

SUMMARY REPORT

National Workshop on UN e-Government Survey and its Critical Success Factors; Forum on Public-Private-Partnership and South-South Cooperation

(29 September - 1 October 2011, Colombo, Sri Lanka)

INTRODUCTION

The United Nations Project Office on Governance (UNPOG), a project under the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA) was invited by the Information and Communication Technology Agency (ICTA), an agency under the purview of the Ministry of Telecommunication and Information Technology of the Government of Sri Lanka to participate in the National e-Government Workshop on “UN e-Government Survey and its Critical Success Factors” and in the Forum on “Public-Private-Partnership and South-South Cooperation” that was held in Colombo, Sri Lanka from 29 September - 1 October.

The objective of the day-long (29 September) session on “UN e-Government Survey and its Critical Success Factors” was to raise awareness of the relevance and importance of the UN e-Government Survey, its critical success factors and moreover, highlight Sri Lanka’s performance in the 2010 UN e-Government Survey and measures to improve performance in future surveys. Additionally, the objective of the Forum on “Public-Private-Partnership and South-South Cooperation” (1 October), was to highlight the significance of Public-Private-Partnerships and South-South Cooperation in Sri Lanka in order to enable it to realize its vision of becoming a regional knowledge hub in the future.

The UN e-Government Survey is a comprehensive study of the online presence of all the UN Member States and ranks countries based on the United Nations e-Government Development Index (EGDI). The EGDI is a comprehensive scoring of the willingness and capacity of national administrations to use online and mobile technology in the execution of government functions.

Mathematically, the EDGI is a weighted average of three normalized scores on the most important dimensions of e-Government, namely: scope and quality of online services (Online Service Index, 34% measured by DPADM/UNDESA), telecommunication connectivity (Telecommunication Infrastructure Index, 33% measured by ITU), and human capacity (Human Capital Index, 33% measured by UNESCO and supplemented by the UNDP Human Development Report).

Presentations for the session on “UN e-Government Survey and its Critical Success Factors” were thematically linked to the different indices that form the basis for the EGDI. The Workshop included presentations on the UN e-Government Survey; Sri Lankan e-Government situation and the Nenasala experience; Sri Lanka’s Broadband Infrastructure and future plans; the Korean experience of Mobile Governance; 24-Hour E-Services for the Public (case study from ROK); Korean experience of Broadband and ICT Infrastructure; Information Network Village (INVIL) portal (case study from ROK); UNPACS research portal for regional knowledge sharing; METER evaluation tool and “What Sri Lanka should strive to do to climb the UN e-Government Development Index”.

Presentations for the Forum on “Public-Private-Partnership and South-South Cooperation” focused on i) Public-Private-Partnership’s from the private sector perspective; ii) Public-Private-Partnership’s from the public sector perspective and iii) South-South and Triangular Cooperation.

There was a high level of participation by senior Sri Lankan government officials, which highlighted the importance that the Government of Sri Lanka gives to e-Government. The Secretary to the President of Sri Lanka, Mr. Lalith Weeratunga; the Secretary to the Prime Minister of Sri Lanka, Mr. S. Amarasekera; 10 Secretaries and 4 Additional Secretaries from key ministries such as the Ministry of Public Management Reforms and Ministry of Social Services and key institutions such as the Public Service Commission attended the Workshop. The total number of participants, about 102, mostly national Chief Information Officers and other Sri Lankan government officials attended the Workshop. Around 50 participants attended the Forum on Public-Private-Partnership and South-South Cooperation.

This is a summary report for the National Workshop on UN e-Government Survey and its Critical Success Factors and the Forum on Public-Private-Partnership and South-South Cooperation.

DAY 1 THURSDAY, 29 SEPTEMBER 2011

OPENING SESSION

1. During the opening session, Prof. P.W. Epasinghe, delivered the welcome remarks and expressed his gratitude to Mr. Lalith Weeratunga (Secretary to the President of Sri Lanka), Mr. Jong-Moo Choi (Head of UNPOG), Mr. Douglas Keh (Country Director, UNDP Sri Lanka), senior government officials and members of the audience for their presence. Furthermore, Prof. Epasinghe spoke of the importance of e-Government and its significance in improving public services in Sri Lanka.

2. Mr. Jong-Moo Choi, in his welcome remarks, thanked the Information & Communication Technology Agency (ICTA) and the Government of Sri Lanka for extending a warm invitation to UNPOG for participating in the National Workshop. He also mentioned UNPOG’s role as a global hub for Good Governance and highlighted the importance of DPADM’s products such as the UN e-Government Survey (flagship publication), the United

Nations Public Administration Network (UNPAN) portal and the United Nations Public Administration Country Studies (UNPACS) research portal. He also conveyed UNPOG's willingness to foster closer collaboration with the ICTA.

