E-Government towards Sustainable Development

2015 Jeju Forum for Peace and Prosperity: Towards a New Asia of Trust and Harmony

Mr. Wisit Atipayakoon
International Telecommunication Union
Regional Office for Asia and the Pacific

① **Key Issues in Governance and Public Administrations**

② **Role of ICT in facilitating Sustainable Development**

③ **eGovernment for maximizing Impact on Sustainable Development**

ITU: A Brief Overview

193 Member States
567 Sector Members
159 Associates
60 Academia

ITU-R: ITU's Radio-communication Sector globally manages radio-frequency spectrum and satellite orbits that ensure safety of life on land, at sea and in the skies.

ITU-T: ITU's Telecommunication Standardization Sector enables global communications by ensuring that countries' ICT networks and devices are speaking the same language.

Headquartered in Geneva,
4 Regional Offices
7 Area Offices.

ITU-D: ITU's Development Sector fosters international cooperation and solidarity in the delivery of technical assistance and in the creation, development and improvement of telecommunication/ICT equipment and networks.

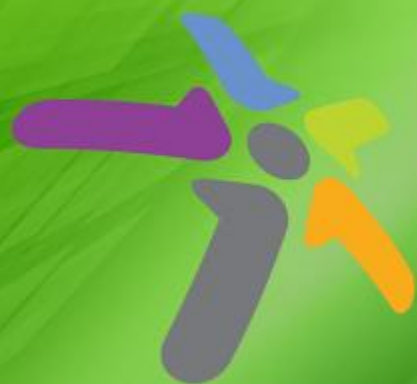## WSIS Action Lines

C1. The role of public governance authorities and all stakeholders in the promotion of ICTs for development

C2. Information and communication infrastructure

C3. Access to information and knowledge

C4. Capacity building

C5. Building confidence and security in the use of ICTs

C6. Enabling environment

C7. ICT Applications: E-government, E-business: E-learning; E-health; E-employment; E-environment; E-agriculture; E-science

C8. Cultural diversity and identity, linguistic diversity and local content

C9. Media

C10.   Ethical dimensions of the Information Society

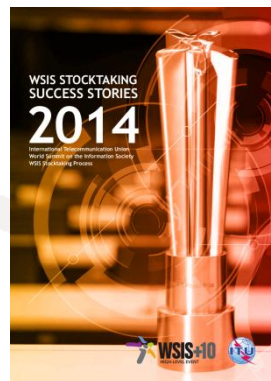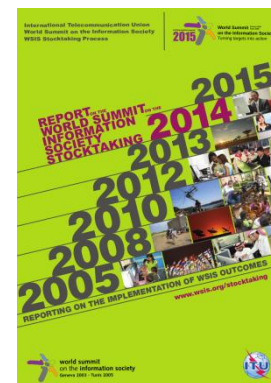C11.   International and regional cooperation

WSIS Action Line Facilitators
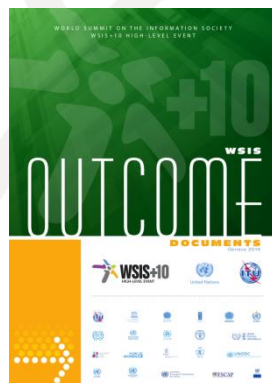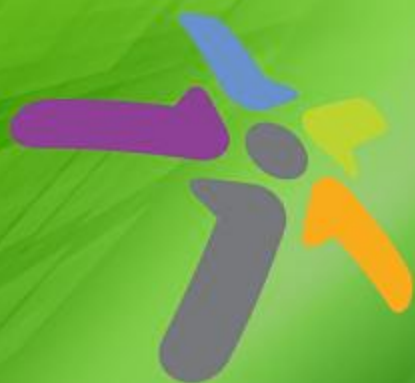
Action Line C7. E-government

**Achievements**

❑ E-government is recognized by governments worldwide as an enabler of good governance.

❑ Developments of integrated e-Government strategies, policies and guidelines, toolkits.

❑ Numerous publications, case studies, recognitions of project successes, monitoring and evaluation frameworks, knowledge portals, etc.

