Compendium -
E-government Innovative Practices
Department of Economic and Social Affairs

Compendium -
E-government Innovative Practices
The Department of Economic and Social Affairs of the United Nations Secretariat is a vital interface between global policies in the economic, social and environmental spheres and national action. The Department works in three main interlinked areas: (i) it generated, compiles and analyses a wide range of economic, social and environmental data and information on which Member States of the United Nations draw to review common problems and to take stock of policy options; (ii) it facilitates the negotiations of Member States in many intergovernmental bodies on joint courses of action to address ongoing or emerging global challenges; and (iii) it advises interested Governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programmes at the country level and, through technical assistance, helps build national capacities.
Note

The designation employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The designations “developed” and “developing” economies are intended for statistical convenience and do not necessarily imply a judgment about the stage reached by a particular country or area in the development process.
Foreword

In recent years, there has been a significant growth in the number of government services available over the Internet. The potential for the Internet to enhance the way governments conduct business with their citizens is being increasingly recognized throughout the world.

The main challenge for governments is to ensure that citizens’ needs and expectations are met while ensuring a certain level of cost effectiveness for programme delivery. E-government must deliver real benefits to the citizens in an effort to market online services to drive take up. Incentives must be provided to encourage usage.

Expectations that e-government would reduce the cost of service delivery have not materialized due to the early stage nature of most online government services, the fact that e-government services are a duplicate channel of providing services and the lack of integration between the front end and back office systems.

While governments strive towards efficient service delivery, the citizen must be the focal point. Collaboration with the private sector is, however, another key goal. Bridges also need to be built between agencies in the same tier of government as well as between the different tiers of government.

In an effort to contribute to the debate surrounding e-government choices, solutions and alternatives, UNDESA has embarked on an ongoing effort to compile cases of innovative e-government applications from all geographical regions of the world with a special emphasis on those that are adaptable and replicable to other countries. It is hoped that the adaptability of these case studies will allow countries to share in the global knowledge pool, thus reducing the costs involved in setting up completely new systems.

Guido Bertucci
Director
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs

New York, December 2005
Acknowledgements

The UN/DESA Compendium of E-Government Practices was finalized under the guidance and direction of Mr. Guido Bertucci, Director of the Division for Public Administration and Development Management of UN/DESA. The Compendium was developed by the Knowledge Management Branch under the supervision of Ms. Haiyan Qian, Chief of the Branch.

Mr. Richard Kerby was the prime mover of this effort, assisted by Ms. Barbara Ubaldi. Mr. Michael G. Mimicopoulos was the substantive editor. Ms. Tingting Zhou, an intern, identified and compiled most of the cases, while another intern, Ms. Shuang Hu, compiled about a quarter of the cases. Technical support was provided by Ms. Carla Valle. Clerical support was provided by Ms. Elvira Doyle and Ms. Adriana Ribeiro. Financial administrative support was provided by Ms. Patricia Penuen.

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Technical editing was provided by Ms. Barbara Brewka.
Executive Summary

As information and communication technologies are dramatically changing the lives of people around the world, governments must come to grips with finding solutions that will increase public value to their citizens.

Drawing on the main themes of the UN Global E-government Readiness Reports of 2004 and 2005, the citizen should be viewed as the focal point of e-government activities. Although, many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is at the initial stages of conceptualization and implementation. As a result, not all e-solutions and e-services that governments provide necessarily meet the needs of the ordinary citizens.

The main objective of developing the UNDESA Compendium of E-government Practices as an ongoing project is to create a venue for promoting innovative and transferable e-government solutions, services and products developed and yet to be developed by governments. The Compendium also provides South/South and North/South information sharing of their respective experiences and innovative practices. In both cases, the focus is on hastening innovation and creating public value for the citizenry.

As noted in the Tunis Agenda for the Information Society of the World Summit on the Information Society in 2005, advances in ICTs, and high-speed data networks are continuously enhancing the prospects for developing countries, and countries with economies in transition, to participate in the global market for ICT-enabled services on the basis of their comparative advantage. These emerging opportunities provide a powerful commercial basis for ICT infrastructural investment in these countries. The implementation of an e-government strategy encompasses developing a national strategy, and creating e-solutions, e-services and e-products for the citizen.

The Compendium does not promote one solution over another, but rather exposes e-government practices that place the citizen in the forefront. It contains practices from all regions, while maintaining a geographical distribution. The Compendium embraces any theme that provides public value to the citizen. It covers a wide range of innovative practices, such as creating a government portal, providing critical information on agriculture, sharing HIV/AIDS information, finding an innovative way of doing e-commerce in developing countries, enhancing public/private partnership and facilitating the interaction between government and its citizens.

A number of regional initiatives have embarked on a regional e-government strategy to support their respective citizens, notably, NEPAD in Africa, e-LAC 2007 for Latin America and the Caribbean, and some initiatives in Asia. UNDESA will use these platforms as a foundation in identifying e-government practices that best represent an added benefit to the people. E-government practices should be shared in a user-friendly way. The Compendium serves as an Internet-based vehicle, which can be easily accessed through the Online Network on Public Administration and Finance (UNPAN) portal.
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The Management Information System for Education
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The E-Japan Strategy (E-government)

Korea, Republic of
The Cyber Forum Policy (CPF)
The Government for Citizens (G4C) Civic Service Innovation System
The Public Procurement Service (PPS)
The Online Procedures Enhancement for Civil Applications (OPEN)

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The Early Childhood Development (ECD) Website
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The following abbreviations have been used:

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<td>Australia Government Information Management Office</td>
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<td>AiDA</td>
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<td>AMP</td>
<td>Aid Management Platform</td>
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<td>CAD</td>
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<td>Global e-Schools and Communities Initiative</td>
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<td>Group of Eight</td>
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<td>HIS</td>
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<td>HIV/AIDS</td>
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<td>Ministry of Public Administration and Information</td>
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<td>National Registration Office</td>
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<td>Organization of American States</td>
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<td>OASIS</td>
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<td>OBLs</td>
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<td>On-line Services Computer Interface</td>
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<td>Real Estate Information System</td>
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<td>ROE</td>
<td>Record of Employment</td>
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<td>SMG</td>
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<td>Trade and Sustainable Development</td>
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<td>UHCC</td>
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<td>United Nations</td>
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<td>UNCTAD</td>
<td>United Nations Conference on Trade and Development</td>
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<td>United Nations Department of Economic and Social Affairs</td>
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<td>UNDP</td>
<td>United Nations Development Program</td>
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<td>United Nations Information and Communication Technology</td>
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<td>UNPAN</td>
<td>United Nations Online Network in Public Administration and Finance</td>
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<td>Volume Software Supply</td>
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<td>World Trade Organization</td>
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<td>eXtensible Markup Language</td>
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**E-Government Innovative Practices**

**Introduction**

The UN/DESA Compendium of E-Government Practices is a compilation of innovative e-government solutions, services and applications with elements of transferability and adaptability by users. It also aims at creating a niche market of case studies that could serve as a tool for knowledge management.

The Compendium is an on-going programme and will continue to seek out innovative and cost-effective e-government solutions that will transfer knowledge. UN/DESA will continue to solicit and identify innovative and value-added e-government applications from all corners of the globe through this Internet-based Compendium.

The selected cases are organized by regions, including Africa, Asia and the Pacific, Europe, Latin America and the Caribbean, and North America. In this particular edition, there are 38 countries with 74 cases chosen as shown in the Matrix below.

**Case Studies Matrix**

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AFRICA

Country: Egypt

Institution/Ministry: The United Nations Development Program (UNDP) and the Internet
Care Society (ICS)

Solution/Application: The Public Access Points (PAPs)

Theme: Information access

Implementation Date: n.a.

Summary:
The vast majority of Internet users in Egypt are based in urban areas. Cognizant of this, the
Ministry for Communications and Information Technology (MCIT) has launched a programme
to bring Internet to citizens in all 26 governorates. Plans have been put into place to establish
more than 300 publicly accessible telecentres for Egyptians without private access to the
Internet. Each telecentre has Internet access, is equipped with 10 PCs and offers training in a
variety of IT-related fields. A partnership has been created with UNDP, national post offices,
local libraries, and the Egyptian Government to bring the Internet to remote and high-cost areas
otherwise disconnected from the digital age. By using existing infrastructures (i.e. libraries and
schools), the Government hopes to help bridge the domestic digital divide between urban and
rural communities.

Impact:
UNDP has helped to create Technology Access Community Centers (TACCs) locate in urban
and rural areas of Egypt. The TACCs seek to promote civil society, provide training for isolated
communities, women and youth empowerment, and indigenous content creation. TACCs are
equipped with PCs, fax machines, printers, and Internet access. They have the added advantage
of offering community users access to expert advice and services that cater to specific industries
(e.g. health care, e-commerce). TACCs have provided previously disadvantaged communities
with information and knowledge on health care, agriculture, industry and other sectors that are
of concern to them.

In an effort to give the children of Egypt the opportunity to become more IT savvy, 21st Century
Kids Computer Clubs have been designed to help connect those who are not
connected. Drawing on resources from the government (training), NGO (management) and the
private sector (equipment), this program helps kids prepare for the ever-evolving globally
networked society.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
http://www.ics.org.eg (only available in Arabic)

Contact: ics_headquarter@yahoo.com
Country: Ethiopia

Institution/Ministry: The International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO)

Solution/Application: The Adaptive Technology Centre for the Blind (ATCB)

Theme: Education

Implementation Date: 2000

Summary:
The International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) established a computer training centre in Ethiopia – Adaptive Technology Centre for the Blind (ATCB) - to assist the blind and visually impaired to gain access to information and communication technologies.

ATCB is a non-profit resource and Information Technology center that supports the needs of visually impaired students and professionals through the use of computer training and the Braille Transcriber Center.

ITU and ATCB will provide the training equipment and software for the visually impaired, while UNESCO will supply training and curriculum-development materials. In addition, ATCB will make available administrative and professional staff and provide the project office with the necessary facilities and transport. As part of the project, a course for trainers and students will be conducted at five technical schools across Ethiopia. Those who can afford to participate in the project, or their sponsors, will be charged a moderate training fee. Proceeds from the sale of Braille publications such as training manuals, newspapers and other materials, as well as fees and charges from individuals and organizations will also contribute to sustaining the initiative.

Impact:

In Ethiopia, the latest census indicates that there are well over 500,000 blind people in the country. The computer training centre will aid the visually impaired to be trained and develop new skills that will enable them a better quality of life. The centre will also open up the Internet to a previously untapped market in Ethiopia.

Producing Braille by computerized embossers saves both time and energy. Moreover, embossers are equipped with graphic programs, enabling the Braille readers visualize objects and thereby form clear mental images of the real world under their fingertips, something that wasn’t possible earlier. As one visually impaired user of ATCB said “I don’t have sight. However, I have a vision.”

Source: International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO)
More information on the project:  

More information on the product:  
http://www3.sympatico.ca/tamru/

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Fax: +33 (0)1 45 67 16 90  
Email: bpi@unesco.org
Country: Ethiopia

Institution/Ministry: CyberEthiopi@; Ethiopia Government

Solution/Application: The Cyber-Ethiopia Initiative

Theme: Information access (and sharing)

Implementation Date: n.a.

Summary:

Amharic is Africa’s oldest alphabet and has been used for written communication since 100 BC. Facing the challenge of the digital multilingualism and the development of the local script for digital use, the Cyber-Ethiopia Initiative has converted the Amharic alphabet to be web friendly. The use of the Amharic alphabet on the Internet facilitates Ethiopia’s digital inclusion and full participation in the information society.

The CyberEthiopia initiative has the following objectives:

- **Information dissemination:** the website of the organization aspires to serve as a reference on the World Wide Web for timely, relevant and accurate information related to Ethiopia and the Ethiopians.

- **Technology boost:** research, technology studies and applications are developed to advance the usage of Amharic on the Internet and encourage activities related to the usage of the new technologies by Ethiopians at large.

- **Communication upgrade:** CyberEthiopia is intended to foster dialogue, collaboration and knowledge sharing among Ethiopians by offering local content and appropriate e-forums in local Ethiopian languages in an open, free, and democratic spirit.

- **ICTs for Development:** the aim here is to initiate a “cyber culture” among Ethiopians through ICTs in numerous domains impacting on the overall development of the country.

Cyber-Ethiopia is engaged in the pursuit of a variety of activities, from press releases and electronic services to e-forums on various socio-economic, cultural and other issues of interest in line with defined rules of conduct, with the aim of enhancing information exchange between various civic and professional networks.

**Impact:**

The strategy of the initiative is working successfully and the number of visitors on the website is constantly growing. The resources provided not only serve as a valuable input for professionals and the wider public in various fields of expertise (health, engineering, economy, agronomy, journalism and media, business, decision-making, etc) but also aim to build a multi-level, fluid and efficient network, fully benefiting form the in-land and Diaspora potential of Ethiopia.
This initiative has also helped to reduce the dominance of English on the Internet and has set the stage for other African countries to adapt their own languages and alphabets to the web.

**Source:** CyberEthiopia.com

**More information on the project:**

**More information on the product:**
http://www.cyberethiopia.com/

**Contact:** CyberEthiopia@bluewin.ch
In February 2003, Ethiopia addressed international donors gathered in Rome for the High-Level Forum on Harmonization. The government was trying to implement a comprehensive poverty reduction program, including a plan to build the public sector’s capacity to carry out the program. But aid management practices in use in Ethiopia were hindering its development.

As the Forum ended, the donors made a pledge – the Rome Declaration on Harmonization. They committed to a new aid framework that would rely increasingly on developing countries’ own administrative systems while also developing common approaches among themselves, simplifying their procedures and improving their exchanges of information.

The government of Ethiopia works with a large number of donors in establishing their national budgets and in managing development programs. The work is made more challenging by donors’ differing reporting procedures, rules and regulations. The resulting mountain of paperwork can overwhelm the already weak administrative capacity of many countries.

The Aid Management Platform (AMP) is an information-sharing tool that allows governments of developing countries streamline their handling of international aid. AMP software provides a virtual workspace where governments and their donors can share aid information.

Impact:

AMP has assisted the government of Ethiopia to streamline their aid management and reporting. It has also improved the way development resources are coordinated with national priorities, while facilitating the harmonization of donor aid processes.

Another benefit from the use of AMP is an increase in transparency, reduced administrative burden and the creation of an enabling environment for closer coordination with donors.

The government of Ethiopia now has a web-based tool that has created a process for standardizing, uploading and retrieving data. The result is that the government can consolidate information and prepare detailed analysis, reporting, scenario-building, scheduling and knowledge management.

Source: Gateway Foundation
More information on the project:

More information on the product:
http://www.developmentgateway.org

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Country: Ghana
Institution/Ministry: UNITeS, UN Volunteers, the World Summit on Information Society (WSIS), the School of Public Health at the University of Ghana
Solution/Application: The Health Net Project
Theme: Health
Implementation Date: 1989

Summary:
The Health Net Project aims at improving the quality of life in Northern Ghana. With its high child mortality rate, the Guinea Savannah of Northern Ghana is possibly the most risky place to live in. For every 1,000 children born, 222 die before age 5. The most common causes of death are malnutrition, measles, lung infection and malaria.

Several organizations have provided funding for a research center to improve the situation in Northern Ghana. The research center is well equipped with radio modem, computers and a satellite ground station that permit communications and information exchange through the Health Net Project. Health Net is building a large database containing the names, ages, pregnancies, births, illness, recoveries and deaths in the region that will be used for better health care.

Digital mapping is being used to track the information and to educate the population. A device the size of a calculator uses satellites to isolate landmarks such as family compounds. With a computer map that shows where planning is being practiced, the areas that require attention become obvious.

Impact:
Information on the digital maps reveals discrepancies and provides information for better decision-making. For instance, half of the population was not protected by bed-nets treated with biodegradable insecticide. With this knowledge, the community has brought malaria deaths in children under 5 down to one-sixth of its previous level.

Information from digital mapping will also be used to determine high-risk areas and behaviors that could be avoided to further save lives.

Source: United Nations Volunteers (UNV)
More information on the product: http://www.unites.org/cfapps/WSIS/WSIS.cfm
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Institution/Ministry: Ministry of Food and Agriculture, Ghana

Solution/Application: The E-Commerce for Non-Traditional Exports Project

Theme: E-commerce

Implementation Date: May 2000

Summary:
In May 2000, the Ministry of Food and Agriculture, in partnership with and support from IICD, started the pilot E-Commerce for Non Traditional Exports project in two districts of the country, the Ga District in the Greater Accra Region, and the Techiman District in the Brong Ahafo Region. The project was to be replicated in the whole country after the pilot phase.

The Project has installed computers and accessories in the two districts, and has already trained the farmers and traders in using ICTs to support their work. They are now keeping farm records in simple databases. The producers and traders dial from the district office into the MOFA's system to access the information, to send or receive emails, and search for information on the Internet. The farmers and traders collect information on their activities and enter it into an access database on the computer at the center. They then print out a report they keep for themselves. Project staff extract relevant information from the databases and develop the web sites which are hosted in the Internet. The project staff also source for other relevant information which is also hosted on the project's website.

Impact:
This project provides efficient promotion and increased market access to improve the negotiation position for small and medium scaled producers and traders of non-traditional exports in the local, regional and global markets by the bringing together of the supply of and demand for critical marketing information at the local level. The pilot has also provided a lot of experiences to enable replication and expansion of the project to other places.

The local farmers and traders will use it for their benefit, and improve their living standards. A few months after the computers were installed in the districts and the farmers and traders trained in its use, the demand for it increased so much that the one computer in the district could not stand it. There is always a queue of users waiting to use the facility.

Source: The Ministry of Food and Agriculture

More information on the project:

More information on the product:
http://www.mofa.gov.gh/ecomm (need to be authorized to access)

Contact:
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Country: Kenya

Institution/Ministry: Ministry of Health

Solution/Application: The African Network for Health Knowledge Management and Communication (AfriAfya)

Theme: Health

Implementation Date: January 2001

Summary:

AfriAfya, African Network for Health Knowledge Management and Communication is established in April 2000, which consisted of seven of the largest Kenya health NGOs by Kenya-based health development agencies to explore new opportunities for harnessing communication and information technology for community health. The project started in January 2001 to explore how ICTs can be used in rural and other marginalized Kenyan communities to improve access to relevant up-to-date health information with the ultimate goal of improving health in these communities. It set up a small coordinating hub and seven field centers selected from existing community based health intervention sites run by each of the Partner Agencies. Communication was established between the hub and each of the partner agencies and field sites. Each of these sites were equipped with solar powered Internet enabled computer, printer, and 3-4 trained staff. The project is designed to ensure a two-way communication process to provide communities the information they need. The hub first collects information needed from communities, then repackages the information in an easy to read format and sends it back to the field centers for use by frontline healthcare workers and change agents, finally disseminating it to the community-based health intervention site via email, printed material, diskettes, CD ROMs and so on.

Impact:

A key achievement of the AfriAfya pilot project has been in showing some practical methods of applying ICTs in rural and marginalized Kenyan communities to improve the communication of health information. The same system can be applied for communication of any other type of information.

By managing the content in a user-friendly format, communities can have access to better to relevant information and knowledge on health issues that concern the communities. They have also produced video documentaries on views from teenage mothers, the elderly and traditionalists, teachers and children of single mothers on teenage pregnancy has been produced. This has led to greater understanding of these issues.

Source: Ministry of Health

More information on the project: 

More information on the product: 
www.afriafya.org
Contact:
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Country: Mozambique

Institution/Ministry: The ICT Policy Implementation Technical Unit (UTICT)

Solution/Application: The Government Electronic Networking: Pre-Implementation Phase (GovNet)

Theme: Government portal

Implementation Date: n.a.

Summary:

The Government of Mozambique has recognized the need to stimulate more efficient communication and information sharing within and between government agencies and increase its ability to communicate with society at large. It has assigned a high priority to the establishment of a Government Electronic Network (GovNet) in both the Implementation Plan of the Public Sector Reform Strategy and the National ICT Policy Implementation Strategy.

This Government Intranet would be an essential building block in providing an enabling environment for fostering the rule of law, increased transparency, accountability, efficiency and effectiveness of government operations, improving the quality and coverage of co-productive public service delivery, and allowing for increased participation in government decision-making processes; in short fostering the establishment of systems of good governance.

Impact:

The Public Sector Reform Strategy identifies six major components that will have a dramatic impact on the efficiency and effectiveness of government operation.

1. Service Delivery has improved through Decentralization and Institutional Restructuring;
2. The Policy Formulation and Monitoring process has been strengthened with the facilitation of communication and information sharing between public servants and government departments;
3. Professionalism has been enhanced in the Public Service by increasing the government’s capacity to attract and retain qualified staff;
4. Financial Management and Accountability has improved. Mozambique has already adopted a new Public Finance Management Law to introduce modern budgetary processes;
5. Good Governance and Combating Corruption.

Source: Gateway Foundation

More information on the project:

More information on the product:
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Country: Nigeria

Institution/Ministry: The CSO Working Group [Partner: DevNet, Heinrich Boll Foundation, Lagos

Solution/Application: The Nigeria Working Group on Globalization (TSD)

Theme: Information access (and sharing)

Implementation Date: 2004

Summary:

The Civil Society Organization Working Group on Globalisation, Trade and Sustainable Development (TSD-Nigeria) is a platform for articulating CSO inputs into the Nigerian, Regional and Global Trade Agenda. It was formed in May 2004 by participants at a series of National Stakeholders Workshops held across the country.

The TSD website is conceived as a multi-layer and multi-purpose resource. It is intended to facilitate the understanding of international trade, globalisation, WTO, NEPAD, and ACP-EU agreements on national development with special focus on food security and sustainable development. Civil Society stakeholders have used this knowledge to enhance their understanding of the negotiation processes of international trade agreements, and thus boost their participation on the international level.

Impact:

The website facilitates dialogue between the civil society and the Government of Nigeria’s international trade commitments as well as to strengthen public-private partnerships and civil society initiatives supported by the Government.

The activities initiated, supported or reflected on the website should facilitate the establishment of institutional frameworks for cascading the knowledge and implementation of the Government’s trade policy at the state and local government levels. The website has played a vital role in generating wide-public debate by providing an opportunity to all stakeholders to have their inputs on international trade issues.

Source: International Telecommunication Union (ITU)


More information on the product: http://www.globalizationreview.org/
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Country: South Africa

Institution/Ministry: Provincial Government of the Western Cape, South Africa

Solution/Application: The Cape Gateway Portal

Theme: Government portal

Implementation Date: 2004

Summary:

The Cape Gateway portal offers transparency by providing information about all government departments and services over the Web. A detailed structured data model was developed, indicating how to express government information consistently. Information is provided using this standardised data structure on all the vertical market segments such as: health, housing, licensing, transport and education. Various views on the information are provided. A citizen or business can have a view according to a life event/stage (e.g. marriage, home ownership, and pensioner) and topic (e.g. agriculture). A content management system ("Bee") and supporting policy were developed that prescribe minimum content requirements for content input, workflow and reporting. The software and source code is freely licensed to all government organisations in South Africa and internationally.

Impact:

The project is contributing to transparency by providing easy access to government information, resources and services. Other benefits include:

- Convenience, as each channel provides a single point of access to government information via the online 24/7 portal, or anywhere via telephone or at no cost via the walk-in centre.
- Simplicity of use, with the information organised from the citizen's, not the government's, perspective and with knowledgeable, trained facilitators available.
- Empowerment, by allowing anyone access to and use of government services more efficiently and with a minimal amount of effort.