3. In his keynote speech, Mr. Lalith Weeratunga, welcomed the audience and reminded the secretaries of the ministries present, that the regularity with which websites were updated with value added quality services would determine Sri Lanka's position on the UN e-Government Survey and that they all had a huge responsibility in ensuring Sri Lanka's success. He added that indices were important because when investors would want to invest in Sri Lanka, they would look at the Global Competitive Index and the e-Government Index to see how ICT was being used. In short, investors would want to see if it was possible to do business in Sri Lanka with ease.

4. Mr. Douglas Keh, in his keynote speech, extended UNDP's support to Sri Lanka. He added that UNDP's principle goal was to help develop capacity to reduce poverty. This entailed introducing lessons learned and international best practices to Sri Lanka to address its particular needs. He remarked, that e-governance was vital since information technology held the key for altering and enhancing the economic landscape of the country.

UN E-GOVERNMENT SURVEY

5. Mr. S. K. Belal Hassan (Programme Operations Expert, UNPOG, DPADM/UNDESA) presented the rationale and findings for the 2010 UN e-Government Survey. He also highlighted new features in the forthcoming 2012 Survey.

Furthermore, he explained the methodology of the UN e-Government Survey in detail and touched upon the three main indices that formed the basis for the EGDI (Online Service Index, Telecommunication Infrastructure Index and Human Capital Index). He went on to explain the different stages of online presence (Emerging, Enhanced, Transactional, Connected/Networked) and noted the significance of the e-Participation Index (supplementary index) which was an assessment of the quality, usefulness and relevancy of the information and services and the willingness of countries to engage citizens in public policy making through the use of the e-Government programmes.

At the end of the presentation, Mr. Hassan discussed Sri Lanka's performance in the 2010 UN e-Government Survey and analyzed the points awarded to portals of ministries.

SRI LANKAN E-GOVERNMENT SITUATION AND NENASALA EXPERIENCE

6. During her presentation, Ms. Dil Piyaratna (Programme Head, ICTA), highlighted Sri Lanka's e-Government situation by focusing on the components of EGDI. She began by presenting statistics on human capital, more specifically, enrollment figures broken down by provinces. She also presented statistics on the telecom infrastructure.

Moreover, Ms. Piyaratna, presented examples of e-Government applications and products to illustrate online services at the Emerging, Enhanced, Transactional and

Connected stages. The Sri Lanka Railways website (offering railway schedule inquiries), the Foreign Employment Bureau website (offering online profile bank) and the Department of Immigration and Emigration website (offering passport/visa applications) were all presented as examples of websites providing Enhanced services.

The Department of Examinations website (offering online examination application processing), the National Water Supply and Drainage Board website (offering online bill payments), the Sri Lanka Railway Government Factory website (offers tenders online, online purchasing) and the Department of Motor Traffic website (offering online purchase/reservation of vehicle) were all cited as examples of websites offering Transactional services. Lanka Gate, Sri Lanka's national portal which offers various e-Services for citizens was presented as the prime example of a portal offering Connected services. Furthermore, Ms. Piyaratna spoke about the Lanka Government Network that connected all 476 government organizations and the Nenesala project (telecentres) which were created to raise awareness of ICT in rural villages.

SRI LANKA'S BROADBAND INFRASTRUCTURE AND FUTURE PLANS

7. Dr. Manodha Gamage (Consultant, Telecommunication Regulatory Commission of Sri Lanka), during his presentation, highlighted telecommunication statistics. He noted that while Fixed Line subscribers were 3.5 million, Fixed Broadband subscribers were 220,000. He also added that while Mobile subscribers were 18.1 million, Mobile Broadband subscribers were only 370,000.

According to Mr. Gamage, broadband penetration was considerably low in Sri Lanka due to several reasons. Firstly, broadband penetration was low because the cost per Mbps was too high and secondly, because there were not enough e-Government applications (or applications in local languages) for broadband subscribers. However, with 8 broadband operators in Sri Lanka, the number of broadband subscribers was steadily rising. The number of broadband subscribers increased from 230,000 in 2009 to more than 550,000 in 2011. Mr. Gamage also mentioned that a Cabinet-level decision was taken to develop a National Backbone Network to eventually help increase broadband penetration in Sri Lanka.

DISCUSSION

Several interesting questions were asked by participants. They are as follows:

- 1) Apart from the web-based services from seven key ministries, does the EGDI consider the improvement of cyber security aspect too?

