Capacity-building Workshop on Back Office Management for e/m-Government in Asia and the Pacific Region
Shanghai, People’s Republic of China, 27-28 May 2008

PRELIMINARY AGENDA

Tuesday, 27 May 2008
Venue: Room 5B5C (5F), Shanghai International Convention Center

<table>
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<tr>
<th>Time</th>
<th>Activity</th>
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<tr>
<td>9:00-12:30</td>
<td>Session I: Overview of Back Office Management in Government</td>
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<td>Chairperson</td>
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<td>Ms. Haiyan Qian</td>
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<td>Chief, Knowledge Management Branch, Division for Public Administration and Development Management (DPADM/UNDESA)</td>
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<td>9:00</td>
<td>Registration for the Workshop</td>
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<td>9:30</td>
<td>Opening</td>
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<td>Welcoming remarks:</td>
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<td>Mr. Wang Yizhi</td>
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<td>Head of Institute of Information Sciences, Shanghai Academy of Social Sciences/UNPAN-RCOCI</td>
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<td>Mr. Myung-Soo Cho</td>
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<td>Director, United Nations Governance Centre (UNGC)</td>
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<td>10:15</td>
<td>Break for Coffee and Tea</td>
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<td>10:30</td>
<td>Understanding the Conceptual Framework of Knowledge Management in Government</td>
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<td>Professor Xinhua Zhang</td>
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<td>Shanghai Academy of Social Sciences (PPT)</td>
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<td>11:00</td>
<td>Management Dimension of an Open Data and Knowledge Environment in e/m Government</td>
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<td>Dr. Chuang Liu</td>
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<td>Leading Professor of Global Change Information and Research Center Institute of Geography and Natural Resources, Chinese Academy of Sciences (PPT)</td>
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<td>11:30</td>
<td>Open Discussion on Back Office Management for e/m-Government</td>
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<td>12:30-14:00</td>
<td>Lunch break</td>
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14:00-17:00  **Session II: Enabling Environment for e/m-Government**

Chairperson

Mr. Myung-Soo Cho  Director, United Nations Governance Centre (UNGC)

14:00  **Sub-theme 1: National e/m-Government Strategies**

Speakers:

Case of India  Dr. Rajiv Sharma  Director General, Centre for Good Governance (CGG)  \[(PPT)\]

Case of Cambodia  Dr. Bory Seng  Assistant to the Secretary General, National ICT Development Authority (NiDA) of Cambodia  \[(PPT)\]

Q&A about the presentation
- Discussant: Bangladesh (tbc)
- Other general participants’ Q&A

- After this Q&A, the UNPAN members will move to Room 5I of the Shanghai International Convention Center to attend the parallel **UNPAN Systems Training**. (Please refer to the Annex for the UNPAN Systems Training agenda)

14:30  **Sub-theme 2: Legal and Regulatory Framework**

Speakers:

Case of Nepal  Dr. Subarna Shakya  Executive Director of National Information Technology Center, Ministry of Environment, Science and Technology of Nepal  \[(PPT)\]

Q&A about the presentation

15:00  **Break for Coffee and Tea**

15:20  **Sub-theme 3: ICT Infrastructure and Interoperability**

Speakers:

Case of Mongolia:  Ms. Erkhemchimeg Byambasuren  Officer of Policy Planning Department Information & Communications Technology Authority (ICTA) of Mongolia  \[(PPT)\]
Case of Sri Lanka:  Mr. Reshan Dewapura  Chief Operating Officer / Program Director- Information Infrastructure, Information and Communication Technology Agency of Sri Lanka (PPT)

Q&A about the presentation

- Discussant:

  Mr. Parita SENGTIANETHR  Deputy Director General of Information Technology Research Institute of Lao People’s Democratic Republic

- Other general participants’ Q&A

15:50  **Sub-theme 4: Institutional Structure and other Enabling Environment for e/m-Development**

Speakers:

Case of Fiji:  Mr. Om Prakash Goundar  Acting Senior Assistant Secretary (Executive Management Unit), Ministry of Foreign Affairs, International Co-operation and Civil Aviation of Fiji (PPT)  (DOC)

Case of Vietnam:  Dr. Tien of Vietnam  Standing Vice Chairman, Information Technology Steering Committee of Vietnam (PPT)

Q&A about the presentation

Discussant:

Mr. Thaung Tin  Member of the e-National Task Force and General Secretary of Myanmar Computer Federation

Mr. Shahzad Iqbal  Joint Secretary of Ministry of Information Technology of Pakistan