Source: Provincial Government of the Western Cape

More information on the project:

More information on the product:
http://www.capecgateway.gov.za/

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Country: Tunisia

Institution/Ministry: A number of institutions, association and companies from the field of health

Solution/Application: The MaghrebMed Portal

Theme: Health and Information access

Implementation Date: n.a.

Summary:
MaghrebMed was created as a portal for promoting both health and ICTs, and in particular for taking advantage of the Internet by disseminating health information and forging new patterns of health behavior and best practices. The platform is based on a number of thematic websites addressing professionals from the domain as well as the wider public.

The concept of the website is to be a one-stop portal that provides access to the wealth of knowledge resources available. In addition, it will also serve as a forum for sharing information and knowledge and thus creating virtual communities. The access to accurate and up-to-date information on health, health facilities and related activities is expected to contribute to the improvement of the health condition of people in the region over the long term.

Impact:
MaghrebMed has captured benefits for the health tourist market by promoting thermal health as a brand of tourism. It has used the natural thermal waters of the region to attract more tourists to Tunisia. As a result, greater investments are being made in this sector to continue to increase the number of tourists that are coming in increasing numbers to Tunisia.

By providing online information on health, medicine, dental care, and veterinary information MaghrebMed has created a one-stop portal for all Tunisians to acquire the most up-to-date information. This has enhanced and made more efficient the medical care in the country.

Source: International Telecommunication Union (ITU)


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Summary:
The Virtual University of Tunis (VUT) was created in 2002 and spearheaded the development of ICT in Tunisia and the evolution of higher education to make effective use of digital multimedia technologies thus contributing to a stronger knowledge economy, and a better trained learning society. The Virtual University of Tunis provides open distance education using multimedia technologies to cover various educational levels: university and college courses, continuing education, and life-long education.

The mission objectives of VUT are to:
- Spread distance-education and make it accessible to all qualified people.
- Foster a continuing learning environment with the vision of building a learning society. Upgrade the skills of young professionals through continuing education and training.
- Promote equal opportunities in higher education to all qualified people including non-traditional students. Participate in widening access to higher education and at the same time improve the quality of education.
- Spread continuing open education by making use of advanced digital multimedia technologies and covering the education of part of incoming future students enrolled in higher education institutions.

Impact:
VUT has created new opportunities for many Tunisians to enhance their academic skills. By complementing and actively sharing resources with other academic institutions, the VUT has improved both the quality of education and the variety of disciplines available. On the basis of large and effective partnerships, the VUT has created the foundation of a modern and efficient distance education for the Tunisian population.

VUT has entered into a partnership with Sun Systems to provide courses in Java, XML, Solaris, and StarOffice. As a result, Tunisia will have a more savvy IT population that will be able to better manage information and communication networks of the public and private sectors.

Source: International Telecommunication Union (ITU)

More information on the project:
More information on the product:
http://www.uvt.rnu.tn/

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Institution/Ministry: SATELLIFE, the American Red Cross; Makerere University Medical School in Kampala, Uganda; HealthNet Uganda; Moi University Faculty of Health Sciences in Eldoret, Kenya; and the Indiana University Kenya Program, Acumen Fund

Solution/Application: The SATELLIFE Personal Digital Assistants Project

Theme: Health

Implementation Date: End of 2001

Summary:

The goal of the SATELLIFE PDA Project was to demonstrate the viability of handheld computers for addressing the digital divide among health professionals working in Africa. The project started in 2001 and uses affordable technologies to link health professionals in developing countries to one another and to reliable sources of information.

Information and communications technology (ICT) can play an important role in combating disease and improving healthcare. The project used ICT as a tool to collect community health information to support decision-making; improving doctors' access to current medical information; linking healthcare professionals so they could share information and knowledge; and enhancing health administration, remote diagnostics, and distribution of medical supplies.

The Project was conducted in three phases. The first phase put the handheld computers to use for field surveys, by linking this project to a widespread measles immunisation campaign being conducted in Ghana by the American Red Cross (ARC) in December 2001. The SATELLIFE-Arc joint effort used 30 PDAs in a short-term survey intended to determine the efficacy of the measles immunisation campaign outreach efforts and to collect some baseline health information.

The second phase in Uganda tested the use and usefulness of 40 PDAs by medical practitioners to conduct an epidemiological survey on malaria, and to access and use medical reference tools and texts.

The third phase in Kenya tested the use and usefulness of 40 PDAs by students to collect field survey information, and to access and use medical reference tools and texts as part of their studies.

Impact:

The SATELLIFE PDA Project helped improve health in the world's poorest nations through the innovative use of ICT. A cost benefit analysis has been done in the pilot stage.
The conclusion was that, over the short time period of eight months for which the PDA project was being piloted, there was a 24.2 percent increase in benefits per unit of spending. It is highly likely that the value could get much higher with time since the period of analysis included learning costs that are bound to decline with time. More so, a scale up of the PDA system to the same level as the manual system is likely to generate economies of scale that would further raise the benefits and cut down costs. Thus the SATELLIFE system not only provides better health care for the Kenyans citizens, but it also reduces the costs associated with health care.

Source: International Telecommunication Union (ITU)


More information on the product: http://www.healthnet.org

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Country: Uganda

Institution/Ministry: UgaBYTES Initiative

Solution/Application: The UgaBYTES Initiative: Telecenters Support Network

Theme: Information access (and sharing)

Implementation Date: 2002

Summary:

In 2002, UgaBYTES Initiative introduced a software package (Telecentre Manager) aimed at facilitating the work of telecentre managers by tracking users' activities. The software is designed to help managers make informed decisions on how to better manage their scarce resource.

The Telecentre Manager can generate an auto user registration report and auto daily user report from the user’s ID number. This ID number enables managers to track usage without having to acquire any further information from the users.

UgaBYTES is a Ugandan NGO that works to support the integration of ICT into Uganda's development efforts. The telecentre manager software was distributed free of charge with training in 2002. Many Ugandan telecentres are using this software to manage their business.

Impact:

The Telecentre Manager Software helps managers at telecentres in Uganda track users' activities each time they use telecentre services as well as help managers make informed decisions. The focus on rural communities has enabled UgaBYTES to take a leading role in building capacity in ICTs.

UgaBYTES maintains a lead in rural ICT developmental research, monitoring and evaluation and thus continuously updates the Telecentre Manager software, which instills a high confidence level for its users, especially since most rural telecentres do not have much ICT support within their financial means. Rural telecentres are able to keep their costs down, maintain a sufficient clientele and provide valuable support to the community.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
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Country: Uganda
Institution/Ministry: Isis-Women's International Cross Cultural Exchange (Isis-WICCE)
Solution/Application: The “Women's Experiences in Situations of Armed Conflict” Project
Theme: Gender Equality
Implementation Date: n.a.

Summary:
"Women's Experiences in Situations of Armed Conflict" was carried out using appropriate ICT tools, such as: the use of tape recorders, video recording, photography and face-to-face interaction through meetings, focus group discussions and validation workshops. Their research results are available for download on their website.

The project highlighted women's experiences in situations of armed conflict, the roles they play, the effects, and how they are coping in post conflict situations.

The project targeted areas that have experienced or are experiencing armed conflict in Uganda. The documentation was accomplished with the full participation of women war survivors and local leaders.

Impact:
This project has resulted in six research reports, two video documentaries, photographs and pictorial posters. This in-depth body of information and knowledge has been used by a cross section of development workers and policy makers in lobbying for peace building. It has also been used to preserve the tragic memory of the impact of conflict on women.

The outcome is a powerful tool in raising awareness amongst communities on the need for peaceful resolution of conflicts and peace building. It enables both women and men, educated and illiterate to understand the causes of conflict, the physical and psychological effects on women and men, as well as the need for harmonious and peaceful living.

The documentation recognised the animosity that prevailed among the various affected ethnic groups and contributed to the peace-building processes in the affected communities. The research findings were used to influence the Ministry of Gender and Community Development to incorporate the issue of peace as a crosscutting issue in the National Action Plan.

Source: Global Knowledge Partnership

More information on the project:

More information on the product:
hhttp://www.isis.or.ug/
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Region: - Africa

Institution/Ministry: The Association for Progressive Communications (APC) Partner: Humanist Institute for Development Co-operation (HIVOS)

Solution/Application: The African Women's Programme Africa-Women (AAW)

Theme: Gender Equity

Implementation Date: n.a.

Summary:
The Association for Progressive Communications (APC) African Women’s Programme Africa-Women (AAW) is a network of organisations and individuals that work to empower African women's organisations to access and use information and communication technologies (ICTs) to promote equality and development.

The programme works in partnership with women’s organisations and with women in Africa focusing on women's empowerment through:

- Providing information to women about gender and ICTs and access to tools and resources that facilitate women's access to information;

- Providing regional support to women's organisations through developing their ability to network by using ICTs strategically;

- Lobbying and advocating around gender and ICT policy at a regional and global level including media-related global meetings and via partnerships with civil society organisations;

- Delivering ICT training to African women's organisations, networks and initiatives.

Impact:
APC-Africa-Women has promoted gender equity in the design, implementation, and use of ICTs. It has focused particularly on inequities based on women's social or ethnic background by providing research, training, information, and support activities in the field of ICT policy, skills-sharing in the access to and use of ICT, and women's network-building. It also aims to:

- Promote the consideration and incorporation of gender in ICT policy-making bodies and forums;

- Build capacity and implement training activities for the advancement of women using ICTs;

- Facilitate access to information resources in the field of gender and ICT;

- Create and sustain a forum in which African women and women's organisations can discuss issues of common concern and develop common actions.
**Source:** International Telecommunication Union (ITU)

**More information on the project:**

**More information on the product:**
http://www.apcafricawomen.org/

**Contact:**
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Region: - Africa

Institution/Ministry: The International Telecommunication Union (ITU)

Solution/Application: The Multipurpose Community Telecentres Network (MCT)

Theme: Gender Equity

Implementation Date: January 2005

Summary:

The Multipurpose Community Telecentres (MCTs) Network for African Women project has established a network of 100 MCTs in more than 20 African countries. The MCTs are owned and managed by women, providing public telephone, fax and Internet connectivity and e-mail as well as basic information. These services will enhance the development of sectors like education, health, e-commerce, agriculture and the informal sector of business traditionally operated by African women. The project is estimated to cost approximately US$ 1.0 million.

The bottom-up initiative was requested by the following African countries: Benin, Burundi, Central African Republic, Democratic Republic of Congo, the Gambia, Guinea Bissau, Kenya, Malawi, Congo, Rwanda, Tanzania, and Zambia.

MCTs have developed links with educators and shares it facilities to train users in computer literacy, use of computer applications, Internet and e-mail. The educators involved provide also technical support in the use of the MCT services.

Impact:

The overall objective of this project is to contribute to the creation of an enabling environment where women will actively participate in the development process and expand their role in ICTs.

MCTs have created employment opportunities for women, as well as enhanced their management and technical skills. MCTs have also facilitated affordable and easy access to basic telecommunications and information services in the communities they serve, which should lead to better conditions in the communities.

Through the management and ownership of MCTs, African women have the possibility of becoming professional businesswomen and create greater wealth for themselves and families.

Source: The International Telecommunication Union (ITU)


More information on the product: http://www.itu.int/ITU-D/univ_access/telecentres/
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Region: - Africa

Institution/Ministry: The United Nations Educational, Scientific and Cultural Organization (UNESCO)

Solution/Application: The Africa Online Digital Library (AODL)

Theme: Information access (and Sharing)

Implementation Date: n.a.

Summary:

The United Nations Educational, Scientific and Cultural Organization (UNESCO) through its program Intergovernmental Information for All Programme (IFAP), designed and implemented a project to disseminate information and knowledge residing in the public domain to underprivileged segments of 10 African countries. UNESCO worked with national and sub-regional government agencies, civil society and NGOs to collect local content in digital format and create CD-ROM anthologies containing educational and training documents relating to agriculture, history, science and technology and government, among other subjects.

The grassroots programme was designed to raise awareness among Africans about the availability of public information that can be used to help them better their socio-economic positions. Using Greenstone’s Digital Library software, the project organizers generated over 1,300 localized documents to be distributed throughout marginalized segments of society in the 10 participating countries. The project administrators working with local distribution centres (i.e. libraries, telecentres) and grassroots organizers bundled 2,000 CD-ROMs with PCs and printers, to educate the public about how to use this newly created content to their advantage.

Impact:

The digital libraries project in Africa proved that ICTs, specifically CD-ROMs, present a cost-effective method to share information in the public domain. By keeping information channels open between all levels of society, and making the content contextually and culturally relevant, more people will be able to participate in the global information society.

Moreover, given that the project relied on local content and basic digitization technologies, this pilot project is scalable and transferable to other marginalized groups around the world. It also creates a databank of African knowledge that could be easily transferred to other institutions and individuals.

Source: UNESCO - The United Nations Educational, Scientific and Cultural Organization

More information on the project:

More information on the product:
http://www.africandl.org/

Contact: j.springer@unesco.org
Region: - Africa

Institution/Ministry: The UN ICT Task Force, the Governments of Sweden, Switzerland, Canada and Ireland (GeSCI)

Solution/Application: The Global e-Schools and Communities Initiative (GeSCI)

Theme: Education

Implementation Date: n.a.

Summary:

The Global e-Schools and Communities Initiative (GeSCI), founded by the UN ICT Task Force and the governments of Sweden, Switzerland, Canada and Ireland was established in recognition of the vital role that education plays in creating long-term, sustainable development and how Information and Communication Technologies for Education (ICT4E) is a catalyst for improved education, community empowerment and socio-economic growth.

GeSCI facilitates and supports ICT4E initiatives working with the local Ministries of Education and ICT. It also provides assistance with planning of ICT4E initiatives, providing knowledge and experience in the drafting of national plans of developing countries.

GeSCI also convenes global partners, so that needs identified can be successfully matched by resources, by either donors or other private sector entities who can provide expertise, technical, physical and financial support. GeSCI has initially focused its work in, Ghana, Namibia and Uganda.

Impact:

GeSCI has succeeded in improving education as a cornerstone of sustainable socio-economic development. In Uganda for example, GeSCI has connected over 32 schools to the global information network, with more than 1,920 teachers and 30,000 students currently participating. It has also helped to create SchoolNet Uganda, the country’s first NGO dedicated to ICT-based education. Uganda’s Internet-enabled schools are used for community “after-hours” IT training, which bolsters the overall understanding of the ways that new technologies can empower all Ugandans.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
http://www.gesci.org/gesci/publisher/index.jsp
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Region: - Africa
Institution/Ministry: The World Meteorological Organization (WMO)
Solution/Application: The High-tech Weather Services Network
Theme: Crisis management
Implementation Date: 2002

Summary:

The World Meteorological Organization (WMO) proposed a pilot project in June 2002 that seeks to utilize the existing network of HAM radio operators to improve the reporting of meteorological observations to the national meteorological centres (NMCs) in Africa.

Sponsored by the United States National Weather Service, the overall objective of the one-year project is to create a cooperative weather observer network to help the countries of Africa better prepare for drastic climate changes and avert natural disasters.

Impact:

So far over 20 potential operators have been identified in East Africa, and the implementation of the project is currently underway. The High-tech Weather Services improved the quality and quantity of surface observations relating to weather forecasts and climate predictions in the region of Africa. This will allow NMCs in Africa to be better prepared in handling climate and natural disasters by providing an early warning system with accurate and timely information.

As a result of the poor telecommunication infrastructure, HAM radio operators have a vibrant network in Africa and are well placed to be the eyes and ears of NMCs in Africa. It is a cost-effective way of gathering information and channeling it to the NMC.

Source: The World Meteorological Organization (WMO)

More information on the project:

More information on the product:
http://www.wmo.ch/web/wcp/wcdmp/home.html

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Region: - East, West, Southern Africa and Central Africa

Institution/Ministry: British Council

Solution/Application: The Crossing Borders Initiative

Theme: Education

Implementation Date: n.a.

Summary:
Crossing Borders is a cross-cultural distance-learning scheme linking young African writers to experienced UK mentors and developing their work through email tutorials. Over 100 African writers are enrolled, from Cameroon, Ghana, Kenya, Malawi, Nigeria, Uganda, Zambia and Zimbabwe, working in poetry, fiction and children’s literature with approximately 30 mentors drawn from a wider range of cultural backgrounds in the UK.

The website is a crossroads on the information super-highway, which allows participants to communicate. Contemporary writers from varied cultural backgrounds can discuss the genesis, technique and cultural context of a piece of their own creative work.

Instead of a pedagogically narrow or orthodox approach to writing, mentors and writers create a flexible and heterogeneous resource reflecting a multiplicity of literary practice and cultural influence.

Impact:

The cross-cultural developmental dialogue between writers from both horizons stimulates the sharing of thinking, values and solutions facilitating mutual understanding and complementarity. African writers have developed greater skills and have learned different techniques that have enhanced their work.

The emphasis is on building a new international community of African writers, sharing their new works to a wider audience. As a result, more literary works by African will be published and disseminated.

Source: British Council


More information on the product: http://www.crossingborders-africanwriting.org/

Contact: Hannah.Henderson@britishcouncil.org
Region: - Sub-Saharan Africa

Institution/Ministry: The Canadian International Development Research Centre (IDRC)

Solution/Application: The Communities and Information Society in Africa Initiative (ACACIA)

Theme: Education, Health, Information access, Gender equality

Implementation Date: 2001 (2nd phase)

Summary:

Communities and Information Society in Africa, is an initiative of the Canadian International Development Research Centre (IDRC) to empower sub-Saharan African communities with the ability to apply information and communication technologies to their own social and economic development.

Activities include regional and sub-regional convening to garner broad participation of stakeholders in debates about ICTs and development, as well as recognition of the need to address a broad spectrum of policy issues. There are projects to develop local content needs to meet educational, business, and environmental needs and a variety of community access mechanisms (such as telecentres). Acacia activities also include stimulating private sector participation and supporting sectoral initiatives such as school networking to support formal and informal learning.

Under the Acacia Initiative, several big-scale projects are underway, including:

- SchoolNet South Africa Programme - to test various connectivity models and to develop an understanding of the educational processes, benefits and constraints relating to the use of ICTs in education.
- Mozambique Pilot Telecentres in Manhica and Namaacha - The main focus of the telecentres will be to provide educational resources to the most disadvantaged groups in the two communities.
- Application of ICTs and Decentralization of Health Services - Phase I: Telemedicine Pilot Project - to introduce new information communication technologies and enable the control of such technologies with local health practitioners. The telemedicine facility will service distant and underprivileged communities outside Dakar.
- Economic Empowerment of Women through ICTs in Uganda - Online and offline databases and other information sources on a variety of issues to increase women’s entrepreneurial opportunities are combined with ICT training for women and technical assistances for using these databases.
**Impact:**

In South Africa, only 1% of the schools were connected to the Internet in the less developed parts of South Africa. With the implementation of the SchoolNet programme, the number of schools that had an Internet connection increased, thus providing children with additional reference materials and tools.

In Mozambique, the pilot telecentres of Manhica and Namaacha stimulated the local economy and provided educational and job opportunities for young people. In Namaacha the community created a revenue stream from the use of the Internet from the tourists that came to the city.

In Senegal, the telemedicine pilot project provided important and up-to-date health information to community doctors and health practitioners, thus enhancing the community’s health care system.

In Uganda, women used the ICT training that they received to enhance their entrepreneurial capacity and were able to have greater access to the financial trade possibilities afforded by the United States African Growth Opportunity Act (AGOA).

**Source:** The Canadian International Development Research Centre (IDRC)

**More information on the project:**

**More information on the product:**

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Country: Sub-Saharan Africa
Institution/Ministry: International Development Research Centre of Canada (IRDC), South African Medical Research Council, The Wellcome Trust – UK, Swiss Tropical Institute, WHO, Multilateral initiative on Malaria, Roll Back Malaria
Solution/Application: The Mapping Malaria Risk in Africa Program (MARA)
Theme: Health
Implementation Date: n.a.

Summary:
Ninety percent of the global deaths attributed to malaria occur in sub-Saharan Africa. Malaria is one of the leading causes of death in Africa. The program Mapping Malaria Risk in Africa/Atlas du Risque de la Malaria en Afrique (MARA/ARMA) seeks to use ICTs to combat the disease.

Detailed mapping of malaria risk and endemicity has never been done in Africa. Accurate estimates of the burden of malaria at regional or district level remain largely unknown. In the absence of such data it is impossible to rationalize allocation of limited resources for malaria control.

The heart of the MARA programme is a massive information collection and data-base project that has to date over 10,000 data points that have been collected from published and unpublished sources, through literature searches and country visits. It represents decades of malaria research in Africa, much of which was on the verge of being lost and forgotten, and certainly not being used.

MARA/ARMA has provided the first continental maps of malaria distribution and the first evidence-based burden of disease estimates.

Impact:
MARA/ARMA is at the cutting edge of, and has made significant steps forward in, the geographical modelling of malaria using geographical information systems as well as spatial statistical approaches.

This project has published and regularly updated a large collection of maps demonstrating the endemicity, density and seasonality of malarial infections. Some 3000 poster sized maps of malaria models and population distribution were produced and sent to malaria control programmes, departments of health, and research institutions in all endemic countries.

A CD-ROM has also been developed as a user-friendly tool designed to access products of the MARA project. The tool was developed and produced within the Malaria Research Programme of the South African Medical Research Council, which operates as the main MARA/ARMA investigating centre. The CD-ROM enables African researchers to access up-to-date and
accurate information efficiently and makes better informed decisions with their scarce financial resources.

**Source:** International Development Research Centre of Canada (IRDC)

**More information on the project:**

**More information on the product:**
http://www.mara.org.za/
http://www.comminit.com/

**Contact:** craigm@mrc.ac.za
Summary

Artisans in the Middle East and North Africa (MENA) have always crafted high-quality products using traditional techniques and ancestral know-how. But shrinking local markets and difficulties in gaining access to more lucrative markets have led to a gradual disappearance of culturally rich crafts – and with them an important source of income for poor people.

The Virtual Souk is an Internet-based marketplace, providing direct access since 1998 to international markets for artisans from the MENA. The main attraction of the Virtual Souk is that buying and selling only with reliable, non-profit-making partners allows the producers to increase their margin and the middleman to reduce his. It offers handmade products by Artisans of Morocco, Tunisia, Lebanon and Egypt not having access to the international market via the Internet. The Virtual Souk provides opportunities for small and talented artisans who are in risk of being excluded from the benefits of the IT revolution because of lack of access and information. At present, the Virtual Souk includes several hundreds of artisans from Lebanon, Morocco and Tunisia. Artisans from Egypt, Jordan and Palestine are joining the network as well.

Impact

The experiences of the Virtual Souk demonstrated how new possibilities created by the surge of E-commerce create opportunities for small artisans living in remote areas. ICTs enhance their trade and the conservation of their traditional knowledge. Having a web site that presents arts and crafts for the entire MENA region is an incentive to potential customers to come and shop crafts from different countries of MENA.

