**2012 Global e-Government Forum: Smart E-Government for a Better Future
18-19 October 2012, Lotte Hotel, Seoul, Republic of Korea**

<u>Final Report</u>

- Date: 18(Thu)-19(Fri) October 2012

- Venue: Seoul, Republic of Korea

- Host: UNDESA, Ministry of Public Administration and Security (MOPAS), &

  Ministry of Knowledge Economy (MKE)

- Title: Smart e-Government for a Better Future

- Participants: 766 participants from 50 countries

- Ministerial Participants: 19

- Int'l Participants: 217 (41 participants from 15 int'l organizations)

- Nat'l Participants: 549 (government: 263, private sector: 181, & academia: 105)

- Main Outcome

  - Increased knowledge of recent trends and challenges, best practices and tools of e- Government of UN Member States, which will be shared further through United Nations Public Administration Country Studies (UNPACS), DPADM's new online knowledge-base platform
  - Increased promotion opportunity of 2012 UN e-Government Survey as a toolkit to contribute to development of e-Government and UNPOG's role in Asia Pacific Region
  - Raised awareness of UN regional commissions' aid strategies for e-Government enhancement in their regions
  - Promoted establishment of Global CIO Network to be utilised as a platform for sharing and exchanging experiences and practices after the forum
  - Adopted Seoul Communique to be played as a guiding role to lead UN Member States to push forward with their e-Government policies and strategies after the forum (See attached the communique).

<u>**Summary**</u>

On the 18th and 19th of October, the Global e-Government Forum 2012 was held at the Lotte Hotel in Seoul, Republic of Korea and co-hosted by the United Nations, the Ministry of Public Administration and Security (MOPAS), and the Ministry of Knowledge Economy (MKE). Entitled "Smart e-Government for a Better Future", the two-day Forum was the meeting point for more than 700 specialists from governments, international organizations, universities, and private companies from 50 countries.

It all began with the traditional keynote speech in which Darrell West, Vice President of the Brookings Institution, made the case for 'Smart e-Government for the mutual Development of the World'. Mr. West presented e-Governance as a great tool to move forward as exemplified by applications already set up in Japan, Korea, and the US.

Then, the Minister of MOPAS, Mr. Hyung-Kyu Maeng took over the opening remarks by putting forward cooperation in Informatization as a key success factor for Korea in past and, more generally, for every country in the future.

In the plenary session, Mr. Eduardo E. Jean (Minister of National Authority for Governmental Innovation of Panama), presented some of Panama's e-Government policies and experiences. In succession Ms. Haiyan Qian (Director of UNDESA) emphasised on the role of e-government in achieving the Millennium Development Goals and the Post-2015 Development Agenda by means of a video message, Lastly, Professor SungHee Kim, Associate Dean Director, College of Business Public e-Governance Research Center, Korea Advanced Institute of Science and Technology (KAIST) insisted on ICT-based value innovation in public organization.

In the afternoon, the three tracks kicked off with their first and second sessions. While track 1 focused on 'e-Government Best Practices and Development Strategies' from a government standpoint, track 2 tackled the 'Social, Technical Changes and e-Government' from an academic and business approach, and track 3 dealt with 'Global Cooperation on e-Government' from the point of view of international organizations.

On the second day in the morning, the last session of each track took place and, in the afternoon, Seoul communiqué was adopted by 19 ministers and vice-ministers at the high-level round table. The communiqué was to take into account remarks raised by several of the participants but, overall, it was most welcome as it states various objectives to pursue for the years to come. More precisely, it states that participant countries should do their best to support each other for the sake of bridging the digital divide, optimally by building an international cooperation network so as to share experiences and knowledge on e-government.

UNDESA dealt with global cooperation on e-Government through three working sessions. 21 speakers from all around the world including from UN regional commissions, international organizations, governments and private sector, were invited to provide their unique views on e-Government development. The findings from each session are as follows.

Track3-1: Global e-Government Development Trends and Challenges

Throughout this forum, and particularly the presentations of the first session, a broad picture of current trends in e-government from all over the globe was displayed.

Based on a broad view of the achievements, various methodologies and steps followed, along with very useful challenges identified, international organisations such as UNDESA and its office UNPOG will be able to better tailor their support.

