



**Final Report:
2013 Global e-Government Forum**

“Smart Government and Smart Society: Openness, Sharing,
Communication and Collaboration”

21-23 October 2013
KINTEX, Ilsan, Republic of Korea

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I. Overall Summary

- Date: 21(Monday)-23(Wednesday) October 2013
- Venue: KINTEX, Ilsan, Republic of Korea
- Host: UNDESA/UNPOG in partnership with Ministry of Security and Public Administration (MOSPA), Republic of Korea
- Title: Smart Government and Smart Society: Openness, Sharing, Communication and Collaboration
- Participants: 1,289 participants
- Ministerial Participants: 25 (10 ministers and 15 deputy ministers)
- Int'l Participants: around 300
- Main Outcome
 - Increased knowledge of e-Government policies, trends, solutions and best practices of countries, which will be shared through UNPAN and UNPACS
 - Enhanced global CIO network to be further utilised as a crucial medium to cooperate for e-Government development among the Member States
 - Recommendations and suggestions to provide guidance for the Member States to develop e-Government (See the track summaries attached)
 - The host country of 2014 Global e-Government Forum was decided; Astana, Kazakhstan

II. Suggestions and Recommendations

1. Track I (MOSPA Track)

The track 1 was around 3 themes including Openness which was about creating value from data, Sharing which was about innovating service delivery by sharing information and Communication which was about enhancing democracy through online participation.

During these sessions some topics were explored including open government data, smart government, government 3.0, public administration and information sharing strategies and best practices, policies and strategies to link and integrate government business practices, providing seamless services by sharing data across public records, data driven approach to personalized service, cloud computing, big data analysis and e-government standard framework.

These topics were found to be fascinating and exciting as they will shape the future of e-government. Over the years, The UN particularly Division for Public Administration and Development Management of UN Department of Economic and Social Affairs has served all 193 member states well by collecting, analyzing and sharing data and practices related to e-government through e-government survey. During these sessions, a number of country cases have been dealt with: Korea, Ghana, Timor-Leste and Sri Lanka. It was clear from these presentations that there is no one-size-fits-all model. It has to be appropriate for each state and their socioeconomic conditions. And, many new things like cloud computing and big data have to be carefully evaluated before adopting as they present many opportunities as well as challenges for the government including security and privacy issues.

Many governments have built a huge library of resources that can be shared with others. This may be an opportunity to create a global depository of all these e-government resources and know-hows to facilitate and advance e-governments around the world. Another trend is that many governments are looking at the whole of government approach, an e-government that is seamless so all units of government can function effectively and provide the best and maximum services to the citizens while realizing the return on investment. It means no more boundaries, disconnections and waste among government services. It can increase transparencies and efficiencies and maybe accountability.

This whole of government approach is about sharing tremendous amount of data as well as being smart. One cannot have a whole of government without building an integrated and consolidated smart system. Many people talk about big data as the next big thing without really understanding what that means. A government is a perfect user of big data as it holds huge amount of data but what you do with it is what makes big data worthwhile. In other words, it is about the smart data analysis or analytics that can have real impact on the government business. The question is what. That's a question for all of us to think about. On a related topic, these analytics are only good if the government has good data. Many governments are still not fully utilizing their data and some of them do not have good data to base any policy decisions, which is a great concern. E-government services are only good if data are good.

As Minister of MOSPA Mr. Yoo mentioned Korea is pushing forward with personalized

services and this may be the future as we may be moving towards customer oriented e-government. Finally, it might be a good idea at least to have a discussion about having an e-government standard framework. Having a framework is believed to be in the interest of sustainable e-government therefore it is critical for consideration.

2. Track II (UNDESA/UNPOG Track)

Track II was composed of four sessions; Trends and Emerging Issues of Smart Government, Whole-of-Government for Integrated Public Service Delivery, Public Procurement and IT Sector Development, and Innovative Public Service Delivery in Smart Society. Knowledge sharing about principles and practices related to these four critical themes on the promotion of smart government resulted in a number of insightful findings and recommendations.

Session I provided an overview of trends and emerging issues of smart government from the perspective of international organizations. The following recommendations emerged as essential for smart government.

- Mobile government is the efficient platform for delivering public services and sustainable development, and social media is important for engaging citizens, especially the young people, for better meeting the demands of the public.
- Open government and open data initiatives can improve accountability and transparency while creating new job opportunities. Particular attention should be given to cyber security and privacy in establishing an open government platform.
- The affordability and speed of broadband is essential for enhancing ICT for development, as an enabler for information society.
- Marketing and better promotion of available government services is important to expand usage.
- Private-and-public partnership plays a vital role in improving public service delivery.

Session II focused on whole-of-government for integrated public service delivery.

- To deal with increasingly complex social, economic and environmental challenges, which are multi-faceted, interconnected and complex, a whole-of-government approach is required
- A whole-of-government approach calls for inter-organizational and cross-sectoral collaboration.
- Collaboration across departments and portfolio boundaries requires a transformation of government as a whole through re-alignment of institutional arrangements, legal frameworks, human resources capacities and organizational culture.
- Collaborative leadership plays a crucial role in ensuring successful implementation of whole-of-government

- ICT can promote a rapid transformation of government. However, a government-wide re-engineering of public sector processes is necessary rather than simply applying ICT to existing government business processes. Connectivity, one government and one network are essential for integration of services and seamless delivery through whole-of-government and collaborative governance.
- Citizens should be empowered to become agents of change and strategic partnerships with civil society and the private sector should play a critical role in addressing complex societal challenges, which are beyond the reach of government alone.

Session III focused on “Public Procurement and IT Sector Development”

- Experience shows that e-procurement results in significant economic savings, efficiency, increased transparency and accountability of how public funds are used as well as reduction of corruption, increased market opportunities for small and medium enterprises, and outreach to rural communities
- E-Procurement requires sound legal and institutional frameworks, adequate capacities, robust ICT infrastructure and support from the highest levels of a country’s leadership
- Public procurement strategies need to be tailored to specific contexts and elaborated in collaboration with stakeholders at different levels
- Campaigns to raise awareness about the benefits and use of e-procurement are paramount. Given the benefits of e-procurement, it is not wise to wait for firms to be ready to use the e-procurement platforms.

Session IV provided a number of good practices of innovative public services delivery. The following recommendations emerged throughout the session.

- Smart government is about doing more (focusing on results) with less (focusing on efficiency), more openly, more securely and more collaboratively. It is about focusing on how government can achieve development and well-being for all.
- E-government should mainstream a gender perspective and ensure that the top leadership promotes empowerment of women through building necessary capacity to access and utilize ICT, as well as to enhance online services tailored to women’s needs and promote online participation of women to secure buy-in of services.
- M-governance is central to reaching out to vulnerable groups, reducing costs and time, and for connected and integrated public service delivery.
- Smart government through integrated management systems and open data and public-private partnerships can greatly support in early warning responses and mitigation of environmental challenges and crisis.

- Sharing knowledge across governments and among governance stakeholders is key to effective service integration. Mainstreaming mobile governance requires a national e-government plan with a centralized platform.
- Cloud computing in government institutions requires a comprehensive public service roadmap, involving plan and strategies that are implemented through a smart work environment.

III. List of High-level Participants

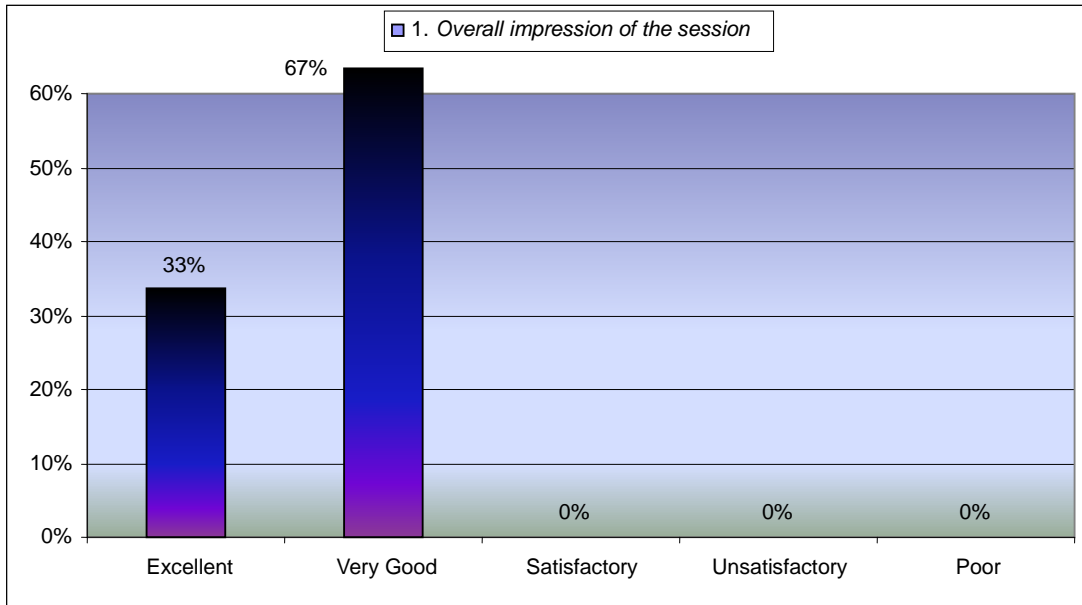
No.	Region	Country	Name	Ministry	Position
1	Asia (7)	Indonesia	Eko Prasjo	Bureaucratic Reform and Decentralized Governance	Deputy Minister
2		Myanmar	Thuang Tin	Ministry of Communications, Posts and Telegraphs	Deputy Minister
3		East Timor	Maria Terezinha Viegas	State for the Parliamentary Affairs	Interim secretary of state
4		Sri Lanka	D.J. Senevirathna	Ministry of Public Administration and Home Affairs	Minister
5		Thailand	Surachai Srisaracam	Ministry of Information and Communication Technology	Deputy Minister
6		Afghanistan	Baryalai Hassam	Ministry of Communication and IT	Deputy Minister
7		Bahrain	Mohamed Al Qaed	e-Government Authority	CEO
8	Africa (8)	Republic of Cote d'Ivoire	GNAMIEN Konan	Ministry of Public Service and Administrative Reform	Minister
9		Uganda	John Nasasira	National Information Technology Authority	Minister
10		Gabon	Blaise LOUEMBE	Ministry of Information and Communications	Minister
11		Ghana	Edward K. Omane Boemah	Ministry of Communications	Minister
12		Botswana	Eric Mothibi Molale	Office of the President	Permanent Secretary
13		Angola	Antonio Rodrigues Paulo	Ministry of Public Administration, Employment and Social Security	Secretary of State for Public Administration
14		Seychelles	Benjamin Choppy	Department of Information Communication and Technology, Office of the President	Principal Secretary
15		Tanzania	KOMBANI Celina Ompeshi	State for Public Service Management, President's Office	Minister
16	Latin America (3)	Dominican Republic	Zoraima Cuello	Presidency of the Dominican Republic	Deputy Minister
17		Guatemala	Miriam Patricia Rubio Contreras	National Secretary of Science and Technology	Minister
18		Ecuador	Castello Penaherrera	Ministry of Public Administration	Minister

