Overview of the United Nations Public Administration Network (UNPAN) & Global Knowledge Repository for Electronic/Mobile Government (EMGKR)

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Public Administration Officer
Knowledge Management Branch
DPADM/UNDESA

Shanghai, China
24 May 2008
Agenda

• Overview of UNPAN

• Introduction to EMGKR
What is UNPAN?

Global networking tool that connects relevant international, regional, subregional, and national institutions worldwide for the promotion of better public administration

http://www.unpan.org
Direction: Institutional Networking

Social Networking > facebook

Professional Networking > LinkedIn

Institutional Networking > UNPAN

Connects individuals to each other

Connects both individuals & institutions to each other
Content Summary

- More than 1000 Web pages
- 29000 Documents
- 8000 experts
- 800 events
- 400 directory entries
- 7 online training courses
Number of Documents

- 2002: 0
- 2003: 5000
- 2004: 10000
- 2005: 15000
- 2006: 20000
- 2007: 25000
- 2008: 30000
Web Traffic – 2008

Average Visits/Day: 18,427
Average Visit Duration: 18 minutes
Average Hits/Day: 59,287
Average Page Views/Day: 11,720
Traffic – Originated Countries

- India
- South Africa
- China
- Australia
- UK
- France
- Malaysia
- Canada
- Brazil
- Phillipines
UNPAN Quick Poll

Did you know that The United Nations General Assembly designated 23 June as the United Nations Public Service Day to “celebrate the value and virtue of service to the community”?

☐ Yes

☐ No

Submit Survey  View Results

UNPAN is a global networking tool that connects relevant international, regional, subregional, and national institutions worldwide for the promotion of better public administration.
Motivations for the upgrade

- Ability to update the site from anywhere anytime by anyone (flexibility for UNPAN Administrators)
- More flexibility for UNPAN Partners (update of the portal under their control)
- Engage users & provide more interactivity
- New Web 2.0 tools: polls, blogs, RSS etc.
<table>
<thead>
<tr>
<th>Web 1.0 was about</th>
<th>Web 2.0 is about</th>
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<tbody>
<tr>
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<td>Hardware costs</td>
<td>Bandwidth costs</td>
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</table>
UNPAN: From Web 1.0 to Web 2.0

Web 1.0
“the mostly read-only Web”

250,000 sites

published content

user generated content

1996

45 million global users

Web 2.0
“the wildly read-write Web”

80,000,000 sites

collective intelligence

published content

user generated content

2006

1 billion+ global users
Some of the latest community Web sites to take the world by storm are Youtube, Facebook, LinkedIn, Myspace.
DotNetNuke (DNN)

- DNN is a Web Content Management System
- DNN is a portal application framework that can be used for nearly any web based application or web site/portal
- Open Source license (BSD)
- Large community support, ASP.NET forums
- Written in VB.NET
- Runs on IIS with .Net Framework
- Uses SQL Server as the data store
- Over 400,000 registered users and growing
DNN is Community, It’s Content, It’s Collaboration! (3Cs)
How UNPAN uses Web 2.0 & DNN?

Front-end
- New portal look, skins
- Regional Homepages
- Dynamic What’s New Page
- User rating and feedback
- Transparent view numbers
- New Modules; Announcements, Events etc.

Back office management
- Updating portal anytime anywhere
- Taxonomy & Tags
- Interoperability with e-Gov Readiness KB
- Reusable modules
- New features such as RSS etc.
- Monitoring with Google Analytics, WebTrends
United Nations Public Administration Network

Welcome to UNPAN Asia & the Pacific

Please place your mouse over the tabs below to view the latest information from UNPAN Partners.

Governance Asia and Pacific Watch, April 2008

Compiled by RCOCI Working Unit

New Edition of e-journal “Asia and Pacific City Informatization Bulletin”

After a half year of feasibility survey and sector analysis, as well as feedbacks from readers, the Asia and Pacific Center for United Nations Online Network in Public Administration and Finance (UNPAN-AP) e-journal “Asia and Pacific City Informatization Bulletin” will bring out a completely new version, which will deliver the first issue in March 2008.
United Nations Public Administration Network

- User interactivity features

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**China wealth fund rebuffs critics**

