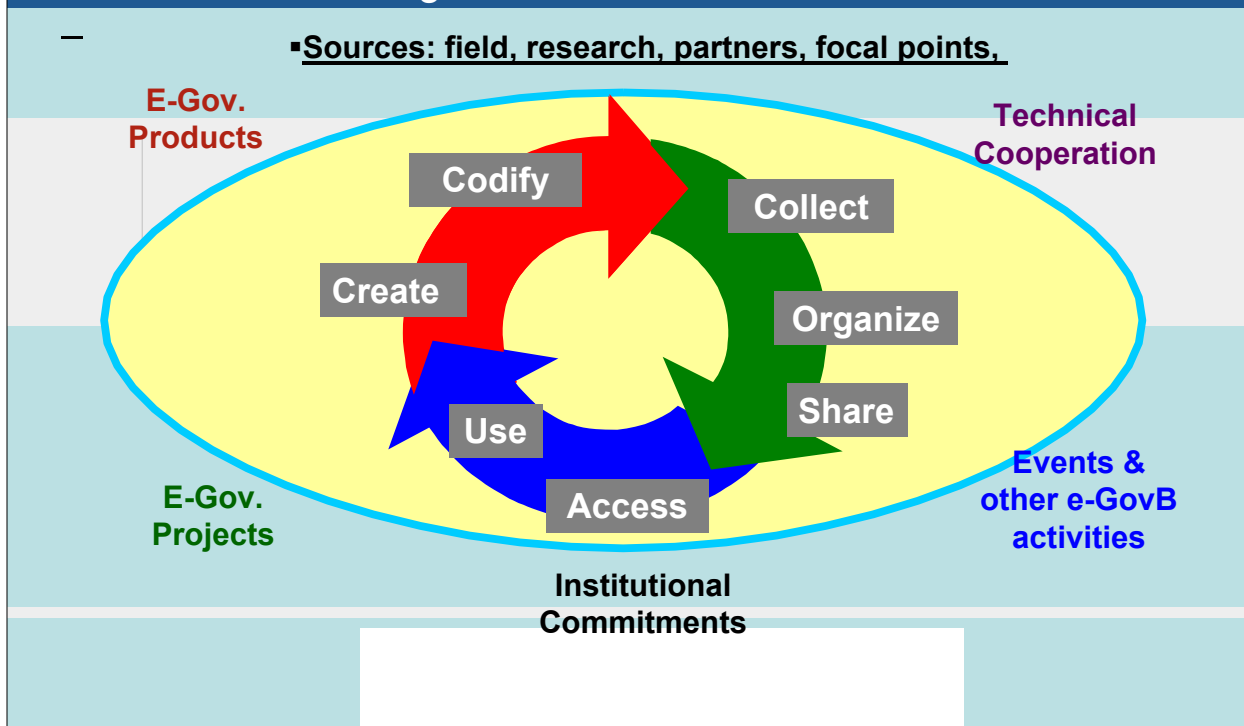
E/M Government in the Latin and the Caribbean (Argentina, Barbados, Brazil, Chile, Dominica, Dominican Republic, El Salvador, Ecuador, Grenada, Guatemala, Nicaragua, Mexico, Panama, St. Lucia, and Venezuela)

E/M Government in the Arab States (Bahrain, Egypt, Iraq, Jordan Kuwait, Lebanon, Oman, Qatar, Saudi Arabia, Syria, UAE, and Yemen)

- **Capitalizing the findings and results from the field work to supplement the analytical work of the Branch and vice versa;**
- **Focusing more on outputs rather than processes and to let the outputs drive the processes: the outputs will focus more on practical products such as providing training courses (especially online training courses), guidelines and toolkits;**
- **increase its focus on target countries, including post-conflict, post-crisis, the least developed and developing countries, as well as countries in economic transition, with special attention on Africa.**



Conclusion : Knowledge added value chain





Conclusion : E-Gov Branch + CEPA Value Added Chain

