



**UN Public Administration Programme**

Division for Public Administration and Development Management (DPADM)  
UN Department of Economic and Social Affairs (UNDESA)



# **Role of CIOs in Setting E-Vision and E-Strategies in Alignment with National Development Strategies**

**United Nations Project Office on Governance**

**Keping Yao**





# Major issues

1. Leadership role of CIO in setting E-Vision and E-Strategies
2. Role of public sector in the context of national development agenda
3. Impact of quality online public services on national development agenda and the adoption of the 2030 Agenda for Sustainable Development
4. W-o-G approach and collaborative governance
5. Major components of e-strategies



# Leadership role of CIO in setting E-Vision and E-Strategies

1. **E-Government goes far beyond technology and instituting CIO is perceived as one of the key factors in the success of e-Government implementation;**
2. **Leadership capacity of CIOs is essential in promoting a coherent e-strategy – to ensure that government innovation and transformation and prioritized e-services can be effectively aligned with the overall national development strategies and support the design and implementation of the SDGs at the national level.**



# Role of public sector in the context of national development agenda

1. **Governments across the globe have a central role to play in creating a favourable environment to foster economic growth, social cohesion and environmental protection;**
2. **All challenges in the public sector are intertwined and interlinked which calls for an integrated cross-functional approach;**
3. **Governments at all levels should work in a coherent and coordinated way, both vertically and horizontally.**



# Impact of quality online public services on national development agenda

- 1. Transparent and efficient service delivery system;**
- 2. Eradication of corruption and enhanced accountability;**
- 3. More accessible public services and rebuilding trust in government;**
- 4. Public participation and PPP**



# National development agenda in the context of 2030 Sustainability Agenda

- 1. 17 Goals: encompassing the social, economic, and environmental dimensions, with 169 targets interlinked**
- 2. Assessment Framework on national and intl. level.**



## W-o-G approach and collaborative governance

1. To holistically address complex challenges requiring effective coordination, collaboration and coherence of policies and development efforts;
2. Collaboration among government sectors can streamline and reconfigure government processes through back office coordination as seen in Government Architecture;
3. Whole-of-Government approach helps remove administration barriers and provide better public services to citizens through close coordination across government agencies, which in turn enhances economic efficiency of governments;
4. Lack of political leadership constitutes obstacles to effective e-government development – 43% of UN Member States provide information about their CIOs for e-government and 73 countries offered a one-stop-shop in 2014



## Major components of e-strategies

- 1. Institutional setting: clear definition of coordinating role and mechanism, networking, and funding arrangement;**
- 2. Legal framework: access to information vs privacy concerns, e-contracts, cybercrime, digital intellectual property, digital signature, data protection;**
- 3. Strategic objectives: e-services setting as priority, e-infrastructure, capacity development, enabling environment, and transparency; and**
- 4. Action plans**

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THANK YOU!

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