**Source:** Financial Times  
**Source Date:** Thursday, April 03, 2008  
**Summary:** He said the fund was targeting returns of "middle of one digit" or "slightly higher". "We think we're quite conservative at this time," he said. The government had "sold China as the share price has gone up," Mr [Jesse Wang] said. Of CIC's Dollars ... Read More

71 Views | Rated 0.0 | Created On: Jan 28, 2008

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**India's public sector needs decent incentives**

**Source:** Financial Times  
**Source Date:** Thursday, April 03, 2008  
**Summary:** Morgan Stanley estimates the combined effect of the pay commission's recommended increase, coupled with a recent budgetary measure offering 7.6bn) of debt relief for farmers, could push up the government's budget deficit to 8.1-8.3 per cent of GDP in the financial year ending March 2009. This compares with a trough of 7 per cent in the fiscal year ended last year. Read More

71 Views | Rated 0.0 | Created On: Jan 28, 2008
United Nations Public Administration Network

- User interactivity features
TABLE OF CONTENTS

1. Minister’s Message
2. Purpose of the Corporate Plan
3. Corporate Plan Overview
4. Key Challenges and Opportunities
5. Future Directions and Focus
6. Key Result Areas
7. Key Organisational Risks

Users can add their own comments to each entry in the portal
New modules for each region
➢ Back office Man. – Updating portal anywhere anytime

Welcome to UNPAN Africa

Please place your mouse over the tabs below to view the latest information from UNPAN Partners.

Partners login to add any kind of entry: announcement, news, documents, events, directory entry etc.

ANSA-AFRICA Stakeholders Conference: Growing of Social Accountability Networks

ANSA-Africa stakeholder conference: Growing the social accountability Network
Venue: Addis Ababa, Ethiopia
Contact person: Ingrid du Toit: ingrid.dutoit@mweb.co.za

AAPAM Newsletter
The latest AAPAM Newsletter is now available.
UNPAN partners also fill in the other fields of the announcement and the announcement appears on the live site as soon as they complete submission.
United Nations Public Administration Network

Back office Man. – Taxonomy

<table>
<thead>
<tr>
<th>Browse by Topics:</th>
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<tbody>
<tr>
<td>Public Policy Development</td>
</tr>
<tr>
<td>Civics Engagement in Public Policy and Management</td>
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<tr>
<td>Economic and Trade Policies</td>
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<tr>
<td>E-Strategy</td>
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<td>Legislation and Legal Framework</td>
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<tr>
<td>National Development Strategies for MDGs</td>
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<td>Public Services</td>
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<td>Conflict Prevention and Resolution</td>
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<tr>
<td>Institutional Development in Public Services</td>
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<td>Accountability, Ethics and Transparency in Public Institutions</td>
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<td>Capacity Development</td>
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<tr>
<td>Post-Conflict Reconstruction and Management</td>
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<tr>
<td>Private Sector Development</td>
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<td>Reinventing and Restructuring Government</td>
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<td>Human Resource Management and Development</td>
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<td>Civil Service Development and Innovation</td>
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<td>Conflict Prevention Management</td>
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<tr>
<td>Ethics and Professionalism</td>
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<td>Human Resources Management</td>
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<td>Leadership Development</td>
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<td>Technology and Innovation in Public Administration</td>
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<td>Electronic/Mobile Government</td>
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<td>Information Communication Technologies (ICT) for Development</td>
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<td>Knowledge Management in Government</td>
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<td>Finance and Budgeting in Public Administration</td>
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<td>Corruption and Financial Accountability</td>
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<td>Financing for Development</td>
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<tr>
<td>Result-based Budgeting, Evaluation and Audit</td>
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<tr>
<td>Taxation and Public Expenditure Management</td>
</tr>
</tbody>
</table>

Same taxonomy for all modules

Announcements

News

Library

Events

Conferences

Training

Directories

Resources

Experts

Users can also use their own tags for all the entries in all the modules...

