UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)

13th CEPA Meeting

DPADM
E-Government Branch

Vincenzo Aquaro

Chief of E-Government Branch – DPADM

Department of Economic and Social Affairs

United Nations

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UN – DESA – DPADM – E-Government Branch
Division for Public Administration and Development Management

EGB MISSION
Supports Member States in developing and least developed countries to build capacity in the area of innovation, e/m-governance and transformational government to promote economic, social and environmental development, in line with the overall mandate of UNDESA and the Division's mission.
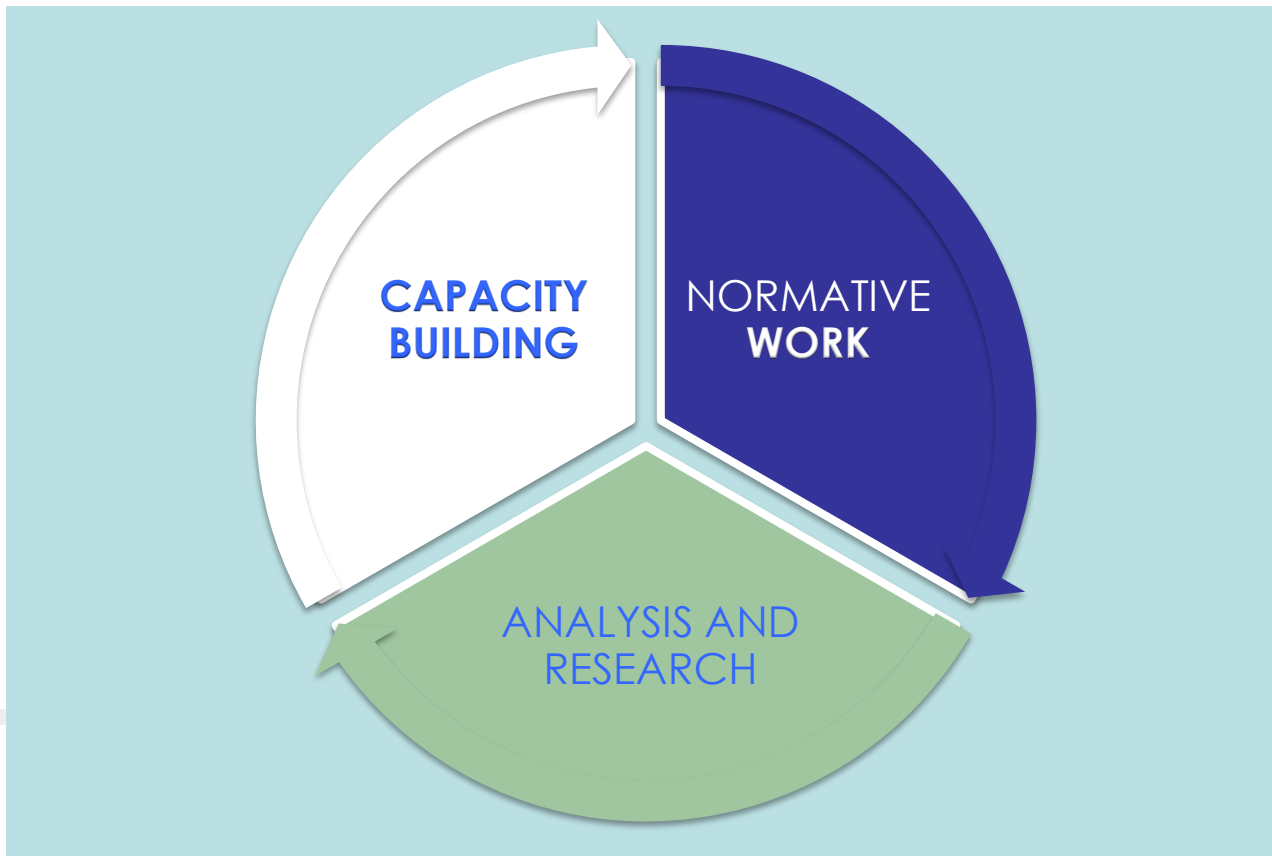
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Comparative Advantage

EGB as a Global Convener of Innovative Ideas and Practices of e-Government and Innovation

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Strategic Framework: A Holistic Approach

Integrating 3 Pillars of EGB's Work

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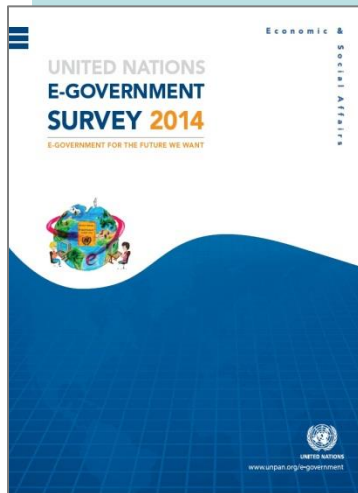# Analysis and Research

UN E-Government Survey

8th Edition: UN E-Government Survey 2014
"E-Government For The Future We Want"

UN E-Government Survey

The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries.

UNITED NATIONS
E-GOVERNMENT
SURVEY 2014
E-GOVERNMENT FOR THE FUTURE WE WANT

➢ **UN E-Gov Survey adopted by Member States and Economists as a useful tool to benchmark e-Government Development**

➢ **UN Survey as a tool to guide policies and strategies on how Member States can overall improve public service delivery and bridge the digital divide.**

6 Themes of the 2014 Survey

E-Participation

Whole-of-Government

Multi-channel Service Delivery

Expanding Usage

Digital Divide and vulnerable Groups

Open Government Data

E-Government as Enabler for Government Transformation

We recognize the power of communications technologies, including connection technologies and innovative applications, to promote knowledge exchange, technical cooperation and capacity-building for sustainable development. These technologies and applications can build capacity and enable the sharing of experiences and knowledge in the different areas of sustainable development in an open and transparent manner.