The major findings are as follows: Thanks to the e-government survey from UNDESA, the methodology of which was presented by Mr. Aquaro, countries have a major recognised tool to evaluate their e-governance level and identify best practices around the world, to help them adapt their strategies.

Then, Mr. Tikhomirov from UNPOG explained the necessary evolution of the environment of Governance that leads to the emergence of new e-governance models. He also presented the 4 stages of online service development, which are emerging, enhanced, transactional and connected services.

Later on, regional analysis and particularities in e-Government development were introduced by UN regional commissions:

First to be presented, the Asia Pacific region: Ms. Bonapace from UNESCAP analysed the ICT development index in comparison with the ICT Policy basket, and identified growing gaps between emerging and advanced countries. She stressed common elements, which are citizen orientation, transactional and feedback mechanisms but also a series of challenges which have been also flagged by other speakers: among them are limited ICT capacity, broadband gaps, under-investment, low literacy levels, need for tailored information, low citizen awareness, identity theft and privacy.

It is noteworthy to think of her comments: open government data will drive innovation and knowledge will empower citizens. Contents must be citizen-centric and transition from e-Gov't applications to e-Gov't platforms is proved to be a challenge.

Mr. Fraihat from UNESCWA, Western Asia presented the different type of e-government in his region. He insisted on legislation issues and websites versus portal solutions and identified factors affecting the development of e-government: changes in governments, inception of social media in the political life, intensification of international role playing and widening of digital divide.

Then Mrs. Opoku-Mensah from UNECA focused on many examples in Africa to follow the evolution of e-government on the continent. She insisted on the need for partnerships, connected government, policy makers, citizen engagement (and particularly youth), new skills and competencies needed as well as investment in capacity building for institutions and leaders.

Ms. Naser from ECLAC provided the overview of trends in Latin America, focusing on the modernization of IT legislations, more equitable access to e-government services, use of electronic signature, interoperability of e-government components, security of e-services, and geo-referencing of information. She explained that leading countries benefited from a greater coordination between central and local governments, higher citizen participation, increased transparency and open government data. For Ms. Naser, the

challenges are related to digital divide, investment needed in broadband infrastructure, sophistication of online services, cost reducing by the use of cloud computing, the needed commitment to open data, and finally ICT applied methods to resolve natural disasters.

The session ended with Mr. Malitikov's, who insisted on the need for global supranational formulas, technologies and rules, the need for mental change and the role of e-government in tackling corruption more efficiently by avoiding redundant functions in Russia, and a new way of interaction between officials and service consumers.

Track 3-2: International Strategies in e-Government for Developing Countries

The session started with Mr. De Jesus' (UNDESA) presentation of a new and major tool for governments, called UNPACS.

Based on a huge ongoing collection of country data on e-government for all the 193 Member States of the United Nations and through the institutional framework of Chief Information Officers (CIOs), UNDESA was able to gather all the national strategies and policies on e-government. A Database of CIO profiles, national institutions in charge of e-government and their e-strategies will very soon be available online.

The objective is to build a worldwide CIO network, share practices, analyse priorities and progress and provided customised support for the United Nations and developing partners.

The second presentation of the session was also from UNDESA by Mr. Kerby where he insisted on the government's role in moving from a controller to a facilitator of information and services and the importance of developing Open Data Platforms for Government and its impact which enables thousands of developer's to become entrepreneurs by using their imagination to create new services.

Mr. Fredriksson from UNCTAD interestingly shed a light on the private sector thanks to data collected on their use of ICT and e-government services. As other speakers, he insisted on the need to strengthen the legal framework to build trust and leverage the role of e-government for business development.

Mr. Izmestiev of UNDP brought his expertise to explain in details the critical role of ICT for development, differentiating e-governance versus e-government, and the need to pay attention to the mass investment needed and its efficiency in supporting basic services as well as social inclusion.

Mr. Sudan, from the World Bank presented key ICT components and the latest trends up to SMART Government. He insisted on the 3 major components which can be regrouped under Connect, Innovate and Transform.

Mr. Chander from the Asian Development Bank gave the opportunity to the participants to have an overview of ADB's support to e-Governance projects in terms of technical assistance and grants. ADB's recent survey of April 2012 identifies priority areas for progress including procurement, public finance management, local government administration, customs, and judiciary administration.

Finally, Mr. Enock from the African Development Bank presented major lessons learnt and priority areas for progress as the possible role of cloud computing in independent elections, education and the transformation of governance.

