Enhanced Public Service Delivery Using ICT in Africa

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Rationale in Transition from Governance to E-Governance
Rationale in Transition from Governance to E-Governance

- A new role of the government that relies less on state intervention, and more on market forces brought about by deregulation, decentralization, liberalization and privatization.

- Growing importance of the private sector not only in the economic sectors of growth, but also in developmental activities in the social sector.

- Civil-society organizations (CSOs), including non-governmental organizations (NGOs) are emerging as active participants in public policy processes during the transition period.
Rationale in Transition from Governance to E-Governance

- Economic and financial crisis have changed the role of the public sector, its relations with non-public sectors, and accordingly e-Governance model in new IT era.

- Importance of intersectoral/engaged governance (ISG/EG) increased, which encourage the inter-organizational networks of state and non-state sectors by harnessing new ICT tools.
Intersectoral Governance (ISG) Frameworks
ISG Arrangements

Non-State Inputs

Formulation  Implementation  Monitoring

Public Programmes and Policies
## Decision Making Process of ISG

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<td>Higher governing bodies (President Parliament etc.)</td>
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<td>Ministries/ Agencies</td>
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<td>Local (provincial) governing bodies</td>
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<td>Business Sector</td>
<td>Large, Small &amp; Medium Business</td>
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<td>Civil Society Sector</td>
<td>CSOs (NGOs, unions, public chambers etc.)</td>
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Technological Aspects of ISG

I

Exposure of the problem

II

Decision Making

III

Working out the programme

Implementation of the programme

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Technological Aspects of ISG

- **10 Steps for Successful Programme Fulfillment**

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<th>Step 1:</th>
<th>Identification/exposure of a problem</th>
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<td>Formation of a special intersectoral commission</td>
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## Technological Aspects of ISG

- **10 Steps for Successful Programme Fulfillment**

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<th>Step</th>
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<td>Step 10</td>
<td>Review of results</td>
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Suggestions

- Conceptualizing ISG
- Review of the Legal/Regulatory Framework
- Market-based Incentives for ISG
- Recording Public-Private Partnership
- Provisioning Social Services
- Strengthening & Capacity Building of NGOs
- New mechanisms to address the economic and financial crisis
- New e-Governance model
Four Stages of Online Service Development & Its Sub-stage
Structure of e-Governance

3 Types of Connections in e-Governance
- E-Government
- E-Business
- E-Citizen

Four Stages of Online Service Development

1. **Emerging**: Gov’t websites provide information on public policy, governance, laws, regulations, & relevant documentation.

2. **Enhanced**: Gov’t websites deliver enhanced one-way or simple two-way e-communication between gov’t and citizen, such as downloadable forms for gov’t services and applications.

3. **Transactional**: Gov’t websites engage in two-way communication with their citizens, including requesting and receiving inputs on gov’t policies, programmes, regulations, etc.

4. **Connected**: Gov’t websites have changed the way gov’t communicate with their citizens by cutting across the departments and ministries in a seamless manner.
Comprehensive Network Lace Interpretation of Connections in e-Governance

3 Types of Connections in e-Governance

- E-Government
- E-Business
- E-Citizen
New Sub-stage: Smart Government

- Recent trends in development and e-Governance

1. Trends in social environment - aging society, climate change, social polarization

2. Trends in e-Governance - increasing demand in smart, more mobile, personalised care and robust social safety net

3. There is a need to catch up governance strategies from first, second, and third phases to connected and to adapt to a smart IT age
New Sub-stage: Smart Government

- Based on UPACS, UNPAN, and METER, analysing problems such as digital gaps, formulating the smart e-Government strategies, and implementing these strategies are needed.

- Necessity to formulate and implement e-Government strategies as a part of socio economic strategies

- UNDESA/UNPOG assistance in the above areas
Major Findings of 2012 UN e-Government Survey
Global Trends in e-Government 2012

- In the current recessionary world climate, governments have been harnessing the power of information and communications technologies (ICT) for delivering much needed sustainability in social and economic services to their citizens.

- The 2012 Survey analyzes how governments are using ICT to provide information, services and solutions to their citizens.
Global Trends in e-Government 2012

- Underscoring the importance of technological advancements and the role of the government and sustainable development, it highlights the importance of e-Government and ICT as integral to sustainable development.

- Expanding the concept of e-Governance, it points to the need to place it at the centre of development thinking for a coherent, coordinated, and synergistic approach to the public sector solution.