❑ Several capacity building programmes, centres of execellence.
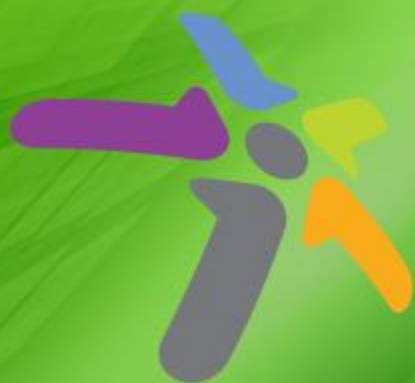
C7

Challenges

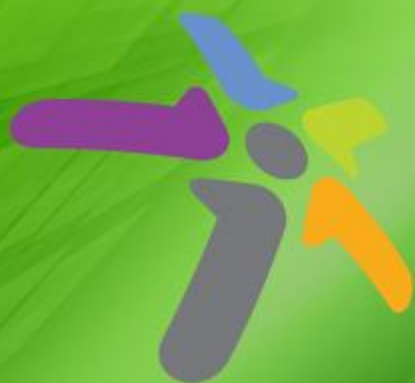## Action Line C7. E-government

1) The biggest challenges in providing all these supportive activities are: moving and innovating with time. The socio-economic and especially technical conditions affecting innovation change over time. We need to further disseminate new, effective practices and tools and provide support to build intrinsic government, government and public administration capacities.

2) Effective advisory missions lead to a couple of countries' embrace of open data approach and government officials' participation in related events are success. But while celebrating success in all of these projects and programmes, there are challenges such as imbalance among participating countries in competing events and projects.

Recommendations (C7. E-government)

C7

1) At the most fundament level and ultimately, improving e-government endeavours should build on broad e-governance efforts; well beyond use of e-government tools.
2) Financing of e-government projects needs to be addressed based on creative exploring e-government financial resources, particularly for many developing countries.
3) Encourage integrated e-government services through whole-of-government approach to support the sustainable development.
4) Promote inclusive e-government through e-participation and increase availability of government data for reuse in order to promote participation in public policy-decision-making, responsiveness, transparency and accountability.
5) Promote people-centred delivery of e-services and bridge the digital divide

Recommendations (C7. E-government)

6) Address privacy and security issues through concerted efforts

7) Promote capacity building and knowledge sharing for effective utilization of resources

8) Utilize existing infrastructure (e.g. community access points including kiosks, communitycenters, libraries, and post offices) and use of intermediaries to ensure that e-government services reach all end users.

9) Improve government service through introducing open, transformational government providing multi-channel service delivery, particularly through mobile devices

10) Enhancement of essential government services electronically to citizens through inclusive means; each government will choose an appropriate scope of the essential services through national and sub-national planning processes

WSIS+10 Vision for WSIS Beyond 2015

E-government can support sustainable development by promoting effective and efficient public service delivery to all people ensuring transparency, participation, collaboration:

a. Continue to implement **e-government strategies focusing on applications** aimed at innovating and enhancing transparency, accountability and efficiency, as appropriate.

b. Continue to support **international cooperation** initiatives in the field of e-government.

c. **Encourage** e-government initiatives and services **at all levels**, adapted to the needs of people and business with a view to supporting sustainable development.

d. Promote further development of e-government by **engaging all people** for improved communications and consultations between government and end users.

e. Foster e-government services while addressing the challenges of **privacy and security**.

f. Promote **capacity building and knowledge sharing** for effective utilization of ICT in government, delivery of e- services and ICT-based policy support for development outcomes.

g. Facilitate the access of e government services to all people including the **disadvantaged and vulnerable people**.