Track 3-3: Global Cooperation for Mutual Development

This session was opened by Mr. Cho from UNPOG who presented the importance of E-Government from a national and UN perspective and the need for cooperation, stressing the supporting role of UNPOG as a project office from UNDESA.

Mr. Alkhiary presented another example from Saudi Arabia and detailed the evolution from their first advanced action plan to the new version that started in 2012, which a focus on Public Private Partnership towards innovation.

Mr. Yoon from the NIA (National Information Society Agency) presented the integrated Policy Assistance Program which includes support to establishment of e-Government and ICT plan, project auditing, establishment of information access centres, IT learning programs and internet volunteers.

Mr. Lee Byungshik from Samsung SDS presented the benefits of PPP (Public Private Partnership) for the Government and the Private Sector and gave example on the management of contracts and e-government services. Mr. Byungshik insisted on the prerequisite of having a stable government and a solid legal framework.

Mr. Ensebayev introduced an example of a project in Kazakhstan by demonstrating the impact of Kazakhstan's e-Notary system which was developed through outsourcing and cloud computing.

Then, Mrs. Gloria Parker from Parker Group gave out an overview of the opportunities of e-government and open data for civil society in producing and analysing data rapidly from a variety of sources, and facilitating easy decisions and information dissemination.
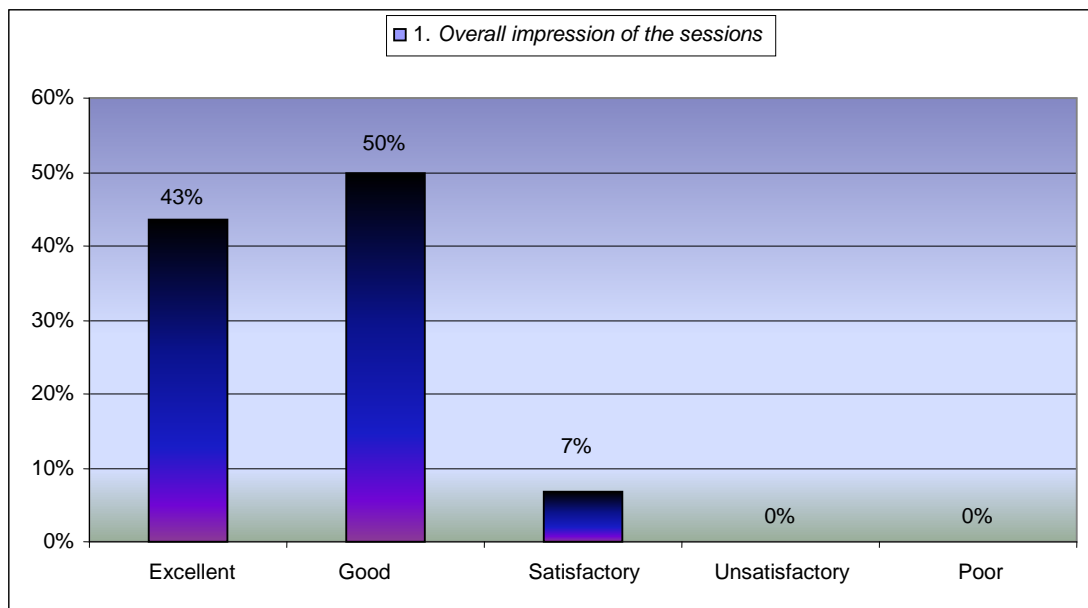
Finally, Mr. Lorenzo presented a video on the work of South South News to bridge the digital divide by employing the power of media to connect governments with other governments, private sector, civil society, youth, and leaders to forge partnerships for a sustainable development.

