

Guidelines, manuals and training materials for application to the public sector resulting from requests for training assistance from developing countries and countries with economies in transition

I. Guidelines, manuals and training materials

1. METER 2

<http://www.unpan.org/DPADM/Home/OurWorkAreas/KnowledgeManagement/Publications/METER/tabid/732/language/en-US/Default.aspx>

2. Guide for the Transfer and Adaptation of Innovations in Governance. Practical tools and steps
<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan028453.pdf>

3. Online UN Glossary on Public Administration

<http://www.unpan.org/Directories/UNPublicAdministrationGlossary/tabid/928/language/en-US/Default.aspx>

4. Online Training Course: Public Administration Illustrated

<http://www.unpan.org/ELearning/OnlineTrainingCentre/tabid/88/language/en-US/Default.aspx>

5. Online Training Course: Results-Based Monitoring and Evaluation for MDG Implementation

<http://www.unpan.org/ELearning/OnlineTrainingCentre/tabid/88/language/en-US/Default.aspx>

6. Online Training Course: E-Government – What a Government Leader Should Know - Introduction (in Russian)

<http://www.unpan.org/ELearning/OnlineTrainingCentre/tabid/88/language/en-US/Default.aspx>

7. Online Training Course: E-Government – What a Government Leader Should Know - Tactical Aspect (in Russian)

<http://www.unpan.org/ELearning/OnlineTrainingCentre/tabid/88/language/en-US/Default.aspx>

8. Online Training Course: E-Government – What a Government Leader Should Know - Strategic Aspect

<http://www.unpan.org/ELearning/OnlineTrainingCentre/tabid/88/language/en-US/Default.aspx>

II. Feedback

9. Newspaper Article on e-Government Center in Bahrain (July 2009)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan036692.pdf>

10. Thank you letter for the support given to Ethiopia (23 Oct 2009)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan036660.pdf>

11. Feedback from the Ministry of Health, Saudi Arabia (9 March 2009)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan033814.pdf>

12. Letter of praise from Mr. Mohamed Ali Al Qaed, Government of Bahrain (3 July 2009)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan035375.pdf>

13. Letter of thanks from Government of Bahrain (9 June 2009)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan035350.pdf>

III. Mission Reports

<i>Staff Member</i>	<i>Country</i>	<i>Date</i>
14. Kerby	Lesotho	28 June – 4 July 2008
15. Kerby	Singapore	14 – 19 June 2008
16. Kerby	Tunisia	19 April – 3 May 2008
17. Kerby	Oman	19 – 26 May 2008
18. Mekolo	Mali	19 April – 7 May 2008
19. Nebie	Togo	6 – 17 June 2008
20. Nebie	Chad	27 Jan - 18 Feb 2009
21. Nebie	Cameroon	17 – 27 Sept 2008
22. Kauzya	Kenya	18 – 30 Sept 2009

For more detailed information about the impact of these missions please refer to the UN Travel Database.

IV. References

23. UN E-Government Survey in the News:

<http://www.unpan.org/Library/MajorPublications/PublicEGovernanceSurvey/PublicEGovernanceSurveyintheNews/tabid/651/Default.aspx>

24. E-Readiness Ranking: Policy Adjustments and e-Participation (Citing of 2008 UN e-Gov Survey; incorporated into the Economist's e-readiness model)

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan036688.pdf>

25. World Bank, ICT at a Glance, Information and Communications for Development 2009

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan037569.pdf>

26. OECD e-Government Studies Rethinking e-Government Services User-Centred Approaches

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan037570.pdf>

27. Government at a Glance 2009 OECD

<http://unpan1.un.org/intradoc/groups/un-dpadm/documents/un-dpadm/unpan037570.pdf>