19	CIS (5)	Kazakhstan	Baimenov Alikhan	Agency for Civil Service	Chairman
20			Saken Sarsenov	Ministry of Transport & Communications	Deputy Minister
21		Belarus	Dmitry Shedko	Ministry of Information	Deputy Minister
22		Uzbekistan	Sherzod Shermatov	State Committee for Communication, Informatization and Telecommunication Technologies	Deputy Chairman
23		Kyrgyzstan	Alina Shaikova	Office of First Deputy Prime-Minister	Advisor to the First Deputy Prime-Minister
24	Europe (2)	Bulgaria	Danail PAPAZOV	Ministry of Transport, Information Technology and Communications	Minister
25			Georgi Todorov		Deputy Minister

IV. Participant Evaluation

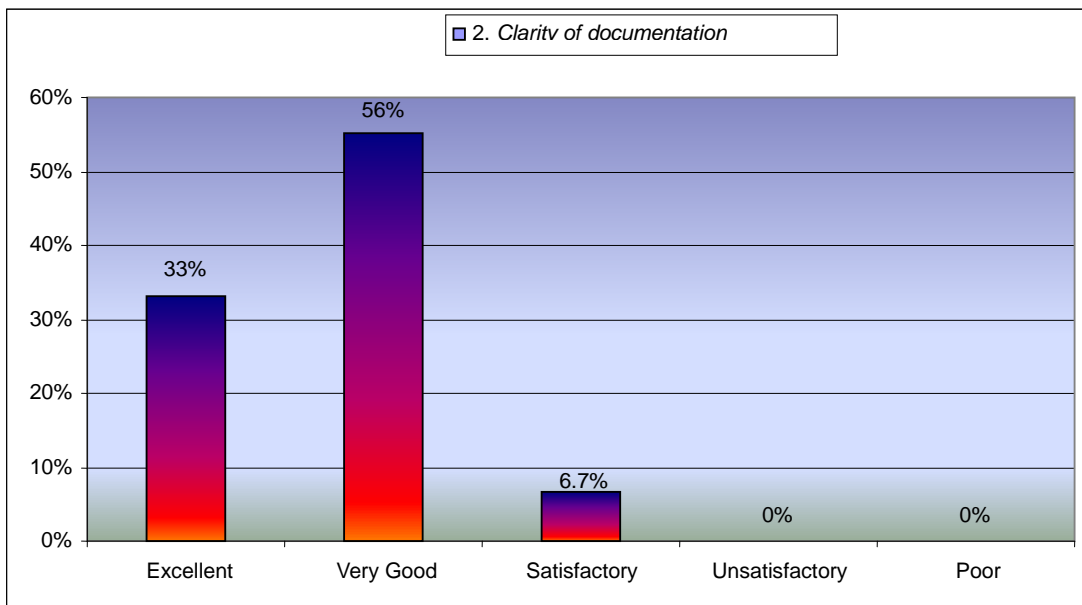
SESSION I: Trends and Emerging Issues of Smart Government

I. Overall impression of the session¹



- 33% of the participants found Session I to be “**Excellent**” and 67% found it to be “**Very Good**”. There were no unsatisfied participants.

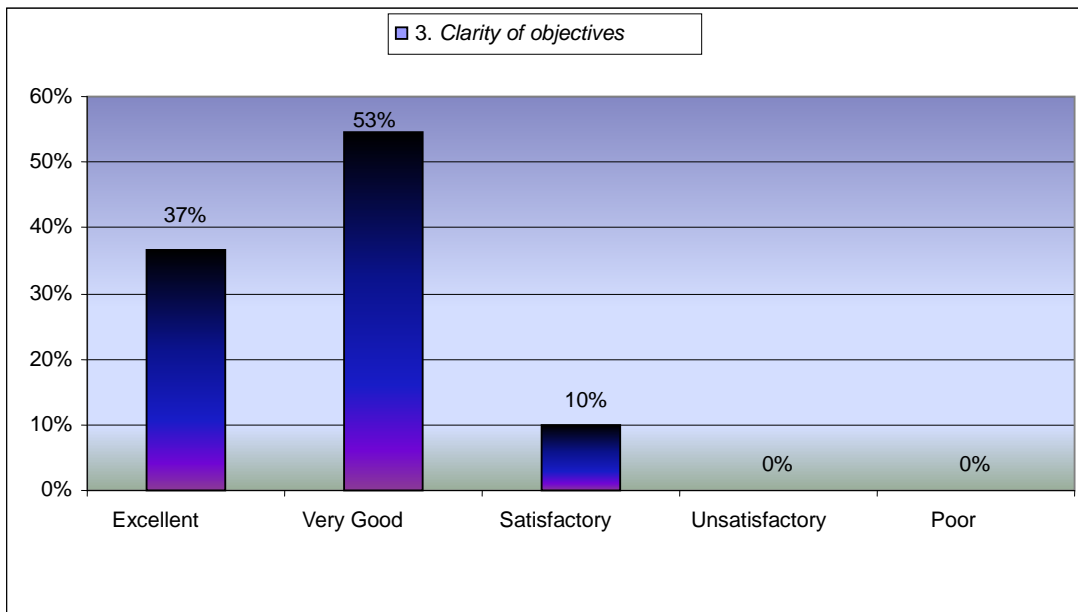
II. Quality and clarity of documentation



- 33% of the participants found the **clarity of session objectives** to be “**Excellent**” and over half the participants rated it to be “**Very Good.**” 6.7% marked it as “**Satisfactory**”.