Budget

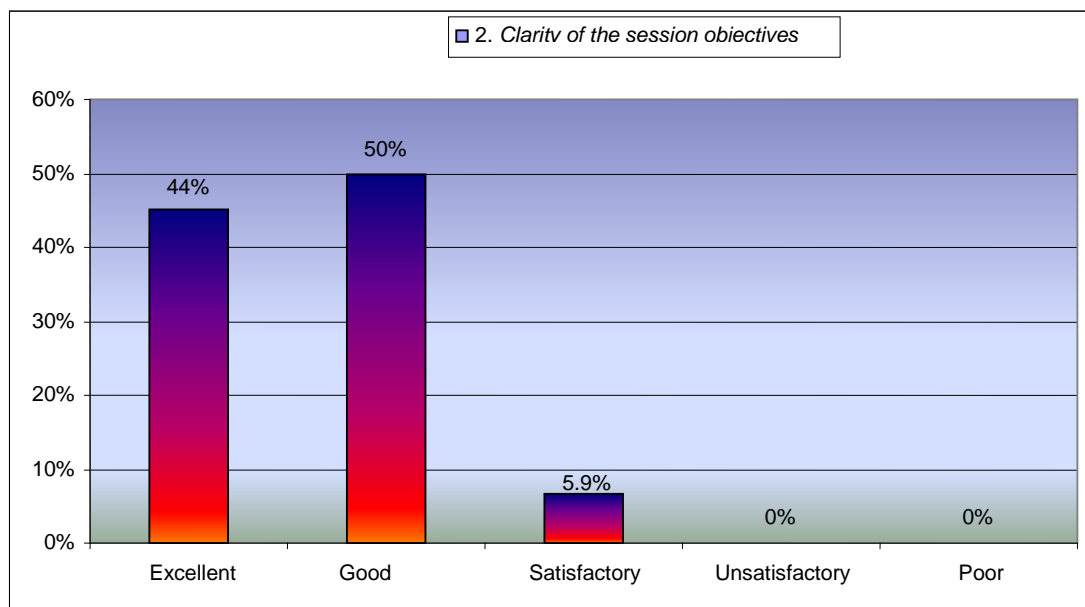| No.	First Name	Last Name	Organization	Status	Travel Cost	DSA	TE	Total
1	Haiyan	Qian	DPADM	Staff	5,800	1,636	202	7,638
2	Vincenzo	Aquaro	DPADM	Staff	5,800	2,045	202	8,047
3	Richard	Kerby	DPADM	Staff	5,800	1,636	202	7,638
4	Yu Jung (Victoria)	Kim	DPADM	Staff	5,800	2,045	202	8,047
5	Robert	de Jesus	DPADM	Staff	5,800	2,045	202	8,047
7	Tiziana	Bonapace	UNESCAP	Staff	700	818	152	1,670
8	Haidar	Fraihat	UNESCWA	Staff	5,700	1,636	152	7,488
9	Aida	Opoku-Mensah	UNECA	Staff	6,500	2,045	152	8,697
10	Alejandra	Naser	ECLAC	Staff	14,200	2,454	152	16,806
11	Efim	Malitikov	Interstate Committee of CIS	No-fee SSA	2,900	2,045	152	5,097
13	Francis	Lorenzo	South South News	No-fee SSA	5,800	1,227	202	7,229
14	Gloria	Parker	Parker Group	No-fee SSA	6,900	1,636	152	8,688
15	Ahmed	Alkhiary	Saudi eGov Program	No-fee SSA	0	1,636	152	1,788
Total					71,700	22,904	2,276	**96,880 (Grand Total)**

Evaluation

1. Overall impression of the sessions1

- 43% of the participants found Track 3 sessions to be "**Excellent**" and 50% found it to be "**Good**". There were no unsatisfied participants.
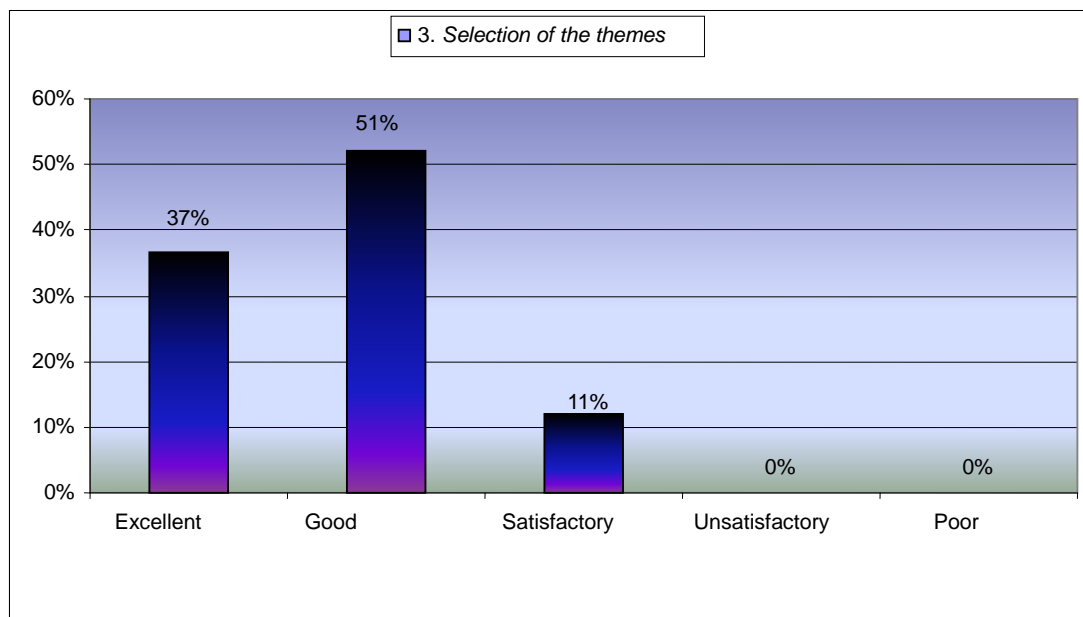
2. Clarity of the session objectives

