United Nations
Electronic/Mobile Government Knowledge Repository (emGKR)

United Nations Department of Economic and Social Affairs
Division for Public Administration and Development Management
United Nations Project Office on Governance (UNPOG)
Why eGovernment?

- Provide better access to government information.
- Promote civic engagement and public participation in government decision-making.
- Promote transparency and accountability and reduce opportunities for corruption.
- Make government services readily available to the public.
eGovernment for Development

ICT tools in Public Administration

1. Eradicate Extreme Hunger and Poverty
2. Achieve Universal Primary Education
3. Promote Gender Equality and Empower Women
4. Reduce Child Mortality
5. Improve Maternal Health
6. Combat HIV/AIDS, Malaria and other diseases
7. Ensure Environmental Sustainability
8. Develop a Global Partnership for Development
UN eGovernment Survey

Assesses the e-government readiness of the 192 Member States of the UN according to a quantitative composite index of e-readiness based on website assessment, telecommunication infrastructure, and human resource endowment.
eGovernment Readiness Knowledge Base

UN E-Government Readiness Knowledge Base

The United Nations welcomes you to our interactive Knowledge Base (UNK3) of global e-government information and data. The Knowledge Base was created by the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA) to provide governments and all members of civil society easy access to this valuable information for research, education and planning purposes.

We invite you to use the interactive Knowledge Base to view, sort, and print information from the UN E-Readiness Data Center, or download copies of the annual (2004, 2005, 2008) United Nations Global E-Readiness Report and Survey, the primary source of data for the Knowledge Base. For more about the Knowledge Base click here.

Browse Data Center, Select Region:
From E-Government to Connected Governance

The UN E-Government Survey 2008: From E-Government to Connected Governance assesses the e-government readiness of the 192 Member States of the UN according to a quantitative composite index of e-readiness based on website assessment, telecommunication infrastructure, and human resource endowment. ICTs can help reinvent government in such a way that existing institutional arrangements can be restructured and how innovative arrangements can flourish, paving the way for a transformed government.
What is emGKR?
United Nations electronic/mobile - Government Knowledge Repository

A global online facility for knowledge transfer, information dissemination, partnership and state of the art research on electronic and mobile government in Member States.
**Featured Item**

**Capacity Building Workshop on Electronic/Mobile Government in Africa**

*Feb 17 to Feb 19 2009 in Addis Ababa, Ethiopia*

The goal of the Workshop is to explore regional knowledge into the issues and challenges of e/m-government development in Africa, further explore the concept of 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.

Invited participants from regional institutions and countries will present papers, make presentations on e/m-government in Africa as well as participate in discussions at the Workshop which will contribute to further development of emGKR Africa. Please [click here to learn more](#):
Why emGKR?

- Need to support developing countries to build national capacities in electronic and mobile government by providing information and tools for the development of comprehensive e/m-Government policies and programmes in support of public sector development.

- Given the lack of an integrated portal on e/m-Government at the national and international level, a collaborative online one-stop-shop is needed.

- To meet resource needs and expand learning opportunities for policy and decision-makers in developing countries
Why emGKR?

- Availability to Member States of “free” and openly accessible knowledge resources on e/m-Government for national policymakers, the private sector and civil society.

- An innovative attempt to gather cross-sectoral, national and international stakeholders and the agencies of the United Nations system in an effective partnership for knowledge-sharing to build capacities of Member States on e/m-Government.
Free and openly accessible knowledge resources

Best practice knowledge from/to Member States

Collective e/m-Government knowledge development

Enhance outreach and promote partnerships

Capacity building in e/m-Government

emGKR
Knowledge Resources

- United Nations Global e-Government Reports
- Compendium of innovative e/m-Government Practices
- Knowledge resources on Member States
- e/m-Government directories
- News and events
Thematic Areas

- e/m-Government development
- Information Technology
- ICT for development policies and strategies
- Current and best Practices on e/m-Government
- ICT regulation, infrastructure, access, and connectivity
- ICT literacy and education
- Etc.
emGKR Documents

- National e/m-Government, policies, and implementation plans
- Ministry eGovernment plans and strategies; local government plans and strategies
- Legal and regulatory framework; legislation
- Infrastructure development
- ICT regulation, infrastructure, access, and connectivity
- Other relevant eGovernment documents
Target Audience / Client

- Development Stakeholders
  - National decision-makers, policymakers, and practitioners
  - Civil society
  - Researchers and academia
  - Private sector

- National and local stakeholders, organizations and researchers to build and learn from each other’s knowledge and resources
Interactive Map

Mouseover and click on regions to view E-Readiness Index and Country Profile for each country.

Why emGKR?
There is a need to support developing countries to build national capacities in electronic and mobile government by providing information and tools for the development of comprehensive e/m-government policies and programmes in support of public sector development.

emGKR promotes worldwide knowledge sharing and collaboration on e/m-government between development stakeholders working to achieve national e-solutions. The value of the emGKR lies in the “free” and openly accessible knowledge resources on e-government for national policy makers, private sector and civil society.

