Improving engagement and communication between government and stakeholders through online and mobile solutions

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I. The rationale for unprecedented levels of communication and engagement between stakeholders

- Need for a profound appreciation of exactly what it will take to ensure that "no one is left behind".

- Responses will differ from one country to another

- Policy coherence key ingredient

- From government for and of the people to government **by** the people.

II.   ICTs as an enabler of better government

- ICT tools facilitate transparent and accountable public administration
- Disparity between countries in relation to ICT enabled government progress.
- ICT a primary enabler of policy integration
- Builds trust in government by permitting avenues for input and feedback e.g. Facebook, Youtube and Twitter.

III.   Online Government

1. STATIC INFORMATION ON THE WEB

2. INTERACTIVE – DONWLOADABLE FORMS & EMAILS

3. TRANSACTIONAL ACTIVITIES

4. CONNECTED/JOINED-UP

5. DIGITAL GOVERNMENT

IV. Online and Mobile solutions to engage and communicate with government

- Makes citizen input more manageable

- Expands the engagement base

- Mobile phones a particular advantage in countries with limited access to fixed computer devices.

- E-participation: emailing, blogs, online forums, social media, wikis, weblogs, crowdsourcing, open government tools

- Korean Government's government 3.0 initiative.

V. Mgovernment

- 3.6 billion mobile subscribers by end 2014
- Reduces digital divide
- SMS messaging
- Interactive voice response