UNITED NATIONS PROJECT OFFICE ON GOVERNANCE
ACTIVITY BRIEF

National e-Government Workshop in Sri Lanka: Training Workshop for CIOs
29 September – 1 October

Colombo, Sri Lanka

The United Nations Project Office on Governance (UNPOG) will participate in the "National e-Government Workshop in Sri Lanka" for 65 senior level officials (CIOs) from different agencies, offices and ministries of the Government of Sri Lanka.

The Workshop is a follow-up to the Conference on e-Government in Asia and the Pacific (11-13 May 2011) and was attended by Mr. Reshan Dewapura, Chief Executive Officer, Information and Communication Technology Agency (ICTA). ICTA is currently under the purview of the Ministry of Telecommunication and Information Technology of Sri Lanka. ICTA was created in July 2003 to implement Sri Lanka's e-development strategy, *"e-Sri Lanka: an ICT Development Roadmap"* (e-Sri Lanka Roadmap).[1]

During the Conference, Mr. Dewapara shared his interest in organizing a national e-Government workshop for CIOs with the participation of UNPOG to present the UN e-Government Survey and e-Government tools such as the United Nations Public Administration Country Studies (UNPACS) and Meter. UNPACS was presented as a research tool during the Conference on e-Government in Asia and the Pacific last May; it is a portal for conducting research on e-Government strategies, legal frameworks and national policies for all 192 UN Member States. He also further emphasized the need to share the Korean experience in m-Government, broadband and ICT infrastructure development.

President Mahinda Rajapaksa, in his vision for the future of Sri Lanka –"Mahinda Chintana" (Mahinda Vision) has made science and ICT a priority for development.[2] The President's vision is to make Sri Lanka a regional knowledge hub by recognizing both ancient and modern knowledge systems, as well as, to raise awareness of the benefits of ICT in rural areas.

Sri Lanka ranks 111nd out of 184 countries in the 2010 UN E-Government Survey.[3] Sri Lanka has been very successful in promoting the use of ICT in rural areas. The e-Sri Lanka Development initiative, an integrated e-government and e-development programme, undertaken by the ICTA with the support of the World Bank became effective in January 2005. This initiative was designed to bring connectivity to rural populations and improve the way government operates. The Government of Sri Lanka provides villages with internet facilities through the 'Nenasala' network (the regional telecentre programme and the network) and the school ICT lab network.[4]

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[1] e-Sri Lanka: An Integrated Approach to e-Government Case Study, Shoban Rainford. http://tinyurl.com/3rm6jcs
[2] Mahinda Chintana. Towards a new Sri Lanka. http://tinyurl.com/3dbjvv9
[3] 2010 UN E-Government Survey. http://tinyurl.com/3epsrjy
[4] "President caused best benefits of ICT reach all" – Secretary Weeratunga. *Daily FT*, *28 May 2011*. http://tinyurl.com/3qd6gxl

The focus of the Government of Sri Lanka is to develop its ICT infrastructure and extend it further into the Northern and Eastern provinces, more specifically, those parts of the country which were most affected by the civil war.

Sri Lanka has a large mobile market and has reached over 16 million subscribers (2010), with a mobile penetration of around 70%. However, the country's internet sector remains underdeveloped, with the take up rate of broadband services being especially low. Fixed broadband penetration (as a percentage of population) was still below 2% in 2010.[5] In March 2010, the government established the National Broadband Consultative Committee (NBCC) to develop a national broadband policy for Sri Lanka and to make sure that Internet Service Providers (ISPs) give access and at an affordable rate and cover even marginalized communities.

The Workshop will provide a platform for CIOs to learn about the UN E-Government Survey to help discover resource gaps and to take developmental measures at the national level and rank higher in future UN e-Government Surveys with the goal of making Sri Lanka a regional knowledge hub.

CIOs will also be introduced to the UNPACS portal, a research tool to help redefine and improve their national strategies. The e-Sri Lanka Road Map, policies and their legal and regulatory framework continue to chart a course towards their shared vision for the future of Sri Lanka – Mahinda Chintana. UNPACS will be useful as a tool to help Sri Lanka share its experiences with neighboring countries in Asia and help promote South-South Technical Cooperation as urged by Dr. Okonjo-Iweala of the World Bank in April 2011.[6] Meter will presented as an evaluation to the CIOs in the audience.

Additionally, the Workshop will also provide CIOs with the opportunity of learning from the Korean experience of advancing in the area of Mobile Governance, Broadband and ICT infrastructure which collectively allowed the Republic of Korea to rank number 1 in both the 2008 and 2010 UN E-Government Surveys.[7]

The last session of the Workshop will be devoted to South-South Technical Cooperation and the Way Forward for Sri Lanka.