Most Popular Tags

accessibility accountability administration best biometric citizens community digital divide, e-government e-inclusion e-procurement egovernment egovernment, ehealth einclusion electronic eparticipation eprocurement interoperability local mobile practice procurement public report rural services ubl workshop
United Nations Public Administration Network

- Back office Man. – Reusable Modules

  All modules are reusable in other sections of the portal

- Announcements
- News
- Library
- Events
  - Conferences
  - Training
- Directories
  - Resources
  - Experts
What is next? Multiple Language Support

UNPAN is a global networking tool that connects relevant international, regional, subregional, and national institutions worldwide for the promotion of better public administration.
Modules can be reused for many purposes

http://www.unpan.org/amdin

By using the same UNPAN modules; we are able to create a ‘portlet’ within the UNPAN portal for all the institutions. You will find only the entries that are owned/created by that UNPAN member in this ‘portlet’.
Modules can be reused for many purposes

We are building on existing UNPAN modules to develop EMGKR…
Mission

Promote worldwide knowledge sharing and collaboration on e/m-Government btw development stakeholders working to achieve national e-solutions
Need

Many countries lack resources to do research on e/m-government development

- Innovative case studies
- Software Applications i.e. FOSS (Free & Open Source Software)
- Best practices & Lessons learnt
- Latest e-trends & online services
Need

Lack of an integrated portal on e/m-government at the national & international level
Global Knowledge Repository for Electronic/Mobile Government

➢ Idea

Support developing countries to build national capacities on e/m-Government

➢ How

Provide information & tools for the development of comprehensive e/m-Government policies & programmes in support of public sector development
Philosophy

• Provide information & tools freely available to everyone without restrictions from any kind of control
• Try to set standards for descriptive metadata to be used for data exchange & utilization (in progress, ideas are more than welcome!)
_solution: online repository

- Comprehensive
- Cost-effective
- User-friendly
- Secure
- Easy to update
- Collaborative
Welcome to the United Nations Global Electronic/Mobile Government Knowledge Repository

The UN E-Government Survey 2008: From E-Government to Connected Governance 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. ICTs can help reinvent government in such a way that existing institutional arrangements can be restructured and new innovative arrangements can flourish, paving the way for a transformed government.

Electronic / Mobile Government Categories

<table>
<thead>
<tr>
<th>Category</th>
<th>Applications</th>
<th>Innovative Practices</th>
<th>News</th>
<th>Events</th>
<th>Library</th>
<th>Experts</th>
<th>Resources</th>
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</tr>
</tbody>
</table>
Objectives

- Provide an Internet based shared knowledge platform
- Provide easily accessible e-information
- Map innovative practices
- Present state-of-the-art research
- Enhance outreach and promote partnerships for action
- Create a platform and network of international expertise
- Support multi-stakeholder partnerships
Process

- Developed, financed and maintained by UNDESA

- Offered to the committed regional partners for the management of the information
Regional and national organizations & institutions in the field of ICT4DEV with a common objective of sharing and promoting ICT-based knowledge resources.

**Asia and the Pacific**
- RCOCI
- MOPAS/ANA
- CAS
- DSG
- UN University

Global Knowledge Repository for Electronic/Mobile Government
International Collaboration

- Lack of e/m-Government related information is a “Global issue”, essential to have data from each country.

- More efficient & cost effective for each country to share its data than to collect everything it needs independently.
Target Audience

- Member states, gov institutions
- Development stakeholders
- Regional & international institutions
- National & local stakeholders
- Agencies of the United Nations
A portfolio of knowledge resources on member states:
• e/m-Government strategies
• e/m-Government policies
• Public sector programs on e/m-Government
• ICT access and connectivity
• ICT legal and regulatory framework
• Enabling environment for effective e-development
• Monitoring and evaluation of e/m-Government projects
Global Knowledge Repository for Electronic/Mobile Government

➢ Content more in technical terms

• E-governance Survey Results
• E-Gov Innovative Practices
• ICT Applications use in PA
• News
• Documents
• Events
• Directories
• Tools for assessment of e/m-Government
• Institutional websites on e/m-Government theme
**Content: E-government Surveys**

**Global E-Government Survey 2008**

### E-Government Readiness Index

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### E-Participation Index

<table>
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<td>United States</td>
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Content: E-government Surveys

**Global E-Government Readiness Report 2005**

### E-Government Readiness Index Top 10 Countries

<table>
<thead>
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<th>Country</th>
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### E-Participation Index Top 10 Countries

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[Download Publication]
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➢ **Content: E-government Surveys**

![Global E-Government Readiness Report 2004](image)

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<table>
<thead>
<tr>
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### E-Government Readiness Index Top 10 Countries

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Content: E-government Surveys

Global E-Government Survey 2003

E-Government Readiness Index
Top 10 Countries

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E-Participation Index
Top 15 Countries