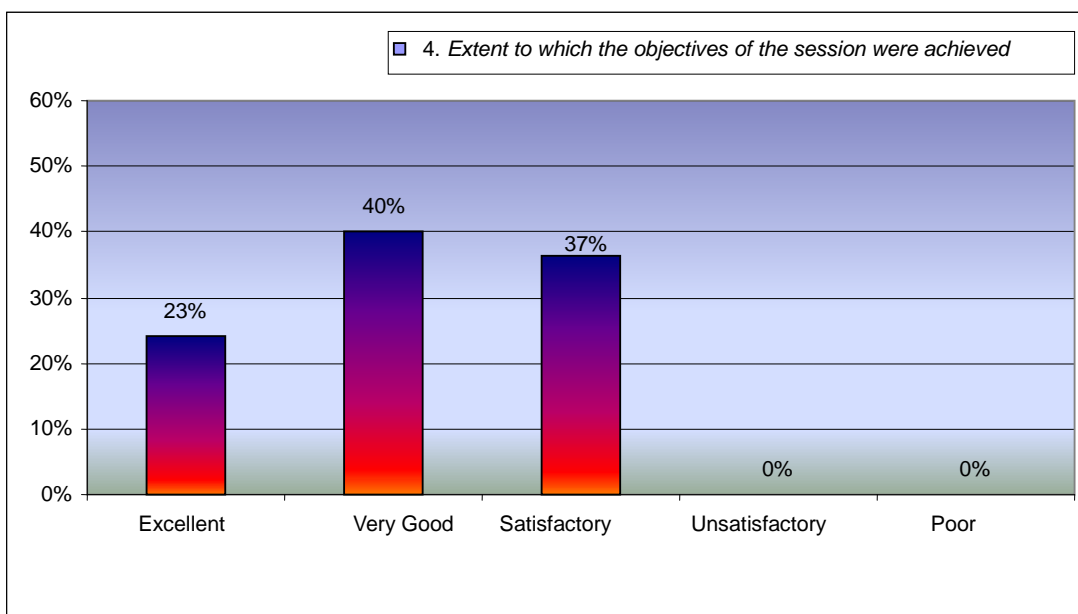
¹ Total evaluation respondents: 30

III. Clarity of the meeting objectives



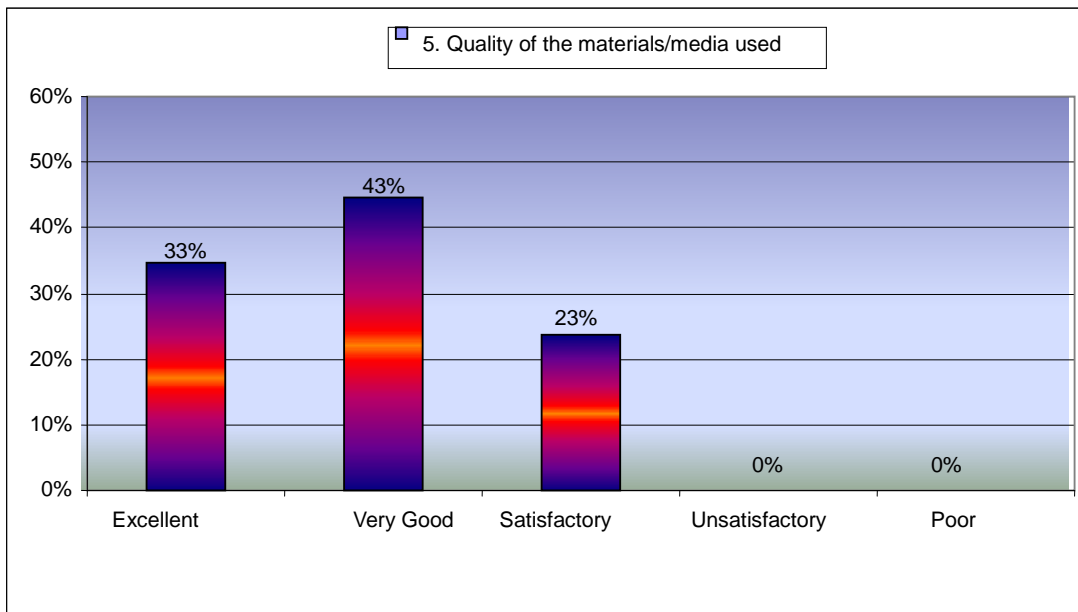
- 37% of the participants said that the **selection of themes** was “**Excellent**”. 53% evaluated the selection of themes as “**Very Good**”.

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



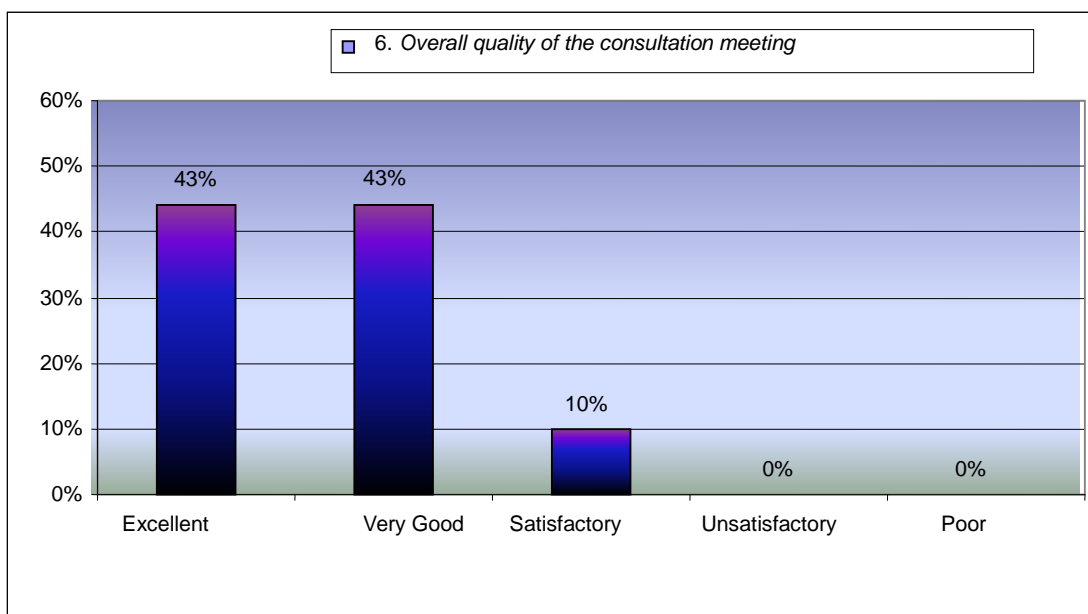
- 23% of the participants said that the **extent to which the objectives were achieved** was “**Excellent**”. 40% evaluated the extent as “**Very Good**”. The remaining 37% rated it “**Satisfactory**”.

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



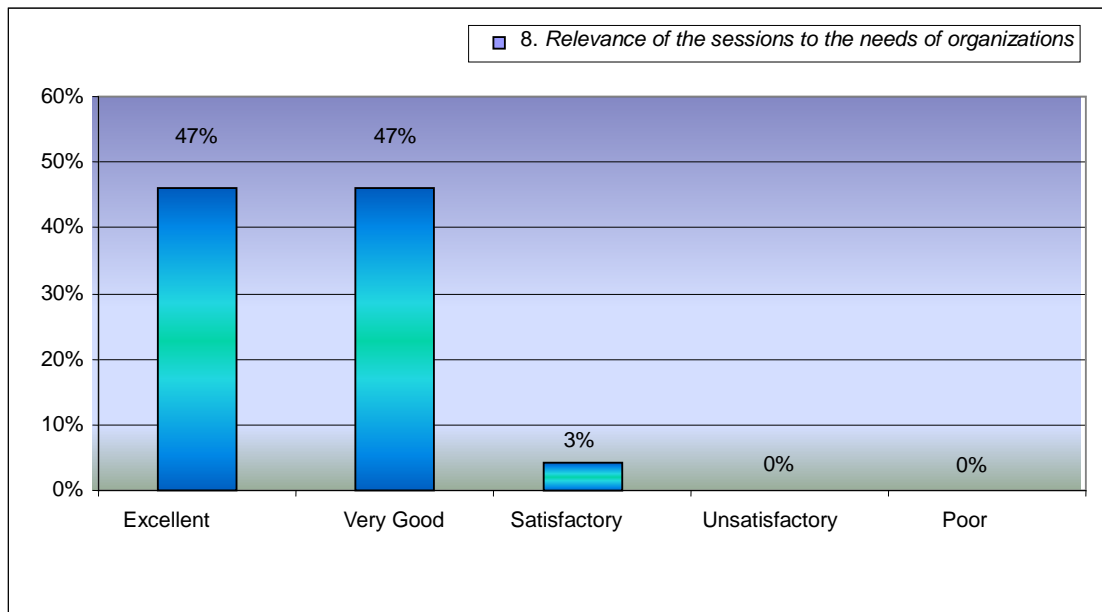
- 43% of respondents said that the **quality of the materials/media used** was “**Very Good.**”

VI. Overall quality of the consultation meeting



- 43% of participants answered the **quality of the consultation meeting** was “**Excellent**”. 43% evaluated them to be “**Very Good**”.

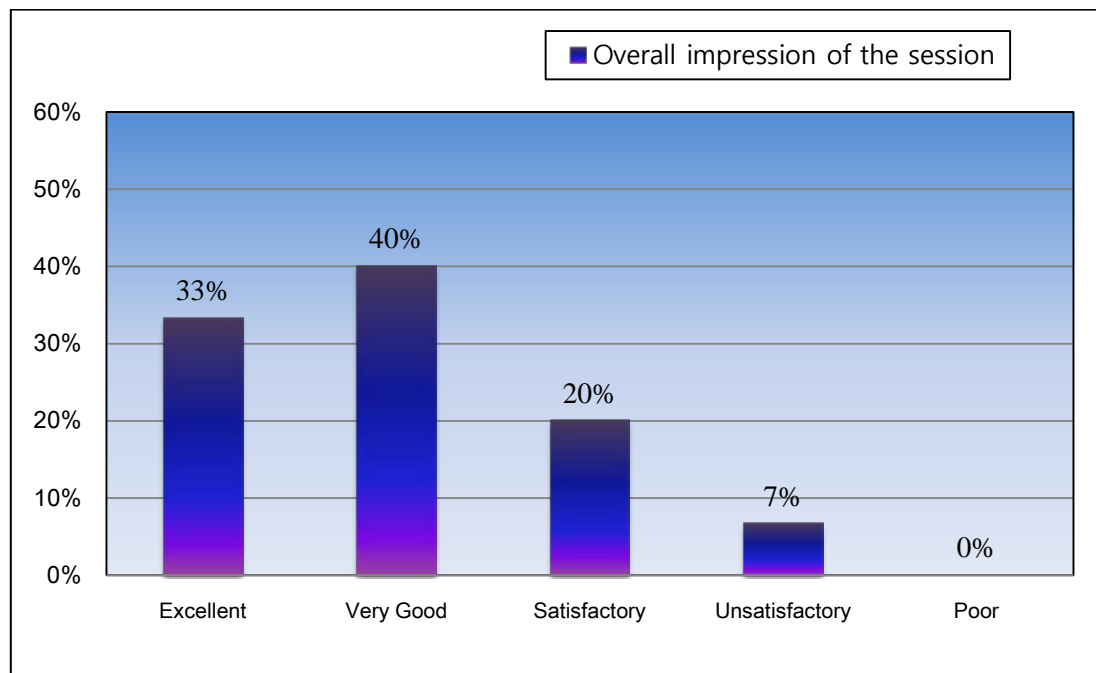
VII. Relevance of the sessions to the needs of participant's organizations



- 47% of participants answered the **relevance of the session to the needs of their organization** was “**Excellent**”. 47% evaluated it to be “**Very Good**”. 3% found them “**Satisfactory**”