Answer: The EGDI specifically does not address the improvement in the aspect of cyber security. The online service index is based on a four-stage model (emerging, enhanced, transactional and connected) of online service maturity. The cyber security aspect is somewhat covered at the transactional stage because a certain degree of cyber security, which includes, digital signatures and authentication is required at the transactional stage. However, the quality or layers of cyber security are not being specifically evaluated by the Survey yet.

- 2) As you know Sri Lanka's standing in the Network Readiness Index (NRI) of the World Economic Forum has been improving but Sri Lanka but it has been slipping in the UN e-Government Survey? How can we improve it?

Answer: The NRI and EGDI are different indices, which are measured differently and are formed by different components. The NRI is a composite of three components: the environment for ICT offered by a given country or community (market, political and regulatory, infrastructure environment), the readiness of the community's key stakeholders (individuals, businesses, and governments) to use ICT, and finally the usage of ICT amongst these stakeholders. While the EGDI is composed of the Online Service Index, Infrastructure Index and the Human Capital Index.

Sri Lanka's scores as they relate to the components of both indexes would have to be reviewed closely to see where Sri Lanka lacks improvement. Also, Sri Lanka may have also slipped in the UN e-Government Survey rankings because other countries may have performed exceptionally well, causing Sri Lanka to slip in the rankings.

- 3) What can Sri Lanka do to be in the top 50 in the UN e-Government Survey?

Answer: Sri Lanka should try to improve its rank in the Online Service Index, Infrastructure Index and the Human Capital Index. Initially, it should also focus on improving its Online Service Index by offering quality services in portals of ministries to advance them beyond the "Enhanced" stage. Improving the Infrastructure Index and the Human Capital Index are more long-term endeavors. They can be improved gradually through national planning, prioritization and allocation of resources for ICT and education.

REPUBLIC OF KOREA'S (ROK) EXPERIENCE OF MOBILE GOVERNANCE; BROADBAND AND ICT INFRASTRUCTURE DEVELOPMENT

The two sessions were combined.

8. Prof. Kyoung Y. Bae (SangMyung University, Republic of Korea) began his presentation by introducing the participants to theoretical topics such as Digital Convergence and Analog systems to lay the basic foundation for a more meaningful presentation. Prof. Bae explained some of the benefits of M-Government applications as follows:

- ease of use for the citizens
- wider reach
- cost-effective (& affordable)
- faster information flow
- useful tool for e-participation
- helped reduce the digital divide

He mentioned that through the use of M-Government applications, the government could easily offer useful services to the public. However, in order for M-Government applications to be accessible to the public they had to be in local languages. Also, the

information security/authentication aspect needed to be taken into account when developing M-Government applications that allowed financial transactions.

In terms of Broadband and ICT infrastructure development in ROK, he explained that the Korean Government's approach had been to formulate strategic development frameworks that were rolled out through consecutive 'master plans' over a number of years. The Government used the frameworks to outline its broad policy objectives and layout a number of supporting policies. For instance, plans for public investment in broadband infrastructure and incentives for private investment; initiatives to aggregate and expand demand for broadband services through e-Government services; the promotion of e-commerce and digital literacy; policies to promote universal access to broadband; plans for supporting industrial policies such as R&D promotion and incentives to vitalize venture capital markets were all included in the frameworks for development.

24 HOUR E-SERVICE DELIVERY FOR THE PUBLIC PORTAL, MINWON24 (OFFERING CONNECTED SERVICES)

2011 United Nations Public Service Award winning case from the Republic of Korea.

9. Mr. Seok Tae Lee (Ministry of Public Administration and Security - MOPAS), during his presentation, discussed how MINWON24 was able to successfully offer public services online. He said that there were several factors that contributed to the success of MINWON24. Firstly, MINWON24, as an e-Government initiative, needed the full support of the senior management in government and President Lee Myung-bak provided that support. Secondly, a Civil Service Advancement Task Force was created in MOPAS to deal with this initiative. Additionally, the legislation of an e-Government law in 2001 to improve quality of life by promoting efficiency and transparency within the administration provided the legal precedence for MINWON24.

After the implementation of MINWON24, by December 2010, 770 civil service functions from a total of 5,717 functions were merged/abolished and 2,781 documents were reduced (from a total of 17,251 required documents). To create awareness of public services online, MINWON24 established partnerships with search engines such as NAVER and YAHOO and to enable financial transactions online MINWON24 established partnerships with credit card companies in the Republic of Korea.

INFORMATION VILLAGE, INVIL PORTAL (A KOREAN ALTERNATIVE TO SRI LANKA'S NENESALA INITIATIVE)

2011 United Nations Public Service Award winning case from the Republic of Korea.

10. Mr. Shin Hoon (Deputy Director, Information Village, INVIL), during his presentation highlighted some of the successes of the INVIL initiative. The INVIL initiative, he said was initially undertaken to empower the elderly communities in villages. In order for the initiative to be successful, funding had to be arranged at the central government level and then coordination was necessary at the local government level to ensure that the funds were being used effectively to train and empower people in the villages.