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Download Publication
Global Knowledge Repository for Electronic/Mobile Government

- Content: Innovative Practices
Content: ICT Applications
## Product Summary

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<th><strong>Name</strong></th>
<th>WISER</th>
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<td><strong>Product Description</strong></td>
<td>WISER (Wireless Information System for Emergency Responders) is a system designed to assist first responders with hazardous material incidents. WISER provides a wide range of information on hazardous substances, including substance identification support, physical characteristics, health information, and containment and suppression advice. This product is free and is available for Windows Mobile Smartphones, Palm, and Pocket PC.</td>
</tr>
<tr>
<td><strong>License(s)</strong></td>
<td>Free</td>
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<tr>
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<td><strong>Target Users</strong></td>
<td>Emergency responders</td>
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<td><strong>System Requirements</strong></td>
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<tr>
<td><strong>Developer/Owner Details</strong></td>
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<tr>
<td><strong>Name</strong></td>
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<td><strong>Type</strong></td>
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<tr>
<td><strong>Country</strong></td>
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</table>
Global Knowledge Repository for Electronic/Mobile Government

Content: News

**South Africa: Country Ranked 35th in E-Readiness**

**Source:** http://allafrica.com/stories/200708211098.html

**Source Date:** Monday, April 28, 2008

**Focus:** Technology and Innovation in Public Administration

**Summary:** South Africa has been ranked 35th in a global electronic readiness (e-Readiness) survey, thus leading the continent in the 2007 edition as announced by the Economist Intelligence Unit (EIU) at this year’s eNNOVATE expo in Lagos.

41 Views | Rated 0.0 | Created On: May 09, 2008

**Oman Jumps to 84th Rank in UN E-Government Survey 2008**

**Source:** ameinfo.com

**Source Date:** Monday, April 28, 2008

**Focus:** Technology and Innovation in Public Administration

**Summary:** The United Nations just released its 2008 E-Government Readiness Report, ranking countries by e-government development and Oman ranks 84th position in e-Government with an e-Government readiness index of 0.4691.

41 Views | Rated 0.0 | Created On: May 09, 2008
Content: Documents

- National Policies and Strategies
- Implementation Plan
- Legal and Regulatory Framework
- ICT Infrastructure
- Enabling Environment for Effective e-Development
- Monitoring and Evaluation
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Content: Events

7th Forum on City Informatization in the Asia-Pacific Region
- Organizer: UNDESA/DPADM, Shanghai Municipal Government
- Focus: Civic Engagement in Public Policy and Management, Journals
- Where: Shanghai Academy of Social Sciences (SASS), Shanghai, China
- When: May 26, 2008 to May 27, 2008
  185 Views | Rated 0.0 | Created On: May 02, 2008

Pre-Conference Seminar for Elected Women Local Government Leaders
- Created By: DPADM / UNDESA
- Focus: Civic Engagement in Public Policy and Management
- Where: Palais des Congres, Yaoundé, Cameroon
- When: May 26, 2008 to May 27, 2008
  186 Views | Rated 0.0 | Created On: May 02, 2008

Course on Teamwork and communication assertiveness
- Organizer: Instituto Centroamericano de Administración Pública
- When: May 26, 2008 to May 28, 2008
  21 Views | Rated 0.0 | Created On: May 12, 2008
Content: Directories

- Experts
- Journals
- Public Administration Schools
- Thematic Websites
- Training Institutions
- Research Institutions

Chinese Public Administration Review

Category: Journals
Description: The Chinese Public Administration Review, a new academic journal, is being published in the context of the following interrelated issues: 1) The development of public administration as a professional field since 1978 in P.R. China. 2) The emergence of public administration as an independent academic field in China. 3) The necessity of Chinese scholars to learn from international scholars in the field of public administration, and vice versa. 4) The themes of the journal.

Visit

Return

3 Views | Avg. Rating 🌟🌟🌟🌟🌟
Content: Expert Directory

UNPAN Contact Directory is a global directory of contacts in Public Administration. Please complete the fields below and start your search.

- **Name:** Matthys, Mitch
  - **Organization:** Metsweding District Municipality
  - **Country:** South Africa

- **Name:** McAvoy, Allen
  - **Country:** Canada
Welcome to the UNPAN Online Training Centre

The UNPAN Online Training Centre delivers courses on various topics in public administration. UNPAN on-line training courses increase the opportunities for government officials from all over the world to access training materials on e-government.

