ICT Capacity Building for e-Governance

International Conference on Good Governance for National Development
Seoul, Republic of Korea
18 June 2010

Anshuman Varma
Programme Officer, UN-APCICT/ESCAP
Why e-Government?

- Build citizen trust in government
- Promote economic growth by improving interface with business
- Empower citizens to participate in advancing good governance
- Contribute to recovery in context of current global financial & economic crisis

Source:
e-Government and MDGs

- Employment and Poverty Alleviation
  - Information access for job seekers and unemployment monitoring
  - Better public services for the poor

- Education
  - More information for choosing right educational institutions and courses
  - Distance learning opportunities through web
  - ICT-based training tools and resources
e-Government and MDGs

- **Gender Empowerment**
  - ICT-enabled training on women-specific job opportunities and micro-enterprises
  - Access to online financial services & loan applications

- **Health**
  - Healthcare through ICT tools (Telemedicine)
  - Better dissemination of public health information to citizens
APCICT Survey on e-Government
APCICT Survey (March 2009)

Goals:
- To find out the extent and level of e-Government implementation in Asia Pacific
- Assess e-Government capacity building needs in the region

Participating Countries:
- Afghanistan, Armenia, Azerbaijan, Cambodia, Fiji, India, Indonesia, Kyrgyzstan, Lao PDR, Mongolia, Pakistan, Philippines and Uzbekistan
Is there a national e-Government policy/strategy in place?

- Yes, 77%
- No/In progress, 23%

Is there a coordinating body for e-Government?

- Yes, 70%
- No, 30%
e-Government Service Delivery

What type of delivery channels are available for delivering e-government services

- None: 23.1%
- Web, Mobile, etc.: 30.7%
- Web only: 46.2%

Any form of e-payment as part of e-government services for citizens

- No: 69.2%
- Yes: 7.7%
- In Progress: 23.1%

Is there an e-office solution to automate some government functions

- In Progress: 15.4%
- Limited cases: 30.8%
- No: 53.8%

Presence of common platform for citizens to access government services

- No: 84.6%
Recommendations from Survey

- **Integrated approach to e-Government**
  
  “Connected Governance” as the distinguishing characteristic of second-generation e-Government initiative

- **ICT human capacity building**
  
  A critical pre-requisite to successful e-Government projects is ICT human capacity
APCICT’s e-Government Capacity Building Strategy
Established in June 2006. Located in Incheon, ROK
Mandate of UN-APCICT

Use of ICT for socio-economic development and to achieve the MDGs

Build ICT human & institutional capacity of members of ESCAP
Academy of ICT Essentials for Government Leaders:

APCICT’s Flagship Programme
What is the Academy?

Objective
Equip Government officials, policymakers and key stakeholders of development with the essential knowledge and skills to fully leverage opportunities presented by ICTs to achieve national development goals and bridge the digital divide.

Key Features
• A core ICTD curriculum currently consisting of 8 modules
• Covers basic to advanced topics of ICTD
• Can be delivered face-to-face or as online self-study courses
Initial Eight Modules

- **M1** - The Linkage between ICT Applications and Meaningful Development
- **M2** - ICT for Development Policy, Process and Governance
- **M3** - e-Government Applications
- **M4** - ICT Trends for Government Leaders
- **M5** - Internet Governance
- **M6** - Network and Information Security and Privacy
- **M7** - ICT Project Management in Theory and Practice
- **M8** - Options for Funding ICT for Development

**M9** – ICT for DRR and **M10** – Climate Change and ICT (Upcoming)
Initial Eight Modules

1. Module 01: The Linkage between ICT Applications and Macroeconomic Development
2. Module 02: ICT for Development Policy, Practices and Innovation
3. Module 03: e-Government Applications
5. Module 05: Internet Governance
6. Module 06: Network and Information Security and Privacy
7. Module 07: ICT Project Management in Theory and Practice
8. Module 08: Options for Funding ICT for Development
Module 3: e-Government Applications

The module:

- Provides an overview of e-Government, including key elements and concepts, principles and types of applications
- Discusses how an e-Government system is built by providing detailed analyses of exemplar systems and identifying design considerations
Academy Modules Development Strategy