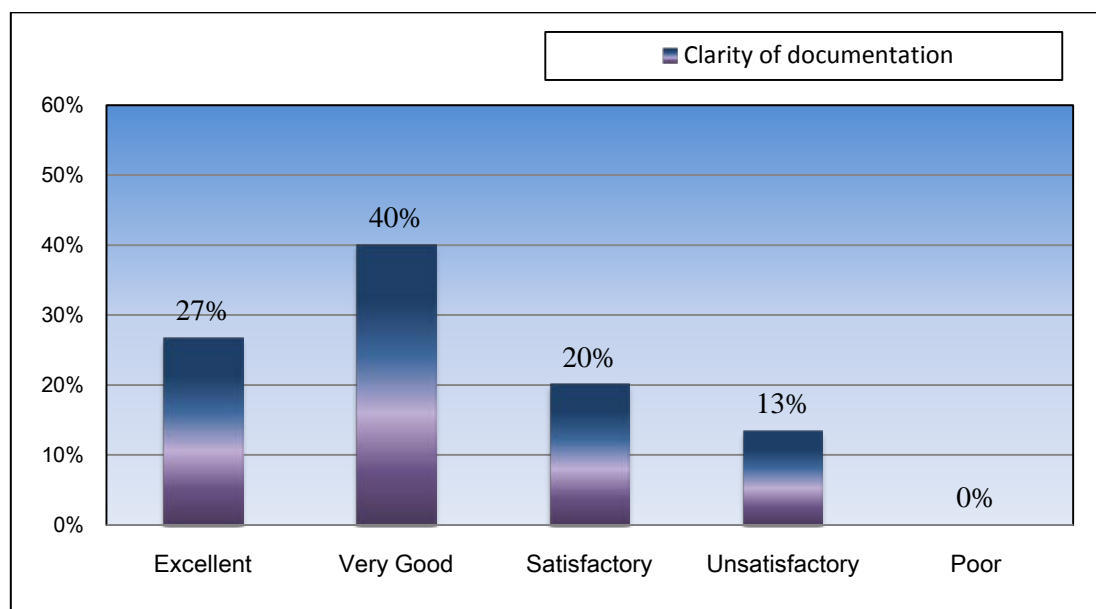
SESSION II: Whole-of-Government for Integrated Public Service Delivery

I. Overall impression of the session²



- 33% of participants said that the **overall impression of session II** was “**Excellent**,” while 93% of total participants were at least “**Satisfactory**” with the overall impression. 7% answered that they were “**Unsatisfactory**.”

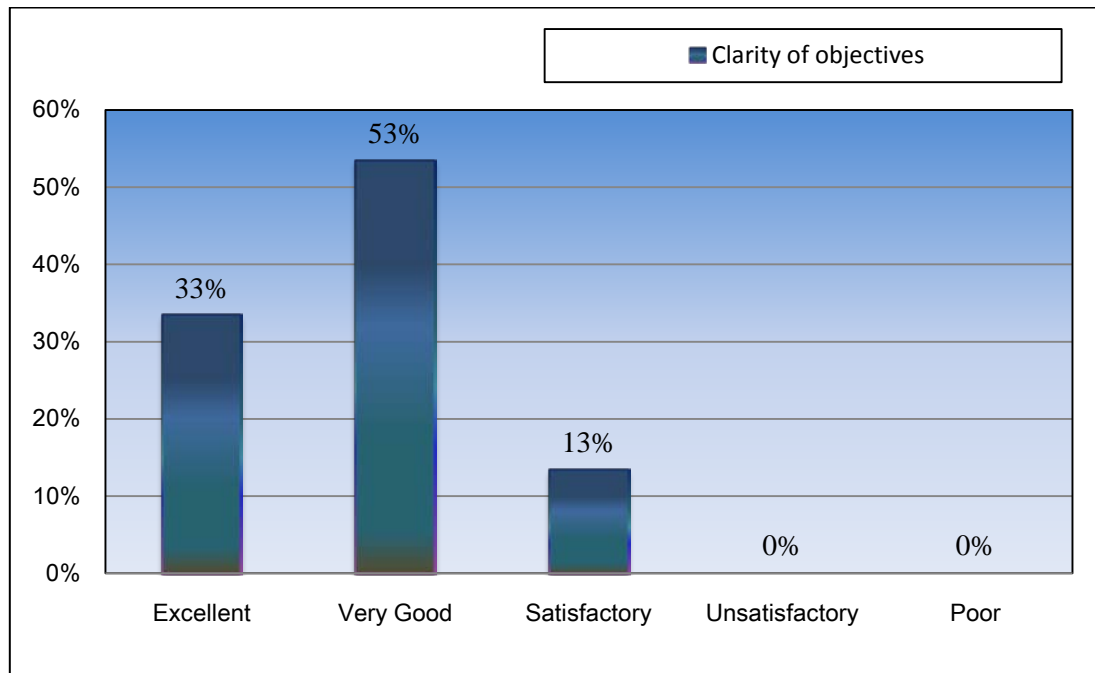
II. Quality and clarity of documentation



- 27% of participants answered the **clarity of documentation objective** to be “**Excellent**” and another 40% of them answered “**Very Good**.” 20% gave the rating of “**Satisfactory**” and 13% left the session with a rate of “**Unsatisfactory**.”

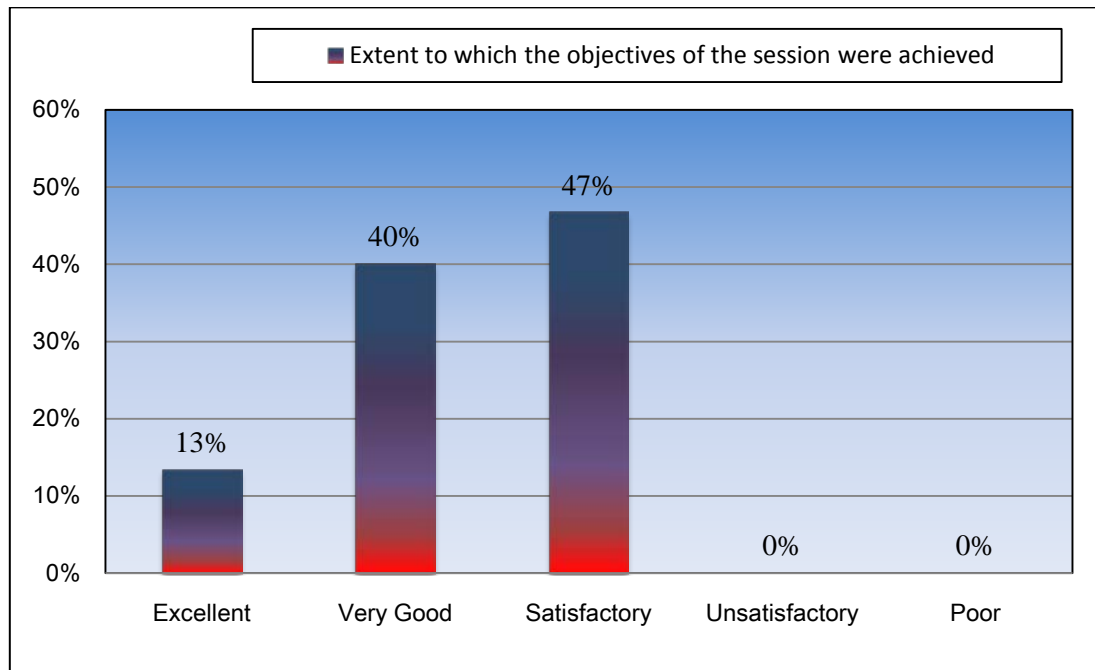
² Total evaluation respondents: 15

III. Clarity of the meeting objectives



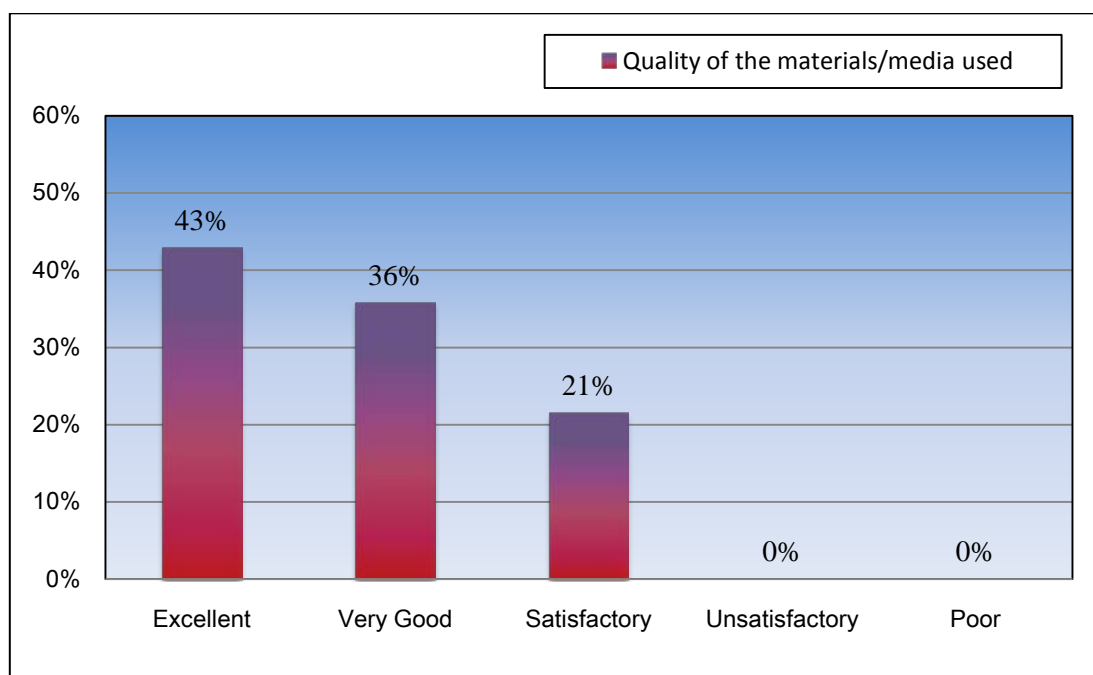
- A third of participants found **the clarity of the meeting objective “Excellent”** and over half of the participants marked it as **“Very Good.”** The remaining 13% participants were **“Satisfactory.”**