In addition to generating additional income, capacity building is a key element of the Virtual Souk approach. The Virtual Souk provides its partners and artisans training in Internet, E-commerce, marketing, basic management skills, micro-credit etc. The Virtual Souk has organized 3 training workshops in Tunisia, Lebanon and Morocco. The Virtual Souk provides an opportunity to those who risk to be left out from the benefits of the information technology due to the lack of access and information. The concept of the Virtual Souk goes beyond the market place. It is a development tool designed to empower local artisans and NGOs through training, and access to information and knowledge.

Source: World Bank Institute (WBI)

More information on the project:

More information on the product:
http://www.elsouk.com

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ASIA AND THE PACIFIC

Country: Australia

Institution/Ministry: Australian Government Information Management Office (AGIMO), Department of Finance and Administration

Solution/Application: The Information Management Initiative (AGIMO)

Theme: Information access (and sharing)

Implementation Date: n.a.

Summary:

Fedlink – a Virtual Private Network for electronic communication between government agencies. It can operate securely across all infrastructures, including the Internet, to transmit a variety of data types.

Open Source Content Management System - content management system as implemented in AGIMO made available to government agencies in an easily installable package.

Whole of Government Volume Sourcing Arrangements - Arrangements for Volume Software Supply (VSS) to the Australian Government have been established.

Whole of Government Telecommunication Head Agreement - provides agencies with access to services of 23 providers. Australian Government Authentication Framework (AGAF) - whole of government approach to authentication for business dealing online with government.

Gatekeeper Policy and Administration – framework for implementation of PKI in government.

SourceIT website - resource for agency CIOs and staff with sourcing information and tools. Australian Government Service Delivery Principles developed as first component of Australian Government's Access and Distribution Strategy.

Govdex - Develop and test infrastructure which government agencies can use to align standards, promote interoperability and facilitate federated services. The Govdex infrastructure is based on Web Services registry technology and a collaborative governance framework.

ReuseIT - Catalogue information components and patterns developed by agencies, and which can be used across a range of technical environments. ReuseIT will be published on Govdex and help efforts to rationalize duplication in the design of e-government solutions.”

Impact:

The above activities for the better infrastructure succeeded in facilitating access to cost-effective infrastructure for government agencies. As a result, citizens have a more reliable and efficient public sector that meets their needs. Public services are deployed quicker and more effective. Citizens have access to up-to-date information and services and have developed greater confidence in the public sector.
The use of open source technology has enabled the government to link its agencies together and thus provide an integrated network.

**Source:** International Telecommunication Union (ITU)

**More information on the project:**

**More information on the product:**

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Institution/Ministry: Impart Qantm Studio for Brisbane City Council

Solution/Application: The Brisbane City Council Green Home

Theme: Sustainable development

Implementation Date: n.a.

Summary:

The Brisbane City Council Green Home project provides visitors with an online 3D interactive house that illustrates the council’s key messages about household sustainability. It is the first Australian government-sponsored “Interactive Learning Object” to use 3D technology in order to convey environmental messages that are designed to cause behavioral change.

The Green Home is a model of a comfortable house and garden that uses sustainable living principles. Inside the home you’ll find ideas for simple everyday actions, advice on buying new appliances and information about building and renovating in Brisbane.

The user navigates through the house and interacts with objects to reveal practical building and household lifestyle guidelines for achieving a more sustainable and cost-efficient home. Such as:

- Orientate your main living areas to the warmer northern side and bedrooms to the cooler southern side
- Plan the laundry, garage, bathrooms and storerooms to face the hotter afternoon western sun
- Where possible, minimize windows on the western side
- Plant or retain native shade trees, especially towards the western side of your home for cost effective and energy efficient cooling
- Position windows and doors to provide cross-ventilation, catch breezes and channel air through each room. For existing windows, consider tinting and/or shading with awnings, particularly to the west and east.

Impact:

Users can remodel their home or garden virtually without making any real structural changes to their home, thus saving time and money. They can see the results on screen and then can implement the new changes.

The Green Home improves the user’s organizational skills and provides them with suggestions that are environmentally friendly and enhance the value of the home. The product also sharpens the designing skills of individuals.

Administrations can also use the product to create more efficient buildings that take advantage of the architectural possibilities the software has to offer.
Source: Brisbane City Council

More information on the project:

More information on the product:
http://www.impart.com.au

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Institution/Ministry: General Directorate Nationality, Passport & Residence (GDNPR), and Ministry of Interior

Solution/Application: The Bahrain’s eVisas System

Theme: Security

Implementation Date: n.a.

Summary:

The Bahrain eVisas system is an online application service for the payment and processing of visas for travel to Bahrain. The application connects to GDNPR systems and databases in order to automate visa procedures and monitor each visa application for policy and security constraints.

The eVisa systems provided the government of Bahrain valuable information on individuals that want to visit their country. The information is useful for the tourist industry and can be used to target and market to a certain level of tourist. They can target key international markets in which the majority of visitors come from and provide those visitors with more information on their country.

Many groups of people benefit from this service: individuals who intend to visit the country; residents of Bahrain who are looking for multiple re-entry visas; and companies in Bahrain who want to interview an applicant from abroad. The system can also save biodata electronically; thereby reducing the data capture process at the airport check-in counter.

Impact:

Bahrain eVisa System has made acquiring a visa much faster and easier. The user-friendly web site enables visitor to process their request for a visa without human intervention. As a result, the process is transparent, efficient and cost-effective. This has also reduced the potential corruption involved in the visa process.

Visitors have the latest information that concerns their travel and can plan accordingly, saving time and money.

Source: International Telecommunication Union (ITU)


More information on the product: http://www.evisa.gov.bh
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Institution/Ministry: Rajshahi City Corporation (RCC), Bangladesh
Solution/Application: The Electronic Birth Registration Information System (BRIS)
Theme: Citizens’ service delivery
Implementation Date: 2001

Summary:
The electronic Birth Registration Information System (BRIS), as its name suggested, registers births in Bangladesh electronically, providing a basic citizen identity, and building this with other data into a population database that can be shared with other public agencies. For example, the Department of Health uses the system to help ensure immunisation of all children, with vaccination lists provided for health workers and immunisation schedules provided for parents on the basis of registration data. The system could also be used to assist with the process of school enrolment. BRIS works in Bengali, although it can also generate certificates and reports in English. The direct costs of system development were less than US$20,000, and operational costs are around US$200 per month.

Impact:
BRIS has removed duplication and redundancy from birth/registration records through centralised storage of data. It has automated searching, sorting, processing and reporting tasks (such as those associated with immunisation) and very significantly reduced the time taken for such tasks. Error rates have also been reduced, with a combined ID number and bar coding system. Both registration and immunisation rates have increased since the introduction of the system. A CD-ROM of BRIS data has been created; as well as providing backup would also allow transfer and reuse of registration data outside the LAN system.

Citizen participation has also been benefit to the project, by providing valuable inputs and suggestions. In addition, BRIS has reduced some of corruption practices that existed prior to the implementation of the system.

Source: Rajshahi City Corporation

More information on the project:

More information on the product:
http://www.egov4dev.org/rajshahi.htm

More information on the project: BRIS is based on a distributed application architecture, with four clients and one server connected via a local area network.

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Institution/Ministry: Sichuan Branch of China United Telecommunication Corporation; Sichuan Provincial Government

Solution/Application: The Tianfu Agriculture Information Network (TAIN)

Theme: Information access

Implementation Date: n.a.

Summary:

The Tianfu Agriculture Information Network (TAIN) was designed, built and managed by the Sichuan Branch of China Unicom. It is a large integrated network application system for the agricultural community. It includes a mobile network, fixed line phone network, Internet, information collection and handling system, information release system, call center and expert hotlines etc.

Through the use of multimedia contents, the voice and data networks, call center and hotline support, the system bridged communication gaps between people in poor areas with the rest of the world. The project integrated contents of related agricultural web sites all over the world. It provides timely agricultural related information on technology, business, trade, medical treatment and sanitation, law, disaster prevention and reduction, etc. Through an associated call center and expert hotlines, it provides users with professional consultations on specific issues.

One of the major issues facing the province of Sichuan is that over 25% of their yearly produce had to be dumped in the fields and/or wasted because the produce were not be sold in time. In addition, farmers have to deal with outdated seeds, expired fertilizers and contagious diseases because they did not have timely access to the relevant information. The implementation of TAIN alleviates the impact of these problems by providing accurate information for better decision-making by the farmers.

The system covers 90% of the population and 70% of the total area of the Sichuan province of Western China. This platform and innovative business model is now serving over 600,000 users (including more than ten minority groups such as the Tibetan, Yi, etc.).

Impact:

The Tianfu Agriculture Information Network (TAIN) was established in order to reduce the digital divide in poor areas of Western China, where more than ten minority groups live. It helps farmers to access all kinds of relevant knowledge and information, such as agricultural weather messages, farm produce supply information and the status of demand.
The number of TAIN subscribers has increased by 80,000 per month on the average. The network has enabled farmers, who have little or no formal education or IT experience to access time sensitive information. The network has proven that appropriate technology can be used to benefit people in poor and/or underdeveloped areas.

Over 200 million messages have been sent through the network since its inauguration and almost 3 million farmers have benefited directly from them, with their living standard notably improved.

**Source:** China United Telecommunication Corporation

**More information on the project:**

**More information on the product:**
http://211.95.129.186/TfAgrInfo/english.jsp

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Institution/Ministry: Quzhou municipal government, China
Solution/Application: The Information Network for the dissemination of Agricultural Technology (NJ110 Project)
Theme: Information access (and sharing)
Implementation Date: 1999

Summary:
NJ110 is a project that involves the use of information and communications technologies to build an information network by modifying and updating an existing system for the dissemination of agricultural technologies. Originated as a 24-hour telephone hotline providing farmers with information on market conditions and agricultural technologies via the number “NJ110”, NJ110 project was mandated by provincial authorities to establish of agriculture information centers equipped with personal computers in all of Zheizhang’s 130 townships. The current network consists of three levels of information service stations: municipal, county and township. The NJ110 network employs radio, television, print, and Internet models of communication. By June 2003 it had trained 77,000 farmers, responded to over 400,000 queries, and welcomed 800,000 visitors to its website.

Impact:
NJ110 provides thousands of farmers with access to agricultural information. It is also helpful for selling products and attracting investment. The development of an information network has helped to change the traditional agricultural service system. After noticing its effectiveness, the Zhejiang provincial government has spread the model of NJ110 around the whole province since 2002.

Source: Harvard University

More information on the project:

More information on the product:
http://www.nj110.com (only available in Chinese)

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Institution/Ministry: Department of Health & Family Welfare, Government of Delhi

Solution/Application: The Web-Based Blood Bank Management System

Theme: Health

Implementation Date: n.a.

Summary:
The Web Based Blood Bank Management System of Department of Health & Family Welfare provided the stock of blood for various groups in the various blood banks as well as online registration to people who are willing to donate blood. The details of blood donation camps were also available in the system. The Blood Bank Management System software featured:

- Donor Registration and Blood Collection
- Red Cell Serology
- Infectious Marker System
- Component Separation and Accounting
- Component Received from IRCS/Other Hospitals
- Blood Requisition/Issue
- Stock Transfer
- Transfusion Reaction Detail
- Stock Maintenance (Whole Blood/Component)
- Transfer of Stock of Whole Blood (Unscreened Location to Screened Location)
- Plasma for Fractionation (NPFC)
- Stock Return
- Reserve/Unreserve of Stock
- Rejection Accounting
- Discard Accounting
- Record of the Staff
- Blood Donation Camps Detail
- Inventory Record
- User Access Control
**Impact:**

Through the Web Based Blood Bank Management System, citizens get information about the next coming blood donation camp via post or email after registration from the Groupwise listing various blood groups.

All the process of the online submission of online registration form is simple and the Department of Health & Family Welfare can collect information regarding various blood groups.

Citizens can get registration online by sitting at home as well as get all the details regarding the camp before any blood donation camp.

**Source:** Government of Delhi

**More information on the project:**

**More information on the product:**
http://www.bloodbanksdelhi.com/

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Institution/Ministry: Institution or Ministry: Delhi Transport Corporation (DTC)

Solution/Application: The Computerized Bus Pass System

Theme: Citizens’ service delivery

Implementation Date: February 2001

Summary:

The Computerized Bus Pass System of Delhi Transport Corporation (DTC) launched computerization of Bus Passes through which Bus Passes/Photo ID cards can be issued or renewed from any of the computerized Bus Pass Centres. Since the first introduction at Scindia House, 35 Bus Pass Centres have been computerized. Within the system, all computerized Bus Pass Centres can be computer networked through 64 KBPS Leased lines/ISDN.

The Computerized Bus Pass System of DTC featured:

- Bus Passes being issued by computers within 2 minutes;
- Each Bus Pass holder being photographed through a digital camera and issued a Photo ID card;
- Photo ID card being valid for one year for general public and 5 months for students;
- Bus Pass being valid in conjunction with the Photo ID card only;
- Service charge of Rs.10/- being payable for issuing the Photo ID card;
- Service charge of Rs.2/- being payable by the students for each new/renewal of Bus Pass;
- Service charge of Rs.7 being payable by general public for each new/renewal of Bus Pass;
- Bus Pass being issued for 1-2-3-4-5 months as per choice of the applicant in place of the present system of monthly/quarterly issue of the Bus Passes;
- No security deposit being payable and no requirement of carrying photograph with application;
- Bus Passes can be renewed during the last 5 days of the expiry of Bus Pass failing which the Pass-holders shall pay Rs. 10/- towards reactivation charges.
- No change in existing Bus Pass fare structure.

Impact:

The Computerized Bus Pass System of DTC has considerably reduced the time in issuing or renewing of bus-pass from 25 – 30 minutes to 3 – 5 minutes, thus leading to convenience and satisfaction to the commuters. Now, there are almost no queues on bus-pass issue centres. With computerization, the possibility of fake or duplicate passes has also been reduced.
For DTC, a considerable amount in salaries has been saved by adopting a public-private partnership for the project implemented through franchisee system, without requiring any investment money from DTC.

Source: Delhi Transport Corporation

More information on the project:

More information on the product:
http://dtc.nic.in/

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Institution/Ministry: Education Department, Government of Delhi

Solution/Application: The Management Information System for Education

Theme: Education

Implementation Date: n.a.

Summary:

The Management Information System for Education mainly serves as an adding/editing of School/Employee details; searching of School/Employee; on-line transfer, relieving and joining of employees as well as generating various reports. It can also issue appointment orders, relieving orders, joining orders and update the online employee and school database.

Impact:

A total of 986 Government schools had been involved in the information system by 31st March 2003. The improved efficiency and better storage of data has led to fast retrieval of information for efficient policy making.

Source: Education Department, Government of Delhi

More information on the project:

More information on the product:
http://www.edudel.nic.in/

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Institution/Ministry: Department of Food and Supplies, Government of Delhi

Solution/Application: The Public Distribution Management Systems

Theme: Citizens’ service delivery

Implementation Date: n.a.

Summary:

Public Distribution Management Systems computerized the preparation of BPL/APL Ration cards. It computerized the FSS HQ, Districts offices for preparation of reports/Ration cards (4,32,000 BPL Cards including 31,000 AAY & 170 Annapurna Cards).

Impact:

Through Public Distribution Management Systems, error free laminated ration cards can be prepared and distributed and all databases, reports/information can be generated via LAN.

The Department has signed an agreement with CMC Ltd. for its expertise consultancy.

Source: Department of Food and Supplies, Government of Delhi

More information on the project:

More information on the product:
http://delhigovt.nic.in/dept/food/fpds1.asp

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Institution/Ministry: Department of Administrative Reforms

Solution/Application: The Tender Notice Information System

Theme: E-procurement

Implementation Date: n.a.

Summary:

The Department of Administrative Reforms publishes tender notice details on the Internet via the Tender Notice Information System of the Government of Delhi.

For departments or government bodies, the Tender Notice system is posted on the website and there is no need to follow up with the IT Department or National Informatics Centre. The departments or government bodies can upload tender documents in MS Word format or PDF format.

For suppliers or vendors, the system allows them to register free to get automatic email notification on new tenders, download tender documents if department has kept the same, and scroll through the notices.

Impact:

So far, 1,456 vendors have registered in the Tender Notice Information System of the Government of Delhi. The easy access of online availability category, the department-wide listing of various tender notices, archives of tenders, timely email notification to vendors, and comprehensive search on tender notices of the information system greatly improved the efficiency and benefited citizens and the department. The department received more competitive prices as the tender notices are published widely on the Internet.

Source: Department of Administrative Reforms


More information on the product: http://delhigovt.nic.in/tender

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Institution/Ministry: Government of Dhar district, India

Solution/Application: The Community-Owned Rural Internet Kiosks: Gyandoot

Theme: Information access (and sharing)

Implementation Date: 1 January 2000

Summary:

Gyandoot is recognized as a breakthrough in e-government, demonstrating a paradigm shift which gives marginalised tribal citizens their first ever chance to access knowledge, with minimum investment. The goal of the Gyandoot project has been to establish community-owned, technologically innovative and sustainable information kiosks in a poverty-stricken, tribal dominated rural area of Madhya Pradesh. The entire network of 31 kiosks covers 311 Panchayats, over 600 villages and a population of around half a million. Villages that function as Block headquarters or hold the weekly markets in tribal areas or are located on major roads were chosen for establishing the kiosks. Agricultural produce rates, land records and grievance services are the most popular features of the kiosks, accounting for 95% of the usage. User fees are charged at the kiosks for the services provided. The project was awarded the CSI-TCS National Award for Best IT Usage for the year 2000.

Impact:

This project is a unique government-to-citizen Intranet project, with numerous benefits to the region, including a people-based self-reliant sustainable strategy. The entire expenditure for the Gyandoot network has been borne by Panchayats and the community with no expenditure burden for the state or national government. Farmers get more access to market rates, and there has been increased awareness about computers and IT in rural areas.

Source: World Bank

More information on the project:

More information on the product:
http://gyandoot.nic.in/index.html

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Summary:

In January 2001, the ICT Strategy HQ adopted the “e-Japan Strategy”, which envisaged Japan becoming the world’s most advanced ICT nation within 5 years. Promoting administrative reform through the use of ICT in the public sector is featured in the strategy. The strategy also includes: the development of a world-class advanced ICT network, education and human resources, e-commerce, and security and stability in the network. A “Program for Building e-Government” was adopted in 2003. This program provides the basis for the ongoing e-Government initiatives.

The Program for Building e-government has two main goals:

- Creating a citizen friendly administrative service;
- Establishing a cost-effective and efficient administration.

In order to fully implement the e-Japan strategy, three pillars need to be in place:

- Providing better services to the Public: Providing services and information through a user-friendly one-stop portal on the Internet;
- Renovating Business Processes and Systems;
- Developing Infrastructure for e-Government.

Impact:

In its effort to provide better services to the Public, the “e-Japan strategy” envisaged that government-to-consumer and government to business administrative procedures be fully online and is committed to treating digital information on an equal footing to paper-based information. As of March, 2005, about 14,000, i.e. 96% of the targeted national administrative procedures could be conducted and completed online, including such areas as real estate registration, national taxation and social insurance. Several legal and technological initiatives have been put into effect for this purpose.

With the introduction of the Government Public Key Infrastructure (GPKI) through an encrypted key code, citizens can securely perform online transactions with any ministry. Citizens are able to obtain a digital certification that confirms their respective identity and thus reduces identity theft and fraud.
Source: Government of Japan, Ministry of Internal Affairs & Communications

More information on the project:

More information on the product:
http://www.gpki.go.jp/
http://www.soumu.go.jp/gyoukan/kanri/a_01_f.htm

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Summary:

To attract more participation in municipality from the citizens, Seoul Metropolitan Government (SMG) has employed many tools. Diverse civil organizations and committees have been formed to represent citizens' interests and to promote citizens’ engagement in the policy-making process. Programs such as "Dates with the Mayor" and "Let's meet on Saturday" have provided citizens with face-to-face meetings with the mayor and public officials. But these off-line tools are restricted to specific groups of citizens, themes, time and space. For a metropolis like Seoul city with more than 10-million people, a new tool to better reflect the many and unspecified citizens' opinions was needed. To meet these needs, Seoul Metropolitan Government, in 2003, turned its attention to a virtual space that allows citizens to discuss any issue, anytime and anywhere.

The Cyber Policy Forum (CPF) is an online discussion forum focused on a different topic each month. For participants, there are two kinds of forums: one for the ordinary citizens, and one for the youth. The Youth Cyber Policy Forum provides teenagers with a place to discuss their interests on policy and social issues.

The objectives of the Cyber Policy Forum are:

- To provide citizens with opportunities to understand policy issues.
- To encourage citizens' participation in public administration and to obtain feedback about policy issues.
- To reflect citizens' opinions and produce more tailored policy solutions for citizens.

Impact:

Policy-makers can understand what citizens want and what citizens' general opinions are. This has enabled public officials to reduce time and cost in planning policies, and also to minimize errors by receiving opinions in advance of formulating policy. The CPF offers an opportunity for citizens to be better informed about policy, so consensus on the policy can be formed between the government and its citizens. Public officials can obtain an understanding from the public on changes and sometimes inconveniences caused by changed policy. The CPF reduces the overall burden in planning policy while raising public awareness and understanding on political issues.

The Youth Cyber Forum allows Seoul's youth to participate in active discussions and in the policy-making process, giving them insight into governmental policies from an early age.
Source: Seoul Metropolitan Government

More information on the project:

More information on the product:
http://www.seoul.go.kr

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Institution/Ministry: Korean Ministry of Government Administration and Home Affairs (MOGAHA)

Solution/Application: The Government for Citizens (G4C) Civic Service Innovation System

Theme: Government portal, Citizens’ service delivery

Implementation Date: July 2000

Summary:

The Government for Citizens (G4C) civic service innovation system which the Korean Ministry of Government Administration and Home Affairs (MOGAHA) has promoted offers the following key services:

First, the integrated Internet portal site (www.egov.go.kr) was designed to secure maximum convenience for civic service applicants by handling their entire processes online, including information search service, online application of the civic service, viewing and issuance of certificates or documents;

Second, the system was designed to minimize the documents the applicants are required to submit for their civic service requests by having different government offices share information online;

Third, the system was designed to serve as the foundation for various e-government services such as a digital form management system, digital signature authentication service, online payment system, and digital document issuing system.

The provision of a single service window (www.egov.go.kr) which provides information on all government offices which are interlinked together into an integrated Internet portal site that represents the government;

In addition, the G4C system provides information on over 4,000 civic service applications handled by government offices, including the handling agency’s name, processes, fees, documents required, and applicable law provisions, through the unified e-government portal site;

Furthermore, citizens are able to apply for over 410 civic service requests directly on the unified Internet portal site irrespectively of whether they will receive the requested documents by postal service, directly on the Internet, or through their local government office as designated by them.
Impact:

The G4C service has had the following effects on the citizens and the government offices:

First, citizens may enter their civic service requests electronically on the Internet. Citizens no longer have to visit government offices personally or employ third party service agents. As citizens are able to make such civic service requests directly at their home or office and receive the outcome by mail or on the Internet, and as they may also receive the outcome output on their own printer using the Internet issuance service, citizens can save unnecessary time and money spent on visiting government offices.

Second, efficiency and transparency in civic service has increased as the new system has greatly reduced various government certificates issued by public servants personally to applicant citizens.