A. 44% of the participants found the **clarity of session objectives** to be "**Excellent**" and half the participants rated it to be "**Good**". 5.9% marked it as "**Satisfactory**".
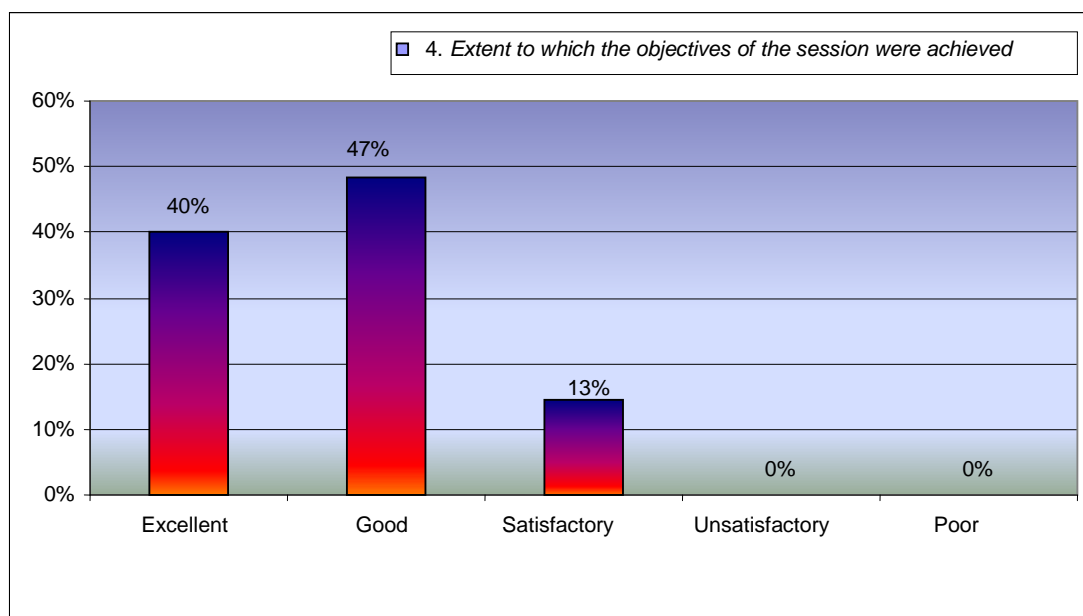
3. Selection of the session themes