At the central government level, the Ministry of Public Administration and Security (MOPAS) initially developed a master plan, secured funds and established the INVIL Central Operation Agency. MOPAS then delegated the responsibility of developing village-specific local contents; establish an IT infrastructure; and provide IT training and administrative support; to the local governments. The local governments in turn worked closely with the villagers to form INVIL Operation Committees; get the buy-in of the villagers as stakeholders; form a Village Information Center; and develop business models to market specialty products or even promote tourism. In a nutshell, at the village level the INVIL project consisted of 7 major tasks. They were as follows:

- Setting up the IT infrastructure
- Building the Village Information Center
- Distributing free PCs to households
- Providing IT training to residents
- Developing information contents for the website (for e-commerce)
- Establishing an operation unit/committee (President, treasurer, bookkeeper etc.)
- Developing a business and marketing model (to market specialty goods or promote tourism)

Mr. Shin noted that the success factors for the INVIL project included a strong IT infrastructure, technical training for villagers, the creation of a business/marketing model and the buy-in from the villagers. Although, different villages have experienced varied levels of success, to date, the most successful INVIL initiative saw its revenues increase to US\$700,000 in 2010.

DISCUSSION

Several interesting questions were asked by participants. They are as follows:

- 1) What are the parameters (literacy rate, means of livelihood for villagers) that you would consider before launching the INVIL programme in a village?

Answer: Some of the villages where we have introduced INVIL, the people were very poor and the average age was more than 60. We train people in villages to use PCs. We also work with them to create a market for goods or services (tourism) they could offer on their INVIL portal page.

- 2) What are the success factors (i.e. leadership, regulations) for m-Governance in the Republic of Korea (ROK)?

Answer: Legal and regulatory frameworks for m-Governance have paved the way for proper implementation of policies. On the other hand, leadership and political support has helped in advancing m-Governance in ROK. Also, ROK has been able

share best practices from neighbouring countries. The best way to implement best practices is to:

- a. Customize them to your country's needs
- b. Implement them on a small scale
- c. If the results seem promising, replicate them gradually on a larger scale.

- 3) What are some of the challenges you have faced in the Republic of Korea when implementing ICT in government?

Answer: Challenges always remain. However in Korea, there was a natural demand from the public for faster internet, faster e-Services, m-Governance applications and broadband connectivity. So the government prioritized and addressed these issues.

UNITED NATIONS PUBLIC ADMINISTRATION COUNTRY STUDIES (UNPACS) PORTAL AND METER EVALUATION TOOL

11. Mr. S. K. Belal Hassan (Programme Operations Expert, UNPOG, DPADM/UNDESA), introduced the United Nations Public Administration Country Studies (UNPACS) portal as a comprehensive, up-to-date and readily-accessible online knowledge-base with the UN Members States as its target users. The UNPACS portal was developed by the Division for Public Administration and Development Management (DPADM) of the United Nations Department for Economic and Social Affairs (UNDESA), and was organized around the four thematic work areas of the Division: (a) Institution and Human Resources Management; (b) Electronic and Mobile Government; (c) Development Management and Citizen Engagement; and (d) Open Government Data.

He explained that the objective of UNPACS was to support Member States' efforts to improve their public administration capacities by providing them with critical knowledge resources to facilitate evidence-based decision-making processes, particularly toward the achievement of the Millennium Development Goals (MDGs). Mr. Hassan mentioned that UNPACS was being Beta tested and was going to be launched in the next few months.

In his presentation on METER, Mr. Hassan explained that METER was an online, interactive tool to assist governments and decision makers at any level throughout the world in developing, monitoring, refining and improving the context within which information and communication technologies were used to transform government; in a sense in creating the context for e-Government.

Mr. Hassan further elaborated that METER consisted of five main pillars, or building blocks. They were: commitment, legal, vision and policy, organization, and technology. Within each pillar there were a number of sub-themes and related statements identifying essential factors, choices and challenges likely to influence a government's capability to effectively harness technology as an enabling force for government transformation.

The purpose of METER was to help determine and monitor a country's current state of affairs with regard to the establishment of an environment that enables e-Government development. In this way, it guides policymakers and government officials in their e-Government development initiatives by raising their awareness and by drawing their attention to key issues.