Step 1
Draft Academy Module with Outline

Step 2
Feedback from Experts

Step 3
Needs Assessment Survey

Step 4
Expert Group Meeting

Step 5
Manuscript Draft with Slides & Case Studies

Step 6
Peer Reviews

Step 7
Sub-regional Workshops for Feedback

Step 8
Launch of Academy

(Inclusive and Participatory)
Developing the Modules

- Expert Group Meeting (Jan 2008)
- Peer Reviews by Regional Experts and Government Officials (April-May 2008)
- 2 Regional Training of Trainers (Aug 2008, March 2009)
- National Roll Outs & Academy training workshops...
1st National Workshop (10-12 December 2008)
Partner: ICTPA & Intec Co. Ltd
Participants: 55 heads of departments representing 17 Ministries and agencies

2nd National Workshop (18-29 May, 2009)
Partner: ICTPA, Intec & Academy of Management (AoM)
Participants: 40 ICT specialists from Ministries & implementing agencies
Academy in the Philippines

1st National Workshop at Tagaytay City (17-19 Feb ’09)

2nd National Workshop at Naga City (16-23 July 09)

CES C.I.R.C.L.E Forum featuring the Academy at General Santos City (7 Oct ’09)

Executive Leadership Programme at Bohol (25-27 Oct, ’09)
Academy in Indonesia

Launch of the Academy in Bahasa Indonesia
Partner: Ministry of CIT and Univ of Indonesia
Date: 30 March - 2 April, 2009
Participants: 26 heads or section heads of ICT departments from 11 provinces

The 2nd National Workshop
Partner: Ministry of CIT and Univ of Indonesia
Date: 27- 30 April, 2009
Participants: 31 heads of ICT departments from 5 cities, 6 municipalities and 6 provinces

The 3rd National Workshop
Partner: Ministry of CIT and Univ of Indonesia
Date: 30 June - 3 July, 2009
Participants: 30 officials from various government agencies
Sub-Regional Workshop

*Partners:* SOPAC and PIF

*Dates:* 2-5 Sep ’08

*Participants:* 25 senior government officials from Cook Islands, Kiribati, Papua New Guinea, Samoa and Tonga

Academy National Workshop

*Partners:* SOPAC and Ministry of Finance, Government of Tonga

*Dates:* 24-25 February ‘09

*Participants:* 39 senior officials of government from 17 ministries
Academy in Pacific Islands

**Academy National Workshop**
*Partners*: SOPAC and Ministry of Communications, Transport and Tourism
*Dates*: 25-30 June 2009
*Participants*: 31 local government leaders

**Academy National Workshop**
*Partners*: SOPAC and Ministry of Communication, Transport and Tourism
*Dates*: 23-25 Sep '09
*Participants*: 45 government officials

---

**Academy National Workshop**
*Partners*: SOPAC and Ministry of Communications, Transport and Tourism
*Dates*: 25-30 June 2009
*Participants*: 31 local government leaders

---

**Academy National Workshop**
*Partners*: SOPAC, Commonwealth, Commonwealth
*Dates*: 7-9 July 2009
*Participants*: 37 senior government officials from Cook Islands, Samoa, Fiji, Kiribati, Niue

---

**Academy National Workshop**
*Partners*: SOPAC, Commonwealth, Commonwealth
*Dates*: 7-9 July 2009
*Participants*: 37 senior government officials from Cook Islands, Samoa, Fiji, Kiribati, Niue
**Launch of the Academy in Russian**

*Partner:* Central Asian Research and Education Network (CAREN)

*Date:* 30 September – 2 October, 2009

*Participants:* 60 high-level officials & representatives of diplomatic missions

---

**Academy National Workshop**

*Partner:* National Information Technology Center (NITC)

*Date:* 5 – 7 October, 2009

*Participants:* Representatives from 18 government agencies and UNDP
1st National Workshop
Partner: Ministry of Infrastructure and the Directorate National for Information and Communications Technology
Date: 7-10 July, 2009
Participants: 63 high-ranking Timorese officials

2nd National Workshop
Partner: Ministry of Infrastructure and the Directorate National for Information and Communications Technology
Date: 6-9 April, 2010
Participants: 60 high-ranking Timorese officials
National Academy Workshop