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



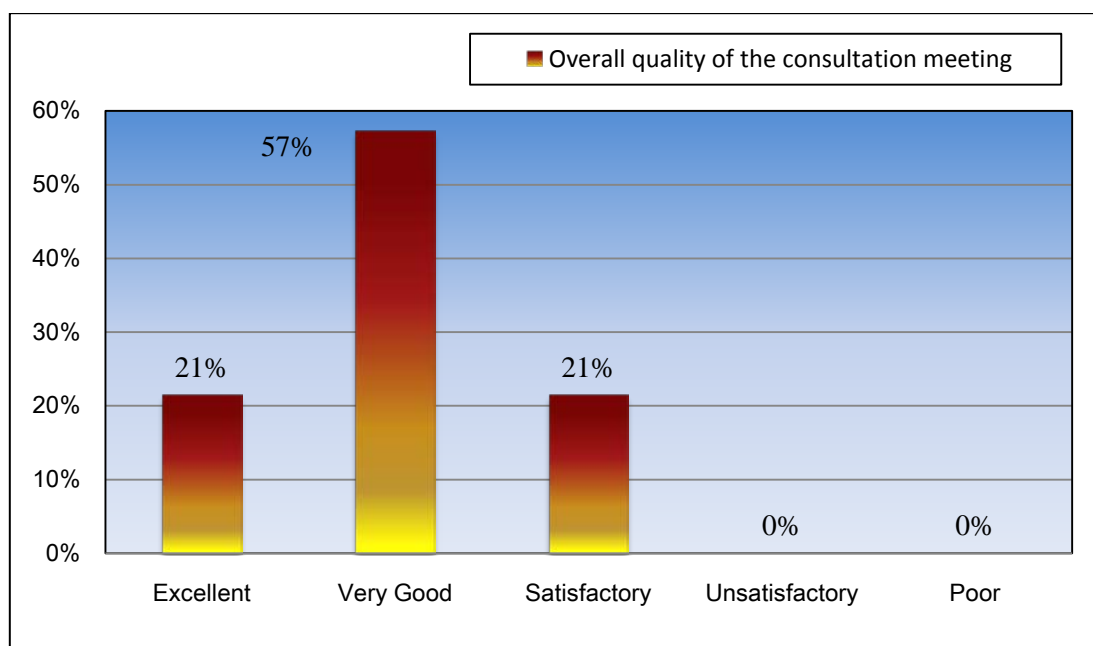
- 13% of participants believed that the **extent of objective achievement of session II** was **“Excellent,”** the other 40% and 47% of participants evaluated the extent as **“Very Good”** and **“Satisfactory”** respectively.

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



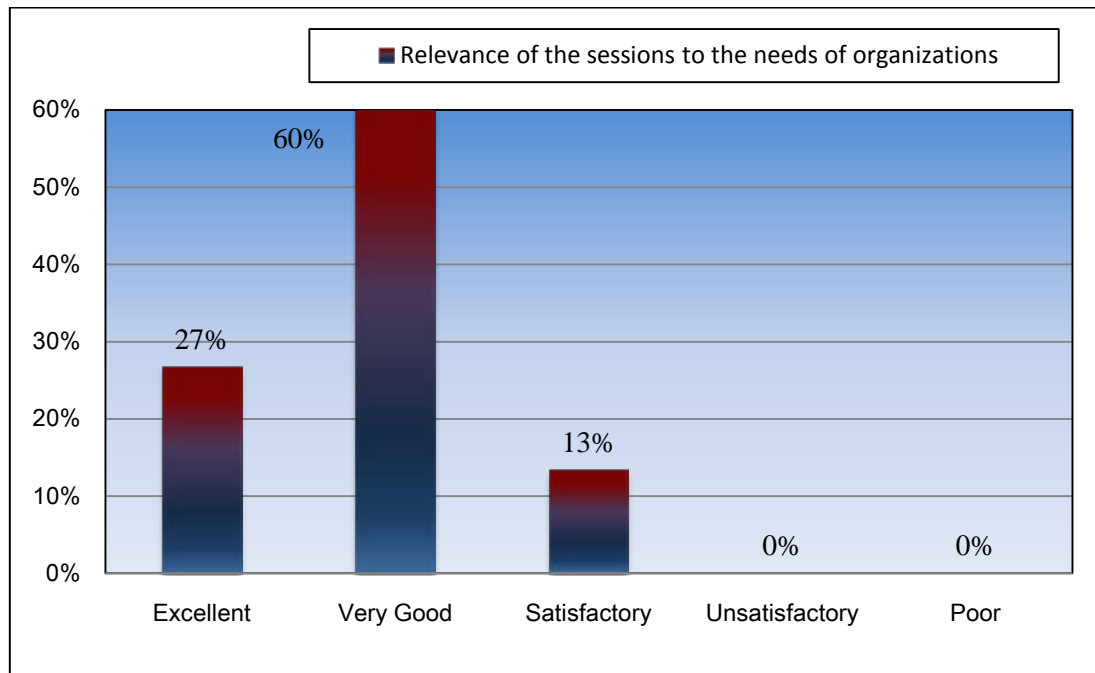
- 43% of respondents said that the **quality of the materials** was “**Excellent**.” This figure is greater than the number of “**Very Good**” respondents or “**Satisfactory**” ones, which accounted for 36% and 21% respectively.

VI. Overall quality of the consultation meeting



- More than one half of the respondents rated the **overall quality** to be “**Very Good**,” and an equal percentage of participants rated the quality to be “**Excellent**” and “**Satisfactory**,” both at the digit of 21%.

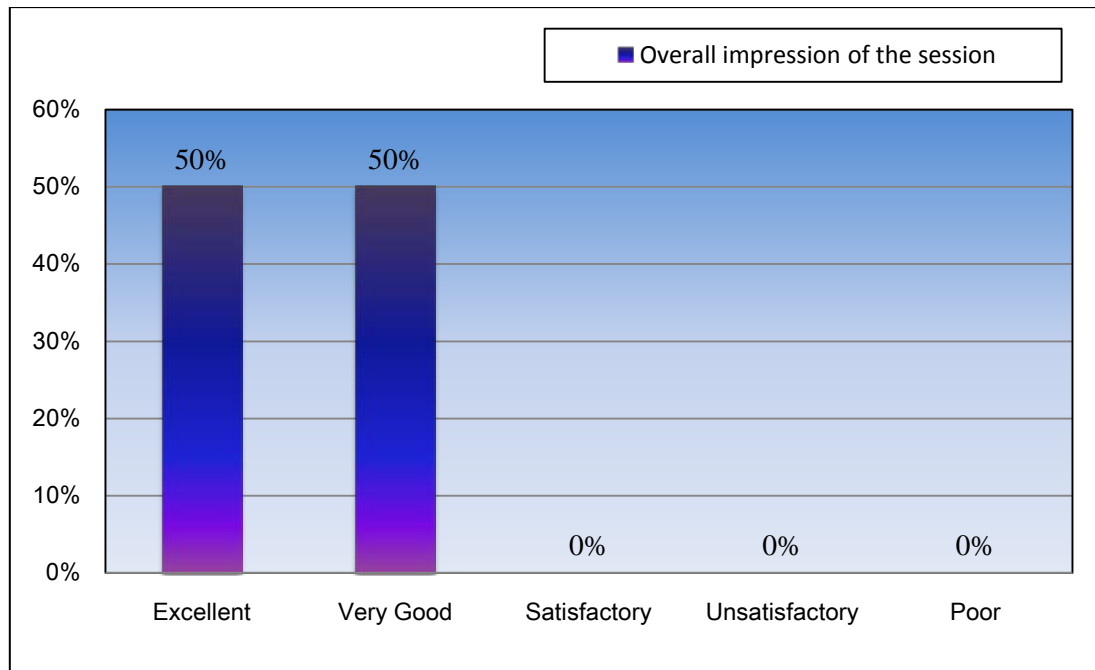
VII. Relevance of the sessions to the needs of participant's organizations



- 27% of participants found the session to be “**Excellently**” relevant to their needs and 60% answered the objective as “**Very Good.**” There was no “**Unsatisfactory**” respondent.