RIO+20
United Nations
Conference on
Sustainable
Development

Resolution adopted by the General Assembly - 66/288. The future we want (11 September 2012)

2014 Findings: Key Highlights for E-Government

1. E-Government development can contribute **towards the post-2015 development agenda**: strengthening national capabilities, regional and national networks and stronger voice of citizens in global, regional and local negotiations and policy making.

2. ICTs are **effective platforms** to facilitate knowledge sharing, skills development and capacity-building for sustainable development.

3. **Effective regional cooperation** will help support change programs and advance e-government development. (Examples: European Union, African Union's Programme for Infrastructure Development,..)

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2014 Findings: Key Highlights for E-Government (2)

4. Addressing e-government challenges is often dependent on the **national capacity for change and innovation**.

5. Governments across the globe need to undertake a process of transformative change. **E-Government should be seen as a holistic process to transform government.**

6. The transformative changes entail not only the design and implementation of innovative practices, but more fundamentally a **transformation of government's role, functions, institutional frameworks and processes.**

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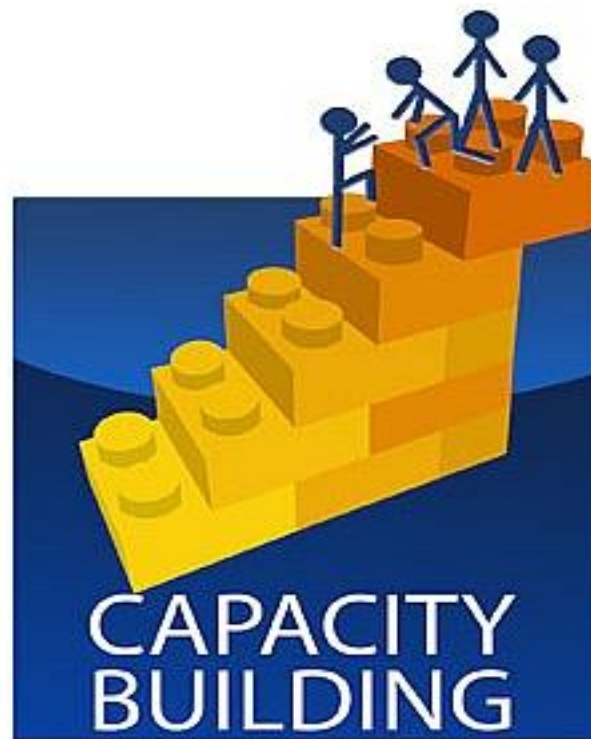UN Department of Economic and Social Affairs (UNDESA)

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2014 Findings: Some considerations for CEPA

Governments need to undertake a process of transformative change for the future that requires to:

- Become catalysts for change instead of mere service providers;
- Become facilitators in promoting networked co-responsibility among all stakeholders by engaging and empowering communities to take part in the solution of their own problems;
- Allow for a competitive rather than monopolistic approach to provision of public goods and services;
- Become entrepreneurial in generating revenues and promoting partnerships;
- Results-oriented and customer-driven;
- Pro-active instead of reactive, i.e. anticipating problems and acting preventively;
- Make full use of opportunities afforded by ICTs and e-government
- Learn and enhance capacity building through increased knowledge sharing

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EGB Capacity-Building Activities

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2013-2014 - EGB Technical Cooperation and Capacity Building

Country	Purpose	Accomplishments	Follow-up
Bahrain	Provide e-Government support and capacity building	Project document to support Arabic Content Center	Developing Phase II
Brunei	Provide e-Government support and capacity building	Trained middle and IT Manager in e-government and Open Data	Training Senior CIO on e-government
Colombia	Support for National Dev. Plan and e-Gov. Strategy Project Formulation	Project Design approved by Government, in Implementation	Project Document Implementation EGM, Regional e-Gov. Workshop
Costa Rica	Advisory Services to Presidential Council, METER Workshop	Creation of Presidential Committee for e-Gov. Project Document approved	Project Document Signature
Panama	Project Formulation Mission METER Workshop	U.N. e-Government Survey in National Development Strategy	Project Document Signature
Qatar	Provide e-Government support and capacity building	Project Document signed	Second project document sent for approval
Saudi Arabia	Provide e-Government support and capacity building	Project document drafted	Project document with government for approval
The Bahamas	Project Formulation Mission METER Workshop	Project document approved on Master Plan for e-Government	Preparation of Draft Project Document
United Arab Emirates	Provide e-Government support and capacity building	e-Participation policy deployed	MOU drafted for future collaboration

Colombia – Centre for Innovation on E-Government Development

- **Request from Colombia on how to integrate National Development Plan with e-Government Plan (Vive Digital)**

- **<u>Partners</u>: UNDESA, MINTIC Colombia and UNDP**

- **<u>Scope</u>: Local, National, Regional and International**

- **<u>Budget</u>: US$ 800,000 / year (MINTIC)**

- **<u>Outputs</u>: Generate and share knowledge about research, trends and best practices in e-government and innovation projects with the use of ICT in public administration – including website and observatory on e-Government innovations.**

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Capacity-Building Activities and Technical Cooperation Projects

Among these projects, the most long-standing project is the United Nations Project on Governance (UNPOG) which is located in Seoul, Republic of Korea and will soon celebrate its tenth Anniversary.

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THANK YOU FOR YOUR ATTENTION!

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