Committee of Experts on Public Administration  
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New York, 22-26 July 2002  
Item 3 of the provisional agenda*  
Enhancing the capacity of public administration  
to implement the United Nations  
Millennium Declaration

The critical role of public administration and good governance in implementing the United Nations  
Millennium Declaration: e-government, known applications and enabling environment

Report of the Secretariat

Executive summary

The present brief schematic report highlights the main approaches of e-government and the conditions which will create an enabling environment to its introduction.

* E/C.16/2002/1.
### E-government: known applications and tested approaches

#### 1. E-government applications

<table>
<thead>
<tr>
<th>Areas</th>
<th>Typical systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Governance</td>
<td>• Core business of government: Management of work flow, finances, personnel, documentation, records, information, knowledge; internal communication; executive information and decision-making</td>
</tr>
<tr>
<td></td>
<td>• Transparency: E-procurement; government portals; online availability of laws, decrees, regulations</td>
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<td></td>
<td>• Participation: Online petitions, town halls, notice and comment; citizen networks; publication of voting records; email for parliamentarians</td>
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<tr>
<td>Economic</td>
<td>• Revenue generation: Taxation, custom, fee information and management</td>
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<td></td>
<td>• Financial management: Budget planning; accounting; expenditure, investment, payroll and other payment management</td>
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<td></td>
<td>• Resource management: Geographic and natural resources information and management; land, property, dwelling management; urban planning; development planning</td>
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<td></td>
<td>• Business development: Enterprises registration; investment information; technology and technology transfer information; patent information; market information; statistical analysis; economic forecasting; laws and regulations</td>
</tr>
<tr>
<td>Social</td>
<td>• Social services: Civil applications; civil registration; land and property registration; civil certificates; personal identification documents; social security; vehicle registration</td>
</tr>
</tbody>
</table>
### Areas & Typical systems

<table>
<thead>
<tr>
<th>Areas</th>
<th>Typical systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Education and culture</td>
<td>• Digital libraries and museums; community information centres; education institutions; information and management</td>
</tr>
<tr>
<td>• Health</td>
<td>• Distant medicine and prescription services; hospital information and appointments; organ and blood availability information; health insurance reimbursement/direct settlement</td>
</tr>
<tr>
<td>• Public safety</td>
<td>• Crime information; drug monitoring and control; prison information and management; border control (immigration and emigration); transportation monitoring and management; natural disasters monitoring and forecasting</td>
</tr>
<tr>
<td>• Natural environment</td>
<td>• Natural environment information and management; weather forecasting</td>
</tr>
</tbody>
</table>

#### 2. E-government: enabling environment

- Political leadership to drive the transformation process.
- Analysis of e-readiness to face the issues.
- Long-term vision, with strategic goals to relate transformation to development plans, inform the public, get public support and facilitate monitoring and accountability.
- Identification of priorities to line up small, achievable components of the vision.
- Regulatory framework to assure sustainability of the effort.
- Institutional structure in the centre and throughout the government at all levels to implement the vision.
- Public involvement to respond to needs and fine-tune design of initiatives.
- Education and training to achieve the needed level of skills in the government and among the public at large.
Annex

Resources


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