e-Government for Development

The potential of e-Government to support good governance and possible pitfalls

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e-Government for development: in support and pursuit of good governance

• The true meaning of “e” in e-Government
  (Efficiency, Effectiveness, Ease of access to information and services, Empowerment, Economic and Social Development)

• e-Government for development: promoting good governance

• It aims to strengthen, among others:
  – Democracy
  – Rule of law
  – Transparency
  – Accountability
  – Efficiency and Effectiveness in government operations and service delivery

• In order to create a conducive environment for sustainable development

• International cooperation is increasingly focusing on e-government for development as a potent operational strategy to promote good governance
Increasing interest and support for e-Government

- G8 Summit 2000 in Okinawa: Putting “Bridging the Digital Divide” high on the Agenda – Creation of the DOT Force
- G8 Summit 2001 in Genoa: DOT Force report

  "the leaders encourage the development of an Action Plan on how e-government can strengthen democracy and the rule of law by empowering citizens and making the provision of essential government services more efficient…"

- The G8 gave Italy leadership to further the action plan on e-government, which it developed
- Italy launched a broad Initiative on e-Government for Development in 2002
- The initiative was presented at the International Conference on EG4D in Palermo, organized in collaboration with UNDESA, and later shared at the G8 meetings in Kananaskis, Canada in 2002, and Evian, France in 2003
- As part of the Italian Initiative a Trust Fund was established with UNDESA for an e-Government for Development Programme
The Italian Initiative on e-Government for Development

Definition of a Plan of Action on e-Government for Development with UNDESA (presented 2002)

Development of a reference model for e-Government (ongoing)

The e-Government for Development Programme (UNDESA): Identification of 9 projects, of which 5 are expected to start in 2003

Communication of experiences, results, successful practices:
- Conference of Palermo on eGovernment
- Agreement with World Bank for a global portal

Creation of an international network of partners to support and fund projects:
- United Nations
- Inter-American Development Bank
- Development Gateway Foundation
Plan of Action on eGovernment for Development

Developed with the support of UNDESA and involving an International Advisory Board of experts from developing and developed Countries.

Key success factors for e-Government

• Awareness of ICT as amplifier and accelerator of government’s operational setup: The need for administrative reform when introducing e-government for development
• Political support at the highest level
• Creation of a guiding structure / framework and central coordination
• Adequate legislative framework
• Effective communication to employees, citizens, private sector and other stakeholders of the benefits of e-Government
• Adequate tecnological choices
• Education of human resources

Visible projects showing results and impacting on civil society
Preconditions

Political Will and Leadership

Inst. Set up

Phys. Infrastructure

Org.

Communication

Human Resources

Access

Legislation

Property Registry

Population Registry

Cartographic Base Maps

Business Registry

Applications:

ID Cards, e-taxation, e-licensing,
e-health services, e-licensing,
e-voting, justice information systems,
land info. management systems, etc.

Enabling Environment for common data bases
**E-Government: a plethora of possible applications**

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<tr>
<th>Application Architecture</th>
<th>Finance</th>
<th>Public order and safety</th>
<th>Health</th>
<th>Social protection</th>
<th>Public Infrastructure and transportation</th>
<th>Trade and industry</th>
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<td>Government accounting, and budget management</td>
<td>Crime registry &amp; arrest record</td>
<td>Pharmaceutical registry</td>
<td>Social Security Revenue management</td>
<td>Automotive registry</td>
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<td>Cash management and treasury</td>
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<td>Tax and revenue management</td>
<td>Care diagnosis and therapy</td>
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**Cross government function applications**

- Workflow processes
- Document management
- Asset management
- Warehouse management
- e-Procurement
- Public information management and broadcasting
- Relationship management with Citizens and Institutions
- Life-event portal

**Organization support applications**

- Decision support and Data warehouse
- Program / Project Management
- Knowledge management
- Human resource management
- e-Learning

**Common data**

- Population registry
- Enterprise registry
- Geographic Information System
- Land registry
Enhance Service Delivery and Stimulate Citizen Participation

Striving for increased efficiency and effectiveness in government operations and delivery of services:

- **Internal** – reduction of transaction costs and freeing resources for better service delivery
- **External** – use of ICT to speed up service delivery and/or enable extension of existing services, and/or enable delivery of new services
- Increased transparency and accountability (in part using ICT) widens prospects for financing for development
- Strengthens TRUST in governments

Stimulate participation of citizens, private sector and other stakeholders using ICT (new and old)

- Shaping values
- Gauging public value and perceived added value
- Co-productive citizenship, not just customers
- Consensus building
Guiding principles

• Clear strategic management framework based on medium to long term vision of the future, flexible to be adjusted to the changing environment.
• Prioritization according to development needs, availability of resources and ‘governance’ return on investment.
• ICT tends to be the focus of attention, but ICT is simply a tool. People, organizational structures and systems conform the really ‘hard’ part of e-government.
• Administrative reform and change management are crucial
• Public engagement: the people and private sector should have a personal stake in e-government development
Guiding principles

• Key to high-performance networked economies is TRUST, which in turn depends on transparency and accountability
• Knowledge for development relies on openness to information and willingness to change
• Government as katalyst, but the speed of implementation must keep pace with overall use of ICT
• Frustration = Reality – Expectations
Objectives of the EG4D Programme of UNDESA

• To strengthen the capacity of Public Administration in developing countries and countries in transition, for better service delivery to citizens and business, and to foster democracy and socio-economic development

• To create conditions for higher efficiency and transparency of Public Administration

• To empower citizens and local communities through increased access to information and government services

• To reduce the digital divide with developed Countries

• To promote the growth of the local ICT industry
E-government for Development Programme

- Initial contacts with 5 countries in Rome and Palermo (Albania, Jordan, Mozambique, Nigeria, Tunisia)
- Establishment of a Technical Advisory Support Facility on e-Government for Development in Rome
- Project identification and formulation: Assessment and project formulation missions to the individual countries.
- Possible future projects: Document Management – Human resource management – Support to small-medium enterprises – Public Administration network – among others
E-Government for Development Programme

Project Implementation

Feasibility / pre-implementation studies and pilot activities, to determine the work and resources required for full fledged longer-term programme implementation. During these preparatory projects advocacy activities will take place to garner broader political and financial support.

Technical Advisory Support Facility (TASF)

The UNDESA-TASF provides advisory services in the identification, implementation and monitoring of e-government projects. It also provides advisory services to governments concerning the formulation of e-government strategies and action plans. It can provide technical advisory services at the request of other international development agencies.
Advocacy and Communication

• Co-organization of seminars and workshops, among others:
  – International Conference on EG4D (Palermo, April 2002)
  – E-Africa Capacity Building Workshop with NEPAD (Johannesburg, October 2002)

• UNPAN
  – Compendium of e-government applications (www.unpan.org/dpepa-kmb.asp)
  – Establishment of a roster of experts on e-government related issues
  – Publication of project reports

• Preparation of position papers on e-government for development
The future of the EG4D programme

• Implementation of selected projects in initial countries
• Open-up to other interested countries
• Stimulate cooperation among countries, exchange of experiences, reusability / adaptation of specific applications, etc.
• Extend the network of donors and strengthen cooperation with other development partners (bilateral, multilateral, private sector, NGO’s, academia)
• Strengthen the TASF and broaden the scope of technical advisory services to the countries
• Provide advisory services to regional e-government initiatives (e-Africa, Euro-Med, Caribbean, etc.)
THANK YOU