GUIDELINES FOR SPEAKERS

We are honored and pleased to acknowledge your accomplishments in E-Government development. The United Nations has been monitoring this issue globally for at least 10 years and we are aware of the complexities and challenges in improving e-Government practices. Harmonizing people, processes and technologies within complex public administration and regulatory frameworks is a major challenge and irreversible trend in Governments worldwide.

We know that it is not easy to convey this entire process in a concise fashion and have developed the following guidelines to assist speakers with their presentations.

**Time is of the essence**
All speakers are asked to limit their presentation to **15 minutes**. Chairpersons have been instructed to be extremely rigid in following the workshop timetable so that we can capture everybody’s insights. Speakers will be given a signal five minutes before time is up and again when there is one minute left. You will be kindly asked to stop at the 15-minute mark.

**Use of slides should be limited**
Please send us your PowerPoint presentations prior to the event and possibly by **20 June** so that they can be uploaded on the UNPSA website. However, we strongly advise speakers **not to use extensive PowerPoint presentations as they often detract attention from what is being said and tend to go beyond the allotted time**. Please try to use limit slides to visuals and a few key words of text. We believe that your message can be conveyed more effectively if you engage the audience directly.

**Presentations will be posted online**
Please be advised that in line with the Secretary-General’s initiative to promote a green UN, papers will not be distributed during the Forum and Workshop. All presentations will be posted online for worldwide dissemination. Thank you for your cooperation on this matter.

**Questions to be addressed**
Detailed background information can be included in papers to be posted online, as appropriate. To enliven the discussion and help participants focus on the most salient points, it is suggested that speakers address the following questions in their presentations.
Session 1: E-Government Strategies/Policies - Design for Results
Each speaker should highlight the main features of the e-Government policy design of the case presented referring to how the e-Government policy was designed and implemented, with emphasis on strategic aspects. Suggested questions to be addressed:

1. What are the principal elements of a well-conceived e-government strategy at national level?
2. What process should the central government follow in planning and implementing a national e-Government strategy? What concrete steps and actions should be undertaken?
3. How has the regulatory environment evolved in your country? Should it have been approached differently?

Session 2: Whole-of-Government - Institutional Coordination for Effective Implementation
Each speaker should highlight the main features of the case presented to improving whole-of-Government aspects, institutional coordination aspects and other features. Suggested questions to be addressed:

1. How do you practice a whole-of-government approach in your country? Is e-Government connected to a larger programme of administrative reform or public service transformation?
2. What are the main institutional coordination mechanisms and do you consider them to be effective?
3. What steps have been taken to promote and/or improve systems interoperability at national and sub-national levels?

Session 3: Connected Government - Partnerships and Collaboration for Enhanced Service Delivery
Each speaker should highlight the main features of the policy design of the case presented referring to how service delivery was facilitated through partnerships and collaboration. Suggested questions to be addressed:

1. What has made collaboration between public and private actors effective in the area of e-Government?
2. Based on experience, how can governments best leverage technology to partner with citizens in service delivery? How should such partnerships be designed and implemented?
3. What partnership arrangements have proven effective in meeting demand for multi-channel service delivery? At what cost?