Please select your country or region of interest from the interactive links on this page and browse available content.
This chart compares averages of ICT core statistics across regions beginning with Africa. Source: International Telecommunication Union (ITU)
Côte d'Ivoire

E-Government Readiness
The United Nations uses the E-Government Readiness Survey to assess E-Readiness of its Member States. The 2007 E-Government Readiness Survey assessed more than 50,000 e-government websites for 192 UN Member States to ascertain how ready the Governments were in employing opportunities offered by ICT to improve the access to, and the use of, ICTs in providing basic social services. Employing a statistical model for the measurement of digitized services, the 2007 UN E-Government Survey assessed the public sector e-government initiatives of Member States according to a weighted average composite index of e-readiness based on website assessment; telecommunication infrastructure and human resource endowment.

Côte d'Ivoire’s E-Readiness Index is 0.1853 and its E-Readiness Rank is 173.

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Source: 2007 UN E-Government Readiness Survey

Master Module Search

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<td>Resources</td>
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Search | Clear Filters

order by | Date

prev ... | next
Label
Local E-Government

E-government is part of a bigger picture and one element of a partnership between local and central government to improve public services.

High-quality online services delivered in the most effective and secure way to citizens are a key factor for improving efficiency, transparency and accountability of local governance. Development of local eGovernment systems provides city administrators with a powerful tool for stimulating citizen involvement and participation in democratic decision-making and community empowerment.

Please browse through countries and regions below to see related local e-government information that is available in the emGKR portal.

| Description: | The first part of the course provides background knowledge on the basic concepts of ICT development and e-government. It gives an overview of the evolution of IT, its content and its applications, with particular reference to e-government. The areas of e-government covered include: reconstruction of government structure, re-engineering of business processes, computerization of various executive and operational activities, and the provision of better services to its clients, so as to establish a government of the information age. |
| Prepared by: | Division for Public Administration and Development Management |
| | Regional Cooperation Office for City Informatization |
| Prerequisites: | Proficiency in written English. |
| Requirements: | Adobe Acrobat Reader (click here to download Adobe Acrobat Reader) |
| Sample Module: | Click here to see a sample module of the course. |
| Enrol: | Click here to enrol |
Work in progress

• Develop and maintain the platform
• Develop and update content
• Establish partnerships
• Inclusion of new knowledge resources
• Conduct periodic consultation meetings in cooperation with international and/or regional partners
Partnerships

• Regional and national organizations, institutions and country agencies in the field of ICT for development with common objective of sharing and promoting ICT-based knowledge resources.

• Some incentives for partnership:
  • Visibility on the emGKR portal
  • Networking opportunity with other organizations
  • Free access to online training tools
  • Opportunity to participate in related workshops and meetings
Regional Partnerships on emGKR

- emGKR for North America
- emGKR for Europe
- emGKR for Western Asia
- emGKR for Arab States
- emGKR for Asia-Pacific
- emGKR for LAC
- emGKR for Africa
emGKR Content Workflow

Partner Org. → Regional focal point → UNDESA → Clients

Back Office Management
Partners submit data to emGKR → Review by Regional Focal Point → Review by UNDESA and release to emGKR portal → Availability of data in emGKR portal

emGKR Portal
**Content Check In Form**

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Cities Represented at the World Cities CIO Forum

Asia
- Seoul, Guangzhou, Hong Kong, Ichikawa, Jakarta, Saga Prefectural Government, Taipei, Bangkok, Hanoi, Ulaanbaatar, Yangzhou, Kurdistan Regional Government, Riyadh, Tehran, Nanjing, Zhejiang Province

Europe
- Barcelona, Frankfurt, Helsinki, Minsk, La Manche, Bucharest, Berlin

America
- San Francisco, Sao Paulo, Portland

Africa
- Nairobi, Khartoum, Tunis
“It is crucial to cooperate with each other through the sharing of experience and knowledge regarding respective eGovernance with ICT in order to achieve sustainable urban development, improve the quality of life, and contribute to the global community.”

- Seoul eGovernment Declaration
Website Address

http://www.unpan.org/emgkr
UN Project Office on Governance

- To support the efforts of the United Nations Member States in improving the quality of governance and public administration.
- Under the United Nations Department of Economic and Social Affairs (New York) - Division for Public Administration and Development Management
<table>
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<tr>
<td><strong>Electronic and mobile Government Knowledge Repository</strong></td>
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<tr>
<td>**Research on best practices on e-government and ICT; develop practical toolkits;</td>
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<td>disseminate through capacity-building activities**</td>
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<td><strong>Support government innovation and state capacity building through technical assistance at country level</strong></td>
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Thank You
for more information

Robert de Jesus

UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

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dejesus3@un.org