E-Governance in Developing Countries

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Many Strategies

- Hyderabad Declaration of 2004 inclusive of 45 countries
- Kuala Lumpur Declaration of 2003 inclusive of 22 countries, 10 organisations
- Tokyo Declaration of 2003 inclusive of 47 countries, 22 international organisations, 54 private sector entities, 116 NGOs
- The Pacific Islands ICTs Policy and Strategic Plan of 2002 inclusive of 22 Pacific island nations
- E-ASEAN Framework Agreement of 2000 inclusive of 10 countries
- E-APEC Strategy 2000 inclusive of 21 countries
Country & Regional ICT Master Plans

Country Focus
- E-Japan Strategy 2003 and supporting strategies
- E-Korea Vision 2006, Broadband IT Korea Vision 2007
- Connected Singapore Info Comm 21 and the National IT Strategic Agenda
- E-Sri Lanka
- Bhutan ICT Master Plan
- Philippines National IT Plan 21
- India National IT Plan and other strategies
- Nepal IT Policy 2000
- Viet Nam IT Directive 58

Regional Focus
- Hyderabad Declaration 2004
- APT Ministerial Conference 2004
- Kuala Lumpur Declaration 2003
- Tokyo Declaration 2003
- Okinawa Charter 2000
- E-ASEAN Framework Agreement 2000
- E-APEC Strategy 2000
- Seoul Declaration
Similar Objectives

- Improved public service delivery
- Enhanced public governance – transparency, accountability
- Enhanced social equity for minorities, gender, youth
- Strengthened cultural support and ties
- Enhanced opportunities for public participation
- Inclusivity, digital divide
- Greater access to information, training and education
- Enhanced opportunities for social and economic networks
- Strengthened economic performance and opportunity
- Commercial innovation, R&D
- Millennium Development Goals
Many Issues

Supply Factors

• Infrastructure, flexibility, innovation, efficiency
• Private sector investment, entrepreneurship
• Connectivity, affordability, capacity
• Legislation, governance
• Consumer, privacy protection
• IP protection
• E-commerce rules, authentication, security
• Skills, e-literacy, training, digital divides
• Regional, international coordination, cooperation
• Open source & proprietary software, applications
• Standards policies
• Sustainable resourcing models

Demand Factors

• Competition, flexibility, price, information flows, technology, innovation
• Skills, knowledge, economics, business, culture, community, social capital
• Leadership – government (also represents scale)
• Networks
• Applications
Information Economy
Industrial Objectives

Infrastructure
- Co-located with production
- Interactive ICTs
- International up-links

Skills
- ICT Engineering
- ICT Applications & Dev
- Competitive
- R&D

Resources
- Investment funds
- Venture capital
Information Community
Social Objectives

Infrastructure
- Co-located with communities
- Affordable ICTs
- International down-links
- Last mile
- IP Voice

Skills
- E-literacy
- ICT awareness
- Cooperative
- SME Entrepreneurship

Resources
- Cash flow
- Social capital
Opportunity for South Asia Collaboration

Common policies espoused by every member country provide common ground for collaboration:

- HR Skills, education and research development
- Software / hardware industry development
- Community / cultural rural ICT development
- E-Commerce development
- ICT access and enablement
- Critical mass for Regional Access Network
- Policy framework for regulatory harmonization
- Viability for commercial investment

Implies Common Technical Standards & Specifications
E-Government Failure & Success Factors

Supply / vendor driven, Demand / client driven
Platform strategy, Client strategy
Focus on technology, Focus on context
Detached governance, Integrated governance
Weak messages, Strong leadership
Individualized Strategies, Institutional Framework
Big Bang solutions, Incremental implementation
Skills shortage, Human Capacity acquisition
Weak business case, High value e-content
Flawed design framework, Open standards
Black box architecture, SOA Architecture
Bureau centric, Community centric
Myths

- E-government is software
- E-government is de-personalising
- E-government can be bought
- E-government is technology and comes in boxes
Conclusions

- Most of the developing countries are going through the same core problem – low literacy rate and wide Digital Gap

- Process reengineering vs Process Automation

- Share the best practices among the countries

- e-Governance Architecture design should be a holistic approach but implementation can be in phases

- Going digital is mandatory because of International competition

- Going broadband is mandatory because of service expectations