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**Statement by  
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to be made at the  
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Distinguished Guests and Participants,  
Ladies and Gentlemen,

It would have been my great pleasure to address this important event in person. Unfortunately, previous commitments prevent me from doing so. Nonetheless, I would like to share with you a few thoughts through this statement that I hope will be useful for your discussions.

Let me begin by expressing my sincere thanks to the Escuela de Administración Pública (EAPDF), the Secretaría de Educación, and the Centro de Estudios Estratégicos para el Desarrollo (CEED) of the University of Guadalajara for having invited me to participate in this very important event.

As a custodian of the United Nations Programme for Public Administration and Development, the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (DESA), I am keenly aware of the enormous challenges faced by Governments in a world that is becoming increasingly complex and uncertain. These challenges include, citing just a few examples, global financial and economic down-turns, natural and man-made disasters, climate change, and crime and terrorism that spread across borders in our globalized world. Despite these daunting obstacles, Governments are expected to fulfill the promise of achieving the internationally agreed development goals (IADGs), including the Millennium Development Goals (MDGs) in a timely manner. Hence, being a ‘crisis-solver’ is not a choice, but a necessity for today’s Governments.

As evidenced by the information age that we all live in, e-government and knowledge management for public administration and development have become increasingly valuable as a ways and means for governments to tackle the challenges mentioned above. As IT-enabled public administration can foster high quality services that are better aligned with citizens’ real needs and preferences, citizen-centric public service delivery has become a requisite for advancing the IADGs and MDGs. Indeed, the information age has created a need to overhaul, not only the practice, but also the very concept of public administration. This includes a change in public service culture, public administrators’ ways of working, and the

need to facilitate the engagement of the private sector and civil society. In sum, the power of e-transformation for the whole of the government and well-being of all citizens needs to be harnessed.

In these complicated and dynamic environments, preparing public administrators and equipping them with the appropriate knowledge and skills for optimal managerial performance is of pivotal importance. Competencies required include citizen-centric perspective, action orientation, adaptation, communication, innovation, negotiation, and effective management of modern information and communications technologies to introduce greater levels of efficiency, transparency and responsiveness in their work environments.

Developing such public skills and capacities is a task that falls squarely on the shoulders of the institutes responsible for public administration education and training. As the cradles for the creation and management of knowledge, these institutes must continue the search for the best ways of preparing human and institutional capacities to enable governments to take advantage of the benefits of the emerging changes and to avoid any risks that may accompany them.

Determined to provide effective support, DPADM has put in place a number of instruments that contribute to the development of the capacities of public administration, especially in terms of knowledge and networks. These constitute a unique source of the latest information on public administration. One of these instruments is the United Nations Public Administration Network (UNPAN) - a global network that connects relevant institutions worldwide for the promotion of enhanced public administration, the second is free online training in various areas of public administration, both can be found at UNPAN, [www.unpan.org](http://www.unpan.org), and the third is the United Nations Public Administration Country Studies (UNPACS), which will be officially launched in early 2011.

These knowledge platforms are intended for both current and future practitioners and experts. By future practitioners and experts I am referring to students who are majoring in public policy or public administration. I would, therefore, strongly encourage you to regularly access these knowledge platforms, which provide worldwide information on public administration, and also to advise your students to do the same as a complement to their academic training and development. At the same, I would like to invite you all, through these knowledge platforms, to share your knowledge and wisdom, including what you have contributed to this important event.

I thank you for your attention and wish you very successful deliberations.

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