Please email unpan@un.org for further information on course availability.

Click here to login.

Online Courses

- E-Government – What a Government Leader Should Know - Strategic Aspect
- Decentralized Governance
- Knowledge Management in Government Organization
- E-Government Interoperability
Content: Tools – E-Readiness Ranking

View, Sort, Chart, Export and Print Country Level E-Readiness Data. For more information about the data please visit the E-Government Overview section.

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Global Knowledge Repository for Electronic/Mobile Government

Content: Tools - METER

Click on the blocks above to assess your government in chosen category. Each category will contain a series of questions designed to help you prepare and understand the requirements needed for e-Government.
Content: Thematic Websites

- World Summit on the Information Society (WSIS)
- United Nations Group on the Information Society (UNGIS)
- UN e-Government Knowledge Base
- Internet Governance Forum (IGF)
- Global Alliance for ICT and Development (GAID)
Country At-a-Glance

Website: http://www.bundesregierung.de
Region: 4
Sub-Region: 18
Income: High income
Population: 82,491,000
E-Readiness Rank:

With permission from the United Nations Cybershowbus © 2006
➢ In line with GAID Objectives

• ICT4DEV; WSIS, Millennium Dev Goals
• Use of ICT to promote collaborative knowledge and development
• Innovative attempt to gather cross sectoral national and international stakeholders and agencies
Supports Open Data & Knowledge Env.

Value of EMGKR

Free and openly accessible knowledge resources on e/m-government for national policy makers, private sector and civil society
Performance Indicators

- Traffic generated on UN EMGKR website
- Volume of knowledge resources added to EMGKR
- Number of new members/partners per year
- Sustainable network of partners contributing to the online facility
- Positive feedback from the users
Responsibilities of DESA

- Develop and Maintain EMGKR
- Develop and Maintain electronic linkages btw. network partners
- Make final determinations on the inclusion of knowledge resources
- Monitor, assess and analyze the success
- Lead and coordinate relevant consultation meetings (or workshops) in cooperation with international and/or regional partners
Benefits via UNPAN & EMGKR

- Participating in an unique worldwide network
- Learning from other members of the network (North-South & South-South)
- Sharing your products/services through additional channels
- Receiving free network IT support and tools to save money for all
- Reaching out to larger audience
- Making thyself more visible through the more powerful vehicle
- Enhancing KM capacities via UNPAN & EMGKR IT tools
- Understanding better the user’s needs
- Providing more needed products and services (one-stop shop)
- Being highly recognized and appreciated by the UN GA, ECOSOC and the worldwide public users
Challenges via UNPAN & EMGKR

**Political support at all levels**
- Need better understanding of who we are and what we can do
- Need better understanding of the needs of the people we serve
- Need better understanding of the importance of KM
- Need incentives and recognition systems for KM workers

**Planning and implementation support**
- Need a long-term and sustainable strategy on institutional KM
- Need necessary human and financial resources for KM
- Need better integrated process among IT, back office KM and front office service

**IT Infrastructure support**
- Need easier, simpler and friendlier tools and tools to avoid double KM work
- Need innovative capacity in KM through IT tools

**Marketing support**
- Need creative means for promoting the service we provide via the Network
What can UNPAN do to overcome challenges?

**Political support**
- Providing UNPAN & EMGKR members better sense of ownership and identity
- Promoting your UNPAN & EMGKR work at your respective board or governing meetings

**Planning and implementation support**
- Providing UNPAN & EMGKR contributors with better quality control tools
- Providing UNPAN & EMGKR users with better monitoring and evaluating tools

**IT Infrastructure support**
- Providing UNPAN & EMGKR member with easier and less burden tools on online KM
- Providing UNPAN & EMGKR members with more optional tools for design and customize their contents
- Providing UNPAN & EMGKR members and users with better interactive tools
- Providing UNPAN & EMGKR users with easier and friendlier navigation

**Marketing support**
- Providing UNPAN & EMGKR members with more promoting means
Summary

• Overview of UNPAN
  • UNPAN Portal Infrastructure
  • UNPAN Portal Upgrade

• Introduction to EMGKR
  • Need
  • Process
  • Benefits
  • Opportunity for partnership