WHAT SRI LANKA SHOULD DO TO STRIVE AND CLIMB THE UN E-GOVERNMENT DEVELOPMENT INDEX

12. Mr. Wasantha Deshapriya (Director, Re-engineering Government Programme, ICTA), during his presentation analyzed portals of countries that ranked higher in the 2010 UN e-Government Survey and specifically highlighted key elements that represented enhanced, transactional or connected services. He also explained how portals of ministries in Sri Lanka had contributed to Sri Lanka's position in the 2010 UN e-Government Survey affirmed ICTA's commitment in assist other ministries in improving their online presence.

DAY 2 FRIDAY, 30 SEPTEMBER 2011

FOSS4GOV

Free and Open Source Software for Governments

Day 2 of the Workshop exclusively included presentations on e-Government services and applications using Free and Open Source Software (FOSS). Initially, some UNPOG presentations were scheduled on Day 2. However, when the Agenda was finalized Workshop, the organizer, ICTA, scheduled all the UNPOG presentations on Day 1 with the exception of the "Forum on Public-Private-Partnerships and South-South Cooperation" that was scheduled for Day 3 and included participants from Day 2.

DAY 3 SATURDAY, 1 OCTOBER 2011

FORUM ON PUBLIC-PRIVATE-PARTNERSHIP AND SOUTH-SOUTH COOPERATION

13. Mr. Jae Won Kim (Samsung, Republic of Korea) presented the topic of Public-Private-Partnerships (PPPs) from the private-sector perspective. Mr. Kim defined the PPP arrangement as a contract between public and private sector entities that included sharing of risks and returns. He then presented the benefits to the public sector and the private sector through the PPP arrangement.

Benefits to the Public Sector

- Government employees have more time to focus on management and operational issues.
- Government is credited with creating new jobs in the private sector.
- Government is able to introduce new technologies and avail the technical expertise of private sector consultants.
- Government can share the risk with the private sector entity.

Benefits to the Private Sector

- Reliance and trust in Government to pay for required services.

- Possible long-term relationship with the Government and future opportunities/profits.
- Private sector entity can share the risk with the Government.

Furthermore, Mr. Kim introduced different types of PPP arrangements/models such as:

- Management Contract
 - Management control and authority are transferred to the private sector.
 - Asset ownership and commercial risk remains with Government.
 - Government can save time and focus on core services.
 - Low risk and low returns for private sector entities.
- Build Operate Transfer (BOT)
 - Different types
 - Build Transfer Operate
 - Build Own Operate
 - Build and Lease

Mr. Kim made a key distinction between these two types of PPP arrangements.

- It is difficult to make a profit using the Management Contract model. So governments tend to favour this model when they develop government or e-Government services that are going to be offered to the public free of charge.
- The BOT model or a variation of it could be applicable when implementing an e-Procurement, e-Customs or e-Passport system. Private entities could charge fees for specific services.

In the Korean context, Mr. Kim acknowledged that the Management Contract or Outsourcing were the most common models. The Korean Government usually shared the Intellectual Property rights with its private partners. Also, in Korea it was common for private sector companies to charge for services citizens were willing to pay.

At the end of his presentation, Mr. Kim presented the following factors in order for PPPs to be successful:

- Stable government
- Comprehensive planning with feasibility study (revenue and costs estimate)
- Solid legal framework
- Optimal risk transfer to private sector
- Proper communication to the public (buy-in) by the Government

14. Mr. Massimo Diana (Expert, UNDP Sri Lanka) presented the topic of Public-Private-Partnerships (PPPs) from the public-sector perspective. Mr. Diana acknowledged that there were no agreed upon definitions for PPPs, however, UNDP's PPP for the urban environment defined it as a *spectrum of possible relationships between public and private actors for the co-operative provision of infrastructure services*. Mr. Diana defined the key features of PPPs as follows:

- Sharing of responsibility, risks and rewards between public and private sector.

- The availability of a venture or a contractual arrangement to safeguard the interest of each party.
- The core activity of the partnership relates to a service or an infrastructure that is normally delivered by the public sector.

Mr. Diana stated that PPPs encouraged multi-stakeholder cooperation and promoted innovation, social inclusion, local development, self-sustainability and flexibility.

- He also added that PPP's added value by combining the strengths of both the sectors.
 - Public sector strengths include:
 - social responsibility, environmental awareness and public accountability
 - Private sector strengths include:
 - finance, technology, managerial efficiency and entrepreneurial spirit

He further noted that PPPs offered an alternative to full privatisation and promoted transfer of knowledge, know-how, management skills and new technologies.

Mr. Diana also dispelled major misconceptions about PPPs. They are as follows:

- PPPs actual mean privatization.
- By entering into a PPP, local government loses control over the provision of services.
- PPPs apply only to infrastructure projects.
- The quality of service will decline under PPPs.
- Local government staff will lose under PPPs.
- The cost of service will necessarily increase to pay for the private partner's profit.
- Local government can always finance the cost of services at a lower cost than the private sector.
- There are not more than two partners in a PPP.