Objectives
Specific objectives of the Workshop are the following:
- Present the United Nations e-Government Survey as a comprehensive assessment tool for national online services, telecommunication infrastructure and human capital.
- Introduce the United Nations Public Administration Country Studies (UNPACS) portal as a research tool to improve and refine ongoing national strategies, policies, road maps and legal

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[5] Research and Markets: Sri Lanka - Telecoms, Mobile, Broadband and Forecasts 2011. *Reuters, 17 February 2011* http://tinyurl.com/3vzly47
[6] Sri Lanka's amazing economic growth recognized at Washington IMF-World Bank Spring Meeting, Daya Gamage. *Asian Tribune, 18 April 2011*. http://tinyurl.com/3nvhrfy
[7] Korea as a Knowledge Economy. *World Bank 2006.* http://tinyurl.com/3mtovua

and regulatory frameworks. National strategies, policies, road maps, as well as, legal and regulatory frameworks are all evolving bodies of knowledge and work that have to be adapted, improved and refined on an ongoing basis.
- Present Meter as an evaluative tool that would enable a country to self-assess its level of e-government readiness. Based on a holistic and functional methodology for e-government readiness measurement, it comprises questions covering a range of issues in order to estimate and monitor what is the current state of factors affecting e-government development.
- Acquaint participating CIOs of various agencies, offices and ministries of Sri Lanka with theoretical knowledge on mGovernance, Broadband and ICT infrastructure development.
- Establish networks and partnerships among participating CIOs for initiating activities to follow up the workshop, including those for systematically identifying Good Practices of e-government in Sri Lanka that are worth being uploaded to the UNPAN and UNPACS systems.

Role of UNPOG
- Present the UN E-Government and Meter. Explain what measures Sri Lanka can take on a national level to improve their indices and rank in the UN e-Government Survey.
- Introduce UNPACS research portal as a channel of information and a knowledge sharing platform to exchange national policies, strategies and information on legal and regulatory frameworks.
- Promote South-South Technical Cooperation.
- Compile good practices of the Government of Sri Lanka and share them on UNPACS and UNPAN

Methodology
The three-day Training Programme will include the following activities:

Day 1
- Presentation of UN e-Government Survey and Meter
- Presentation of State of e-Government in Sri Lanka: Strategies, Issues, Challenges and Good Practices
- Presentation of United Nations Public Administration Country Studies portal.
- E-Government Case Studies from Sri Lanka
- Presentation of the outcome and findings of the Conference on e-Government in Asia and the Pacific as it relates to Sri Lanka
- Group discussions

Day 2
- Advances in Mobile Governance programmes in Sri Lanka
- Mobile Governance in the Republic of Korea
- State of Broadband and ICT Infrastructure in Sri Lanka
- Broadband networks and ICT Infrastructure development in Korea
- Case Study from Republic of Korea : INVIL Information Village
- Case Study from Sri Lanka: Nenesala network in villages
- Launch of Sinhala OOo and demo of Sinhala FOSS products (ICTA)
- Why FOSS for Government? (ICTA)
- FOSS based projects implemented by ICTA
- Group discussions

Day 3
- Discussions among South Asian participants on area and means of promoting greater South-South and Triangular Technical Co-operation.
- Future Partnerships and Initiatives. Contribution of case studies and good practices to UNPAN and UNPACS for knowledge sharing of case studies and good practices.

Expected Outputs
- A report on the workshop summarizing the background, major discussion points, findings and recommendations.
- Attendance of about 65 CIOs from various agencies, offices and ministries of Sri Lanka who are acquainted with up-to-date information on e-Government so as to better support decision-making and planning.
- Compilation of concise case notes on the best e-Government practices in Sri Lanka; to be uploaded to the UNPAN and the UNPACS.
- Strengthened networks and partnerships among workshop participants for initiating programme activities to follow up the workshop, including those for systematically identifying Good Practices of e-government in Sri Lanka that are worth being uploaded to the UNPAN and UNPACS systems.
- Compilation of CIOs (CIOs from different agencies, offices and ministries identified by the Government of Sri Lanka).

Inputs
UNPOG will provide the following inputs to participate the national workshop:
- Round-trip economy class airfare and DSA in Sri Lanka at UN rate for 4 days for 2 participants (2 UNPOG staff members)
  - Mr. Jong-moo Choi
  - Mr. S.K. Belal Hassan

The Ministry of Public Administration and Security (MOPAS) of the Republic of Korea (ROK) will provide the following input to support the participation of UNPOG at the National e-Government Workshop in Sri Lanka:
- Airfare, lodging, meals and other travel related expenses of the following 3 participants for their full participation at the National e-Government Workshop
  - Mr. Bongup Cho, MOPAS
  - Prof. Kyoung Y. Bae, SangMyung University
  - Mr. Shin Hoon, MOPAS

Budget It is proposed that funds in the amount of $ 6,550 to be made available from the trust fund project INT/06/X14. It is expected that funds in the amount of 9,825,000 Korean Won (equivalent approximately to US$ 9,825) be made available from the Ministry of Public Administration and Security of the Republic of Korea.

Staff (2) $ 6,550