"every company may effectively become a software company in one way or another in future"

--- ITU's Leadership Summit, ITU Telecom World 2014

ICT: turning traditional infrastructure into smart infrastructure
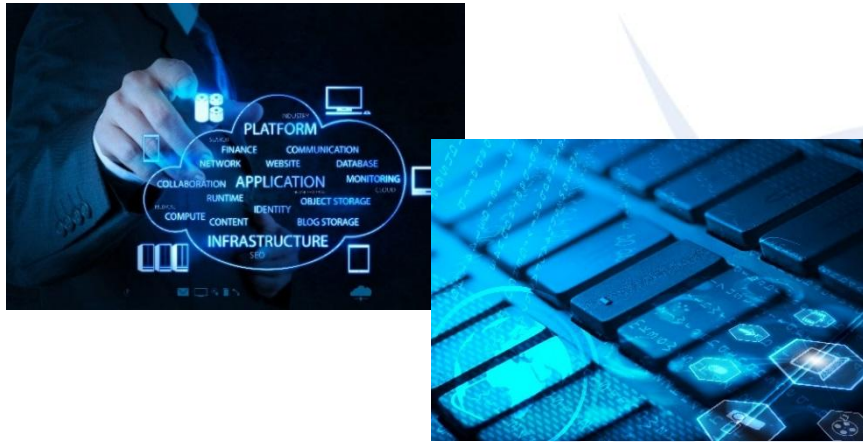
The role of ICT:
- wireless communications,
- sensor networks,
- data analytics,
- platforms and applications,
- cloud computing,
- technical standards.

Better data = better decisions

Intelligent infrastructure

Economic competitiveness

Green and sustainability

Low carbon businesses

Social inclusiveness

Citizens' engagement

Public policy is understood as a course of action, authorised by the government, to achieve predefined specific goals.

Course of action e.g. a strategy, a programme, a law or a statement made by an executive authority

Problems / Issues ➡ **Policy Life Cycle** ➡ **Policies**

Policies can be seen as processes and change as they are implemented and rarely conform to plan. Policies can have intended and unintended outcomes.

Policy Life Cycle

Five-step Modeling

Advanced ICT Integration for Governance and ICT Modeling

Agenda Setting
(identify & validate problems)

Policy Indicator Dashboard

Social Network Aggregation and Single Window Display

Hot Topic Sensing & Topic Summarization

Analysis
(identify options, design)

Opinion Maps

Knowledge Database and Visualization

Policy Creation
(decision making)

Visual Social Data Analysis

Visual Fuzzy Cognitive Maps

Policy Implementation

Visualization of Statistical Data

Community Feedback Platform

Policy Monitoring & Evaluation

Outgoing Multichannel Social Media Single Window Messaging

Simulation and Impact Visualization

From Design to Implementation

- Need for technological change, business change, policy change and social change;

- Establishing an holistic vision to determine what products to demand and what policies to adopt;

- Using technology to pursue three key drivers for any sustainable economy: productivity, inclusivity and resilience;

- Formalizing collaboration between technology and sustainability departments in any agencies and between agencies;

- Recognizing the appropriate scale to deploy technology investments;

- Generating public support and transparency in technology deployment;

- Developing technical standards to multiply sustainability achievements.