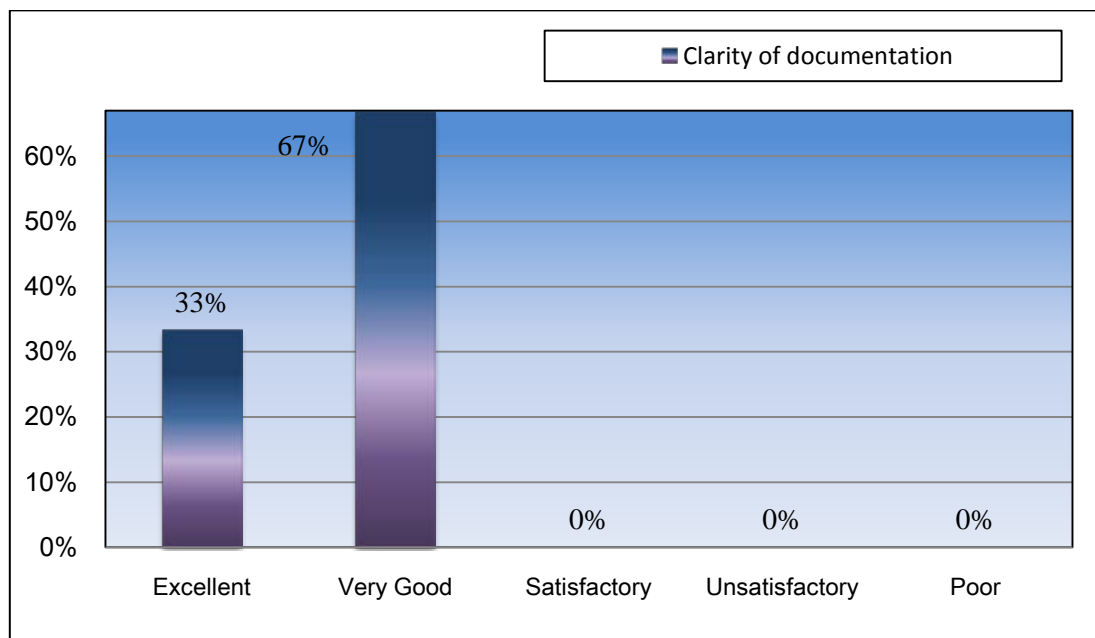
SESSION III: Public Procurement and IT Sector Development

I. Overall impression of the session³



- One half of participants found the session to be “**Excellent**” and the other half found it “**Very Good.**”

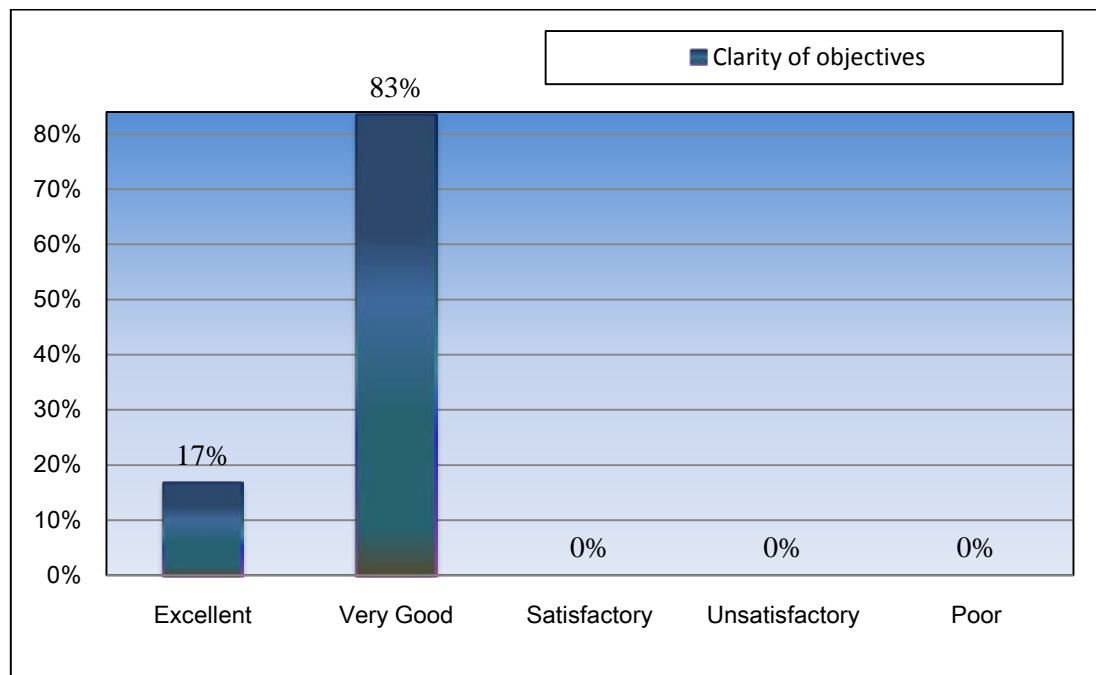
II. Quality and clarity of documentation



- One third of respondents answered the **clarity of documentation objective** to be “**Excellent**” while two third rated that to be “**Very Good.**”

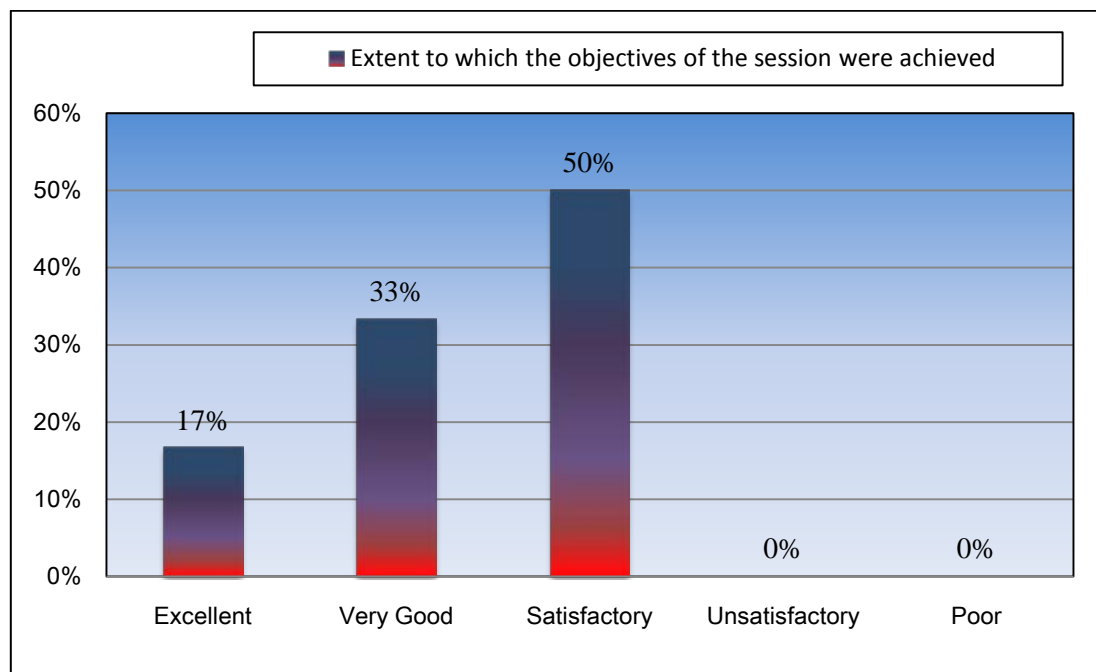
³ Total evaluation respondents: 6

III. Clarity of the meeting objectives



- 83% of participants who responded said that the **clarity of objectives** was “**Very Good.**”

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



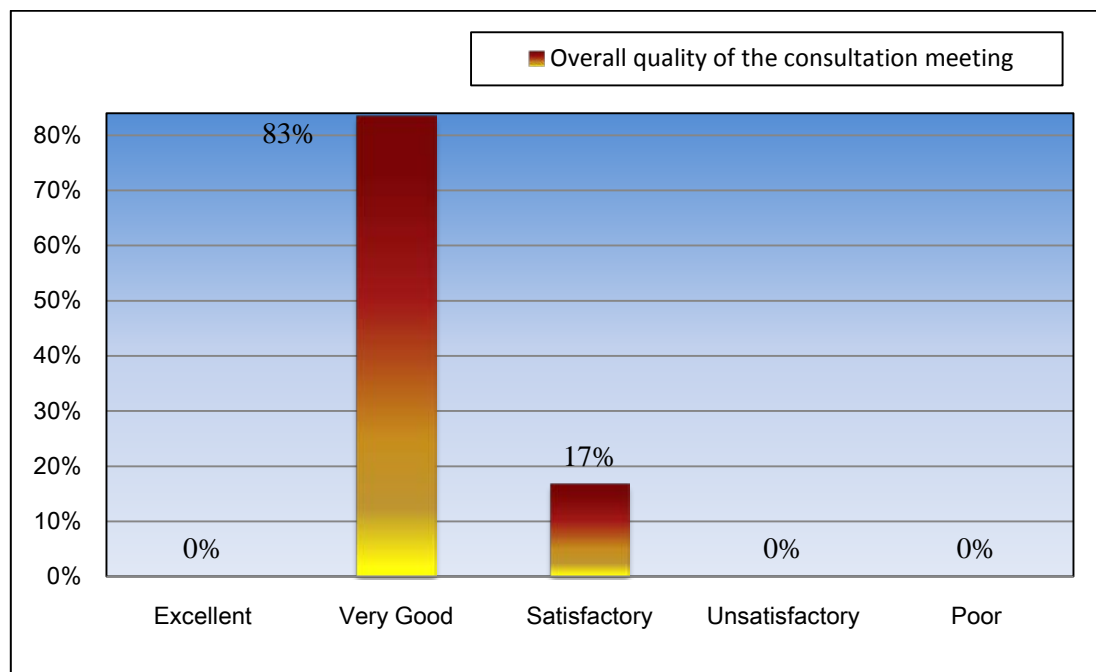
- 17% of participants rated the *extent to which the objectives were achieved* to be “**Excellent.**” Other 33% marked it as “**Very Good**” while exactly a half found it “**Satisfactory.**”