Third, administrative savings occur as government certified documents that citizens have to obtain from one government office to submit to another have been greatly reduced as government offices now share such information.

Source: Ministry of Government Administration and Home Affairs

More information on the project:

More information on the product:
http://www.korea.go.kr/eng/index_portal.html
http://www.egov.go.kr/

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Country: Korea, Republic of
Institution/Ministry: Public Procurement Service
Solution/Application: The Public Procurement Service (PPS)
Theme: E-procurement
Implementation Date: 1999

Summary:

Public Procurement Service (PPS) provides around 30,000 Korean public institutions with good services needed to carry out their responsibilities and give better service to the people. Such procurement administration, however, formerly had customer procedures such as an enormous amount of required documents and frequent visits to the PPS.

Impact:

PPS has gone through the procurement administration reform in general to reduce inconvenience and inefficiencies and eliminate irregularities.

First, PPS has completed the basis for e-Procurement by converting operations into an e-Commerce base. By establishing procurement EDI/EC, e-Mail for government procurement, and the e-tendering system, PPS improved the efficiency of procurement operations, prevented any potential irregularities, and reduced costs by 300 billion won (US $273 million) a year.

Second, PPS recognized its service from an administrative-centered to one which is customer-oriented. PPS greatly reduced the lead time for procurement services, including the supply of office supplies, contracts and payments, and changed from an item-centered organization to a customer-oriented one.

Third, the PPS rooted out sources of irregularities and corruption by opening procurement related information to the public through the Internet on a real time basis and through the participation of external experts such as NGOs in the procurement process.

In addition, PPS has made it possible to cut costs by 3.2 trillion won (US $2.9 billion) every year through a government wide e-procurement system (G2B), which provides other institutes with e-procurement.

Source: Public Procurement Service


More information on the product: http://www.pps.go.kr/neweng/
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Institution/Ministry: The Municipal Government of Seoul, South Korea

Solution/Application: The Online Procedures Enhancement for Civil Applications (OPEN)

Theme: E-democracy, Information access

Implementation Date: 15 April 1999

Summary:

For a direct and convenient interface with the citizens, the Seoul Municipal Government created an Internet portal. It is called OPEN (Online Procedures Enhancement for Civil Applications), symbolizing that it opens up administrative procedures to the public. The system publishes a variety of information related to the services, permits and licenses issued by the local government. The portal explains the various elements of the anticorruption drive, displays an anticorruption index and survey results, and educates citizens on rules and procedures. Information about required paperwork and how applications are processed is provided on the Web for each procedure. The system also includes information on the city department in charge, staff in-charge, and a telephone number. And the status of an application can be tracked by the applicant on a web site. The system was recognized as a "Good Practice" at the 9th International Anti-Corruption Conference in Durban, South Africa in 1999.

Impact:

The OPEN system helps to minimize the potential for collusion and municipal bureaucracy; it enables a real-time monitoring of the progress of an application for a permit or license. Results from a survey of 1,245 citizens showed that 84.3% (984 out of 1,167 persons) believed that OPEN led to greater transparency.

Source: The Municipal Government of Seoul

More information on the project:

More information on the product:
http://english.seoul.go.kr/gover/initiatives/inti_open_system.htm

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Country: New Zealand
Institution/Ministry: Ministry of Education
Solution/Application: The Early Childhood Development (ECD) Website
Theme: Information access (and sharing)
Implementation Date: 2003

Summary:

Early Childhood Development (ECD) staff throughout New Zealand provides advice, support, and information about early childhood education and parenting to parents, early childhood centres, playgroups, and the wider community. ECD typically works with many agencies and stakeholders, coordinating and developing services for children in the first five years of their life. On 1 October 2003, ECD was integrated with the Ministry of Education.

Encouraging the development of quality centres supports the Ministry of Education's objective of increased participation rates in early childhood education. It's a complex process preparing to run an early childhood centre. It involves getting to know the regulations and requirements, working to ensure that these are met, and then applying for a license from the Ministry. Early Childhood Coordinators help by providing guidance and support directly to community groups.

The ECD website provides an easy to follow guide to setting up a quality early childhood centre which is segmented into a logical twelve step process. It's an innovative one-stop-shop for people wanting to set up an early childhood centre.

Impact:

The website, now run by the Ministry of Education, links to frequently asked questions; relevant legislation and regulations; PDF handbooks on managing centres; a spreadsheet to download and create an annual operational budget; a checklist of infants' and toddlers' requirements; and a timeline for establishing centres. This has streamlined the process of licensing and acquiring information on child centres.

The result is a client-focused service that integrates information provided by as many as 26 agencies and other organizations, including non-governmental organizations. The web site is user friendly, easy to use, and presented in a context and sequence that guides people from beginning-to-end.

People using the site have found the approach helpful and user-friendly, particularly the depth of information now available online, which would be prohibitively expensive to produce and maintain in print and distribute across the country.

Source: Ministry of Education
More information on the project:

More information on the product:

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**Country:** New Zealand  
**Institution/Ministry:** Upper Hutt City Council  
**Solution/Application:** The Upper Hutt City Council website  
**Theme:** Information access (and sharing)  
**Implementation Date:** 2003

**Summary:**

Since February 2003 the Upper Hutt City Council-held property information has been available online using an application called XPLORER. The Upper Hutt City Council (UHCC) has been giving people access to land information, including aerial photographs. The uniqueness of the UHCC’s service is in the functionality it provides for people. Through XPLORER, which uses GIS technology, the Council offers a fast, free, and easy way to find various local property details. The Auckland Regional Council, the Carterton District Council, and the Ministry of Economic Development (Crown Minerals) are also using XPLORER technology.

Prior to the online service, people visited the council and asked for a 'property packet', a paper-based file containing information on the property they were interested in. The council wanted to make it easier for people to obtain property and rates information. Significantly, 60% of Upper Hutt residents work outside the area. Workers needed to take time off to come in to the Council offices to look at records face-to-face. The online service resulted in greater convenience as well as the ability for people to find what they needed themselves, at a time that suited them. People can still come into the Council for property records if they prefer, but the XPLORER enables them to find information more easily on rates, property values, etc.

**Impact:**

Upper Hutt City Council has a strong customer focus and emphasis on public access to information. These principles are demonstrated in their website, where several services are brought together for visitors and residents. The results are as follows:

- Greater convenience for the 60% of residents who work outside Upper Hutt
- Increased efficiency for staff who can now refer property queries to the Council website
- Better service for the public at no extra cost

The service has been incredibly popular, with 26,000 maps downloaded per month. UHCC staff noticed a reduction in the number of people seeking property information face-to-face as the online service became more widely used. Council staff now refers property enquiries to their website. This saves staff time, as well as minimizing the time it takes for people to get council information.

**Source:** Government of New Zealand
More information on the project:

More information on the product:
http://www.uhcc.govt.nz

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Institution/Ministry: Urban Redevelopment Authority (URA)
Solution/Application: The Car Park Portal
Theme: Citizen’s service delivery
Implementation Date: 2002

Summary:

The Car Park portal was set up for motorists to obtain information and make transactions on all parking related e-services.

Since January 2002, motorists can go online to make season parking ticket applications, renew season parking tickets and make payment for their parking offence notices.

As of June 2002, motorists can go online to apply for a vehicle parking certificate for heavy vehicles, renewal of vehicle parking tickets, temporary use of parking lots for non-parking purposes, use of seasonal parking for a temporary vehicle, sale of parking coupons to coupons agents, and appeals of parking offence notices for parking offence summons.

These e-services have facilitated the motorist to submit the applications and make payments from the comfort of their homes, eliminating the need to make physical trips to URA.

In July 2004, the Payment for Parking Offence Notices e-services was further enhanced by allowing motorists to settle their parking offences online immediately on the day of issue. Previously, motorists could only settle their parking offence notices through URA online only 1-2 days after the date of issue because the system had to update latest notices online before accepting payment. An average of 60 motorists a month makes use of this improved feature.

Also in July 2004, an E-service on Season Parking Waitlist was implemented. Previously, applicants who were interested in finding out their application status on the waitlist had to visit the Customer Service Counter, call the URA Call Centre or write-in to URA.

Given the relatively simple nature of such queries, some waitlist applicants had requested that a more convenient enquiry channel be made available.

Applicants on the season parking waitlist can now log on to the URA website at their own convenience to check out their application status. Customers could check online anytime instead of being restricted to office hours.

The implementation of this simple but effective e-service reduced the number of queries handled by the URA call centre and counter by about 70% and this has freed up tight resources to deal with other more complicated types of enquiries.
In August 2004, URA collaborated with 2 other government agencies: National Registration Office (NRO) and Land Transport Authority (LTA), to dispense with the need for motorists to submit their vehicle log card and personal identity card for online season parking applications.

**Impact:**

The change leverages on networked government infrastructure by obtaining the required information directly from these two agencies to provide customers with greater convenience. This change benefits 3000 motorists annually.

**Source:** Urban Redevelopment Authority

**More information on the project:**

**More information on the product:**
http://spring.ura.gov.sg/lad/ecas/motorist/st/st_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/coupon_parking/couponparking_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/heavy_veh/heavyveh_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/other_carparksvcs/other_intro.cfm

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**Institution/Ministry:** Urban Redevelopment Authority (URA)  
**Solution/Application:** The E-consultation Module  
**Theme:** E-participation  
**Implementation Date:** n.a.  

**Summary:**

The E-consultation module with IT initiatives launched by the Urban Redevelopment Authority (URA) applied Internet and web technology extensively to reach out to citizens and service partners for public consultancy. With E-consultation module URA actively consults industry partners and citizens to work out the planning products from URA, including drawing up the long-term strategic Concept Plan, the Master Plan, detailed urban design plans for area improvement plans such as the Parks and Waterbodies Plan, the Duxton Plan Public Housing International Architectural Design Competition, the City Centre development, and to ensure that the physical planning of Singapore incorporates feedback, perspectives and concerns. All key events and launches of URA are communicated through interactive websites in addition to physical exhibitions, to reach out to more people. Every website is carefully designed to facilitate understanding and consultation of the various visions and plans online.

Furthermore, as part of the effort to help the government connect citizens with one another and with the government, URA has identified suitable guidelines and policies for public consultation with the citizen and the customers through the Internet unless the issues involved are sensitive and not appropriate for public deliberation.

As to date, URA has successfully implemented two e-consultation projects. The 1st e-consultation was on the development of guidelines for landscape deck. Being a new form of development for car parking, URA actively sought the feedback of professionals on the proposed guidelines to ensure that the guidelines when implemented result in a quality living environment for the citizens. The guidelines have since been released and adopted by developers in several residential development projects.

The 2nd e-consultation was on the location of the child care centre in residential areas. The objective has been to develop a set of guidelines for the location of child care centres, which take into account the citizens’ needs for quality child care facilities and noise concerns, traffic, and quality of the homes around the child care facilities. The feedback of the e-consultations has been used in finalizing the guidelines which will be released soon.

**Impact:**

The innovative use of IT enables URA planning products to reach out to more people. For example, the Parks and Waterbodies Plan website attracted 20,000 visitor sessions. In the “City Centre Exhibition” in July 2003, the online exhibition drew 11,000 visitor sessions.
Source: Urban Redevelopment Authority

More information on the project:

More information on the product:

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Institution/Ministry: Urban Redevelopment Authority (URA)

Solution/Application: The Electronic Development Application (EDA) module

Theme: Citizens’ service delivery

Implementation Date: November 1999

Summary:

The Electronic Development Application (EDA) aimed to enable users to submit development applications, involving Computer Aided Design (CAD) drawings, electronic forms and reports on-line from the comfort of their office or home via the Internet to URA for approval. Furthermore EDA also enabled applications to be processed fully electronically at the backend.

From the technology innovation perspective, EDA adopted the public key infrastructure and smart card technology incorporating a digital signature via Netust for making secure electronic transactions;

From the business perspective, EDA took advantage of the Internet to offer an electronic submission platform for a development application proposal on a nation-wide scale;

From the processes perspective, EDA applied substantial business process re-engineering involving the entire end-to-end processing, such as the viewing and checking of CAD drawing electronically. At the backend, a document management system was deployed to carry out quick on-line searches and retrieval of electronic documents and digital plans.

Impact:

For staff, EDA resulted in productivity gain of staff as it enabled them to do parallel processing of cases. Internally URA enjoyed substantial manpower savings as a result of business process re-engineering made possible by IT.

For customers, they now enjoy greater efficiency, convenience and cost savings as there is no longer a need to print the drawings/documents, travel to various agencies’ counters, or filling up print forms for manual submission.

The industry benefits as a whole due to lower business costs and faster turnaround time. As demonstrated by impressive results, the turnaround time to approve a planning application has improved by more than 60% from 8 weeks when using the manual mode to 3 weeks through the electronic mode; the industry practitioners were converted to switch to electronic submission and nearly 100% e-submission of development had been achieved in less than 5 years by December 2004.

Source: Urban Redevelopment Authority
More information on the project:

More information on the product:
http://edanet.ura.gov.sg/

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Institution/Ministry: Urban Redevelopment Authority (URA)

Solution/Application: The Home Office Scheme

Theme: E-commerce

Implementation Date: 10 June 2003

Summary:
URA implemented an e-commerce application with convenient e-payment modes such as Visa and MasterCard Credit cards, American Express Card Internet Banking Direct Debit to enable customers to complete the entire e-service, from registration to instantaneous delivery of the e-service. It enabled buying and selling of goods and services on-line electronically, which included e-retailing, gathering of information of demographics for commercial purposes, online transaction security, business to business (B2B) data exchange, etc. An example of this is the Home Office Registration e-service, where technology was exploited to enable business process re-engineering. This brought about a mindset change, which in turn triggered policy reviews to allow a quantum leap in service improvement and internal productivity.

The Home Office Scheme was introduced by the Housing & Development Board (HDB) and the Urban Redevelopment Authority (URA) on 10 June 2003 to give would-be entrepreneurs the flexibility to conduct business from their homes. Under this scheme, homeowners of both private and HDB properties can conduct small-scale business in their homes, as long as they satisfy certain conditions.

Impact

The Home Office Registration e-service was very well received by the public. By the end of July 2003, more than 3,000 homeowners jumped on the bandwagon to run businesses such as computer design, IT accounting, management consultancy and software programming. By 2005, more than 17,000 approved applications were received. Examples of home businesses which have been set up include IT consultancies, web design, real estate services and advertising. Home office registration e-service uses have praised the lower registration cost of home office which contributes to lower business costs, flexibility of applying from their homes, savings in commuting time and instantaneous approval as the key benefits of the e-services.

Source: Urban Redevelopment Authority
More information on the project:

More information on the product:
http://www.ura.gov.sg/skyline/skyline03/skyline03-04/text/work@home.html

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Institution/Ministry: Ministry of Trade and Industry

Solution/Application: The Online Application System for Integrated Services (OASIS)

Theme: Citizens’ service delivery, E-commerce

Implementation Date: August 2001

Summary:

The Online Application System for Integrated Services (OASIS) is an innovative cross-agency project that spans across more than 30 Government agencies. It focuses on the cutting of red tape for licenses and making the application of licenses efficient, more affordable and hassle free for businesses, especially for the start-ups.

On the national and international fronts, the OASIS project showcases an unprecedented effort in the application of technology to foster a pro-enterprise environment for business in Singapore. The OASIS project provides an opportune platform to purge bureaucratic inefficiencies within many Government agencies. Extensive policy reviews were conducted for 154 licenses, through which 11 were identified for removal. The application procedures of the remaining licenses were systematically re-engineered and this allowed the average processing time to be reduced from 3 weeks to 12.5 days. Coupled with the revised fee structures, savings accrued to business exceed $1.8 million annually. Thereafter, the Online Business Licensing Services (OBLS), an important milestone of the OASIS project, was developed. Eighty percent of all new business in Singapore, or more than 30,000 businesses annually, can apply online through the OBLS for one or more of the 69 licenses which are commonly needed to start their businesses, without resorting to offline means. (Throughout the entire business licensing cycle, business users will only need to access a single portal to meet all their licensing needs.) As a natural extension to the online application service, the OBLS will allow applications to complete license renewals, updates as well as terminations online as of August 2005.

Impact:

The OBLS currently offers a convenient online and integrated platform of searching for information on licenses from 30 Government agencies. It also allows for applications of 69 licenses from 19 agencies online. By end of 2005, the licenses can also be updated, renewed and terminated via the same portal. Since the launch of OBLS in January 2004, more than 8,000 businesses in Singapore have used the OBLS. It is estimated that businesses have enjoyed benefits of S$11.4 million in the first year. As at end June 2005, Government agencies have also reaped cost savings of approximately S$1.6 million.

Source: Ministry of Trade and Industry
More information on the project:

More information on the product:
http://app.mti.gov.sg/default.asp?id=769
https://licences.business.gov.sg/

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Institution/Ministry: Urban Redevelopment Authority (URA)

Solution/Application: The Real Estate Information System (REALIS)

Theme: Information access

Implementation Date: 2001

Summary:

The Real Estate Information System (REALIS) launched by the Urban Redevelopment Authority (URA) is a real estate information portal that gives tremendous time and cost savings for customers. REALIS implemented a “flash estimate” of a property price index. Customers need not retrieve data from various sources or maintain their own databases to compile the required data using REALIS. Updates of REALIS are made frequently and vast information is made available to all in the shortest time possible.

In 2004, through requests from members of the public for short term access to information in REALIS, URA introduced an affordable daily subscription rate for REALIS to cater to the needs of short-term users like homebuyers, researchers and investors who want access to certain data which cannot be found in other websites.

Impact:

The REALIS is the 1st online real estate portal provided by a government in Asia. It has been well received by both domestic and international users. The Government of Thailand signed a memorandum of understanding with URA in February 2002 to adopt some of the good practices for implementing a similar system in Thailand.

With the Implementation of REALIS, URA computerized backend processing and the business capacity was greatly enhanced. For example, the backend data-crunching time was shortened so that REALIS was able to increase the frequency of property transaction updates from fortnightly to twice a week. The “flash estimate” of the property price index has cut down the first release of property price index from 6 weeks after each quarter has elapsed to 1 day – a tremendous business result improvement.

Source: Urban Redevelopment Authority

More information on the project:

More information on the product:
https://spring.ura.gov.sg/lad/ore/login/index.cfm
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Institution/Ministry: People First Network, Rural Development Volunteers Association, Ministry of Provincial Government and Rural Development, Solomon

Solution/Application: The People First Network (PFnet)

Theme: Information access (and sharing)

Implementation Date: January 2001

Summary:

The People First Network (PFnet) was initiated by UNDP/UNOPS participatory development and institutional strengthening project Solomon Islands Development Administration and participatory Planning Program. The objective of the network is to improve rural communication and facilitate information flows, especially in an environment decimated by the ethnic conflict which has collapsed the economy. The web site was launched in January 2001. It has two key components: Internet café and a rural email network. The Internet café in Honiara allows residents of the capital city to access the Internet for writing emails to any location across the country. They can browse the World Wide Web in search of information, or post their own information to share with others. The community email stations are operator-assisted and thus accessible to all people, and a simple message service allows users without email addresses to receive mail.

Impact:

PFnet facilitates point-to-point communication to and from the remote provinces of the Solomon Islands using affordable, sustainable and appropriate technology; it facilitates rural development and peace-related information flows among all social groups; and it facilitates the exchange of information between communities and development programs, NGOs, government offices and other stakeholders.

Source: Rural Development Volunteers Association


More information on the product: http://www.peoplefirst.net.sb

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HELP – The Service for Foreign Citizens

Country: Austria
Institution/Ministry: Federal Chancellery
Solution/Application: HELP – The Service for Foreign Citizens
Theme: Information access
Implementation Date: n.a.

Summary:

HELP – www.help.gv.at – is an initiative of the Federal Chancellery offering a virtual guide to Austrian authorities, offices and institutions. It offers citizens information about official procedures, deadlines and fees, and makes forms available for downloading.

To support this initiative, a large number of services and information is available, targeted at approximately 150 life events. For individuals with enquiries or suggestions, there is a ‘question and answer’ forum which is facilitated and supported by specialists with competences in ICT.

In order to be able to offer quick access to specific information, a special service is offered to the following target groups:

- Entrepreneurs get quick and straightforward information and support concerning official procedures, e.g. the setting up of a business, the registration of employees etc.
- In order to enable disabled citizens to access official procedures, information and services without barriers, HELP has been designed to conform with WAI (Web Accessibility Initiative) guidelines for disabled persons.

Official Procedures on-line: The electronic handling of procedures means that citizens can complete their business with the authorities quickly, with just a few clicks of the mouse. The information is quickly delivered via the Internet directly to the appropriate department. Different registration details, such as information on a person’s residence and business registration, can be delivered directly to the authorities.

Impact:

HELP – the virtual guide has become one of the leading e-Government applications in Europe. A large number of services and information is available, targeted at approximately 150 life events.

Source: European Union (Europa)
More information on the project:

More information on the product:
For official channels: http://www.help.gv.at
For entrepreneurs: http://www.help.gv.at/HELP-U.html
For disabled persons: http://www.help.gv.at/HELP-BEH.html
Foreign citizen: http://www.help.gv.at/HELP-FC.html

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Country: Austria

Institution/Ministry: Municipal Administration of the City of Vienna

Solution/Application: E-Vienna

Theme: Government portal

Implementation Date: January 2001

Summary:

e-Vienna is a practical framework for implementation of e-government solutions and is the follow-up project of WELCOM - Wiener (Viennese) Electronic Commerce. It is the current umbrella project for e-government of the Municipal Administration of the City of Vienna which started at the beginning of the year 2001 with the goals of "citizen orientation, support for the economy, and administration simplification". A fundamental part of eVienna is www.wien.gv.at, the main web portal of the Municipal Administration of the City of Vienna.

The website’s offerings include a far reaching social inclusion concept by providing also special content for teenagers and women as well as for people with special needs, like the handicapped and elderly. For example, there is a certain senior link on www.wien.gv.at already. The Press and Information Service is planning to conduct a study on senior users, e.g., what do they criticise on www.wien.gv.at, what seems too difficult to them to use www.wien.gv.at, etc. Concerning the usability, for senior citizens the larger font is available on www.wien.gv.at. Moreover, there is another project SeniorOnline based on Web for Groups groupware and community tools, which were adapted to the needs of senior citizens. Online classes for senior citizens, handbooks for PC and Internet, etc. are offered here.

In addition, www.wien.gv.at contains an English edition www.wien.gv.at/english/, especially created for and used by tourists and English speaking international residents. To reach even a larger number of citizens, about 50 Public Access Points, public kiosks, are offered on public places within the Viennese city area operable via touch screens.

By 1997, the website had covered about 3000 pages and by July 2001, about 9500. The virtual administration guide, which can be accessed from the homepage of www.wien.gv.at, entails "administration procedures", PDF forms for download as well as electronic forms and contact links to administration departments. More applications are planned to be implemented in the future.

Impact:

Among the latest innovations in Vienna are Access Points, user-friendly and easy-to-service public Internet terminals provided at 300 locations in all parts of Vienna. Citizens can use Access Points to send e-mails or SMS messages, order tickets or submit applications and requests (e.g. for parking permits) to municipal authorities. Thanks to an e-cash payment system, it will even be possible to pay the municipal fees for these applications and services directly via the Access Point. Based on this technology, Vienna is now introducing interactive outdoor advertising
pillars. To this end, the City of Vienna has launched a public-private partnership with apc, the developers of the new application, and GEWISTA; a Vienna-based media and advertising enterprise.