- Other general participants’ Q&A

16:20  **Overview of Back Office Management in the Private Sector**

Mr. Dennis Anderson  Professor of Seidenberg School of Computer Science and Information Systems, Pace University, New York, USA (PPT)

Q&A about Professor Anderson’s presentation

17:00  **Close of Day One**
Wednesday, 28 May 2008  
DAY TWO  
Venue: Room 5B5C (5F), Shanghai International Convention Center

9:30-12:30  Session III: Case Studies and Lessons Learned

Chairperson

Mr. Wang Yizhi  Head of Institute of Information Sciences, Shanghai Academy of Social Sciences/UNPAN-RCOCI

9:30  Case presentation: New York City of the United States of America
Ms. Hong Zhang  Chief Technical Architect, Department of Information Technology and Telecommunications (DoITT), New York City (PPT)

9:45  Case presentation: Republic of Korea
Mr. Byung-Dae Shin  Director, Administrative Information Sharing Task Force Ministry of Public Administration and Security (MOPAS) (PPT)

10:00  Case presentation: People’s Republic of China
Professor Jianhua Wang  Chief Editor of UNPAN website in Asia-Pacific Regional Cooperation Office for City Informatization (RCOCI), Shanghai (PPT)

Mr. Genxiang Wang  Director, The Regional Cooperation Office for City Informatization (RCOCI), Shanghai (PPT)

10:15  Break for Coffee and Tea

10:35  Case presentation: Singapore
Mr. Calvin Phua  Director of PS21 Office, Public Service Division (PSD), Prime Minister's Office (PPT)

10:50  Back Office Management in UNPAN: From a Successful Interactive Site to a Web 2.0 Portal
Mr. Deniz Susar  Associate Public Administration Officer, Knowledge Management Branch, Division for Public Administration and Development Management (DPADM/UNDESA) (PPT)

11:05  Open discussion on Session III

12:30-14:00  Lunch break
14:00  Session IV: Building an e/m-Government Repository in the Asia-Pacific Region

Chairperson

Ms. Haiyan Qian  Chief, Knowledge Management Branch (DPADM/UNDESA)

14:00  Introduction of UNDESA’s role in building an e/m-Government repository and UNPAN portal
Ms. Haiyan Qian  Chief, Knowledge Management Branch (DPADM/UNDESA) (PPT)

14:20  Presentation: Project participation proposal by the People’s Republic of China
Mr. Wang Yizhi  Head of Institute of Information Sciences, Shanghai Academy of Social Sciences/UNPAN-RCOCI (PPT)

14:40  Presentation: Project participation proposal by the Republic of Korea
Mr. Young-Min Ko  Senior Researcher, National Information and Society Agency (NIA) (PPT)

15:00  Break for Coffee and Tea

15:20  Presentation: Project participation proposal by UNGC
Mr. Chang-Seob Han  Administrative Manager of UNGC (PPT)

15:40  Presentation by UNU-IIST
Mr. Abegboyega Ojo  Research Fellow at Center for Electronic Governance United Nations University – International Institute for Software Technology (PPT)

16:00  Open discussion to implement the project

16:30  Summing-up of the Discussion
Ms. Haiyan Qian  Chief, Knowledge Management Branch (DPADM/UNDESA)

16:50  Feedback (Survey)

17:00  Closing Remarks by the Potential Project Partners
- People’s Republic of China
- Republic of Korea
- UNU-IIST
- UNGC

- Each country’s representative for the project will make brief remarks.
PRELIMINARY AGENDA

Tuesday, 27 May 2008 - UNPAN Systems Training
Venue: Shanghai International Convention Center, Meeting Room 51

14:30 Introduction by Ms. Haiyan Qian, Chief, Knowledge Management Branch/DPADM/UNDESA

14:40 UNPAN Systems Training by Mr. Deniz Susar, Knowledge Management Branch/DPADM/UNDESA

Session I
- Introduction to Asia-Pacific Regional Homepage
- UNPAN Announcement Management System
- UNPAN Document Management System
- UNPAN Event Management System

Session II
- UNPAN Contact Management System
- UNPAN Resources Management System
- UNPAN Governance World Watch Database

17:30 Discussion on the Coordination of UNPAN Knowledge Management in the Asia and the Pacific Region

Introduction by Ms. Haiyan Qian, Chief, Knowledge Management Branch/DPADM/UNDESA

Forum Discussion lead by Prof. Wang Jianhua, RCOCI

18:30 Closing Remarks and Feedback (Survey) by Ms. Haiyan Qian, Chief, Knowledge Management Branch/DPADM/UNDESA