He stated that regular meetings with stakeholders i.e. public, would help in dispelling the misconceptions mentioned above.

DISCUSSION SUMMARY (PUBLIC-PRIVATE-PARTNERSHIPS)

- Frameworks for selecting e-Government programmes should be developed.
- The Management Contract model (for PPPs) is generally used when implementing ICT/e-Government projects.
- Governments need to identify revenue areas for the private sector in order to induce them to enter into a PPP relationship.
- Governments offer the public the following kinds of services:
 - I. Free citizen services.
 - II. Services for a fee (i.e. e-passport, driving license renewal).
Governments can invite the private to help provide services where a fee can be charged.
- To promote PPPs the government should:
 - I. Establish trust.
 - II. Remove misconceptions about the private sector.

III. Establish a legal and regulatory framework.

15. Mr. Jong-moo Choi (Head of UNPOG), in his presentation, highlighted the difference between South-South Cooperation and Triangular Cooperation. He noted that South-South Cooperation usually involved cooperative agreements between developing countries, while Triangular Cooperation involved cooperative agreements between a developing country and a developed country (i.e. OECD member states). Mr. Choi presented the benefits of South-South and Triangular Cooperation, which included, cost-savings through lessons learned, knowledge transfer and emulation. He mentioned that in order for developing countries to progress economically a sense of ownership, alignment of priorities and division of work were essential. He suggested that Sri Lanka, take advantage of geographic location as an island state to exchange best practices with countries both in Africa and the Asia-Pacific region.

DISCUSSION SUMMARY (SOUTH-SOUTH COOPERATION)

- There is a necessity to have adequate information of on-going initiatives in the Asia-Pacific region to promote South-South Cooperation. Information could be shared in the following areas:
 - I. Success factors.
 - II. Areas of sharing.
 - III. Rules of engagement (i.e. level of support from countries)
- There is a need to develop a framework for recognizing initiatives that can be shared. The United Nations Public Administration Country Studies (UNPACS) portal can fulfil that need.
- There is a need for a legal framework in Sri Lanka for engaging in South-South and Triangular Cooperation.

CONCLUSIONS AND OUTCOMES

Conclusions and outcomes of the “UN e-Government Survey and its Critical Success Factors” and the Forum on “Public-Private-Partnership and South-South Cooperation” were summarized and presented in the Colombo Communiqué (Annex 1) as recommendations and action items.

THE COLOMBO COMMUNIQUÉ ON PUBLIC-PRIVATE-PARTNERSHIPS AND SOUTH-SOUTH & TRIANGULAR COOPERATION

Colombo, Democratic Socialist Republic of Sri Lanka
1 October 2011

PREAMBLE:

1. The 2011 Forums on “Public-Private-Partnerships” and “South-South & Triangular Cooperation” were held in Colombo, Democratic Socialist Republic of Sri Lanka 1 October 2011. They were organized by the Information and Communication Technology Agency (ICTA) of Sri Lanka. The United Nations Project Office on Governance (UNPOG) participated as a strategic partner at the forums, which brought together, senior government officials at the national level, Chief Information Officers (CIOs), experts, academics and international organizations to exchange good practices, innovations, and strategies to improve e-Governance and public administration towards accelerating the achievement of the millennium development goals.

During the forums, illustrious speakers presented from their expertise and knowledge, on: 1) Public-Private-Partnerships; and 2) South-South & Triangular Cooperation. Their mutual engagement facilitated the formulation of a set of concrete recommendations on how to facilitate Public-Private-Partnerships and South-South & Triangular Cooperation.

2. The participants of the forums conveyed their gratitude to the Information and Communication Technology Agency (ICTA) of Sri Lanka, for the successful preparation of this event. Furthermore, forum participants appreciated the opportunity of involvement in the rewarding interchange of their perceptions and experiences.

3. *Cognizant* of the need to share knowledge and experience with other countries in the Asia and Pacific region to promote South-South Cooperation and international cooperation for development, there is a need for an online knowledge sharing portal to enable collective pursuit of e-Government development.

4. *Noting* that while partnerships between governments, on the basis of South-South & Triangular Cooperation and between governments and the private sector on the basis of Public-Private-Partnerships are necessary, the process must focus attention on the needs of citizens as stakeholders to maximize desired citizen-centric outputs and results.

5. *Recognizing* that it is imperative that both the government and private sector are clearly aware of and adequately prepared to speedily respond, guided by sound principles of governance, to the administrative, political, natural, and socio-economic needs of the peoples, the government and the private sector should work towards a shared vision.