Source: Municipal Administration of the City of Vienna

More information on the project:

More information on the product:
http://www.wien.gv.at/
http://www.wien.gv.at/english/

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Summary:

In October 2002, the Belgian government launched the project Electronic Identity Card (eID Card), which is a smart card that provides authentication and digital signature capabilities for Belgian citizens. The card is used to secure applications ranging from online income tax returns and medical scheduling, to online applications for a “Certificate of Residence” and safe chat rooms, plus private sector applications such as online banking. It provides the Belgian citizens maximum access to government information and services.

The eID has two main objectives:

- to give Belgian citizens an electronic identity card enabling them to authenticate themselves in various applications, and
- to create digital signatures.

Impact:

In less than 3 years, approximately 2 million smart eID cards have been issued. By 2009, all Belgian citizens over the age of 12 will have their own eID card, making up a total of over 8 million cardholders. The Belgian government has not only developed middleware to enable the large-scale deployment of low-cost eID-compatible smart card readers, but has distributed more than 125,000 readers to youngsters receiving their first eID card at the age of 12. This programme has resulted in a substantial reduction (less than 50%) in the price of entry-level smart card readers.

The Belgian eID card is the largest deployment of smart card-based identity cards in Europe and is often viewed as the benchmark for such programmes. This has led to multinational corporations creating “Centres of Excellence” in Belgium to explore the technological and organizational requirements for successful, large-scale smart card projects.

Source: Federal ICT Belgium, FEDICT

More information on the project:

More information on the product:
http://www.eid.belgium.be

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Institution/Ministry: Crossroads Bank for Social Security, Belgium
Solution/Application: The Social Security Network
Theme: Information access
Implementation Date: 2002

Summary:
This case is an example of a major business process re-engineering carried out by about 2,000 social security institutions. Their close collaboration led to the implementation of a network for electronic information exchange, which includes public and private institutions from different levels of government (national, regional and local). Network access is progressively extended to other departments and institutions, amongst others the institutions of the regions and communities and private companies offering services of general interest. All the institutions connected to the network can mutually consult their databases and exchange up to 169 different types of electronic messages. In 2002, more than 242 million messages were exchanged while in 2003, that figure was 339 million, which saved as many paper declarations or certificates.

An integrated workflow has consequently been developed between companies and social security institutions. A social security portal is available containing integrated services (information and transactions). The portal is intended for citizens, companies and public institutions. It contains numerous integrated services with over 4,000 pages of information and at the present time 16 operational transactions. The case was cited as a best practice in the most recent web-based survey on electronic public services carried out at the request of the European Commission

Impact:

eGovernment in Belgian social security is a successful combination of back office integration and an ePortal solution. The system described leads to efficiency gains for all concerned parties. More important than the efficiency gains are the gains in effectiveness: the system makes it possible to deliver services according to a higher quality standard; and a number of new services can be delivered.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.socialsecurity.be

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Institution/Ministry: Co-ordination Cell Flemish E-Government

Solution/Application: The “Vlaams Integratie Platform” (VIP), Flemish Integration Platform

Theme: Information access (and sharing)

Implementation Date: 2005

Summary:

Currently, the different administrative entities within the Flemish administration (more than 80 in total) use their own data sources and have their own administrative procedures and IT processes for collecting commonly used information on citizens and companies.

This results in a large number of inconsistencies in these data and the presence of a lot of out of date information, which is then used within different applications in different administrative entities, resulting in major operational problems. It means also that citizens and companies are required to provide information to one government agency which often is already known in another part of the administration.

One of the key priorities of the Flemish e-government programme is to set up authentic information sources, and to provide the necessary infrastructure to use these sources for data exchange and application integration between administrations. The Co-ordination Cell Flemish e-Government, which coordinates and stimulates the exchange and re-use of data, has created an enterprise application integration (EAI) platform called the “Vlaams Integratie Platform” (VIP, Flemish Integration Platform).

Impact:

The main benefits of creating the VIP platform and offering a set of business and technical integration services to interested administrative entities are:

- Elimination of data duplication, avoiding manual re-entry of information, and re-use of the same authentic information sources within different applications;
- Possibility to use business process modelling tools to identify, model and re-engineer operational work practices, by developing and deploying new IT systems and procedures;
- Increased operational efficiency, enhanced functionality, improved customer service and a solid technological foundation on which to base future e-government services;

Source: Co-ordination Cell Flemish E-Government
More information on the project:

More information on the product:
http://www2.vlaanderen.be/ned/sites/egovinfo/strategie_egov_presentatie.html
http://www2.vlaanderen.be/ned/sites/egovinfo/

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**Country:** Bosnia and Herzegovina, Federation of

**Institution/Ministry:** The United Nations Development Program (UNDP) in Bosnia and Herzegovina

**Solution/Application:** The open source distance learning web portal for judges and prosecutors

**Theme:** Education

**Implementation Date:** 2005

**Summary:**

The Center for education of judges and prosecutors in Bosnia and Herzegovina (BiH) is a government’s institution part of the High Judicial and Prosecution Council. Established in January 2004 with the aim of enhancing the capacities of BH judicial sector, by deploying and coordinating trainings and seminars in the areas of family law, business law and new legislations to judges and prosecutors in the entire country it has two offices located in Sarajevo and in Banja Luka. Due to the lack of equipment and well trained human resources, none of the Centers was providing the services efficiently and effectively. Also, the judges and prosecutors did not have time to attend trainings, which resulted in judges and prosecutors having on average only four days of training per year.

In view of the above, the UNDP in Bosnia and Herzegovina identified the need to automate the process of education of judges and prosecutors, and, therefore, launched a project with the aim of supporting both centers for the reengineering of their work and the promotion of ICT in the provision of services. The goal of the project was to implement the first government distance learning education portal for Bosnian judges and prosecutors. In less than six months the first distance learning web portal was operational, allowing judges and prosecutors to access the training opportunities, from their offices or their home. Developed with open source solution the system is a demonstration of how open sources can deliver features required for complex information systems, can be implemented very competently, and how on the other hand this kind of information system can motivate both the services’ provider and the beneficiaries to reengineer the way they work, interact and move forward.

**Impact:**

Thanks to the implementation of this project, the Centers can now schedule and inform judges about events in a matter of minutes. The web portal allows the creation of a repository of knowledge from previous trainings. Also, judges and prosecutors can now log on to the web portal to check the calendar of events, and plan their training’s schedule for the whole year. In less then four months after the launch of the web, more than 60 training events online (from both offices in Sarajevo and Banja Luka) were provided and over 3500 visits and requests for training materials online were received. Clearly, the new system generates better results (in terms of users’ percentage) than the one deploying trainings traditionally.
Moreover, not only judges and prosecutors can access information and opportunities more efficiently and effectively, but they can also collaborate via forums and emails. They can read and download all the trainings’ material, view pictures from trainings, ask trainers questions online, etc.

Furthermore, the use of modern methodology reduced dramatically the previous Centers’ workload related to information delivery. For instance, the Centers would have to send over 100 faxes and to make twice more phone calls in order to pass the information to courts about related trainings. Now all of this is done automatically by one administrator in a minute.

Finally, through this system judges and prosecutors are offered continuous education on new legislation, which is perfectly in line with the UNDP’s efforts to spur legislation reform in the Country.

Source: The United Nations Development Program (UNDP) in Bosnia

More information on the project:

More information on the product:
http://www.is.gov.ba/
http://cest.gov.ba/

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Country: Bulgaria

Institution/Ministry: Department of Civil Registration and Administration Services, Ministry of Regional Development and Public Works, Bulgaria

Solution/Application: The Civil Registration and Administrative Service (eServices)

Theme: Information access, Citizens’ service delivery

Implementation Date: 2001

Summary:

This eService is provided by the Bulgarian Electronic Information System for Civil Registration and Administrative Services (CRAS). The system stores personal data for all Bulgarian citizens. The 'Web access to stored data for government staff' service is the primary one and contributes to the seamless government without borders idea. If required by their job, Government employees can access stored personal data relating to citizens. Since the service uses the Internet for transfer of confidential personal data it is essential that the latest ICT technologies provide a secure environment for this. The main security feature implemented is the Public Key Infrastructure using digital certificates stored on smart cards.

The 'Web access to election rolls' service helps citizens check their data in the electoral rolls and find out where they can vote. This is a freely accessible public service available only immediately before and during elections. A range of general population data is also provided for agencies and national organizations.

Impact:

The CRAS system has been established as one of the most innovative projects and a leader in the field of eServices in the Bulgarian public sector. E-Services enable government employees do their jobs in a new, faster and easier way, in an environment where paperwork and bureaucracy is significantly lowered.

Source: European Union (Europa)

More information on the project:

More information on the product:
https://nbd.grao.government.bg/ (access to the website requires authentication)

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Country: Czech, Republic of

Institution/Ministry: The Center for Communications, Health and the Environment (CECHE); the Institute of Clinical and Experimental Medicine (IKEM) and the National Institute of Public Health (NIPH)

Solution/Application: The Internet-Based Tobacco Control Network

Theme: Health

Implementation Date: June 1999

Summary

When traditional media, such as TV, newspapers etc. refused to publish anti-tobacco information, an Internet-based demonstration project was used to reach decision-makers and the general public. The World Bank's InfoDev program enabled CECHE and its two Czech partners — the Institute of Clinical and Experimental Medicine (IKEM) and the National Institute of Public Health (NIPH) — to launch an Internet-based communications program aimed at tobacco control in the Czech Republic.

The Internet-Based Tobacco Control Network is an internet-based communications and training programme to tobacco control in the Czech Republic for professionals working in the field of health and awareness raising. The project shows how specialized knowledge on awareness raising campaigns can be transferred from one country to another by using relatively simple Information and Communication Technologies (ICTs): Email and the Internet.

Impact:

Initially the goal was to build up a media advocacy program forming an internet-based network comprising health professionals from the Czech District Hygiene Stations (DITs), heart disease-prevention NGOs and other professionals concerned with tobacco-control. Finally the outcome of the different activities was even more comprehensive, as demonstrated by the following:

- A self-sustaining Tobacco-Control Training and Communications Program promoting excellence in communications technology, and regional, national and international linkage and outreach;
- Targeted information technology and skills transfer workshops and a Tobacco-Control Conference conducted at the project hub and in various districts of the Czech Republic
- A demand-based resource service on tobacco control equipped with high-quality resource materials for the internet and computerized database and research capabilities that cater to requests
- The development of a comprehensive data collection system to support program operations and pre- and post-surveys of knowledge, skills and applications among the participating organizations to assess program impact
- Continuous electronic-media tobacco-control campaigns, which increasingly engage more groups in Czech society in tobacco control.
- A website with an electronic bulletin board, resource directory, and "What's New" listing. See the homepage at the Czech Ministry's National Institute of Public Health's website for up-to-date reports on current events.
- Monthly electronic bulletins with nationwide and international circulation.
- The establishment of an advocacy NGO dedicated to reducing tobacco use and the prevention of cardiovascular disease - the Czech Heart Association (CHA).

**Source:** Center for Communications, Health and the Environment (CECHE)

**More information on the project:**

**More information on the product:**
[http://www.ceche.org/programs/cze-int/czechtcc.htm](http://www.ceche.org/programs/cze-int/czechtcc.htm)

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Country: Denmark
Institution/Ministry: Danish Ministry of Finance and the Danish Association of Local Authorities
Solution/Application: The Electronic Tender Handling, Information and Communications System (ETHICS)
Theme: E-procurement
Implementation Date: 1995

Summary:
Electronic Tender Handling, Information and Communications System (ETHICS) is developed by the National Procurement Ltd., Denmark (SKI) with the mission to coordinate procurement, perform tenders and negotiate framework contracts on behalf of all Danish public agencies.

The ETHICS is an electronic tendering solution, which has trimmed workflows, procedures and the size and complexity of the organization involved in this process. The system has been actively implemented since 1995. It covers planning, drafting and publication of tenders, management of all associated processes, issuing and running online tenders in a secure way using the newest collaboration technology and digital certificates, and also assisting in the final decision and award process, as well as supporting team rooms for external specialists, advisors and users.

Impact:
The impact of the solution of ETHICS in SKI has brought about fundamental changes:

- Productivity has more than doubled, so that twice as many tenders are being run annually using the same number of staff;
- Quality and transparency have improved with the effect that there are no complaints or outstanding legal issues;
- The standardization of the knowledge base used in running the organization has meant that despite a staff turnover of 50% over the last 4 years, new staff have adapted to the system easily and there have been no delays or disruptions to services.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.ski.dk/english/_default.asp

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Institution/Ministry: Department of State Information Systems

Solution/Application: The Special Citizens Web Portal

Theme: Citizens’ service delivery

Implementation Date: n.a.

Summary:
The objective of this project is to ensure the availability of a web-based service for citizens and government staff to enable them to access one hundred government databases and registers. These include ten large registers with thousands of local interactions a day.

The set of standard services available includes answers to typical queries, such as:
- “give me my data” from the population register
- “give me my data” from the motor vehicles register

All services available through the citizens’ portal have a common user interface, which is not dependent on a database management system for managing the back office. A standard authentication system for all citizens has been developed as well.

As an additional option for organizations which have data security problems, a special standard Mini InfoSystem Portal (MISP), which is very similar to the citizens’ portal, has been developed. MISP was designed primarily for civil servants to use in their offices and includes one additional function, the authorization of users. It is planned to develop a similar portal and set of standard services for private companies as well.

Impact:
The project ensured the availability of a web-based service for citizens and government staff to enable them to access one hundred government databases and registers.

Source: Estonian Informatics Centre

More information on the project:

More information on the product:
http://x-tee.riik.ee/ (only available in Estonian)
http://portaal.riik.ee/x/kodanik/ (only available in Estonian)

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Institution/Ministry: Finnish Centre for Pensions

Solution/Application: Tyoelake.fi: The Online advice and information on Pensions

Theme: Information access, Citizens’ service delivery

Implementation Date: December 2002

Summary:

The web service Tyoelake.fi is provided by the Finnish Centre for Pensions together with all the authorized pension providers. It comprises an extensive and informative web-site in three languages, which is open to everyone. The objective of developing the Service is to create, within the decentralized earnings-related pension scheme, a uniform interface for electronic communication with the insured. The following services are available at the current time:

- General information relating to pensions.
- Age-profiled advice Service for all stages in life.
- A service whereby a client can check his or her contract of employment and own employment details included in the registers and make any corrections.
- A one to one advice Service.

Innovative features of the Service include the possibilities for authentication: the insured can use a card with PKI technology or the authentication technology of their own Internet bank to confirm identity.

Impact:

The authentication solution of the portal Tyoelake.fi is cost saving. Multiple building costs were avoided through cooperation. At the same time, the basis for implementing a single log in for the web services of the earnings related pension scheme was created, which means that the insured can move easily from one web site to another after identifying himself or herself. The insured does not incur any costs for the service, but on the contrary he or she saves time and trouble. Security is also a contributory factor to well-being.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://tyoelake.fi

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Institution/Ministry: City of Issy-les-Moulineaux

Solution/Application: The website of the city of Issy-les-Moulineaux

Theme: E-democracy

Implementation Date: 1996

Summary:

Under the impulsion of its Mayor, André Santini, former Minister and Member of Parliament, Issy-les-Moulineaux (Issy), a French city of 63,000 inhabitants, located south-west of Paris, adopted a Local Information Plan in 1996 transforming it into a Cyber-city at the forefront of e-Democracy and e-Government.

Therefore, electronic democracy or e-Democracy encompasses 4 key issues in the development of an effective Local Information and Communication strategy, as implemented by Issy:

1. **E-Government** as an enabler towards the transformation of public administration and services in a more transparent, simple and effective manner. Information and Communication Technologies (ICT) are means and not an end.

2. **E-Citizenship and the emergence of a new form of citizenship** – The rapid developments of ICT and their impact on the modernisation of the State, has created a new type of citizen, who is better informed and expects more of his/her public services.

3. **The Digital Divide affects us all** it cannot be solved while citizens remain unequal in skills and access to Information Society. An effective local information plan, as implemented by Issy must take this major challenge into consideration and apply appropriate solutions to tackle it.

4. **E-Voting** must first respond efficiently and adequately to the ethical, legal and socio-political key issues required by the democratic process such as network security, secrecy and anonymity, equal access opportunity and the essential principle of ‘voting sanctity’. Addressing these issues is behind Issy e-Voting trials.

Impact:

The impact and results of this ‘audacious’ strategy, especially in the historical context of the rapid emergence and evolution of ICT are tangible and measurable:

1. **Issy-les-Moulineaux’s position as an internationally recognised Cyber-City:** In 2005, Issy was recognised as the 7th Top Intelligent Community worldwide and has also experience an economic growth rate by using ICT as an economic enabler providing 70,000 jobs to its 63,000 inhabitants, representing an increase of 55% in a 10-year period.
2. **Lower fiscal burden**: The transformation of Issy has enabled it to reduce the fiscal burden for both citizens and businesses. In 2005, Issy ranked 96 over 110 French cities of more than 50,000 inhabitants in terms of fiscal burden.

3. **Better and more efficient control over public spending**: Between 1990 and 2004, Issy’s population has shown an increase of 35% from 46,000 to 63,000 inhabitants. Using ICT as an enabler and a transformer of public services has contributed to overcoming this challenge by reengineering administrative processes in a more productive and efficient way without the need to increase the City’s workforce.

4. **A larger citizens’ participation in local life**: By promoting and developing a new form of citizenship enabled and empowered by ICT, Issy has succeeded to integrate its citizens into the democratic life and decision-making process of its local community.

**Source:** Politech Institute

**More information on the project:**

**More information on the product:**
www.issy.com

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Country: France

Institution/Ministry: La Documentation Française (Prime Minister’s department and editor of service-public.fr) and the Caisse des Dépots (public finance body whose remit is local development)

Solution/Application: The ‘Service-Public Local’ Platform

Theme: Citizens’ service delivery, Information access (and sharing)

Implementation Date: n.a.

Summary:
The Platform ‘Service-Public local’ enhances the citizen-centered local one-stop-shop portal developed by local authorities by organizing data exchange between national, regional and local public bodies.

The ‘Platform service-public local’ is a general co-branding and data sharing platform allowing:

- Regional and local authorities to build a unique local access point to e-Government services on their web-site by co-branding with service-public.fr, the national one-stop government portal, and

- The sharing of relevant local, regional and national data required to answer citizens’ main questions (administrative information, forms and on-line services).

Impact:

All the data exchanges are based on XML published schemas. This platform is very recent (operational since the last quarter of 2002) and is already used by more than 50 local authorities and cities (from Paris to Aubazine – 700 inhabitants). It is anticipated that 400 will have signed up by the end of the year.

Approved by the French Government on 15th November 2001, the project is the result of a partnership between La Documentation Française (Prime Minister’s department and editor of service-public.fr) and the Caisse des Dépots (public finance body whose remit is local development).

Source: European Union (Europa)

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<table>
<thead>
<tr>
<th><strong>Country:</strong></th>
<th>Germany</th>
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<tr>
<td><strong>Institution/Ministry:</strong></td>
<td>Senator for Finances – Free Hanseatic City of Bremen</td>
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<tr>
<td><strong>Solution/Application:</strong></td>
<td>The Bremen Online Service</td>
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<tr>
<td><strong>Theme:</strong></td>
<td>Citizens’ service delivery</td>
</tr>
<tr>
<td><strong>Implementation Date:</strong></td>
<td>1998</td>
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**Summary:**

Bremen On-line Services aim to develop E-government and to enable on-line transactions and payments in a secure and legally binding way. Targeting all citizens, businesses and intermediaries (lawyers, tax consultants, etc.) from the outset, the latter have become the prime users.

The quality of service has increased due to the elimination of paperwork from government communications. Significant savings have been achieved both by lawyers and companies on the one hand and by the administration’s agencies on the other. The project has been fully operational for two years, with new services being added continuously. It uses electronic signatures for authentication and is implemented using OSCI (On-line Services Computer Interface), an open communications standard which is in line to become the de facto standard for on-line transactions in Germany.

**Impact:**

The project is carried out in an innovative public private partnership by the Free Hanseatic City of Bremen together with regional and national partners from the private sector.

It has created new jobs in the region of Bremen and stimulated eGovernment industries all over Germany.

In addition, it has the potential to play a significant role in future EU-funded middleware initiatives, such as IDA’s eLINK pilot.

**Source:** European Union (Europa)

**More information on the project:**

**More information on the product:**
[http://www.bremen.de/sixcms/detail.php?template=01_gabelseite](http://www.bremen.de/sixcms/detail.php?template=01_gabelseite) (only available in German)

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Institution/Ministry: Ministry of Interior, Public Administration and Decentralization

Solution/Application: The Citizen Service Centers (KEPs)

Theme: Citizens’ service delivery

Implementation Date: 2003

Summary:

The Citizens’ Service Centers (KEPs) have been created with the objective to simplify traditionally complex and bureaucratic procedures in the relationship between Government services and Greek citizens. It belongs to a wide national project, funded by national and European funds, for the introduction of Information and Communication Technologies (ITC) in the Public Administration (1994-1999 KLEISTENIS Programme, 2000-2006 ARIADNI Programme).

The main objective of KEPs is to establish everywhere in Greece, local e-government information supermarkets for “one-stop” administrative document “shopping” (i.e. tax records, business licenses, pension and insurance, passports, birth certificates and voting cards etc.).

To create and successfully manage KEPs, the Ministry of Interior works together with Municipalities and Prefectures of Greece. In this context, day-to-day management falls on Prefectures and Municipalities’ responsibility while initial funding, operation design and assessment remains in Ministry hands. A formal contract is established between the partners to define reciprocal duties.

Impact:

There is here a huge potential impact in the relationships between Government and citizens. The project, as it gains technological strength, can be a good demonstration of how e-government organizational and technological innovations can change the day-to-day life of citizens. Beyond this, the KEP project can play the role of “innovation Trojan horse” for the whole Greek Administration. For Ministry officials, this was the objective from the beginning and this should finally be the indicator of success for the KEP project. In Greece, reform towards efficiency in “back-end” administrative processes advances very slowly and progress, where it exists, is rather invisible for the citizens. The KEP project introduces the concept of “front-end” innovation (“downwards”, at the level of relationships with the citizens) that creates pressure for reforming “upwards” stages of the value chain.

Key factors for durability include:

- Continuous public funding in improving the Centers’ “qualité d’accueil”
- Parallel, successful, effort in reforming “back-end” procedures
• Increasing interest to take over more responsibility, and effective operational management of KEP Centers, from local government authorities (prefectures – municipalities)
• Investment in human resources

The first signs of success are beginning to emerge as KEPs already serve about 140,000 citizens per month (data registered since their first year of function).

Source: Internet

More information on the project:

More information on the product:
http://www.ypes.gr/
http://www.kep.gpv.gr
http://www.polites.gr/kep/kep.asp

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Institution/Ministry: Bács-Kiskun County Council and Local Authority of Kecskemét town

Solution/Application: The Business Incubator

Theme: Citizens’ service delivery

Implementation Date: 1993

Summary:

The business incubator is located in Kecskemét and supports local and regional start-ups in Bács-Kiskun County. The primary objective of the business incubator is to help start-ups and growing businesses through the critical period by offering a supportive and sharing environment. The business incubator offers modern ICT infrastructure including ISDN telephones, ADSL Internet connection, videoconferencing etc. It has two major activities: business incubation and training. All these services are offered at a very low price because businesses can share these costs.

