

## **Summary Report (based on progress report)**

### **Overall Summary**

UNPOG organized the “Capacity Development Programme on Local e-Government” on 1-3 December 2010 in Seoul. It was attended by 31 local government officials from 10-15 developing countries in the Asia-Pacific region. The programme trained local and central government officials on e-Government planning and development; shared knowledge and best practices on e-Government application at the local level; and provided the opportunity to observe e-Government operations and management via on-site visits.

A congratulatory message from Ms. Haiyan Qian, Director of the Division for Public Administration and Development of UNDESA (United Nations Department of Economic and Social Affairs) was delivered in the opening ceremony by Mr. Jong-moo Choi, Head of UNPOG. Mr. Sung-Lyul Kim, Assistant Minister of MOPAS (Ministry of Public Administration and Security) also conveyed his congratulatory message to UNPOG and the participants.

On the first day of the programme, an e-Government expert from UNU-IIST (United Nations University- International Institute for Software Technology), gave an overview on e-Government, its theoretical aspects and practical applications. A session on UNPAN and UNPACS by UNPOG’s Associate Communications and Outreach Officer introduced to the participants the UN’s knowledge sharing platform on public administration and e-Government. During the 3-day workshop, e-Government practitioners from Korean central and local governments participated as guest speakers to present some best practices of e-Government in Korea such as “Online Civil Affairs Management”; “Min-Bak-Sa, Troubleshooter of Civil Services”; and “Knowledge Management System Portal System”. On-site visits to Guro District office and Sang-am Data Center provided the participants the opportunity to observe how e-Government practices are operated on a daily basis and how public services are delivered to citizens via e-Government.