6. *Recognizing* the importance of e-leadership and institutional capacity building for e-Government development and the need for an active dialogue amongst the e-leaders and Chief Information

Officers within the Asia Pacific region to successfully implement e-Government agendas there should be closer cooperation between regional partners.

RECOMMENDATIONS:

7. We therefore, recommend as follows:

- a) ICTA is encouraged to continue to focus on the formulation and implementation of policies to foster closer collaboration with the private sector on the basis of Public-Private-Partnerships.
- b) Being mindful of the continuing need to promote transparency and accountability, ICTA should continue to support development of required legal and regulatory frameworks to support a streamlined government procurement process and implementation of advanced e-Procurement systems.
- c) Realizing the need to improve South-South and Triangular Cooperation, ICTA should seek to implement ICT platforms that offer one-stop services for e-Trade.
- d) ICTA affirms its use of the UNPACS portal to share documents on national policies, strategies, legal and regulatory frameworks and best practices in e-Government that could be placed on the public domain.
- e) Realizing the role of UNPOG as a regional hub for good governance in the region, UNPOG is encouraged to play a major role in convening meetings of e-Leaders and high-level decision makers at regional conferences such as the South Asian Association for Regional Cooperation (SAARC) to promote regional cooperation on e-Government and produce concrete outputs.

ACTION ITEMS:

8. We therefore have agreed to the following Action Items:

- a) ICTA takes note of the need for advanced e-Procurement systems and would like to seek advisory support from UNPOG and countries that have implemented successful e-Procurement systems such as KONEPS (Republic of Korea).
- b) ICTA recognizes the need to improve South-South and Triangular Cooperation and would like to seek advisory support from UNPOG and from countries that have implemented successful systems offering one-stop services for e-Trade such as TradeNet (Singapore).
- c) Recognizing the critical need to share knowledge and strengthen e-Government capacity world-wide, the Division for Public Administration and Development Management (DPADM) in the United Nations Department of Economic and Social Affairs (UNDESA) has developed a number of products to support the UN Member States to implement their respective e-Government strategies and policies, most importantly the UN e-Government Survey and the United Nations Public Administration Country Studies (UNPACS) portal. UNPOG and DPADM will

fully utilize these products for the benefit of knowledge sharing and e-Government development to support countries in the Asia and Pacific region, including Sri Lanka, to promote sharing of strategies, policies and best practices in e-Government.

- d) ICTA affirms its use of the UNPACS portal to share documents on national policies, strategies, legal and regulatory frameworks and best practices in e-Government that could be placed on the public domain.
- e) To realize the objectives of 'Mahinda Chintana' (Vision for Sri Lanka) and promote Sri Lanka as a regional knowledge hub, ICTA would like to foster South-South Cooperation, through knowledge-sharing of best practices on the UNPACS portal.
- f) UNPOG expresses its willingness to convene meetings and forums for e-Leaders, Chief Information Officers and key decision-makers to foster close cooperation for e-Government Development in the Asia and Pacific region. UNPOG will seek to avail opportunities to organize high-level forums for e-Leaders, Chief Information Officers and key decision makers at key regional conferences and events.
- g) UNPOG affirms its continuing support to ICTA in providing advisory services for successful e-Government Development in Sri Lanka.

AGENDA

Day 1: National Workshop on UN e-Government Survey and its Critical Success Factors Date: 2011-09-29 Venue: Taj Samudra Hotel

8.30-9.00 am	Registration of participants
9.00-9.10 am	Lighting of the traditional oil lamp
9.10-9.20 am	Welcome speech – Prof. P.W. Epasinghe , Chairman, ICTA
9.20-9.30 am	Welcome speech – Mr. Jong-moo Choi , Head of UNPOG
9.30-10.00 am	Keynote Speech – Mr. Lalith Weeratunga , Secretary to the President
10.00-10.30 am	Keynote Speech – Mr. Douglas Keh , Country Director, UNDP Sri Lanka
10.30-10.50 am	Tea
10.50-11.30 am	UN e-Government Survey [e-Government Development Index] Mr. S.K. Belal Hassan , Programme Operations Expert, UNPOG
11.30 am- 12.00 pm	Sri Lankan e-Government situation and Nenasala experience Ms. Dil Piyaratna , Programme Head, ICTA
12.00-12.20 pm	Sri Lanka's Broadband Infrastructure and Future Plans Dr. Manodha Gamage , Consultant, Telecommunication Regulatory Commission of Sri Lanka
12.20-12.45 pm	Discussion (Q & A)
12.45-1.45 pm	Lunch
1.45-2.15 pm	e-Government critical success factors –I [Telecommunication Index] Korean Experience of Mobile Governance Prof. Kyoung Y. Bae , SangMyung University, Republic of Korea (UNPOG team)
2.15-2.35 pm	Case study on Connected Services [Online Service Index] 24-Hour E-Services for the Public. Winner of 2011 UN Public Service Award Mr. Seok-tae Lee , Ministry of Public Administration and Security, Republic of Korea (UNPOG team)
2.35-3.05 pm	e-Government critical success factors –II [Telecommunication Index] Korean Experience of Broadband and ICT Infrastructure Prof. Kyoung Y. Bae , SangMyung University, Republic of Korea (UNPOG team)
3.05-3.25 pm	INVIL Information Village Portal. Winner of 2011 UN Public Service Award Mr. Shin Hoon , Deputy Director, INVIL, Republic of Korea (UNPOG team)
3.25-3.45 pm	Discussion (Q & A)
3.45-4.15 pm	Evening Tea/Coffee Break
4.15-4.35 pm	e-Government critical success factors –III UNPACS research portal for regional knowledge sharing and METER evaluation tool. Mr. S.K. Belal Hassan , Programme Operations Expert, UNPOG