The incubator is sector-neutral, it is open to all local and regional small businesses. Businesses can settle down in the incubator for a period of 5 years. Optimally before but at the end of this period they should have become financially viable under market conditions.

Impact:

The business incubator in Kecskemét has managed to invite a critical mass of entrepreneurs; therefore the incubator has become profitable. From the start-ups’ point of view, the greatest advantage of settle down in the incubator is the reduction of the costs and complexity associated with establishing and operating a business. Another major advantage of incubators is that they increase the visibility and the credibility of their “settlers”.

Source: Bács-Kiskun County Council

More information on the project:

More information on the product:
http://www.bacskiskun.hu (only available in Hungarian)

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6000 Kecskemét, Deák F. tér 3. IX. em., Hungary
Tel./Fax.: 76/513-873 76/513-874
Country: Ireland
Institution/Ministry: Department of Social and Family Affairs (DSFA) and Department of Health and Children, Ireland
Solution/Application: The E-enabling Life Event Data
Theme: Information access (and sharing)
Implementation Date: 2003

Summary:
The eEnabling Life Event Data is a civil registration involving the recording of all life events – births, stillbirths, adoptions, marriages and deaths – which occur in the State. There are approximately 104,000 life events registered, some 400,000 certificates produced and 1.2 million searches of the records per year.

There are three inter-linked projects initiated by The Department of Social and Family Affairs (DSFA)

- A Civil Registration Modernization Program
- A Child Benefit System Re-design
- A REACH Inter-Agency Messaging Service

The fundamental objectives underpinning the three projects includes the sharing of life event data electronically between agencies; automated processing of child benefit claims following the allocation of the PPS No.; delivery of integrated and eEnabled services for citizens, and the re-engineering of back office and legacy systems.

Impact:
The implementation of the modernized civil registration service has resulted in a faster retrieval of data and certificate production, the reduced requirement for certificates, availability of certificates at any office and the improvements in customer service - less queuing, elimination of costs and travel time/expenses.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.groireland.ie/

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Institution/Ministry: Reach, Agency of the Government of Ireland

Solution/Application: The Inter-Agency Messaging Service

Theme: Citizens’ service delivery

Implementation Date: Early 2001

Summary:

Reach is an agency established by the Government of Ireland to develop the infrastructure for the integration and improvement of services to customers of the public service. In particular, Reach is mandated to build or procure the 'Public Services Broker' - an integrated set of processes, systems and procedures - designed to provide a single mechanism for access to public services.

In developing an infrastructure for the integration of services, Reach developed an Inter-Agency Messaging Service (IAMS) to support the electronic exchange of customer data among agencies in the public service. The first service launched is the exchange of birth registration data between the General Register Office (GRO), the Department of Social and Family Affairs and the Central Statistics Office (CSO). This service will soon be extended to support the capture and dissemination of death and marriage notification data among a wider range of agencies.

Impact:

The IAMS enhances co-operation and information sharing across a broad range of service providers, from doctors, registrars and hospitals at local and regional administrative levels, to government agencies and departments at the national level. The benefits will be apparent both to agencies and citizens through the electronic provision of services and reduction in administrative costs associated with either paper processing or the development of standalone agency systems.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.reach.ie/iams

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**Institution/Ministry:** Laziomatica S.p.A.—Marketing and Communication Department

**Solution/Application:** The Single Regional Centre for Health Services Booking (RECUP) Project

**Theme:** Health

**Implementation Date:** 08 September 2004

**Summary:**

The Single Regional Centre for Health Services Booking (RECUP) Project is a regional single and centralized system for booking health services through a multi-user software involving the whole regional health structure, both public and private health structures which provide specialized services, as well as those operating within the National Health Service. It mainly provides:

- a centralized database offering a comprehensive overview of the booking data;
- an Informative Panel of statistical data in order to assess the effectiveness of the service provision;
- an IT and organizational solution to reduce double or multiple bookings; and
- an effective booking system for those services considered a priority according to General Practitioners (GPs).

The RECUP service ensures the benefits brought within the local single booking centers (CUP) system as well as the creation of the User Personal Medical Record, with the collection of the health services data at hospital, ambulatory and pharmaceutical level concerning patients. It also provides for the access of medical staff and GPs to this information, through adequate and standardized security mechanisms to ensure the continuity of the assistance.

Through RECUP project, citizens can access directly some essential services offered by the Regional Health System through the use of telecommunication tools. The application software RECUP allowed the request of availability, booking and cancellation in real-time with the booking systems of the connected Local Health Unites through decoding, functionalities and standard methodologies.

The effectiveness of such a system depends on the punctual fulfillment of both criteria and technical specifications of integration between local operative systems and the RECUP. The right to unlimited use of the licenses for the Service Management software has been acquired with the aim of promoting the integration process between the RECUP and the booking services of each Local Health Unit.

The district-level integrated network of GPs, Health Care units and Hospitals is able to interface citizens, health services providers and Local Health Units.
The creation of this network is aimed at building a more stable patient-doctor relationship, making the GP a clinical reference point for the treatment of the more common diseases and the assistance to patients suffering from chronic and degenerative diseases as well as stressing the importance of his role as a starter of the various medical procedures.

Moreover, this project gives the possibility to specialist physicians and pediatricians of receiving information useful for their daily work, during which they prescribe diagnostic tests and send patients to specific health care structures. RECUP is part of the ongoing reconstruction in the process of diagnostic tests booking, already ensured by the various local single booking centers (CUP) and now supported by the central RECUP.

**Impact:**

The technological innovation of the RECUP project becomes one the main instruments which enables continuity of care to patients through the mutual availability and sharing of information provided by General Practitioners (GPs), hospital and ambulatory specialists and by the various health care structures across the regional territory.

The implementation of the RECUP project has brought forth numerous benefits:
- Citizens/users are benefiting from the reduction of the waiting time thanks to the RECUP;
- The region benefits from the costs reduction engendered by the use of an integrated booking management system.

**Source:** Laziomatica S.p.A

**More information on the project:**

**More information on the product:**
[http://www.regione.lazio.it/web/sanita/](http://www.regione.lazio.it/web/sanita/)

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Institution/Ministry: ‘CSI Piemonte’ assisted by CSP

Solution/Application: The Regional Network of Piedmont Schools

Theme: Education, Information access (and sharing)

Implementation Date: 2000

Summary:

The Regional Network of Piedmont Schools project supports the use of ICT in the schools of Piedmont. Its key objective is to overcome the digital divide in the educational field through the use of ICT.

The project, started in 2000 and still in progress, consists of an integrated network interconnecting all schools (including those with buildings at separate sites), in order to enable all actors of the Regional School System to use ICT in an everyday teaching and administrative context.

The programme was born out of the will and enthusiasm of local institutions and is strongly supported by a Bank Foundation. It meets the objectives of the eEurope Action Plan and of the Italian Government Plan for the Information Society.

Impact:

This innovative project in Piedmont is a model of good practice at a European level. The initiative has involved all schools in Piedmont and has been based on a number of distinct projects, a dedicated infrastructure, and the support of a number of educational support and research centres located around the Piedmont region.

The responsibility for the operational and technological management has been given to ‘CSI Piemonte’, assisted by CSP. ‘CSI Piemonte’ is a Consortium of public bodies providing ICT and telematic support for public administrations to enable them to implement eGovernment services. CSP is an ICT research laboratory recognised by the Ministry of Research. It supports local government in developing strategies to ensure global competitiveness.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.scuole.piemonte.it
http://www.csi.it
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Country: Italy
Institution/Ministry: Automobile Club d’Italia; ACI Informatica SpA
Solution/Application: The Auto e-Counter Registration System
Theme: Information access (and sharing)
Implementation Date: n.a.

Summary:

The “Auto e-Counter” is a gateway to enable access to services and information relating to car registration and ownership. When operational, Auto e-Counter will have the capacity to dialogue simultaneously with the two key administrative partners in the motoring sector: the Ministry of Infrastructure and Transport and the Automobile Club Italia, ACI. It also opens up the system to the possibility of new partnerships with private agents, namely the car agencies.

Revision of the relevant legislation was a prerequisite for this project in order to streamline the roles and functions of the two key administrations mentioned above, while providing the necessary legal framework for the operation of the new range of partnerships involved in the e-solution. In addition to this, there was a need to enable direct access to information both in the databases of the Ministry and the ACI in order to simplify administrative procedures and the provision of certificates to the motoring public.

Impact:

The “Auto e-Counter” is the first comprehensive exercise of collaboration between public and private organizations in the field of e-government implemented on a nation-wide scale.

Rationalization of the use of existing infrastructure involved a substantial re-organization of front and back offices to enable them to face the challenge of the introduction of such a major programme involving new ICT.

Source: Europa


More information on the product: http://www.aci.it/wps/portal

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Institution/Ministry: Noterik Multimedia BV, of Eindhoven and Omroep Eindhoven

Solution/Application: The Municipality Meeting Online

Theme: E-democracy, Information access (and sharing)

Implementation Date: n.a.

Summary:

In collaboration with the Municipality of Eindhoven and Omroep Eindhoven, Noterik developed the Municipality Meeting Online application. Council meetings are transmitted live over the Internet, with unique rich media features, providing citizens and journalists with new ways to interact with local politicians. Additionally, web casts are enriched with meta-data that enables the advanced retrieval of recorded council videos by using the system’s search engine.

Impact:

The project is presently the most advanced online video application for council meetings in the Netherlands. It demonstrates the potential of new technology to help to provide transparency of governance.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
http://www.bestuuronline.nl/index.html

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Country: Poland

Institution/Ministry: Ministry of Science and Information Society, Poland

Solution/Application: The integrated customs duty and tax system

Theme: E-customs, E-accounting

Implementation Date: January 2001

Summary:
This program supports the implementation of an Integrated Customs Duty and Tax System for the Polish Customs. The program comprises several discrete projects, covering activities as: ZEFIR: A Budget Accounting and Tax/Customs Settlement System and CELINA: A Declaration Processing System which includes Validation and Risk Analysis Modules, a Reference Data Sub-system, and a Data Warehouse and Customs Government Gateway.

The system is well established, operates on a large scale all over the country and offers extensive functionality in supporting all customs procedures and documents, as well as the financial processes relating to collection, settlement and justification of customs duties and taxes due. In addition, it supports the budgeting and accounting functions of all the customs department's activities, and provides a well used means for electronic data interchange with traders.

It is very important to note that the Integrated Customs Duty and Tax System has been audited by EU experts who have confirmed that it is ready to support customs processes on the new eastern border of the European Union.

Impact:
This program brings significant benefits for all its users and the country. It shortens and automats financial accounting process, streamlines document flow, and it has the availability of comprehensive and up-to-date data for audit and analysis. It has been nominated for a second time already for the eEurope Awards for eGovernment

Source: European Union (Europa)


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Institution/Ministry: Public Employment Service of Castile and Leon (Ecyl). Servicio Publico de Empleo de Castilla y Leon

Solution/Application: The Modernization Program 2004

Theme: Citizens’ service delivery, E-democracy

Implementation Date: 2004

Summary:

The complexity that exists within Castile and Leon (the largest region in Europe, representing 9 provinces and 2,249 municipalities, and nearly 2.5 million inhabitants) has influenced the deployment of the proposal, “the search for excellence in the delivery of public services.” This proposal implied the necessity for everyone involved in the Administration of Castile and Leon to come to a consensus and maintain a dialogue between all interest groups for the creation of a Public Service of Employment (Ecyl). Ecyl is responsible for carrying out activities which promote employment, training for employment, as well as orientation and the mediation in the job market. This entity unifies the region, allowing the community to reach its employment goals. The areas vision of the future was designed with the concept of using human capital as the principle engine for involving citizens, known as the “Modernization Program of 2004”. This Program became a reality through Ecyl using vertical and horizontal deployment, including the needs of society, employment suppliers, and citizens looking for employment. Ecyl staff members do job market research (on-line and in-person assessments and reviews with companies and organization), then analyze and diffuse the information for position offers and courses. The Ecyl office-staff also provides personalized treatment for job seekers, conducting in-depth interviews. The final action of Ecyl is to provide the job seekers with job profiles that align with the person’s experience and career goals. A success factor in the program has been internal integration of personnel, incorporating a team work culture, assimilating all interest groups in knowledge management, and relying on a technical platform that permits efficiency of resources. The Modernization Program is currently distributed through the region of Castile and Leon, implanted in 43 employment offices.

Impact

The principal positive impacts of the application of “Modernization Program of 2004” are on the following aspects:

- Validation of 7 new services;
- Improvement of user satisfaction, both the job suppliers and job seekers, obtaining a medium result of 7.2 out of 10;
- An increase of 12% in the probability of obtaining employment;
- Incorporation of new technologies; and
- Integration and motivation of a team of 103 people

Source: UNPAN
More information on the project:

More information on the product:
http://www.empleocastillayleon.com

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Institution/Ministry: Sema Spain and Super-computation Centre of Galicia

Solution/Application: APONTE

Theme: Education

Implementation Date: 2000

Summary:

This project APONTE was carried out in Galicia (North West Spain) and Northern Portugal. It was focused on introducing ICT (new technologies) in rural areas. The overall approach was to analyze the advantages of using it in secondary schools. APONTE experimented with two main approaches to content design, a constructivist approach and an inductive approach. Its utilization of ICT includes:
- APONTE website;
- Aula APONTE (AAP), a web-based collaboration tool. It grouped several features, such as web mail, chat tool, discussion forums, course section, etc.;
- The Internet Starter Kit (ISK) was a self-training CD-Rom for teachers including basic information and a practical guide for Internet beginners;
- Videoconferencing;
- Additional printed and multimedia training material.

Impact

This project has several advantages. Pupils in general enjoyed the experience and took advantage of this new pedagogical way; Communication in schools was positively affected by the use of ICT. The awareness of other linguistic and cultural realities was noticeable. The main result of this project is a set of general guidelines for the application of ICT in rural areas in other countries of the European Union.

Source: Sema Spain and Super-computation Centre of Galicia

More information on the project:
http://www.xunta.es/

More information on the product:

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Email: info.cidadan@xunta.es
Country: Spain
Institution/Ministry: CAT365; Consorci Administració Oberta de Catalunya
Solution/Application: CAT 365: The Citizens’ Portal
Theme: Government Portal
Implementation Date: n.a.

Summary:

The CAT 365 citizens’ portal [www.cat365.net] identified the access to services available to citizens: to educate and train themselves well; to find a good job and to facilitate and foster the creation of businesses as the three essential ways to reinforce competitiveness in Catalonia.

Currently there is a lot of information about available resources and services that deal with the range of options that a citizen has for studying and training. The problem is that the opportunities, although wide ranging and of good quality, are distributed across different websites depending on a set of common criteria: who provides the service, who is providing the teaching and is it regulated by a qualification awarding body or not? A similar problem is encountered when one is looking for a job or when an entrepreneur wants to set up a business.

In addition to electronic delivery and access to services, the project also provides for face-to-face interactions between the customer and service provider supported by information technology based systems, via walk- in customer attention centres.

Impact:

The CAT365 citizen's portal integrates this set of contents based on life events that correspond to the citizen's specific needs: how to get training, how to find work and who can help set up a company.

The integration of all existing services and information, based on simple criteria that guide the citizen to the specific resource needed, is a product with important added value.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.cat365.net

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<table>
<thead>
<tr>
<th><strong>Country:</strong></th>
<th>Sweden</th>
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<td><strong>Institution/Ministry:</strong></td>
<td>Department of Customs, Sweden</td>
</tr>
<tr>
<td><strong>Solution/Application:</strong></td>
<td>E-services: The Virtual Customs Office</td>
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<td><strong>Theme:</strong></td>
<td>E-Customs</td>
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<td><strong>Implementation Date:</strong></td>
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**Summary:**

The overall objective of this project was to provide a virtual customs office on the Internet, offering a high level of service, available 24x7x52. Each client was to receive the same level of service, no matter what the enquiry or transaction being performed. The customs offices mapped the range of transactions and developed bundles of services targeting the needs of the customers.

The profession of customs officer is one of the longest established professions in the world, full of traditions and values. However, the world continuously moves on and so must European customs administrations in order to keep up with demands and adopt the working methods and levels of service delivery expected in the 21st century. This challenge must be taken seriously especially by countries that like Sweden are dependent on foreign trade and hence where customs is big business. Increased service levels and trade facilitation has been on the agenda of the Swedish Customs for years, resulting in, among other things, sophisticated automated risk-analysis and certification of compliant operators (The Stairway®).

**Impact:**

The project has been successfully implemented and the result is that the virtual customs office contains a number of integrated, interdepartmental eServices adding value to the overall foreign trade process for the Swedish business community. The project has demonstrated a high level of innovation with more than one hundred eServices being available. In addition to this, Swedish competitiveness is enhanced by the delivery of the service in a range of languages, currently numbering ten. The project has also increased openness and transparency and has put in place mechanisms for feedback on or complaints about any of the services provided.

Swedish Customs offers customers free supportive web-services for Customs business in order to facilitate day-to-day work and also to strengthen Swedish competitiveness through The Virtual Customs Office. The result is an increase in quality and efficiency at the same time as decreasing the costs of compliance. Smart mobile solutions with high degree of scalability and a good cost/benefit will make Europe a strong global economy with a bright future.

**Source:** European Union (Europa)

**More information on the project:**

**More information on the product:**
http://www.customs-vip.info/
http://www.tullverket.se
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Country: Sweden

Institution/Ministry: Swedish National Labour Market Board

Solution/Application: The Swedish National Labour Market Board (AMS)

Theme: Citizens’ service delivery

Implementation Date: 1995

Summary:

The Swedish National Labour Market Board web site offered services for jobseekers, employers and their businesses. In 1995 the Swedish National Labour Market Board launched “The Vacancy Bank” where all vacancies reported to the employment offices in Sweden were published on the web.

The vacancies have been supplemented by a range of interactive services to support the unemployed and those seeking a change of employment in their search for new opportunities.

In addition to the advertising of vacancies, job seekers are able to upload their CVs so that potential employers can match skills and competences to their vacancies. The service also includes the setting up of a range of databases covering such specialist areas as education, art, photography and the performing arts. These serve the dual purpose of advertising vacancies as well as the details of jobseekers with these specialist skills that are seeking work.

A range of labour market information, including information about labour market conditions in different parts of the country, gives further background information together with information about job content and other details on a range of occupations.

Impact:

This well-designed interactive project has allowed employment service staff to spend more time using their specialist skills of counseling and supporting the long term unemployed. It has also paved the way for an extension of the service at a pan-European level.

Source: European Union (Europa)

More information on the project:

More information on the product:
http://www.ams.se/ (available only in Swedish)

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Institution/Ministry: Argyll and Bute Council
Solution/Application: The 3 Islands Partnership (3IP) Project
Theme: Citizens’ service delivery
Implementation Date: 2002

Summary:

The 3 Islands Project (3IP) was developed as an innovative approach, using an integrated combination of eTechnology, to improve public service access to the citizens living on the remote and peripheral islands of Islay, Jura and Colonsay.

As part of a strategic approach to improve the quality of life on the 26 inhabited islands of Argyll and Bute, the 3IP was designed to address public service delivery in remote areas. Consultation with the local communities, partner agencies including the local government, Health Boards, business firms and regional governments identified this need. Initial funding for the project was obtained from the regional government Modernizing Government Fund.

The objectives of the 3IP are to promote and support local community based economic development using the combined skills of Argyll and Bute Council staff involved in service provision and ICT, community representatives and partners organizations. Knowledge from other public sector ICT projects has been investigated and adapted to this particular remote island community. To implement the case, innovative use has been made of local community groups to manage the use of video conferencing and ICT links with councils and other public agencies and to encourage local people residing on the 3 islands to access these facilities.

Impact:

The project enables people to access local, regional, national and international services without the need for extensive and expensive travel. It applies technology to overcome the disadvantages that remoteness, isolation and sparse populations can often bring. It is customer focused and delivers a joined-up approach to public services, and indeed to private ventures, such as the ability to demonstrate goods to a distant retail market.

Source: Argyll and Bute Council

More information on the project:

More information on the product:
http://www.argyll-bute.gov.uk/content/technology/thethreeislandspartnership/?s=30674&a=0
http://www.argyll-bute.gov.uk/content/technology/
http://www.colonsay.org.uk/

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Institution/Ministry: E-Government Unit, United Kingdom

Solution/Application: The DirectGov

Theme: Government portal

Implementation Date: 2004

Summary:

Directgov, as the primary electronic channel to citizens for government, aims to be the one place that citizens turn to for the latest and widest range of public services. Directgov aims to provide a single destination to meet the vast majority of a citizen’s needs for government informational and transactional services.

By breaking down the artificial barriers created by the structures of government, Directgov offers its customers a way of accessing government on their terms, either directly by specific topic, such as ‘Money, tax and benefits’ or ‘Motoring’, or through sections tailored for specific groups, such as ‘Disabled people’. For government it offers a way to reach a greater audience for its electronic services and enables the benefits that increased use of these deliver.

Directgov was launched as an independent service in April 2004. To date there have been nine successful major releases of Directgov resulting in improved customer interaction and the first set of integrated services. Today Directgov supports services on the web via www.direct.gov.uk, digital television (DTV) via Sky Intl, and Telewest, through a network of ‘mylocal’ kiosks across the country.

Impact:

1. Value to Citizens: Recent research shows that the key benefits for using the site are saving time, having a single destination site, introduction to new services and access outside normal working hours. It is also crucial that citizens feel they are able to interact with government in a digital environment that is safe and secure.

2. Transacting via e-Channels: By promoting rapid e-transaction through a single front-end mechanism, which meets the majority of citizens’ immediate needs, this will have immediate benefits for government departments by increasing the reach and accelerating the acceptance and use of e-services.

3. Operational Savings: Immediate operational savings from reducing e-delivery costs through consolidation and use of a common architecture, and better use of government publicity expenditure.

Source: e-Government Unit, United Kingdom

More information on the project:

More information on the product:
http://www.direct.gov.uk
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**Country:** United Kingdom

**Institution/Ministry:** Office of the Deputy Prime Minister (ODPM)

**Solution/Application:** The Local e-Democracy National Project

**Theme:** E-Participation

**Implementation Date:** n.a.

**Summary:**

The Engage project is a recent offshoot from a number of overlapping strands within the national project. It is a web based community consultation toolkit designed to enable local elected representatives and local government officers to communicate and engage with their communities more effectively.

The heart of the Engage toolkit is the creation and management of local communities. Individuals can belong to multiple local communities depending on where they live, their interests and activities. Examples of local communities include school catchments areas, electoral divisions, ethnic backgrounds and expressed interests. This localisation allows the precise and cost effective targeting of communities by local government and ensures excellent response rates from the public.

Engage is a web based collaborative toolkit through which a wide range of users can all ask questions of distinct local communities, which are then merged into multiple personalised questionnaires, based on the profiles of the respondents. A process of review and classification allows managers to ensure that the overall consultation process is coherent and that questions are not unnecessarily duplicated.