Smart Sustainable City

"A smart sustainable city is an innovative city that uses information and communication technologies (ICTs) and other means to improve quality of life, efficiency of urban operation and services, and competitiveness, while ensuring that it meets the needs of present and future generations with respect to economic, social and environmental aspects"
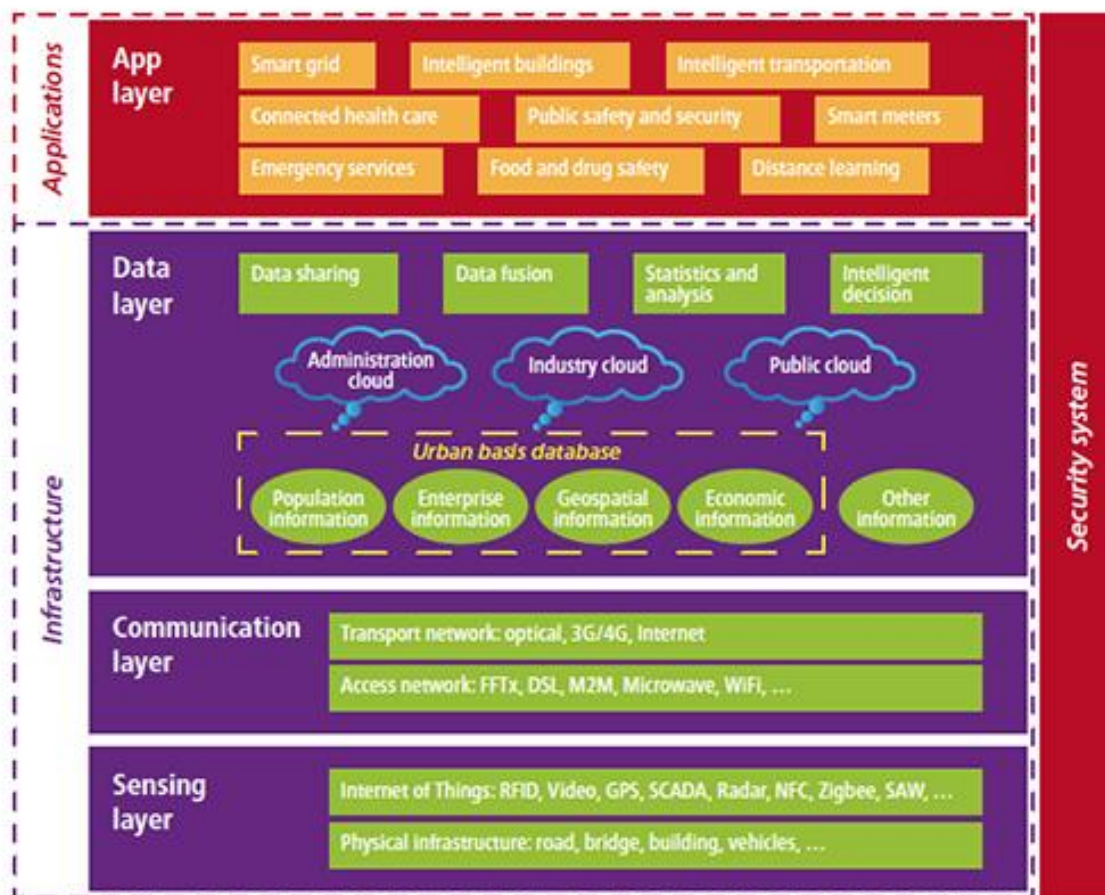

