E-GOVERNMENT DEVELOPMENT IN AFRICA: Progress Made and Challenges Ahead

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Presentation by
Richard Kerby, UNDESA
Deniz Susar, UNDESA
Objectives of the Meeting

The goal of the Workshop is to explore regional knowledge into the issues and challenges of e/m government development in Africa, further the thinking of the United Nations on the development of the UN Global Knowledge Repository, develop partnerships for capacity building in the region and identify capacity building needs for e/m government in the region.
Objectives of the Meeting

• Review current research, including concepts and approaches of e/m government in Africa and explore the challenges and barriers to e/m government development;

• Map innovative practices of e/m government development citing best practices and lessons learnt;

• Facilitate an active dialogue between the UN and the various regional stakeholders to forge the boundaries of a framework of assessment on e/m government development in Africa;
Objectives of the Meeting

• Provide training on e-knowledge management on the development of the UN Global Knowledge Repository for Africa through the UNPAN tools;

• Forge partnerships for the future work on the UN Global Knowledge Repository in Africa; and

• Promote regional cooperation and the regional perspective in e/m-government development, through discussions and presentations regarding the fundamentals of the enabling environment.
Output

The Workshop papers and discussions will lead to a capacity development material on the issues of e/m government and capacity development needs in Africa. Networks and partnerships will be built amongst the participants as well as UN agencies.
Agenda

Session 1: E/M Government Overview
Session 2: E/M Government Issues and Challenges in African Countries

Session 3: Country Presentations
Session 4: Service Delivery

Session 5: Framework for the UN EMGKR Global (Substance, Process Management, and Coordination)
Session 6: Capacity Building for E/M Government
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 1: Citizen Engagement

- Awareness and training, e.g. UNESCO initiative
- Citizen engagement in multiple levels, including Youth engagement
- Conduct surveys before program implementation
- Conduct post-evaluation, e.g. Blog and online communities
- Building trust
- Encourage and monitor take-up
- Efficient methodologies
- Identify and use existing channels, e.g. Post Offices, community centers
- ‘Non-technical’ team to set drivers
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 2: Efficient Government and Integrated e-Services

- **Performance management**
  - Need of check and balance
- **Business Process Re-engineering (BPR)**
  - Different execution methods, by Ministry or by agency
  - Identify risk, maximize end outputs with minimized change in organizational structure
  - Select senior officer as champion, or establish system for sustainability
  - Start with ‘Local’ Reform
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 3: e-Government Implementation

- Ensure functional scalability
- Need of modifying existing laws to meet needs of e-Government
- Sustainability, which includes political support, budget, resources, capacity
- Integration of all existing and new applications
- Strengthen local capacity at technical and managerial level
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 4: Capacity Development

- Documentation of best practices and failures, etc.
- Promote knowledge Management at all levels
- Public-Private Partnership, which includes transfer of knowledge
- Identify needed skill sets and actual skills of individuals
  - Offer tailored training to meet exact needs
- Build local capacity through on-the-job experience
- Develop stronger IT curriculum at high schools and universities
- Institutional Development
- Each Ministry/Agency should establish its own training needs
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 5: Arabic Content

- ‘Local’ content and User-friendly content (concise and simplified)
- Offer other languages like English, Hindu, and others in needed areas
- Documentation and Develop a Taxonomy
- Knowledge Management
- Translate from print to online
- Localization and Personalization
- Interact and Transact interface
- Translate content from English to Arabic (to build capacity)
- Alternative like voice and video service and mobile medium
Outcome of the Regional EMGKR Meeting for Arab Countries

On Key Area 6: E-Government Structure

- Need of ‘Authority’ role and Link to highest authority in the government
- e-Gov structure more flexible to traditional civil society structure
- Co-ordination and setting standards
  - Responsibilities
    - Coordination and setting standards
  - Get buy-in
- Leadership
- Two main pillars or divisions:
  - Technical and functional
  - Marketing, Capacity Building, etc
# Outcome of the Regional EMGKR Meeting for Arab Countries

## EMGRK Steering Committee Members for the Arab Region

<table>
<thead>
<tr>
<th>Countries</th>
<th>Institutions</th>
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<tbody>
<tr>
<td>Bahrain</td>
<td>UN ESCWA</td>
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<tr>
<td>Egypt</td>
<td>ARADO</td>
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<td>Jordan</td>
<td>Dubai School of Business</td>
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<td>Saudi Arabia</td>
<td>UN DESA</td>
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Outcome of the Regional EMGKR Meeting for Asian Countries

Issues raised:

• How to manage open data in the government, including overview of data and information sharing policy and how to manage data in a user-friendly manner, etc
• The value of the information, and the balance between demand and supply of the information. He also noted the trend from e-government to e-governance
• Issue of security of data related to data sharing and open data
• How e-Government in developing countries can be supported by efficient back-offices in terms of managing information and contents, connecting people, and streamlining work processes
• Knowledge management in both front and back-office
Outcome of the Regional EMGKR Meeting for Asian Countries

**Issues raised:**

- How to apply social networking system onto the Government interaction with the people
- Lack of clear work processes, top-down work management system, difficulty in adopting new technologies to work processes, etc
Outcome of the Regional EMGKR Meeting for Asian Countries

Building an e/m-Government Repository

- There seemed to be four types of potential partners to the project:
  1) Initial participants like MOPAS and UNGC
  2) UNPAN members like EROPA
  3) Each country not belonging to the first and second categories, and
  4) NGOs and other interested partners like City of New York

- UNU-IIST could be a global partner, while UNGC could play a regional-level focal point. ROCI and MOPAS/NIA (Korea) could act as country-level focal points.
Outcome of the Regional EMGKR Meeting for Asian Countries

Building an e/m-Government Repository

• Three considerations needed to be handled:
  1) How each partners divides their roles in the project
  2) Overall policies to proceed with the project, including incentives, and
  3) Official recognition, support, and funding from UNDESA

• The Global e/m-Government Repository is planned to be presented at the 2010 Shanghai EXPO as the flagship project of UNDESA, to which the Asia-Pacific Repository belongs.

• It could be a good idea to tentatively divide countries for each partner to be in charge of researching. This is surely a tentative one so that it is subject to change in the future.
Outcome of the Regional EMGKR Meeting for Asian Countries

Countries that the potential project partners wish to cover:

[MOPAS/NIA/UNGC]  Myanmar, New Zealand, Australia, Cambodia, Vietnam, Indonesia, Philippines, Thailand, South Korea, Brunei

[Center for Good Governance]  India, Bhutan, Sri Lanka, Bangladesh, Nepal

[EROPA]  Philippines, Japan, Brunei, Singapore

[RCOCI/e-SDDC]  China, Pakistan, Fiji

[UNU-IIST]  Macao, North Korea, Mongolia
Questions and or Comments