A third major innovation is the importance placed on feedback to the public following a consultation. Respondents are sent the results and outcomes of all the issues they are consulted on, thus ensuring that they see the impact of their individual contributions.

**Impact:**

The easy accessibility of the toolkit, both for the public and for local politicians and government officers, has enabled a far wider range of discussion and communication to be undertaken. In the past the specialised nature of deliberative consultation tended to ensure that it was undertaken relatively rarely and with considerable cost. The collaborative nature of Engage has also allowed politicians and officers to quickly and easily raise issues with their communities and see rapid and comprehensive feedback.

During early pilots, response rates have been significantly higher than those experienced through more traditional consultation approaches. These response rates have ranged from 50% to 70% and, more importantly, the speed of responses has been substantially improved. In one case over 50% of respondents had replied within five days of being sent their personalised questionnaires. As a result of such improved response rates, plus the use of new channels of communication, we have seen a substantially reduced cost per response for any given issue.
Source: Politech Institute

More information on the project:

More information on the product:
http://www.edemocracy.gov.uk

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In the Scottish region of Fife, an innovative project called Fife Direct is bringing about online collaboration between public sector agencies, and delivering services electronically to the public. Fife Direct has a clear primary aim: to use the Internet and new ICT to combat social disadvantage in the Scottish region of Fife.

Fife Direct is a pioneering "access to opportunity" website bringing to Fife citizens:

- Jobs vacancies from the Employment Services
- Learning opportunities from local and national databases
- Business opportunities, with commercial property database and business directory
- Opportunities for volunteering from databases of local voluntary groups
- Opportunities for getting communities online.

In addition to the databases, there are pages of advice and information provided by local organizations and pulled together by expert editors in each of the subject areas. Fife Direct is the first website in Scotland to bring job vacancies online, and the first to translate the SCOTIA database of courses into a web-enabled format.

Impact:

The most pleasing aspects of the project as it has developed has been the amount of acclaim it has received from various quarters, both within Fife and beyond. In many respects it is a unique project, bringing together such a diverse range of socially useful and "inclusive" range of information and services into a cost-effective delivery mechanism via a single website.

Source: Fife Council

More information on the project:

More information on the product:
http://www.fifedirect.org.uk/
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NORTH AMERICA AND THE CARIBBEAN

Country: Canada

Institution/Ministry: Service Canada, Government of Canada

Solution/Application: The Employment Insurance (EI)

Theme: Citizens’ service delivery

Implementation Date: 2005

Summary:

In keeping with the Government of Canada’s Government on Line initiative, Employment Insurance (EI) is responding to the needs of Canadians for better, faster and more convenient services on the Internet.

The EI Program has undertaken a number of service transformation projects to improve the quality, speed and accessibility of service by putting in place a suite of electronic client facing services and tools to automate claims processing in order to achieve the following:

- Receive high quality electronic information from clients and businesses over the Internet;
- Automate claims processing;
- Use electronic payments to the extent possible (Direct Deposit);
- Exchange program information/change key client data electronically (EI Information On-Line);
- Harmonize Call Centres;
- Reinvest in client service improvements.

Citizens can access services through the channel of their choice (Internet, telephone, in-person or mail) with no “wrong door”, with the confidence that a high priority is placed on the privacy and security of personal information. Service excellence is achieved through the integration of automation, simplification and streamlining of processes. By taking this citizen-centric view to client service the EI program has taken advantage of the opportunities presented by advances in telephony and the Internet to provide services in an efficient and effective manner, focused on meeting the needs and expectations of citizens.

Impact:

The EI Program adjudicates approximately 2.8 million applications per year and processes in the area of 18 million bi-weekly reports from clients.

Clients are now able to complete all of the actions necessary for EI benefits (apply for benefits, direct payments to their bank and account of choice, prepare bi-weekly reports and obtain program information) via the Internet.
In 2005-2006, we anticipate receiving over the Internet, 90% of initial applications for benefits, 40% bi-weekly reports. Fifty percent of renewal applications will be automatically processed and 20% of clients will use My EI Information on-line.

The use of the Internet has produced savings in telephony costs as clients no longer have to call the Call Centre to file bi-weekly reports or to receive general information about their claim. We achieved our objective of paperless processing by eliminating the printing of all applications received electronically. Furthermore, electronic tools have been developed for staff which enables them to increase the development of a complete electronic file, thereby reducing paper and storage costs.

In 2005, the ROE Web is available to all Canadian employers and currently has 25,000 businesses registered. By the end of the 2005-2006 fiscal year, it is anticipated that more than 1 Million ROEs will have been submitted electronically by the business sector. The reliability of the Government of Canada's Secure Channel is assisting in attracting and maintaining employers who use the ROE Web service.

Completing a paper ROE can take a payroll professional as much as 20 minutes including printing, depending on the complexity of issues surrounding the separation from employment. Using web technology as many as 1800 ROEs can be processed in a single transaction. As an example, one employer recently indicated that it finalized 900 ROEs in 30 minutes and in the past this process would have taken days to complete.

Source: Government On-Line Initiative, Public Works and Government Services Canada

More information on the project:

More information on the product:

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Country: Canada

Institution/Ministry: Industry Canada, Office of Consumer Affairs

Solution/Application: The Canadian Consumer Information Gateway (CCIG)

Theme: Information access

Implementation Date: n.a.

Summary:

With information from more than 450 governments and NGO partners, the Canadian Consumer Information Gateway (CCIG) is Canada’s most extensive online source of inter-jurisdictional information for consumers. Thanks to a pioneering approach to multi-jurisdictional partnership, consumers can cut across federal/provincial/territorial boundaries to access services through a single window.

The most powerful tool on the Gateway is the Consumer Complaint Courier – a bold transformation of the way government agencies handle consumer complaints. The Courier teaches consumers the proper steps to logging a complaint with a business, links them to relevant information and connects them instantly to the appropriate agency. Equally as important in the world’s second largest country -- spanning six time zones -- is that service to consumers is offered 24 hours a day, 356 days a year, regardless of location.

Impact:

The CCIG is the winner of the UN Public Service Awards in the category of e-government. The web-portal can access more than 7,000 programs, services and subjects. The Gateway provides a menu of relevant topics, access to timely highlights, and tools to help consumers save time, money and better protect themselves from fraud and deception.

Source: Industry Canada

More information on the project:

More information on the product:

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Country: Canada
Institution/Ministry: Emploi-Quebec
Solution/Application: The On-line Work Market
Theme: Citizens’ service delivery
Implementation Date: n.a.

Summary:
The on-line work market, available at emploiquebec.net, is a unique, universal, and free of charge web counter with aims of full employment in Quebec. By means of on-line placements, it gives access to placement services that support and make easier the encounter between employers and job seekers. Indeed, by means of on-line Interactive Multimedia Training (on-line IMT), the on-line work market provides indispensable information about professions, training and branches of industry. These on-line services also allow for better coordination and adjustment between the workforce’s characteristics and the work market’s needs.

Impact:
The on-line work market is a great Internet tool that provides benefits to the population through the improvement of services delivery. Hence, the importance and the quality of such an electronic service have been recognized by two big Canadian associations in the computer science arena. In effect, thanks to this on-line work market, Emploi-Quebec has won two prizes of excellence awarded by the Canadian Information Productivity Award: the Silver award of excellence in the “customer service category” and one of the four great prizes known as “Gold Best of Category Award.” In addition, the on-line work market has also received the OCTAS prize from on-line governmental services awarded by the Quebec computer science association. These prizes underline the efficiency of an exceptional data processing system that has provided major customer benefits.

Emploi-Québec services can be found across the province of Québec. The services are offered in 17 regional branches often in collaboration with organizations, mainly centre local d'emploi or CLE (French page), from the same geographical area.

Source: Emploi-Quebec

More information on the project:

More information on the product:
http://imt.emploiquebec.net/mtg/inter/noncache/contenu/asp/mtg941_accueil_angl_01.asp
http://www.emploiquebec.net/anglais/index.htm
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Country: Canada
Institution/Ministry: Canadian International Development Agency (CIDA) and Industry Canada
Solution/Application: The Global ePolicy Resource Network (ePol-NET)
Theme: Information Access (and sharing)
Implementation Date: December 2003

Summary:

Championed by the Government of Canada (Industry Canada), ePol-NET, a Group of Eight (G8) “Dot Force” initiative, was officially launched during the World Summit on the Information Society (WSIS) that took place in Geneva in December of 2003, under the auspices of the UN ICT Task Force.

The network provides ICT policy makers in developing countries with the depth and quality of information and resources needed to develop effective national e-policies and focused ICT e-strategies that can serve as enablers for social and economic development.

Canada contributes to the ePol-NET partnership through the Canadian ePolicy Resource Centre (CePRC). The CePRC (http://www.ceprc.ca/index_e.html) serves as a Canadian source of information, expertise and mentoring in support of national policy makers and regulators in African countries. In collaboration with other ePol-NET resource centres around the world, the Canadian resource centre addresses a wide range of ICT policies, regulations and strategies in areas such as: e-commerce legal and policy frameworks, spectrum management, e-government, information society metrics and analysis, etc. Canadian examples of activities supported under the ePol-NET partnership include: an e-government workshop for Tanzanian Members of Parliament in May 2004; a conference on gender equality entitled Women and ICT: Challenges and Opportunities on the Road to Tunis, a workshop on East Africa's strategic priorities for e-government and more.

Impact:

ePol-NET brings together partners from a range of organizations around the world who contribute e-strategy and e-policy information and expertise for the benefit of individuals, organizations and governments in developing countries.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
http://www.acdi-cida.gc.ca/canadafundforafrica
http://www.ceprc.ca/index_e.html

Contact: info@epol-net.org
Country: Canada

Institution/Ministry: Individual Returns and Payments Processing Directorate, Canada Revenue Agency (CRA)

Solution/Application: My Account: Electronic Tax Payment

Theme: E-taxation

Implementation Date: 16 June 2003

Summary:

My Account, implemented by the Canada Revenue Agency (CRA) supports the Government of Canada initiative to be known around the world as the government most connected to its citizens. My Account is CRA’s first-class self-serve Internet application designed to provide Canadian taxpayers with a web-based tool to access information about their individual tax account or benefits entitlements, as well as online transactions through which they can change their tax return or disagree with an assessment or determination. My Account is a fast, efficient and secure online portal available for individuals to access tax information and manage their personal income tax and benefit account online.

Using My Account through the CRA website, individuals can now get information on:

- the current and prior year income tax returns;
- the individual tax account such as the tombstone information, refund status, balance owing and benefits received and the tax payments they have made; and where it applies, information on:
  - the Registered Retirement Savings Plan, Home Buyers’ Plan and Lifelong Learning Plan calculations and limits;
  - the Goods and Service Tax (GST)/Harmonized Sales Tax (HST) credits; and
  - Canada Child Tax Benefits.

They can also:
- change their tax return after it has been submitted; or
- disagree with an assessment or determination.

Impact:

My Account has increased the CRA hours of personalized service to 21 hours a day, 7 days per week. It is generating ongoing cost savings for the Agency through reduced numbers of enquiries, along with increased compliance and client satisfaction. The reduced number of calls to existing enquiries telephone lines allows for more rapid service to those calls that the CRA still receives.
This service supports the Government of Canada's initiative to expand government electronic service offerings to Canadians. Between June 2003 and December 2004, over 2.3 million Canadians successfully accessed My Account. It generated significant intangible benefits, such as heightened client satisfaction, improved image and good for the Agency. My Account is also a prototype for the broader, My Government of Canada Account, through which Canadians will be able to view their information with all participating departments.

My Account is a key client-driven application that contributes to Canada's commitment to provide its most commonly used services on-line by 2005 and be known around the world as the government most connected to its citizens.

**Source:** Canada Revenue Agency (CRA)

**More information on the project:**

**More information on the product:**
http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/help-e.html
http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/menu-e.html

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Country: Canada
Institution/Ministry: City of Vancouver
Solution/Application: Vancouver.ca – The website of the City of Vancouver
Theme: Information access (and sharing)
Implementation Date: n.a.

Summary:

The mission statement of the city of Vancouver is to create a great city of communities which cares about its people, its environment and the opportunities to live, work and prosper in. Vancouver.ca is a comprehensive website that attempts to meet this challenge. It promotes content designed to inform, educate and engage its citizens in local issues. While the website does provide convenient online services, such as the ability to purchase business licenses over the Internet, the city’s priority was to develop a website that contained a wide range of detailed content. The purpose is to promote awareness for civic programmes and services and provide access to them. Vancouver.ca plans to keep citizens informed and engaged in debates on issues that have an impact on their daily lives.

Vancouver.ca is a one-stop portal that contains valuable information on all facets of life in Vancouver. It responds to the needs of its local citizens, visitors, businesses, and government agencies. It has employment information and also allows citizens to pay for tickets or licenses.

Impact:

Vancouver.ca provides citizens with an integrated portal that provides information on municipal services, news of what is going on in the communities, information about snow removal and dog licenses and many more. As a result, the citizens in and visitors to Vancouver have only one place to go to, saving them time and keeping them informed.

Vancouver.ca is one of the most environmentally friendly portal providing tips and suggestions on recycling, keeping Vancouver green and clean, and what the ordinary citizen can do to maintain the quality of life the city has to offer.

Source: International Telecommunication Union (ITU)

More information on the project:

More information on the product:
http://www.vancouver.ca

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<table>
<thead>
<tr>
<th><strong>Country:</strong></th>
<th>Jamaica</th>
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</thead>
<tbody>
<tr>
<td><strong>Institution/Ministry:</strong></td>
<td>Ministry of Finance and Planning</td>
</tr>
<tr>
<td><strong>Solution/Application:</strong></td>
<td>The Online Customs Service</td>
</tr>
<tr>
<td><strong>Theme:</strong></td>
<td>E-customs</td>
</tr>
<tr>
<td><strong>Implementation Date:</strong></td>
<td>2003</td>
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**Summary:**

The Automated System for Customs Data (ASYCUDA), developed by UNCTAD in 1981 for the Computerized Customs Management as part of an assistance program to support improved compilation of trade statistics for its member states, was widely implemented and is currently being used by over eighty countries, including most Caribbean Common Market (CARICOM) Countries. After having reviewed the ASYCUDA software package, unlike its CARICOM neighbors, the Government of Jamaica took the decision to build its own computerized solution for customs management. The task to design, develop and operate the new system was given to Fiscal Services Limited (FSL), a government-owned information technology company. After successful implementation of core functions, several international funding agencies have joined the government in providing funding to add enhancements, and to complete the customs modernization process in Jamaica.

**Impact:**

Until 2003, the complex system for the processing of imports, under the responsibility of the Jamaica Customs Department's, was a fertile ground for inconsistencies, lack of accountability and subjected to fraud. The system had been primarily manual, with a paper-based system at its core. There was, therefore, the inability to reconcile the cash collected with the entries processed, but the lack of linkage remained even when the entries were later keyed into the computer system.

On the foundation of the initial suites of the software for “Customs Online Services” that were successfully implemented, a complex program of administrative reform, affecting both the organizational structure as well as the processes started taking place. As a consequence, a number of positive results were produced, as, among others, a significant increase in revenue collection. Despite little or no economic growth in the country, and although the number of transactions has remained constant, or trended down slightly, the revenues have increased.

Moreover, the Customs Brokers have come to appreciate the convenience and increased speed in processing an entry (i.e. In contrast to lodgments being limited to Mondays to Fridays 9:00 a.m. - 4:00 p.m., the new system permits lodgments 24 hours per day, seven days a week). Customs brokers are also gratified that the processing of an entry, which previously took two to three days, on average, is typically done in three to four hours. (This does not include "fast path," which is immediate, for those who qualify, requiring only duty payment.) At the present time, over 98 percent of entries are submitted electronically, with almost all percent of the brokers on-board and on-line.
Finally, customs overtime has been drastically reduced and can be completely eliminated once the customs reforms are fully implemented. Customs supervisors are now better able to monitor and distribute the workflow, thereby achieving greater efficiency. Inconsistency and errors in duty calculation have been totally eliminated. Changes to tariff rates and other fees are quickly and accurately accommodated. Reconciliation of payment is now provided on demand. Management and activity reports are all easily generated and made available through the implementation of data warehousing tools. Collection points require fewer cashiers, yet long queues have been eliminated. The cashiers now have only to select the entry and collect payment, without entering large amounts of transaction details. Electronic payments, by either the customs broker or importing company, have been welcomed and are becoming widely used.

**Source:** Ministry of Science, Commerce and Technology

**More information on the project:**

**More information on the product:**
http://www.fsl.org.jm/
http://www.jacustoms.gov.jm/

**Contact:**
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Country: Jamaica

Institution/Ministry: Jamaica Promotions Corporation (JAMPRO), Jamaica Customs, Trade Board Limited, Fiscal Services Limited, Shipping Association of Jamaica and Port Authority of Jamaica.

Solution/Application: The Jamaica Trade Point (JTP)

Theme: E-Commerce

Implementation Date: 1999

Summary

Jamaica Trade Point (JTP) is a new trade facilitation portal of Jamaica serving users by providing the following functions:

- It is a source of trade-related information where users can expect to receive information that most closely supports their trading activities, such as information on air & sea transportation choices, freight insurance and financing options, market research and intelligence, etc.;

- It is a trade transaction point where buyers and sellers are brought together to review and purchase Jamaican products and services through the exporter e-marketplace, www.BuyJamaica.com;

- It is a trade facilitation centre where users can expect to have their trading efforts facilitated by processes that are rationalized and where hindrances to their activities are removed; and

- It is a gateway to global networking (GTPNet), where local traders can be united with their international counterparts and new transactions and relationships are facilitated.

In short, The JTP aims to maximize the potential benefits of this new way of doing business. It seamlessly congeals the online applications of our trade agencies and ministries, providing the Jamaican business community for the first time, with the integrated, rationalized, comprehensive system required to advance our quest of truly facilitating the business of trade in Jamaica.

Impact

The JTP is of paramount national importance for Jamaica as the fortunes of its companies, in particular, the SMEs which account for over half of the private sector employers and well over a third of total employment, directly affect the country’s economic prospects. The creation of new business opportunities and the expansion of existing ones within the private sector as facilitated by JTP, are of critical significance to the nation.
In addition, as the JTP is accessible online, firms located in the rural areas, supporting critical employment in these locales, do not need to relocate to urban centers in order to be properly facilitated.

Further, the increase in e-competence that is evident as users receive training for the new facility means that indeed this portal is encouraging the empowerment of rural communities. Also, online connectivity is now being effected by both the post office and library kiosks island-wide, and there is no longer a problem of finding a location to get online.

Finally, the JTP is critical for the promotion and development of the strategic clusters as defined in the National Industrial Policy and allows for synergies with current government initiatives and programmes.

Source: Jamaica Promotions Corporation (JAMPRO), Jamaica Customs, Trade Board Limited, Fiscal Services Limited, Shipping Association of Jamaica and Port Authority of Jamaica.

More information on the project:

More information on the product:
http://www.jamaicatradepoint.com

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Summary:
As part of the Good Government Agenda, e-government in Mexico is a tool to improve the transparency, quality and efficiency of government. The main objective of the e-government strategy is to use ICT to continually innovate and improve government so as to best meet citizen’s needs.

In the Spring of 2001, the President’s Office for Government Innovation officially introduced e-government as an initiative to digitalize and modernize government. E-Mexico, a related initiative focusing on connectivity and electronic access, was also prepared in 2000 and launched in 2002. E-Government became one of the six pillars of the Good Government Agenda in late 2002, thus consolidating it as a central strategy of the Mexican government. To date, the Mexican e-government strategy has greatly extended the number of online services available to citizens (from 170 in 2001 to 1,525 in 2005). Additionally, the creation of a single government portal has been one of its most salient successes and was recently recognized with an international award. Finally, many individual services such as pensions, taxes, permits, inquiries, transactions and procurement services are continuously being improved through the use of ICT and this is made possible through the e-Mexico National System. All Municipalities in Mexico are connected to a nationwide broadband satellite network with 7,500 Digital Community Centers.

Impact:
The results of such action have been additional and enhanced services, as well as better access to services for the citizens. The Citizens portal allows access to different services and contents in the field of e-Government, e-Health, e-Economy, e-Education, Culture, Democracy, Sports, Family, Jobs, Business, Security, Transportation system, Tourist office, Migration, Environment. The growing recognition and popularity is reflected in the sheer number of more than 600,000 users per month.

The re-engineering of the governmental process impacts through initiatives, such as GRP, SISI, Gob.mx, Portal Innovación y Redes de Cooperación, RUPA, Compranet. The transparency, accountability and participation of the citizen have been possible through projects like the strategy of CRM, Gob.Mx and their transparency channel, SISI in collaboration with the States and Municipalities. The e-Mexico is also the winner of the UN Public Service Awards in the category of e-government.

Source: Unidad de Gobierno Electrónico y política de Tecnologías de la Información
More information on the project:

More information on the product:
http://www.funcionpublica.gob.mx/index1.html
http://www.gob.mx

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Country: Mexico
Institution/Ministry: Secretaría de la Función Pública
Solution/Application: The E-Government Strategy
Theme: Information access (and sharing), E-democracy
Implementation Date: n.a.

Summary:

Following best practices for Government Enterprise Architectures, Mexico started constructing technology infrastructure for the development of electronic services in 2003, with the following components:

- Electronic Government Services framework, which contains guidelines for the development and publication of electronic government services, security management in terms of interoperability, and use of digital certificates.
- Use of web service standards (examples: XML, SOAP, UDDI)
- Organization of content using Topic Maps and semantic web technology
- Identification and authentication through Identity Federation and Liberty Project standards.
- Dual technology platform that supports J2EE y .NET

Since the beginning of President Fox’s Administration, the President’s Office for Government Innovation has impelled its strategy of modernization and cultural change of the Government through the formation of collaboration horizontal networks. Supported by a system of digital collaboration and knowledge collaboration (e-Workplace), networks work on the six strategic lines of the Presidential Agenda of Good Government. The experiences, projects and knowledge generated, are shared and spread by the Portal “Innova” (www.innova.gob.mx).

Impact:

The use of information and communication technologies, and particularly the Internet as a tool to achieve better government and to facilitate access to government services and information in an efficient, agile, and secure way, from any place and any service. High Impact Services (HIS) are the most important and demanded government transactions and services that the citizens need in their daily life. Some examples are passport appointments, driver licenses, job applications, health insurance, labor rights, provision of information on women’s health.

So far, the Mexican government has tested the integration of the dual platform, the development of 20 web services and the Liberty standards.

Source: Secretaría de la Función Pública
More information on the project:

More information on the product:
http://www.sourceoeecd.org/governance/9264010718
http://www.innova.gob.mx (only available in Spanish)

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Country: Trinidad and Tobago
Institution/Ministry: ICT Division, Ministry of Public Administration and Information
Solution/Application: The Government Communications Backbone
Theme: Government Intranet
Implementation Date: 2003

Summary:
The Government of the Republic of Trinidad and Tobago’s Communications Backbone project seeks to establish a communications infrastructure that enables all ‘connected’ ministries and public sector agencies to communicate and share information effectively and efficiently through its secure network. It provides key services such as Internet access, e-mail (audio, video and text), e-messaging, e-scheduling, anti-virus protection and access to a dedicated Help Desk.