Focus Group on Smart Sustainable Cities

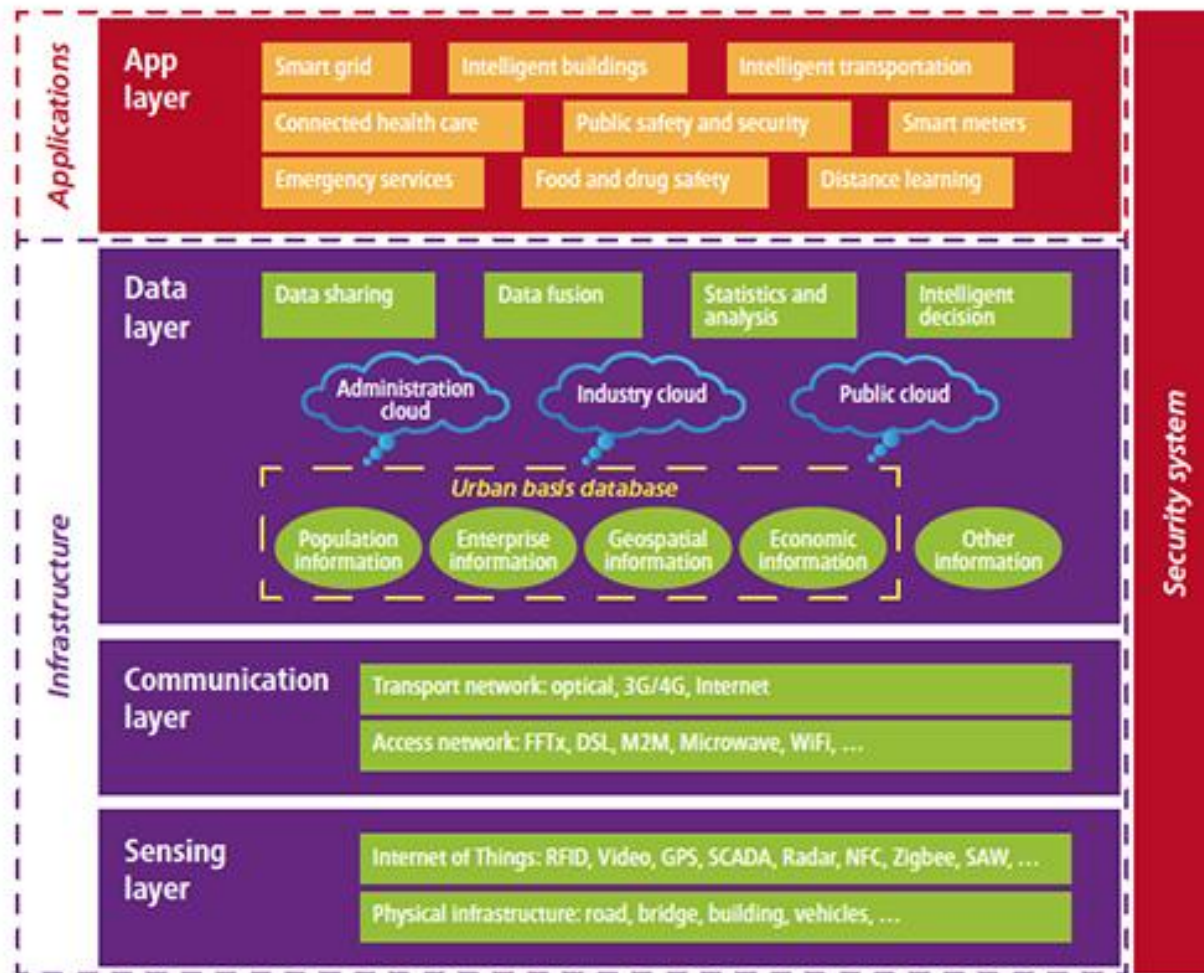# A Five-stage Roadmap to Smart Sustainable City
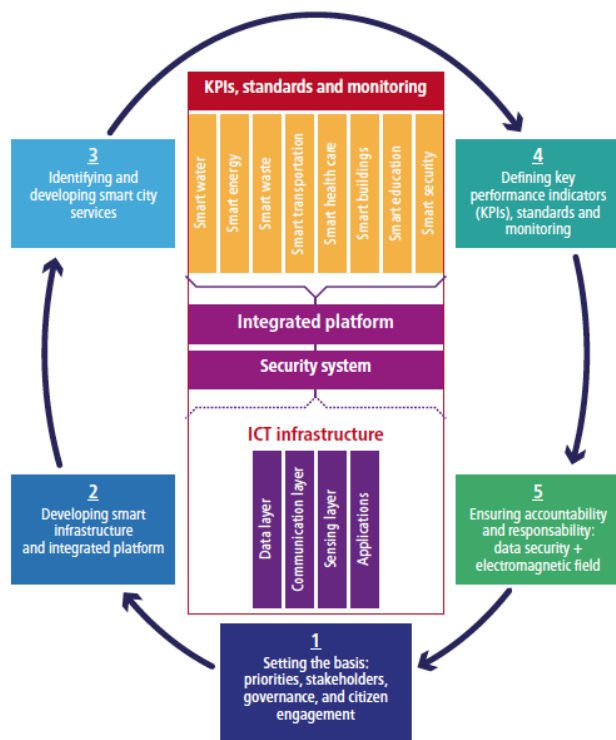
Smart Sustainable City Architecture

Source: Technical Report on ICT Infrastructure for Cyber-Security, Data Protection & Resilience.

Engaging Stakeholders

Source: Technical Report on ICT Infrastructure for Cyber-Security, Data Protection & Resilience.

Suggestions for Policy Makers

❑ Studying the holistic/integrated approach adopted in e-Government/Smart City actions under successful initiatives.

❑ Introducing dynamic monitoring systems to ensure that the projects are being implemented efficiently in a timely manner.

❑ Introducing policy as well as fiscal incentives for ICT based innovation and investment in e-Gov/Smart City projects.

❑ Establishing an integrated platform within the government/city for exchange of ideas.

❑ Introducing a feed-back mechanism to get insights on how the initiative/project is being received/perceived by the general public.

❑ Improving data security to dilute public prejudice/fear against ICT based systems.

Thank you for your attention