- It draws attention to state-of-the art e-Government approaches that are being deployed in vanguard countries as case studies.
Major Findings of 2012 Survey

- The steady improvement in all the indicators of the e-Government development index has led to a world average of 0.4877 as compared to 0.4406 in 2010.

- This reflects that countries in general have improved their online service delivery to cater to citizen’s needs.

- But, there still remains an imbalance in the digital divide between developed and the developing countries.

- The digital divide is rooted in the lack of e-infrastructure, which has hindered information use and knowledge creation.

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Many Member States are moving from a decentralized single-purpose organization model, to an integrated unified whole-of-government model contributing to efficiency and efficacy.

The model aims at centralizing the entry point of service delivery to a single portal where citizens can access all government-supplied services, regardless of which government authorities provide them.

This helps build a transparent government system with interconnected departments and divisions.
Multichannel Service Delivery Being Used by Government

- The increasing power of ICT has also provided governments with the flexibility of providing services and information to citizens through multi-channels.

- 71 Member States partner with third party organizations such as those in the civil society or the private sector to provide e-services.

- Mobile based technologies have become the most rapidly adapted technologies to provide e-service, playing a pivotal role, especially in developing countries.
Four Stages of Online Service Development
Four Stages of Online Service Development

- Connected
- Transactional
- Enhanced
- Emerging
Four Stages of Online Service Development

Stage 1 – Emerging information services

Government websites provide information on public policy, governance, laws, regulations, relevant documentation and government services provided. They have links to ministries, departments and other branches of government. Citizens are easily able to obtain information on what is new in the national government and ministries and have links to archived information.

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Four Stages of Online Service Development

Stage 2 – Enhanced information services

Government websites deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications. The sites have audio and video capabilities and are multi-lingual. This also includes some limited e-services where citizens can request non-electronic forms and request for personal information, which will be mailed to their house.

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Stage 3 – Transactional services

Government websites engage in two-way communication with their citizens, including requesting and receiving inputs on government policies. In this stage, transactions require some form of electronic authentication of the citizen’s identity to successfully complete the exchange. This stage includes the processing of non-financial transactions, e.g. downloading and uploading of forms, online completion of electronic tax filing, application for certificates, licenses, permits or e-voting.
Four Stages of Online Service Development

Stage 4 – Connected services

Government websites have changed the way to communicate with their citizens, and they are proactive in requesting information and opinions from the citizens using Web 2.0 and other interactive tools. The e-services and e-solutions that are available cut across the departments and ministries in a seamless manner. Information, data and knowledge is transferred from government agencies through integrated applications.
Africa:
Online Service Development

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Online Service Development Stages by Region (2012)
Online Service Development Stages by Economic Development Level (2012)
Africa: 2012 Online Service Development by Sub-region
Africa: Online Service Development
Comparison btw 2010 and 2012
Korea Leading e-Government
Korea Leading e-Government

- **Inception**: 1978~1996
  - Building Administrative Networks & Computerization

- **Foundation**: 1996~2000
  - Promoting Informatization by establishing internet backbones

- **Launch**: 2001~2002
  - 11 major tasks for e-Government Services

- **Diffusion**: 2003~2007
  - 31 major tasks for e-Government Services

- **Maturity**: 2008~
  - Expansion of integration of e-Government

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Another Look


- Road Mapping and Establishing IT Infrastructures
  - Digitalization of government business processes (patent, customs, tax, etc.)
  - Establishing high-speed internet network
  - 11 key initiatives launched (G4C, e-Procurement, etc.)


- Expansion of e-Government Services
  - Enhanced administrative efficiency through e-Gov
  - Linkage and connection among information systems
  - 31 major tasks executed (consolidated logistics & sharing administrative info)

**Further Advancement of e-Government (2008 ~ 2012)**

- Seamless Delivery of Public Services
  - Customer-centric citizen services and enhanced public participation
  - Real-time public safety information network
  - Strengthening e-Government through enhanced privacy & security

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Korea has ranked 1st place for twice in a row in e-Government survey from 2010 to 2012.