The Backbone project embodies the concept of inter-networking, where multiple Local Area Networks (LANs) of varying protocols from several ministries and public sector agencies are connected to the Backbone. The Backbone is a hybrid of Intranet (using frame relay) and Extranet (using encryption technologies to provide secure access to services and applications). The resulting platform facilitates and enables all ministries to automate many traditional work processes, and also lends itself to rethinking and re-engineering the ways in which the Government of the Republic of Trinidad and Tobago functions.

The Ministry of Public Administration and Information (MPAI) was assigned the leading responsibility for managing and coordinating the implementation of the Communications Backbone and acts as an agent in providing the necessary support to other ministries.

Impact:
The project aims at easing the provision and dissemination of information, improving the collaboration and co-operation among government departments, and reducing the communication costs among government departments through the provision of the following services to the ministries and public sector agencies through the network: Internet Access, Security – Checkpoint, e-mail, e-scheduling and e-messaging (i.e. users can send and receive emails, perform group e-scheduling and instant e-messaging, e-mail has been the main catalyst for introducing people to the use of technology), Help Desk (i.e. a support center for solving end user problems, providing e-support and handling inbound and outbound enquiries from multiple channels, e.g. telephone, email, a useful Customer Relationship Management (CRM) tool supporting the overarching thrust towards a more citizen-centric public service and anti-virus protection.

Moreover, by creating a robust infrastructure to support the Government’s enterprise-wide applications, e.g. Integrated Human Resource Information System (IHRIS), and Integrated Financial Management System (IFMS), the project aims at increasing the efficiency and effectiveness of government processes.
Source: Ministry of Public Administration & Information

More information on the project:  

More information on the product:  
http://www.fastforward.tt

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Tel: + 868-624-3529
Country: Trinidad and Tobago
Institution/Ministry: Ministry of Housing
Solution/Application: The Home Application and Fulfillment System
Theme: Citizens’ service delivery
Implementation Date: 2004

Summary:
For four decades the Ministry of Housing, via its executing agencies, provided homes for citizens using a manual application process. As a consequence, the Ministry could not accurately determine the number of persons in need of government housing, the specific types of housing desired and the preferred location. Also, the profile of the average applicant in terms of basic demographics and financial information was not readily available.

A Report of the Task Force on Housing and Settlements highlighted the need for the acquisition and maintenance of information about Home Applicants that would facilitate the determination of the Effective Demand for the Ministry’s Housing Products. Upon the Report’s findings, in 2002 the Ministry of Housing began to review the existing system and explored the use of Information Technology to change the form and manner of the acquisition, processing, storage and retrieval of information, into an efficient and effective system.

In 2003, the contracted Information Technology Team developed a comprehensive solution to address the challenges faced by the Ministry and its agencies. The result was the Home Application and Fulfillment System (HAFS), a computer application that facilitates the recording of individual citizens’ housing applications with the Ministry’s executing agencies, submitted via hand-written forms, on-line through the Ministry’s Intranet (kiosks), and on-line through the Internet; and thus revolutionizes the way in which the Ministry of Housing and its agencies interact with the citizens of Trinidad and Tobago.

Impact:
HAFS has facilitated the tracking of home solution applications, home solution selection and the analysis of housing solution demand. With the available statistics on current demand for housing provided by HAFS, the Ministry has been able to take effective measures and actions to facilitate the provision of housing units that will in time satisfy/meet the current demand, which as at August 2005 stands at approximately 70,000. More specifically, HAFS facilitates:

- Easy retrieval of application information;
- Elimination of duplicate applications;
- Restriction of one application type per applicant;
- Enforcing adherence to established housing policy and procedure;
- Provision of accurate housing statistics;
- Improved customer service; and
- Facilitation of submission of an application to the Ministry from any part of the world by citizens of Trinidad and Tobago

As at November 2005, 119,482 applications were received for various housing solutions and stored in the HAFS database of which 3,357 were received via the Internet. The Ministry’s website shows over seven thousand (7,694) hits (i.e. over seven thousand visits to the Ministry’s website) since its launch in July 2004.

Source: Ministry of Public Administration & Information

More information on the project:

More information on the product:
http://www.housing.gov.tt/hafs.htm

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**Country:** United States of America  
**Institution/Ministry:** City of Sunnyvale  
**Solution/Application:** The Sunnyvale City website  
**Theme:** Government portal  
**Implementation Date:** 2002  

**Summary:**  
The Sunnyvale solution is a city web-site serving the citizens by providing the following functions:

- community information;
- interactive surveys;
- e-forms;
- e-payments;
- e-scheduling for building inspection (i.e. An online calendar shows available dates and times, and the software confirms that permit’s information is already in the system before confirming an inspection time);
- checking of e-plan’s status (i.e. Customers can view the status of building plans that have been submitted for review. After the plan check is complete, the comments for all departments/division reviewing the plans are available online. If the customer tries to obtain comments before they are complete, the screen will tell them that the work is “in progress”);
- e-histories (i.e. Customers can obtain a complete history of all building permits and planning projects. Searches can be done either by property address or Assessor’s Parcel Number);
- e-zoning (i.e. Information about individual properties is available on-line, including the zoning district, flood zone, and lot size); and  
- e-permits (i.e. Customers can retrieve online permits for the following projects: kitchen remodel, re-roofing, skylights, swimming pool removal, sewer lines, tub and shower, water heater, water piping, water service line, air conditioning, masonry repair of chimney, electrical panel, furnace, gas line, lighting switches and receptacles, portable or above ground spa).

This solution has been recognized internationally for its customer service-driven approach to administering building permits. The practice was developed 4 years ago to provide better customer service by using technology to allow customers particularly to obtain permits and information on-line 24 hours a day, 7 days a week without having to visit or call City Hall during business hours.

**Impact:**  
In terms of impact on Government’s operations, the implementation of the city’s web site reduced the time spent by the staff in gathering and providing information to customers in person or over the telephone. Users can now complete transactions in approximately 30 minutes, and can receive the same information they would at the One-Stop Permit Center. However, they get the information faster and more conveniently.
Source: Organization of American States
More information on the project:

More information on the product:
http://www.e-onestop.net

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Country: United States of America

Institution/Ministry: Medem Inc. in partnership with the iHealth Alliance, the American Heart Association and American Cancer Society

Solution/Application: The iHealthRecord - Online Medical Record Program

Theme: Health

Implementation Date: 2005

Summary:

The Initiative launched in 2005 is a health information resource with a great potential in terms of efficiency, in case of emergency or just when changing the general practitioners. The new system allows patients to see, change and share medical records on the Internet with a service launched today by a company set up by a coalition of professional medical groups.

The service, called iHealthRecord is a secure and confidential interactive personal health record. This service not only stores personal health information for patients, but it provides interactive programs that help better understand medical conditions and medications, all at no cost to patients. Patients can create, manage and share personal health information with their physician, or in case of an emergency. iHealthRecord lets patients control their own records, while allowing doctors vital access when they need it, eventually reducing the risks of mistakes, such as prescribing errors. Patients also hope it could provide a way for doctors and patients to replace thick medical charts and swap information without the need for costly and time-consuming office visits.

Impact

iHealthRecord could be a first step to transforming the mistake-prone paper-based US medical records system into an efficient, digital structure. It reduces medical errors and saves lives no matter whether patients move, switch health plans or switch doctors. Patients can choose to manage their own records. The system is designed to minimize the risks that hackers could view patient records. However, there is a tiny probability that patients could falsify online records if they wish, or create phony profiles, even if the real risk is very low.

Source: Medem Inc

More information on the project: 

More information on the product: 
http://www.ihealthrecord.org/

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ihealthrecord@medem.com
Region: Caribbean

Institution/Ministry: Caribbean Pest Information Network

Solution/Application: The Caribbean Pest Information Network (CariPestNet)

Theme: Citizens’ service delivery

Implementation Date: n.a.

Summary:

CariPestNet is an email network that assists people of the Caribbean sub-region in obtaining prompt advice and information on the identification and management of plant pests such as Arthropods, micro–organisms, nematodes, molluscs and weeds.

The services provided are free to members of the network. Digital images of insects, diseases and weeds can be sent to the CariPestNet network as email attachments, either from the user’s normal email program or from the website of CariPestNet using the Pest Identification Form, which allows the user to attach 1 or 2 images with restricted file size. Based on the digital photographs accompanying information on the host, symptoms, growing conditions etc. as outlined in the Pest Identification Form, the CariPestNet members provide advice on the identification of a pest and how to manage the pest accordingly.

Impact:

CariPestNet links the sub-region with Taxonomists and Plant Protection specialists world wide. The network accepts messages that request or provide advice on plant protection including quarantine to help people manage plant pests. Although the network welcomes members from anywhere in the world, the primary service of the network is to assist people in the Caribbean region.

Source: Caribbean Pest Information Network

More information on the project:

More information on the product:
http://caripestnet.org/index.asp?pgid=2
http://caripestnet.org/

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CariPestNet-subscribe@yahoogroups.com
LATIN AMERICA

Country: Argentina
Institution/Ministry: Administración Federal de Ingresos Públicos (AFIP)
Solution/Application: The Electronic Tax-Payment System
Theme: E-taxation
Implementation Date: 2002

Summary:

The project for the enhancement of the already existing web site to enable the electronic payment of taxes started in October 2002. It took eight months for the web site to be fully operational. The main objective of this solution is to enable the modernization of the management of the tributary system, thereby increasing its efficiency and transparency. The system has been gradually expanded in order to make it accessible to additional groups of taxpayers, the purpose being to include all the different groups of contributors (i.e. both legal entities and physical persons). For instance, the system now enables the taxpayers from all income brackets to submit and pay the tax return form online. Among others, the web site offers the following services: online tax payment, print out of invoices, access customs’ procedures, online submission and payment of tax return forms.

Impact:

The Government’s positive feed-backs came immediately. The users highly appreciated the possibility to submit all the documentation related to tax-payment via the web, without having to do it in person or thorough the banking system. As a matter of fact more than 30% of the users submit the forms outside of the official working hours of the public offices or of the banks, which seem to demonstrate an improvement of the service now offered by means which allow the satisfaction of users’ demands earlier not even contemplated.

Source: Organization of American States

More information on the project:

More information on the product:
http://www.afip.gov.ar (only available in Spanish)

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Country: Argentina

Institution/Ministry: Government of Argentina

Solution/Application: The Cristal Government Website

Theme: Information access, E-democracy

Implementation Date: February 2000

Summary:

The mission of the Cristal Government initiative is to disseminate online, and in an easily understood format, all information concerning the use of public funds in Argentina. This includes information not only about the amounts of money devoted to different programs, but also how these funds are administered. While the content of the website is directed to all citizens, journalists are a particularly important audience for the site, as newspapers and television enable a much wider dissemination of its contents. The information of the Cristal site is organized around three thematic areas:

1. "The State Within Reach of All": explains how public monies are redistributed between the national government and provinces.
2. "Goals and Results": gathers information on all national policies to evaluate their management and the manner in which public funds are assigned.
3. "Accountability of Representatives": consolidates information related to the control of corruption, both in government and the non-governmental sector.

Impact:

This program creates a better informed citizenry that can exercise more effective control over their political representatives. It helps to alleviate the corrupt practices and thereby restore citizens' confidence in government. In November 2000 the Cristal site was a finalist in the Government category for the mate.ar award for best Internet sites in Argentina.

Source: World Bank

More information on the project: 

More information on the product: 
http://www.cristal.gov.ar/ (only available in Spanish)

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Country: Brazil

Institution/Ministry: State Government of Sao Paulo, Brazil

Solution/Application: The Time Saver Centers

Theme: Citizens’ service delivery

Implementation Date: 2000

Summary:
In Sao Paulo, Brazil, the state government has created centers called Poupatempo (time saver) to provide public service which traditionally have been delivered by disparate government agencies to citizen. These centers have been placed in locations convenient to public, close to major public transportation stops. They have an integrated information system to provide helpful information and assistance regarding the services and location of the center via phone and Internet. By applying the same service rule and standard to all centers through an integrated modern information system, which adopts a unique management structure and gives their employees the fairly extensive training, the six Poupatempos have efficiently delivered services at a lower cost. Poupatempo demonstrates that dramatic improvements in service delivery can be realized without a great deal of back-office reengineering.

Impact:

The Poupatempo project gives significant cost savings while providing high standard and efficient public services to the citizen. In the year 2000, the six Poupatempos delivered over 8 million services and received nearly 1.5 million calls via the toll free Poupatempo telephone information service. A customer satisfaction survey conducted in the same year for five of the Poupatempo posts shows that over 94% of respondents rated “excellent” or “good” the service at each of the posts.

Source: World Bank

More information on the project:

More information on the product:
http://www.poupatempo.sp.gov.br

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Country: Chile
Institution/Ministry: Communications and Information Technology Unit, Chile
Solution/Application: The “Chile Compra” e-procurement system
Theme: E-procurement
Implementation Date: August 1999

Summary
Under Chile’s government procurement e-system, companies that wish to do business with the public sector do not need to search through newspapers or the Web for information about bidding opportunities. Instead, they need only to register a single time in the areas in which they do business. Whenever a public agency needs to purchase goods or contract a service, it will fill out a request in the electronic system, specifying the kind of operation and including all the documentation and information associated with the request. Automatically, the system sends an e-mail to all the private companies registered in that selected area, minimizing response time and providing an equal opportunity for all firms.

The system also provides, on-line, all the information related to procurement operations, including the public organization's name, address, phone, e-mail, fax and position of the public officer in charge of the operation. Finally, at the conclusion of the bidding process, the e-system provides the results: who participated, the proposals, the economic and technical scores, and, lastly, who won the bid or obtained the contract. Historical information about the public organization's purchases and contracts is also made available.

Impact:
Chile's experience with e-procurement has made business opportunities with the Chilean Government more transparent, reduced firms' transaction costs, increased opportunities for feedback and cooperation between firms and public agencies, and sharply reduced opportunities for corruption.

Source: World Bank

More information on the project:

More information on the product:
http://www.compraschile.cl

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Country: Chile
Institution/Ministry: Internal Taxation Service
Solution/Application: The Online Tax system
Theme: E-taxation
Implementation Date: 1998

Summary:
Chile’s internal taxation service (SII) is responsible for collection of both individual and corporate taxes. In the year 1998, SII launched a new online tax service to replace its manual system for filing tax returns. The new online tax service was implemented using Oracle’s Internet-based technology. It went through two phases; the first phase was to place taxpayer’s information online, so taxpayer can find information online rather than visiting their nearest office or calling for a printed document. In the next phase, the SII website was made interactive. Individuals were then able to check their tax status and file their taxes online. The technological platform created by SII can streamline the tax-filing and information process while maintaining reliability; the system could also be expanded painlessly to meet projected growth. The new system saved money on printing, distribution and processing time, and increased the accuracy of tax collection. It equipped Chile’s tax authority with the resources it needed for the foreseeable future and offered taxpayers a higher standard of service along with swift, easy access to vital tax information.

Impact:
The new system allows taxpayers to file returns online and receive an assessment in 12 hours instead of several days, as was necessary under the earlier manual system. Just three years from the start of SII’s interactive services, over 400,000 taxpayers have checked their assessments online, over 183,548 sworn returns and 89,355 income tax returns received. And the Chilean exchequer has collected $1943 billion through the electronic system.

Source: World Bank

More information on the project:

More information on the product:
http://www.ssi.cl

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Institution/Ministry: National Superintendent of Tax Administration (SUNAT)

Solution/Application: Tributación Online: The computerized tax system

Theme: E-taxation

Implementation Date: 2003

Summary:

The National Superintendent of Tax Administration (SUNAT), charged with the collection of taxes in Peru, in an effort to make its operations more efficient by using information and communication technologies, initiates Tributación Online. In 2003, tax payment began being accepted online. The benefits of telematics, besides the benefit to the tax administration, have favored other public institutions. For example, ONP (Provisional Administration Office) and ESSALUD (Social Security and Health of Peru) are benefited by allowing them to relinquish their functions of tax collection to SUNAT.

Impact:

ICTs have reduced the costs of digitizing forms by 20 percent, and that efficiency in tax administration has increased by reducing the personnel required to process taxes. At the same time, the number of returns that require verification and correction has been reduced, and fines for incomplete tax returns have been eliminated, since the system rejects them.

Source: National Superintendent of Tax Administration

More information on the project:

More information on the product:
http://www.icamericas.net/Cases_Reports/Tributacion/OnePager-Tributacion-SP.doc
http://www.sunat.gob.pe/ (only available in Spanish)

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Institution/Ministry: Pontificia Universidad Catolica del Peru (PUCP), the World Bank, local civil society organizations (CSOs), and the municipal governments of Cajamarca, Ayacucho, and Tarapoto, funding by The Development Marketplace

Solution/Application: The Public Window of the Civil Society

Theme: E-democracy

Implementation Date: n.a.

Summary:

Citizens in three Peruvian cities now have the ability to learn how their local governments are structured, to access information on municipal officials, to see how public funds are spent, and to obtain information on procedures for obtaining a birth certificate, restaurant permit, or other official documents. Whereas such information was previously unavailable to the public, or difficult to get, now it can be retrieved in seconds through a customized web search.

“The Public Window is a window for transparency in public management aimed at strengthening democratic participation.” The widespread publicity surrounding corruption in the Fujimori government is a strong catalyst behind the creation of the Public Window.

In addition to promoting public sector transparency, the project strengthens the capacity of local government organizations (LGOs) through e-government tools. As a result, government officials are using email to communicate internally and externally, and electronic database systems that house information and knowledge to make their work more efficient.

Impact:

By sharing of information and ideas, the Public Window has been able to solve or alleviate community problems. For example, in Huamanga (Ayacucho), citizens complained that garbage removal was not working properly. The Public Window’s dialogue and research facilities pointed out that while the city had insufficient staffing and resources to meet demand, citizens themselves could reduce the amount of garbage they produce. In addition, by paying local taxes on time, the city could better budget the sanitation department to adequately handle garbage disposal. The garbage collection issue provided a good example of how citizens, civil society organizations, and government could work together to address urgent social problems.

Building on the success of the project, the Peruvian government is looking at expanding the program to twenty Peruvian cities.

Source: http://www.itu.int/osg/spu/wsis-themes/ict_stories/Themes/e-Democracy.html
More information on the project:

More information on the product:
http://www.ventanacivil.org.pe/pls/webdb/vultima_home_00 (only available in Spanish)

Contact: ventanacivil@pucp.edu.pe
Country: Uruguay
Institution/Ministry: Dirección General Impositiva Ministerio de Economía y Finanzas/
(General Directorate for Revenue Services, Ministry of Finance and Economy)
Solution/Application: The web portal for the online submission of the tax return form
Theme: E-taxation
Implementation Date: 2002

Summary:
The design and development of the web site for the online submission of the tax return form is the result of a wider initiative started in the 1980s and further developed in the current form only in the 1990s. The General Directorate for Revenue Service, from the Ministry of Finance and Economy offers to the users the option of obtaining information, downloading forms, and submitting the major contributors’ tax return form online. The main purpose of the system is to provide the needed assistance to the tax payers when they opt for the filing of the tax return form via the web site. At the same time, the system wants to increase the use of ICT to improve information management via a more efficient and effective use of the available resources. The website provides four main services: access to institutional information, access to relevant laws, rules and regulations, downloading of forms, online submission of the tax return form, and online issuance of tickets for taxes’ payment.

Impact:
The impact on the Government’s activities has resulted in the acceleration of the entire process. In fact, it reduces enormously the time needed by the public officers to manage the received information and to provide an answer. Prior to the implementation of the new system two steps were required in order to process the tax return form within the competent office: First the submission of the tax return form had to be completed and then the payment of the same had to be made. The user can now submit the form online and with the printed copy of the same pay the taxes at the cashier. Thereby, the application has reduced by half the time required for the completion of the entire process since the tax payer can now submit the form, obtain its approval and get the payment ticket online. Although the impact cannot be financially quantified, the simplification of the process and the reduction of time needed to complete the process have obviously decreased the transactional costs for the users.

Source: Organization of American States
More information on the product: http://www.dgi.gub.uy (only available in Spanish)
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GLOBAL

Institution/Ministry: Gateway Foundation

Solution/Application: The Accessible Information on Development Activities (AiDA)

Theme: Information access (and sharing)

Implementation Date: 2001

Summary:

The Accessible Information on Development Activities (AiDA) initiative is a component of the Development Gateway (DG). The Development Gateway facilitates information exchange and dialogue to support the following objectives:
- Improve governance – public sector (donor and government) transparency and effectiveness
- Improve donor coordination and collaboration
- Share knowledge and establish contacts to encourage collaboration
- Empower local communities

AiDA is the largest, online directory of development projects and activities worldwide. Over 100,000 are ongoing and planned, residing in the live database. Hosted on our global web portal, it offers a quick overview of who is doing what in international development, where they are doing it, and with what funds. Information is harvested from major bilateral donors, multilateral development banks, and UN agencies. The directory is searchable by country, sector or donor.

A key focus of AiDA is to facilitate knowledge sharing to support donor coordination and collaboration through the application of common standards for information sharing among development agencies and the creation of an online directory of development activities so everyone can benefit from each other’s knowledge.

Impact:

- Create and maintain a comprehensive directory of development activities and make this available to the public at no cost;
- Promote the development and use of standards and tools to achieve information harmonization where they are essential for knowledge sharing;
- Bring the AiDA community together through annual open meetings and other opportunities to create collective ownership and provide a forum for learning, collaboration and consensus on the standards for information sharing;
- Promote partnerships with thematic and geographic networks to leverage AiDA information (repackage and add value) to meet needs of their stakeholders;
- Promote use of AiDA information and explore practical ways to ensure access for areas with low connectivity.
Source: Gateway Foundation

More information on the project:

AiDA - Accessible Information on Development Activities

AiDA - Impact on Development

AiDA - Participant Case Study

AiDA - Local Project Databases

AiDA - Features

AiDA - Website
http://aida.developmentgateway.org

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**Institution/Ministry:** Gateway Foundation

**Solution/Application:** The government's tender information system: DG Market

**Theme:** E-procurement

**Implementation Date:** 2001

**Summary:**

The Gateway Foundation has developed an e-procurement tool called DG Market that is a government tender information system. It serves as an electronic marketplace for government procurement information such as tender notices, contract awards and bidding documents and is available in 17 different languages.

DG Market has a number of objectives, but the two main ones are:

- Increase transparency and efficiency in government procurement (about $1 trillion total per year in developing countries, of which a 1% saving could amount to $10 billion);
- Enable suppliers to learn about government procurement opportunities worldwide.

DG Market provides developing countries with a web-based tool that supports their procurement needs by providing online:

- tender notices, revisions, clarifications, contract awards
- bidding documents and/or other files
- direct web entry by purchasers across many different agencies
- workflow associated with differentiated user roles

**Impact**

**Benefits**

- More than 40,000 current tender notices at any time
- Close to one-third of global government contracting is already integrated into dgMarket due to our partnership with the European Union
- Tender summaries in 17 languages
- Development assistance tenders funded by the World Bank and other donors in 150 countries
- Substantially all national tenders in 30 countries on the global system
- National implementations in eight countries
- View of all larger government tenders of EU member states and soon many other countries
- Post procurement information for an international audience of suppliers
- Receive free email alerts on tender opportunities that fit your business profile

**Source:** Gateway Foundation
More information on the project:

Development Gateway - Website
http://www.developmentgateway.org

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