Partner: National Authority of Science and Technology

Date: 22-23 April, 2010

Participants: 27 executive government officials from Borlikhamxay province

National Academy Workshop

Partner: Ministry of CIT and Afghanistan Civil Service Commission

Date: 31 May – 4 June, 2009

Participants: 30 director generals of government ministries and agencies
Academy in Cambodia

Academy National Workshop
Partner: National Information and Communications Technology Development Authority (NiDA)
Date: 9 – 12 March, 2010
Participants: 60 participants from over 20 Ministries, universities and government agencies
Academy in Myanmar

Academy National Workshop

*Partner:* Civil Service Selection and Training Board (CSSTB)

*Date:* 29 March – 3 April, 2010

*Participants:* 50 senior officials from 18 Ministries

Participants at the Academy National Workshop in Myanmar.
Academy in Vietnam

Academy National Workshop

**Partner**: Ministry of Information and Communications (MIC) and Information and Communications Public Administration School (ICS)

**Date**: 15-16 March, 2010

**Participants**: 40+ participants from various ministries, universities and government agencies
Academy Localization Efforts

- **Bahasa Indonesia version** – *Launched in March 2009*
  - Translation by University of Indonesia
  - Publication by Ministry of Communication & IT of Indonesia

- **Russian version** – *Launched in September 2009*
  - Translated by National Information Technology Center of Kyrgyzstan
  - Publication disseminated to CIS countries
APCICT Virtual Academy (AVA)

- **What Is It?**
  - Online Distance Learning Platform launched in June 2009
  - Open self-study courses including:
    - Video lectures synchronized with presentations
    - Self-assessment and review quiz
    - Assignments & glossary

- **Objectives**
  - To ensure that all Academy modules are easily accessible online
  - To minimize disruption to the participants’ work environment
  - To enable participants to study the materials at their own pace
APCICT Virtual Academy (AVA)

AVA statistics

- Over 2,000 course enrolments from 71 countries (as of date)
- Breakup of user groups:
  - 40% from Govt. organizations
  - 25% from academia
  - 17% from NGOs
  - 9% from private sector
  - 7% from development agencies

AVA promoted and utilized by member States

AVA advertisement in Bhutan national daily
Impact of Academy Programme

- Total of **26 Academy Workshops/events** organized at the regional, sub-regional and national levels
- Total of **13 Academy workshops/events** held independent of APCICT support
- Have trained **1,001 participants**, including **211 women**
- Over 80 percent of the participants expressed the training content met their needs
Impact of Academy Programme

- Programme adopted by national governments for ICT capacity building of officials and policymakers in Afghanistan, Indonesia, Mongolia and Philippines

- Policy Formulation: In Indonesia, knowledge sharing by Academy alumni led to establishment of National e-Gov Forum and drafting of e-Gov regulations

- As evidence of strong demand, national partners have received co-funding from other donors for expansion of Academy programme (Kyrgyzstan, Pacific Islands)
Other APCICT Training on e-Government
e-Government

- Regional Training Workshop on Planning, Designing, Implementing, and Managing e-Government: Key Issues, Case Studies and Lessons Learned
  - 1st WS from 8 – 12 October 2007 & 2nd WS from 8 – 12 October 2008
  - Held in Incheon, ROK, in partnership with UN University

- High-Level Seminar on e-Governance
  - 5-6 May ’07, Kathmandu, Nepal, in partnership with ADBI and National Information Technology Center (NITC) of Government of Nepal
e-Government

- International Conference on Theory and Practice of Electronic Governance (ICEGOV2007)
  - 10-13 December ’07, Macau, China in partnership with UNU-IIST-GOV and CTG of University at Albany, State University of NY

- PIF Officials’ e-Government Workshop
  - Held in Incheon and Seoul, ROK in partnership with PIF, MOFAT, ROK and Sungkyunkwan University, ROK
Conclusion

- A well-planned e-Government strategy can make leaps towards building a more efficient, accountable and transparent governance system.

- ICT human capacity building should be incorporated as a key component of any e-Government strategy.

- An integrated approach to e-Government implementation is the critical next step.

- Strategic partnership among national and regional/international players is necessary in advancing e-Government.
Thank you!

www.unapcict.org