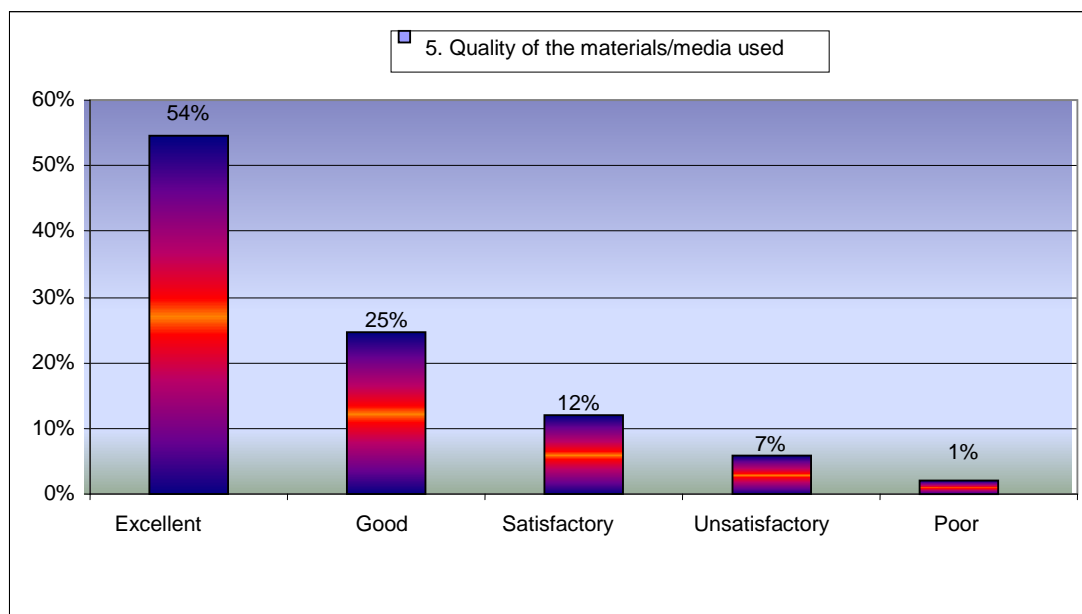1 Total evaluation respondents: 68

3. Selection of the themes

A. 37% of the participants said that the **selection of themes** was "**Excellent**". 51% evaluated the selection of themes as "**Good**".

4. Extent to which the objectives of the sessions were achieved

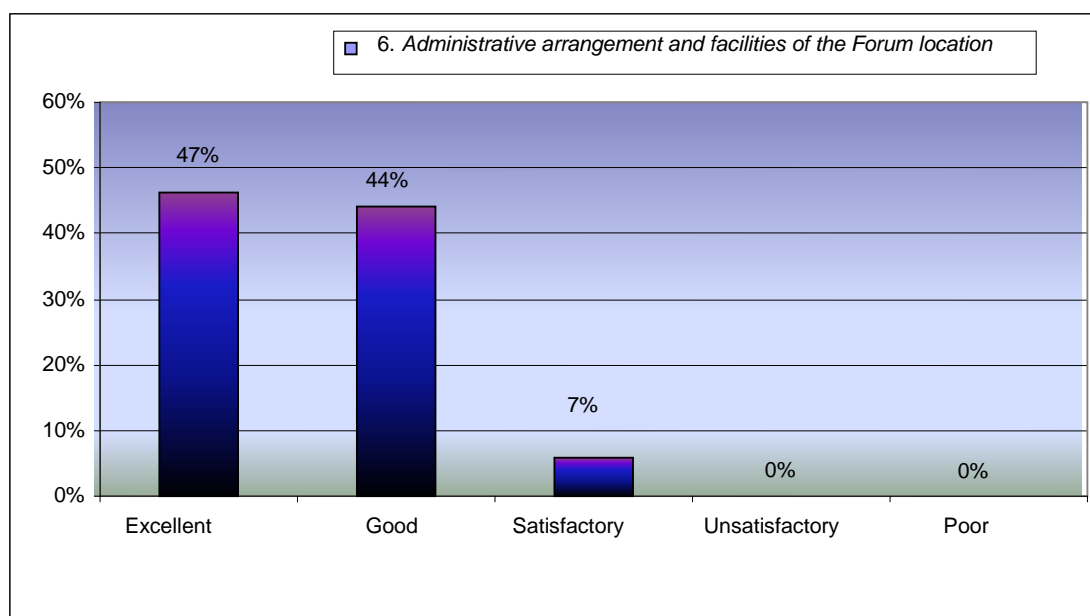**4. Extent to which the objectives of the session were achieved**

A. 40% of the participants said that the **extent to which the objectives were achieved** was "**Excellent**". 47% evaluated the extent as "**Good**". The remaining 13% commented "**Satisfactory**".