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



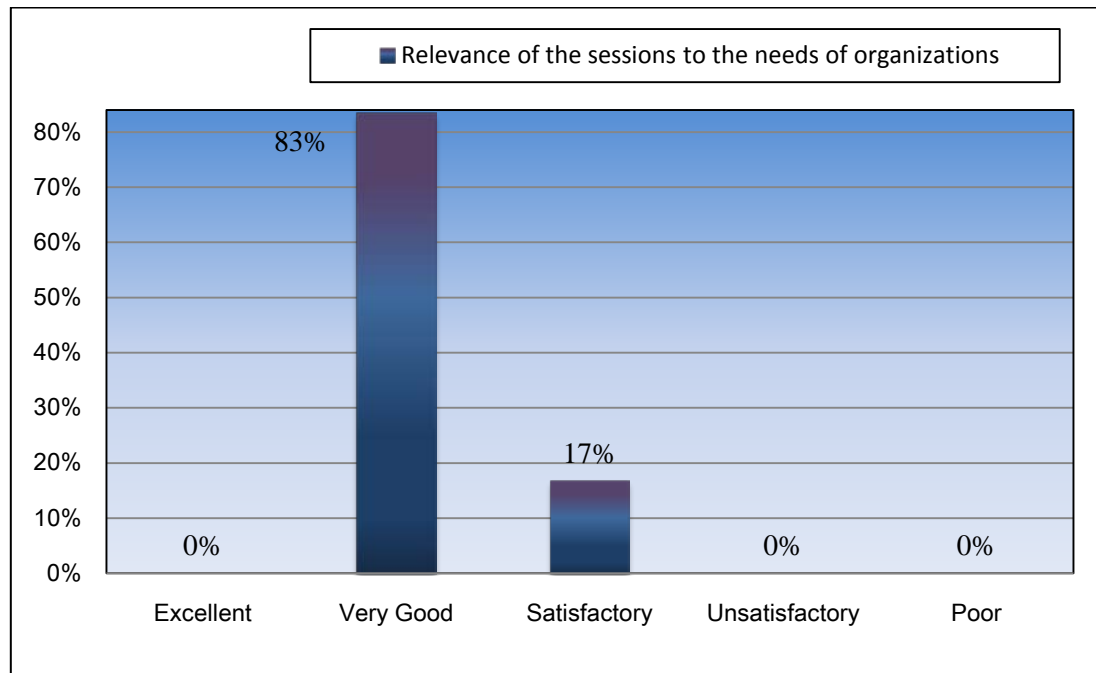
- The distribution is the same as the previous objective. Half of the participants said the **quality of presentation** to be “Satisfactory.”

VI. Overall quality of the consultation meeting



- 83% of participants found the **overall quality of the meeting** to be “**Very Good.**” No respondent found the meeting to be “Excellent”, “Unsatisfactory” nor “Poor.”

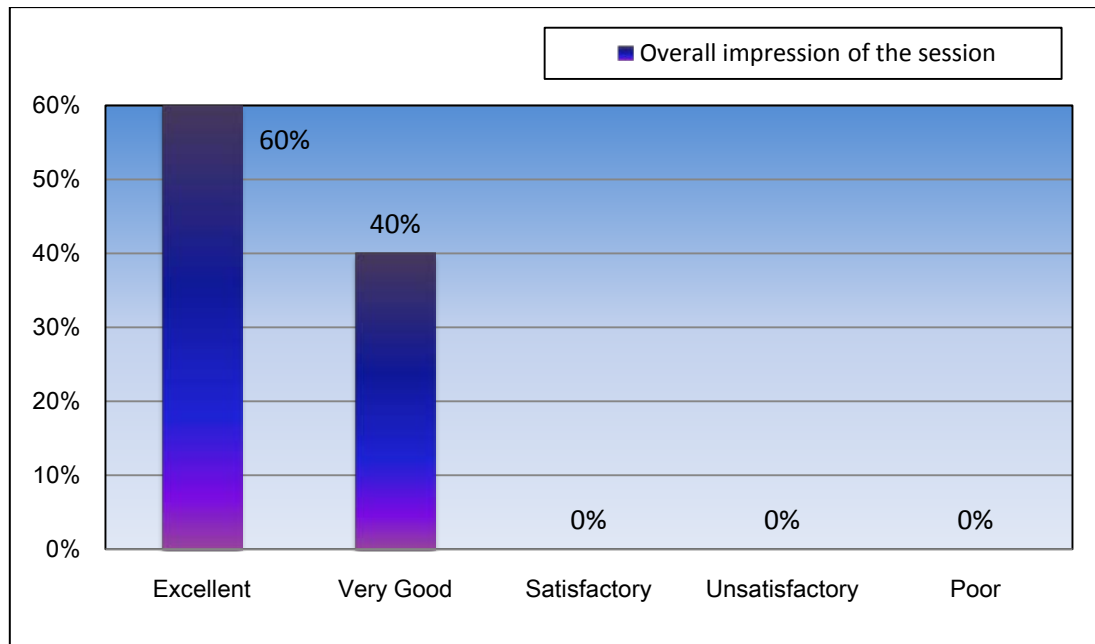
VII. Relevance of the sessions to the needs of participant's organizations



- Majority of the respondents, 83%, said that the session was “**Very Well**” relevant to their needs. 17% responded to be “**Satisfactory**.”

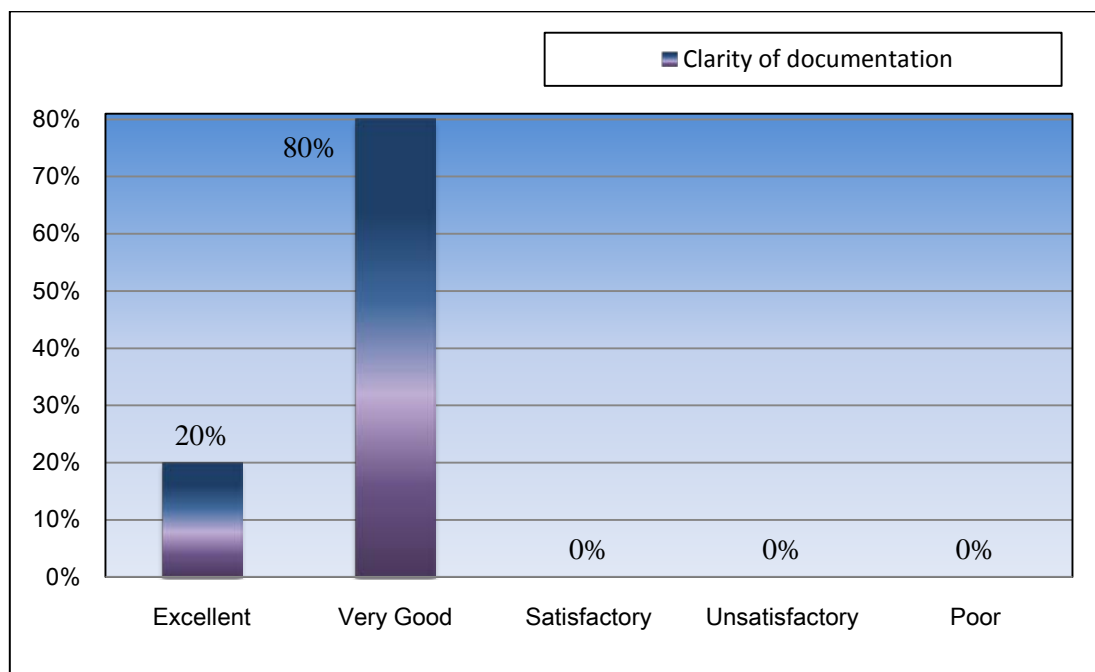
SESSION IV: Innovative Public Service Delivery in Smart Society

I. Overall impression of the session⁴



- 60% of the respondents found session IV to be “**Excellent**” while the remaining 40% found it to be “**Very Good.**”

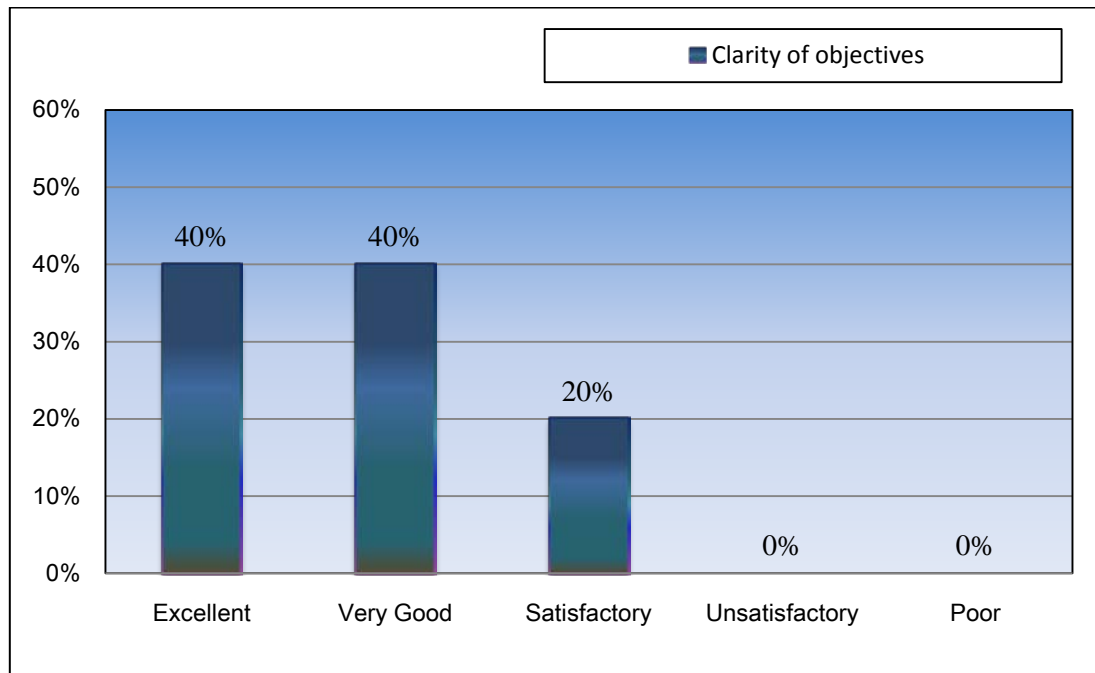
II. Quality and clarity of documentation



