



UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

## MISSION REPORT

Capacity Development Workshop on Public Information Management

28-30 November 2011,  
Suntec City, Singapore

### I. Program Summary

**Date:** 28-30 November 2011

**Venue:** Suntec City Convention center, Singapore

**Organizer:** UNPOG, Infocomm Development Authority (IDA)- Government of Singapore and UNDP Malaysia



Capacity Development Workshop  
on Public Information Management

28-30 November 2011 Suntec city, Singapore



### Background

This workshop was organized in continuation with UNPOG's Capacity Development Programme organized in 2010 in Seoul. This year, the workshop has been titled as the "Capacity Development Workshop on Public Information Management," with its theme to be

focused on public information management. The theme has been decided considering the rising need for the improvement of public information management which is closely related to scaling up the efficiency of public information. UNPOG, IDA Singapore and UNDP Malaysia have agreed to co-organize the workshop having private sector partners as speakers on the relevant topics.

### **Audience**

The three-day workshop gathered 45 senior level Chief Information Officers from 14 Asia Pacific countries. The participants included Secretary of Sri Lanka and the Deputy Secretary (Director) of Bangladesh. Most of the participants were director level CIOs engaged in public information policy and system and some were in charge of legislative or technical affairs related to public information management in the Ministries and public agencies.

### **Speakers**

#### **Mr. Jong-moo Choi**

Head, United Nations Project Office on Governance

#### **Prof. Kyoung Yul Bae**

Professor

Former Assistant Mayor of Seoul

Sangmyung University, Republic of Korea

#### **Mr. James Kang**

Assistant Chief Executive

Government Chief Information Office

Infocomm Authority of Singapore

#### **Mr Lim Hup Seng**

Executive Chairman

Assurity Trusted Solutions Pte Ltd

Singapore

#### **Mr. John Yong**

Director

Infocomm Security and Assurance Division

Infocomm Authority of Singapore

#### **Ms. So Hyun Shin**

Public Relations Manager

Personal Information Protection Commission

Republic of Korea

#### **Mr. Jeong Min Lee**

Associate Research Fellow

Incidents Detection Team

Internet Incidents Responsive Division

Korea Internet and Security Agency (KISA), Republic of Korea

**Mr. Timothy Bloechl**

Senior Vice President  
Global Public Sector  
Wisekey S.A.

**Mr. John T. Cann**

Senior Regional Manager, Global Strategic Accounts  
Asia Public Sector  
Microsoft Operations, Pte. Ltd.

**Mr. Kevin Koh**

Director – National Government  
Asia Public Sector  
Microsoft Operations

**Ms. Sunyoung Chang**

Associate Research & Policy Development Expert  
UNPOG

## **II. Summary of Proceedings**

### **Day 1**

#### **Opening Ceremony**

Mr. Jong-moo Choi, Head of UNPOG, Mr. James Kang, Assistant CEO of the IDA, Singapore and Mr. James George, the Assistant Resident Representative of UNDP Malaysia delivered opening remarks. The sensitivity of information security and the importance of public information management, open data government and public private partnership have been highlighted. All co-organizers have agreed with the need for experience and knowledge sharing.



#### **A. Opening and Introductions**

Professor Kyoung Yul Bae from Sangmyung University gave an overview of the public information management and information security. He introduced the concepts and indicated the increased interaction between different parties through digital convergence. He also addressed the importance of information management and using the PKI system.

### **Panel Discussion I**

In the first panel discussion on Public Information Management, the legal framework and perspective and the policy development aspects of public information management were addressed by sharing the cases in Sri Lanka and the Philippines. The ICT implementation of communication and ICT in the Philippines was introduced in the case of their application in the election. In Sri Lanka, the biggest challenge for the policy development on ICT and Public Information Management is on the Intellectual Property Act. As to the access to information, government readiness and freedom of information were addressed to be taken into consideration.

### **Introductory Session**

Ms. Sunyoung Chang from UNPOG introduced UNDESA and DPADM's knowledge sharing platforms, UNPAN and UNPACS. The most up-to-date information was provided and Ms. Chang asked the participants for active participation as users, contributors of UNPAN and UNPACS once the online information repository is launched. Participants were also encouraged to apply for the PSA Awards. The new themes of 2012 UN e-Government Survey were listed with the focus on sustainable development.

## **B. Public Information Management and Open Government Data**

### **Session 1**

Mr. Timothy Bloechl, Senior Vice President, Global Public Sector, WISEKEY, introduced cyber threats and addressed the issue of digital certification and data sovereignty and data leakage protection. The need for legal aspects of data sovereignty such as backup systems was pointed out during the session.

### **Session 2**

Ms. Sunyoung Chang from UNPOG introduced UNDESA and DPADM's knowledge sharing platforms, UNPAN and UNPACS. The most up-to-date information was provided and Ms. Chang asked the participants for active participation as users, contributors of UNPAN and UNPACS once the online information repository is launched. Participants were also encouraged to apply for the PSA Awards. The new themes of 2012 UN e-Government Survey were listed with the focus on sustainable development.