4.35-5.05 pm	What Sri Lanka should do to strive and climb the UN e-Government development index. Mr. Wasantha Deshapriya, Director, Re-engineering Government Programme.
5.05-5.30 pm	Discussion (Q & A) and end of Day 1

Day 2: FOSS4GOV *Free and Open Source Software for Governments*

Date: 2011-09-30 Venue: Taj Samudra Hotel

9.00-9.20 am	Launch of SLGOSCON (Launch of Website) and Lighting of the traditional oil lamp
9.30-10.00 am	Keynote Speech – Sanjiva Weerawarna, CEO, WSO2
10.00-10.30 am	Launch of Sinhala OOo and Demo of Sinhala FOSS products – Danishka Naveen, FOSS Localization Consultant
10.30-10.50 am	Tea
10.50-11.20 am	Why FOSS for e-Government? What is out there for a general government user – Sanjaya Karunasena, CTO of ICTA
11.30 am- 12.00 pm	FOSS licensing and legal issues – Jayantha Fernando, Legal Advisor and Programme Director of ICTA
12.00-12.30 pm	Discussion (FOSS user perspectives)
12.30-12.50 pm	How FOSS based companies survive? - FOSS business models (ICTA)
12.50-1.45 pm	Lunch
1.45-5.00 pm	Presentations on FOSS
5.00-5.15 pm	Discussion

Day 3: FORUM ON PUBLIC-PRIVATE-PARTNERSHIP AND SOUTH-SOUTH COOPERATION

Date: 2011-10-01 Venue: Taj Samudra Hotel

9.00-9.15 am	Lighting of the traditional oil lamp
Forum on Public-Private-Partnerships	
9.15-9.30 am	Presentation I on Public-Private-Partnerships Mr. Jae-won Kim , General Manager, Samsung SDS
9.30-9.45 am	Presentation II on Public-Private-Partnerships Mr. Massimo Diana , Senior Manager, UNDP Sri Lanka
9.45-10.20 am	Open Discussion Mr. Jae-won Kim , General Manager, Samsung SDS Mr. Massimo Diana , Senior Manager, UNDP Sri Lanka Mr. Harin Gunawardena , Consultant, Harmon Solutions

	Mr. Bongup Cho , Senior Policy Development Expert, UNPOG Discussants from Sri Lankan Private Sector Company
10.20-10.30 am	Wrap up (Outcomes) by Mr. Harin Gunawardena , Rapporteur
10.30-11.00 am	Morning Tea/Coffee Break
Forum on South-South and Triangular Cooperation	
11.00-11.20 am	Presentation on South-South & Triangular Cooperation Mr. Jong-moo Choi , Head of UNPOG
11.20 am- 12.00 pm	Open Discussion Mr. Reshan Dewapura , CEO, ICTA Mr. Jong-moo Choi , Head of UNPOG Mr. Massimo Diana , Senior Manager, UNDP Sri Lanka Mr. Harin Gunawardena , Consultant, Harmon Solutions Mr. S. K. Belal Hassan , Programme Operations Expert, UNPOG
12.00-12.10 pm	Wrap up (Outcomes) by Mr. Harin Gunawardena , Rapporteur
12.10-12.20 pm	Reading of the Colombo Communiqué on Public-Private-Partnerships and South-South & Triangular Cooperation
12.20-12.30 pm	Closing Remarks – Mr. Wasantha Deshapriya Director, Re-engineering Government Programme, ICTA.
12.30-1.00 pm	End of Event and Lunch

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Forum on Public-Private Partnerships and South-South Cooperation

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