5. Quality of the materials/media used during the sessions

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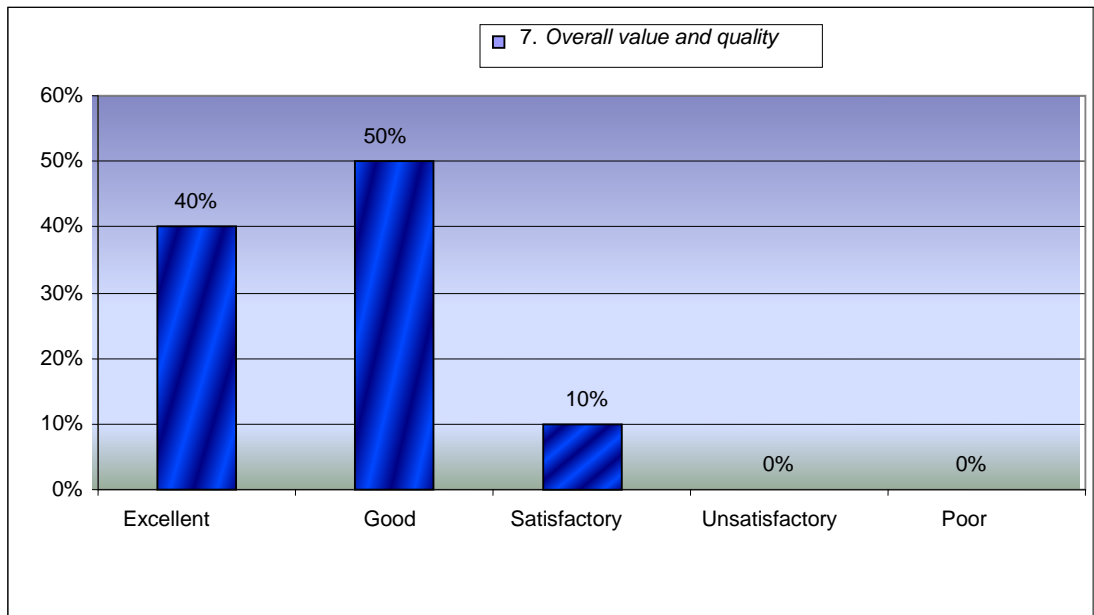|	Excellent	Good	Satisfactory	Unsatisfactory	Poor
	54%	25%	12%	7%	1%

A. Majority of the participants (54%) said that the **quality of the materials/media used** was "**Excellent**". 25% evaluated the extent as "**Good**".

6. Administrative arrangement and facilities of the Forum location

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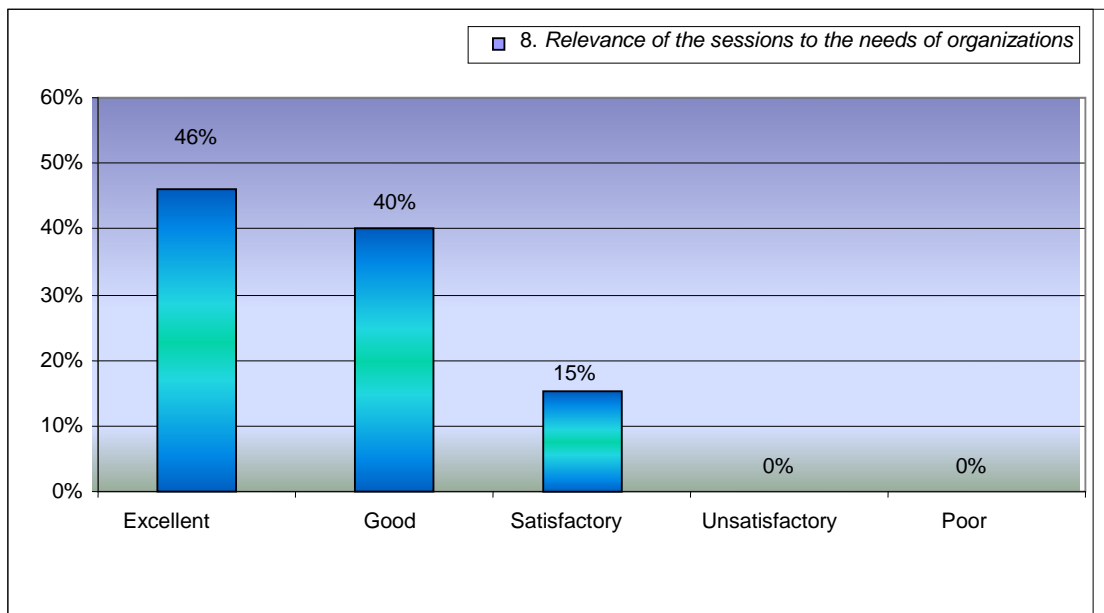|	Excellent	Good	Satisfactory	Unsatisfactory	Poor
	47%	44%	7%	0%	0%

A. 47% of participants answered the administrative arrangement and facilities of the Forum location were "**Excellent**". 44% evaluated them to be "**Good**".

