

## Draft Recommendations (1/4)

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### Integrated planning

a) Sharing common vision and values and keeping in mind the needs of both current and future generations, governments in collaboration with other key stakeholders, including among others civil society and citizens should engage in short-, medium-, and long-term planning on public services with reporting, monitoring and evaluation mechanisms

### Governance

b) Political will, buy-in from political leadership, leadership at all levels, multi-stakeholder participation, corruption control, institutionalization of reforms and process improvement as well as presence of legal and risk management frameworks, central coordinating body, mandate-based implementing agencies, local champions and feedback mechanisms will facilitate and enhance implementation of e-Governance

### ICT

c) Build ICT infrastructure and connectivity, and keep ICT systems simple to users including through a single phone number to access public services, well-designed and cost-effective search engine on public services, citizen-centric Information systems and integrated e-service shops

## Draft Recommendations (2/4)

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### Human resource development

d) Develop the human resource capacity of public sector including through exposure to frontline public service delivery, trainings and recruitment of talent in a transparent and effective way

### Collaborative governance

e) Promote collaborative governance—including through combination of top-down and bottom-up approaches, coordination between political leadership and bureaucracy and between and among government agencies, public-private partnerships and international and regional cooperation—with an incentive structure in place

### Digital divide

f) Bridge digital divide among the poor and vulnerable such as women, people in rural areas and elderly through awareness campaigns, literacy programs, one-stop service centers, multi-channel service delivery, gamification and multi-lingual mobile platforms

## Draft Recommendations (3/4)

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### Collaboration technologies

g) Social media, gamification, crowdsourcing and blogs can be powerful tools to educate citizens about e-Government, increase their engagement and participation and generate innovative solutions as well as to promote and share innovation within government

### Open assets and services

h) Support open assets including among others data—with provisions for data privacy and protection—, processes and people as well as open services which enable co-creation with citizens and private sector

### Innovation fund

i) Establish a fund to encourage innovation within and outside of the government

## Draft Recommendations (4/4)

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Small Island  
Developing  
States

j) Build a knowledge exchange platform for SIDS where legislations, e-Government strategies and innovative practices can be shared