### **Session 3**

Mr. Jong-moo Choi, Head of UNPOG presented the Open Government Data. The participants showed interest as “opening up” public information is fairly new concept and as it is related to information security and government readiness. The reasons for the reluctance of information disclosure in some

countries were also addressed in the presentation. The expense of establishing an open government in terms of infrastructure and the implementation expenses were raised during the Q&A session after the presentation.

#### **Session 4**

The “Proactive Strategy to Secure Singapore’s Cyber Space” highlighted the cases and achievements of the IDA such as the Infocomm Security Masterplan.

### **Day 2**

#### **Session 1**

Mr. R.S. Sharma, Director General of the Unique Identification Authority of India introduced and explained the UID system in India. Although the system has not become compulsory, however Mr. Sharma expected that there would be consolidated and widely used, aiming to get UIDs for all citizens of India. Once India has all citizens’ UIDs registered, this will allow the increased participation and improved accessibility to e-Government systems both for the government and the citizens of India. He also pointed out verification measures should be reinforced to assure security and privacy of the citizens.

#### **Session 2**

Prof. Moon introduced the On-Nara Business Process System (BPS) of Korea in his second presentation. He elaborated upon the evolution of e-Government in Korea and introduced the On-Nara BPS as a best practice, a programme which was devised to enable efficient and effective online policy making and standardization via electronic Document Processing. Three different models of e-Government promotion system in Korea, U.S. and India were explained, suggesting the participants which direction e-Government of India could be headed.

#### **Session3**

One of the topics of the participants’ primary concern was Cloud Computing, which emerged as a focus area of the e-Government development in India. Mr. Gregory Pokorny, the Principal Manager at the National Information Society Agency shared some latest trends and country-specific global initiatives of Cloud Computing after giving an overview of the technical concepts and



various models of Cloud Computing deployment and Cloud Computing service. Some frequently confronted challenges in its implementation were also addressed. The participants shared their views and raised questions on adopting and facilitating private cloud computing services in the public sector.

#### **Session 4**

Another field of the participants' great interest was on "Mobile governance." With a concentration on the M-governance, Mr. Sangjin Kim, Deputy Director of the Ministry of Public Administration and Security delivered a presentation on the "SMART(Seamless Mobile Any time Real-time Together) Government Implementation Plan." The Korean SMART governance was introduced in details with its background, vision and strategies, major tasks that have been implemented. He also presented the prospects for better implementation of the SMART Governance and for its expected changes in its service along with its target goals.

#### **Round table session**

##### ***Wrap-up of the session topics***

At the final round table discussion, the importance and the potential of M-governance was highlighted again considering the fact that the majority of the Indian population uses mobile phones. Comments from the Indian participants included a positive review on the e-literacy improvement in schools as a result of increased efforts made on distribution of computers to the rural population.

On Cloud Computing, some of the comments from the participants included that India should leverage existing service providers and that it should also leverage existing infrastructure elements through diversified virtualization techniques. Strengthened legal framework, cooperation between different state governments were considered as prerequisite conditions. The participants agreed that continued efforts should be made on capacity building and education for further improvement of efficient Cloud Computing.

##### ***Proposed follow-up activities of the India National e-Government Workshop***

It was proposed that such national workshops should be arranged on an annual basis in collaboration with the UNPOG. The participants showed special interest in getting education and training on topics such as "Smart Urban Planning and Transportation," "Smart Grid Power Systems" and "e-Procurement," with a possibility of study visits to Korea. Overall, UNPOG and the Government of India were able to strengthen mutual trust and partnership through this workshop.

##### ***Closing Session***

Final comments came from Professor Moon, as the head of the UNPOG delegation on behalf of Mr. Jong-moo Choi, Head of UNPOG and Mr. Aggarwal. Certificates of participation were handed out to all participants and the gifts were prepared by the host government for the UNPOG delegation.

### **Achievements and outputs**

- Strengthened and consolidated the partnership with the Government of India through the contribution and participation of UNPOG in the workshop
- Enhanced understanding on the current status of India's e-Government development
- Most up-to-date country profile on e-Government of India was shared through the workshop
- Participants were fully briefed on knowledge, latest trends and best practices of e-Government, which led to the capacity development of the Government of India
- UNPOG and UNDESA was better recognized and introduced to the participants
- Participants were familiarized with UNPAN and UNPACS
- Participants were encouraged to apply for the PSA
- Prospective collaborative activities proposed by Government of India with UNPOG's collaboration
- Proposal by the participants, senior officials from central and state level governments to organize such workshops on an annual basis
- Compilation of the presentation materials
- A report to be completed by Prof. M. Jae Moon, the consultant of UNPOG for the workshop
- Initial discussion held on possible study visit to Korea on specific subjects such as e-Procurement in the follow-up meeting with Mr. Anurag Goyal, Director of DIT, MIT, Government of India