7. Overall value and quality of the sessions

A. 40% of participants answered **the overall value and quality** of Track 3 were "**Excellent**". Half the participants evaluated them to be "**Good**". 10% found them "**Satisfactory**".

8. Relevance of the sessions to the needs of participant's organizations

A. 46% of participants answered the overall value and quality of Track 3 were "**Excellent**". 40% evaluated them to be "**Good**". 15% found them "**Satisfactory**"

9. What was the most useful element of Track 3?

Participants expressed highly positive views on the quality of the presentations, and found the selected topics very relevant and timely. The presentation by UNCTAD in particular received multiple commendations. In general participants mentioned that the sessions were effective in promoting the awareness of ICT-enabled public services and their increasing importance for innovative government, and in sharing diverse and concrete measures for public-private partnership (PPP). Individual presenters and speakers across all three sessions received positive comments from the respondents, for providing useful insight on the topics based on their unique and diverse experience in the field.

See Annex 1 for compilation of individual responses.

10. What was the least useful element of Track 3 ?

With regard to the limitations of the workshop, some participants pointed out the partial overlapping of the presentation contents, and suggested reducing the number of speakers per each session to allow more time for interactive discussion.

See Annex 2 for compilation of individual responses.

11. How often should this Forum be organized?

➢ **75%** of participants answered the Forum should be held **annually**
➢ **22%** of participants answered the Forum should be held **biannually**
➢ **3%** answered the Forum should be held **once every six months**

12. Additional comments and suggestions

Additional comments and suggestions provided by respondents are as below:

▪ More emphasis to be placed on developing and less developed countries

▪ More inclusion of scholars, professional researchers, and academia in general

▪ More representation from multinational corporations/ private sector

▪ More emphasis on introducing and comparing country practice cases

▪ More interactive discussion period required

▪ More emphasis on the analysis of failures and problems to provide practical guidance for developing countries

▪ Presentation materials could have been more eco-friendly if provided in CD/USB

▪ Need to prevent overlapping contents

Annex I

What was the most useful element of the sessions?

- E-government strategies and ICT-based innovation in public organizations
- Networking with participants
- Current trends of e-government and challenges
- Diversity of presenters and speakers and their perspectives
- Presentation by ESCAP
- Comparison of activities pursued by different international organizations in the area of e-government and ICT-enabled public services
- Sharing of experience in e-government project implementation
- Presentation by UNCTAD
- Presentation by Mr. Alexei Tikhomirov and Mr. Efim Malitikov
- Awareness raising of the importance of ICTs in providing public services and their impact on regional and global levels
- Relevance and timeliness of selected topics
- Experiences of international organization in assisting ICT-enabled government in developing countries
- Materials and statistical information provided by the United Nations
- Presentation by UNDP
- Quality of presentations
- Better understanding on inter-governmental cooperation in the area of e-government
- Presentation by AFDB
- International strategies on e-government for developing countries
- Presentation by the World Bank
- Enthusiastic attitude of speakers and presenters
- Diversity of materials used
- Presentation by ECLAC
- Presentation by Mr. Richard Kerby, DPADM/UNDESA
- Inter-governmental cooperation and measures for Public Private Partnership (PPP)
- Korea's global IT initiatives
- Discussion on the roles of CSO and governments' cooperation with the private sector
- Clarity of presentation contents

- Presentation by Mr. Ahmed Alkhiary, Saudi Arabia, on the country's e-government programme
- Quality of the panel
- Sharing of best practices
- Presentation by Mr. Francis Lorenzo
- The Q&A sessions
- Presentation by Ms. Gloria Parker

Annex II

What was the least useful element of the sessions?

- Repetition of familiar topics
- Partial overlapping of contents
- Speaker's speech not synchronized with the track of slides
- Time keeping
- Too many speakers per session; lack of sufficient time per each presentation