- 80% of participants answered the **clarity of documentation objective** to be “**Very Good.**”

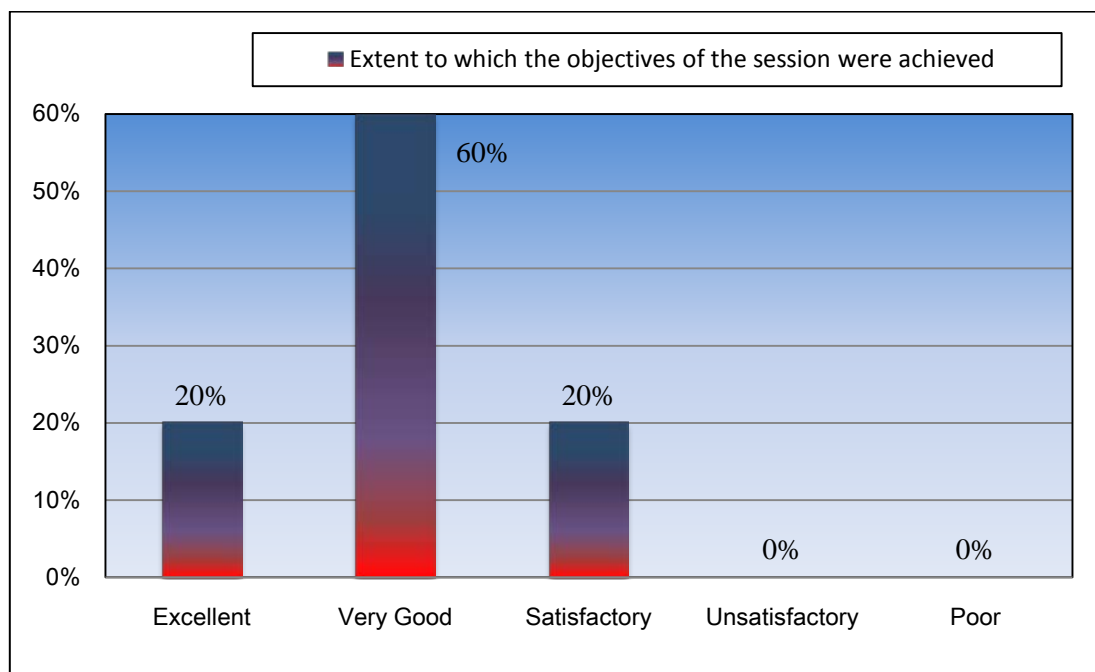
⁴ Total evaluation respondents: 5

III. Clarity of the meeting objectives



- For **meeting objective clarity**, 40% of participants rated “**Excellent.**” Another 40% marked it as “**Very Good**” while 20% said it to be “**Satisfactory.**”

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



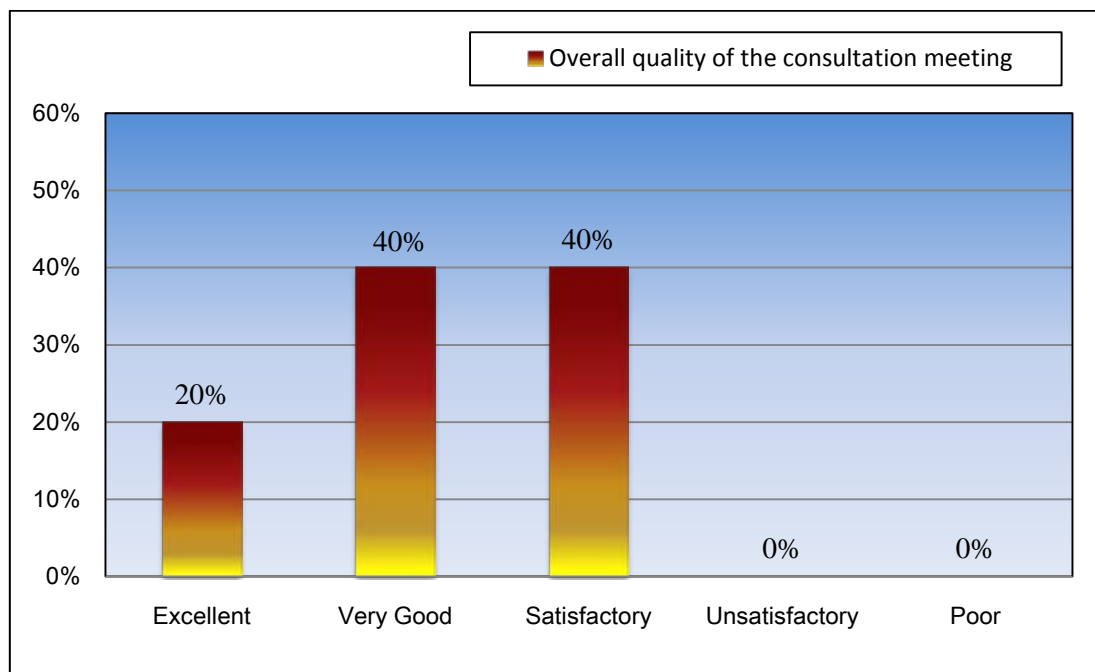
- 20% of participants rated the **extent to which the objectives were achieved** to be “**Excellent.**” Most (60%) marked it as “**Very Good**” and there were 20% of participants rated it to be “**Satisfactory.**”

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



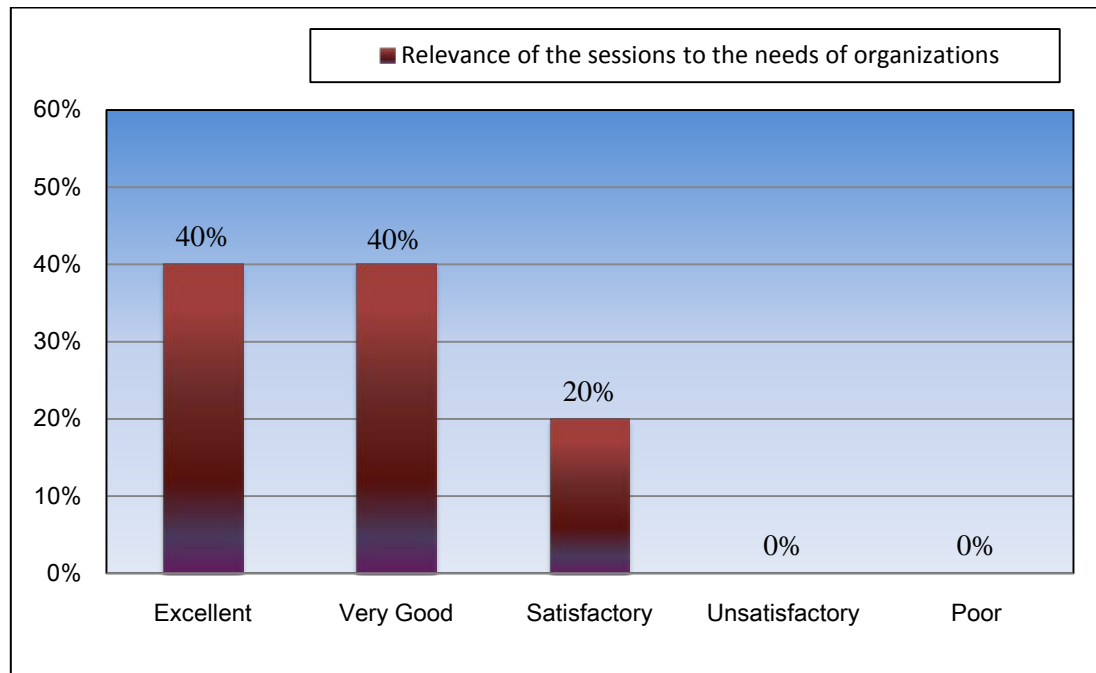
- 40% of respondents said the **quality of materials** to be “**Excellent.**” The same percentage as of those who said it to be “**Very Good.**” 20% rated “**Satisfactory.**”

VI. Overall quality of the consultation meeting



- 20% of participants answered the **quality of the consultation meeting** was “**Excellent.**” 40% evaluated them to be “**Very Good**” and the other 40% gave the “**Satisfactory**” grade.

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



- 40% found the **relevance of the session** to be “**Excellent**” to their needs. 40% said to be “**Very Good.**” 20% rated “**Satisfactory.**”

✂ Additional Comments

Session II

Q1: What was the most useful element of the Session?

- the sharing of different thoughts of the deployment of whole-of-government for ICT delivery
- practical presentation
- Korea e-Government (Inhee Hwang)
- highlight material deliver by UNDESA, very good information
- real world examples
- e-Government application
- e-Government complementation lessons
- Korea case

Q2: What was the least useful element of the Session?

- textbook: some copies are missing

Q3: Additional comments and suggestions.

- time-keeping by presenters was not good
- moderator needs to limit the time of presenter and wrap up the materials right after presentation finished
- please let us know before the presentation which language are going to use

Session III

Q1: What was the most useful element of the Session?

- e-Procurement
- using open source software to develop public procurement

Q2: What was the least useful element of the Session?

- encourage local seekers to integrate in the public procurement

Session IV

Q1: What was the most useful element of the Session?

- the innovation of public service delivery through smart society
- women empowerment
- women empowerment, diversity issues, water management