This year Korea receives three awards, 1st place in global e-Government ranking and regional e-Government ranking, and global e-participation ranking.
2012 UN PSA Achievements  
- Republic of Korea

- Category 1 – Preventing and combating corruption in the public service  
  Ranked 1st place from Asia and the Pacific  
  Anti-corruption and Civil Rights Commission  
  Initiative: Integrity assessment

- Category 3 – Fostering participation in policy-making decisions through innovative mechanisms  
  Ranked 2nd place from Asia and the Pacific  
  Ministry of Gender Equality and Family  
  Initiative: Youth Participation Committee

- Category 4 – Advancing knowledge management in government  
  Ranked 2nd place from Asia and the Pacific  
  National Science & Technology Commission (NSTC)  
  Initiative: Providing national science & technology information service

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Korea Moving forward to SMART Government

Smart government

Advanced government where people can avail themselves of including services, participations, and communication anytime and with any device made possible through convergence and integration of smart IT and government services
Korea Moving forward to SMART Government

Seamless – Service linkage and integration among departments, and People-oriented, integrated and customised services

MOBILE – Mobile e-Gov that provides convenient services at any place and any time

Anytime – Services that are available any time that people want them

Real time – A service response system that responds to people’s needs in real time

Together – Advanced service based on mutual prosperity of the enterprises, consideration on the alienated social class, people’s participation and communication
Implementation Strategy Phases of SMART Government

- Based on user-oriented service integration and multichannel integration (PC, smart phone, and smart TV)

- Expand partnerships and information sharing with local authorities, public enterprises and private sector and NGOs

- Joint growth among e-Gov. stakeholders, Green IT system, public information and services available to people including response to new people’s needs (aging society, birth rate, disaster, safety and welfare system)
Open Government:
Open Source Software (OSS) and Open Data Standards (ODS)
Open Government Structure

Open Government as a Manifold

• Open
• Closed

Information Flows
Open Government Structure

- Open Information Flows
Open Government Structure

Open Government as a Manifold

=>

OSS + ODS

• OSS and ODS provide better security

• One can do what one wants with the code and with the data
Open Government Structure

Open Government needs =>

OSS + ODS
OSS Aspects

- Political aspects, concepts related to governmental tasks, goals and responsibilities like freedom and equality, digital endurance, digital heritage and stimulation of innovation;
- Economic aspects, related to cost reduction and market health;
- Social aspects, in particular for education and team work support;
- Managerial and/or technical aspects, in particular quality of the products in terms of stability and reliability, transparency, support and security;
- Legal aspects, related to licensing and liability.

ODS aspects

- An open standard is accessible to everyone free of charge;
- An open standard of necessity remains accessible and free of charge;
- An open standard is accessible free of charge and documented in all its details;

2012 Vision/Work Plan of UNPOG
Vision of UNPOG

**Role** is to assist Member States in achieving internationally agreed development goals, through research and knowledge sharing on the various facets of institutional development, electronic and mobile governance, and citizen’s engagement.

**Strengthening** governance systems at the national and local levels to spread good governance among UN member states, focusing on e-Governance.

**Promote** cooperation among public agencies, private sectors and civil society organizations, while facilitating both North-South and South-South exchanges of good practices in governance and public administration.
Capacity Development

- **Global e-Government forum, Korea, 17-18 Oct 2012**
  - Titled as “Smart e-Government for the Better Future”
  - Sharing experiences and best practices on building e-Government and e-Governance at the international levels
  - Enhancing cooperation, and developing inter-working mechanisms among e-Government stakeholders including policy makers, UN experts, scholars and private sector experts

- **Workshop on Gender Mainstreaming and e-Governance, Bangkok in Thailand, Nov 2012**

- **Workshop on e-Government for Afghanistan Government, Dec 2012**
  - Organizing a workshop for 15 CIOs from Afghanistan
  - Discussing about establishing the internet centre and dispatching IT officials to contribute to development of e-Government of Afghanistan

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Research and Policy Development

- UNPACS Research
- Methodology for Development of e-Government Programmes and Their implementation as a Part of Socio-economic Strategy
- Open Government Data & Information Security
- Gender Mainstreaming & e-Governance
- E-Procurement Research
- Advanced Study on Global e-Governance & Leadership in Cooperation with Inha University / Then, training course will be provided
Communications and Outreach

Communication & Outreach

- Articles and papers on UNDESA and UNPOG’s substantive capacity development activities
- Publication of the best practices on UNPSA
- Meetings with Ministry of Public Administration and Security (MOPAS) and other Korean government agencies to engage them into UNPOG’s activities
- Advocacy and outreach activities through presentations or lectures on UNPOG’s research and capacity development achievements in universities and governments etc
- Website revamping for better information delivery
Thank you