



## DPADM Monthly Update to CEPA Members: December 2011

### **1. Possibility of Advisory Services in Chad and Revisiting Chad's Poverty Reduction Strategy Document (PRSD)**

At the request of UNDP's Resident Coordinator in Chad, Mr. Thomas Gurtner, Haiyan Qian together with a team from DPADM's Development Management Branch (DMB) met with him on 28 November 2011 in New York to discuss how to provide technical assistance to Chad. Mr. Gurtner who was recently appointed to the position, expressed that he, in consultation with the respective minister in Chad, have new ideas and approaches towards Chad's Poverty Reduction Strategy Document (PRSD) and that they would like to revisit it. In response, Haiyan Qian encouraged their effort and gave Mr. Gurtner an overview of the advisory services, expertise and past experiences of the division, offering support in the areas of development of institutional and human resource capacities, use of ICT to promote government and parliamentary effectiveness, and capacity building for citizen engagement and civil society to enhance public service delivery. Mr. Gurtner acknowledged that to achieve the revisiting and implementation of the poverty reduction strategy, DESA's expertise in capacity building for good governance, improving parliamentary efficiency and decentralization would have to be tapped into. The meeting agreed to close the current project (CHD06001) as scheduled on 31 December 2011 and that DPADM through IRA, Mr. Ulrich Graute, together with other partners will join a UNDP organized scoping mission in early January 2012. The aim of the mission will be to develop a project to build government capacities by enhancing participatory governance and to improve public service delivery as part of the Chad's Poverty Reduction Strategy.

In an effort to better meet the need for advisory services to Member States, DPADM will have a multi-country approach so as to promote peer knowledge sharing, reduce training costs and the costs of building common toolkits for public administration. Advisory services provided to countries like Mali and Gabon, that have recently expressed interests in DPADM's advisory services may be structured in this manner.

### **2. DPADM's Substantive Training**

All DPADM staff attended two-day training workshops for each branch, unit and office on an 'Integrated Approach through Teamwork in the Development and Delivery of the United Nations Public Administration Country Studies (UNPACS)'. The training enhanced the overall organizational and individual performance of staff and built on the progress made in the past, specifically focusing on: a) integrating performance management and teamwork elements with real-time work goals in UNPACS delivery, b) promoting teambuilding in establishing systematic workplace procedures, and c) establishing follow-up processes after the training activity so as to ensure the effectiveness of the training activity and the implementation of the agreed processes and practices. As a result, each branch, unit and office produced reports outlining their vision, challenges in meeting their vision and strengths as part of a 2 year strategy and 90 day work plan focusing on their strengths to overcome the challenges cited.



### **3. Clinton Hails Oman's e-Government and ICT Initiatives**

DPADM's advisory services have helped Oman become a major e-government player in the region. Testament of this was recently seen when the former President of the United States, Mr. Bill Clinton, as keynote speaker at the 2011 Sultan Qaboos Award for Excellence, praised their e-government initiatives in the delivery of quality services and their degree of citizen engagement.

Since 2008, DPADM has provided support to the Government of Oman through three advisory service missions, which assisted the Information Technology Authority (ITA) in the implementation of their e-government strategy and e-content and has been a catalyst in providing key inputs in producing better content. The Government of Oman has also used the UNPAN portal to promote their e-government activities and conferences as recommended by DPADM.

In addition, Oman won four 2011 United Nations Public Service Awards and it is currently ranked thirteenth internationally in the field of e-government readiness, nineteenth in the area of government success in ICT promotion, and tenth in the attention government accords to ICT sector.

### **4. GA resolution recognizes the important roles of e-government, enhanced cooperation on public policy issues pertaining to the Internet and the Internet Governance Forum (IGF)**

On 22 December 2011, the General Assembly adopted the resolution A/66/437 on "Information and communications technologies for development".

The resolution mentions DESA particularly taking note of DESA's work in the area of enhanced cooperation on public policy issues pertaining to the Internet (for the first time for this particular topic). The resolution also acknowledges the positive trends of e-government among others (also for the first time) and stresses the important role of governments in the design of their national public policies and in the provision of public services responsive to national needs and priorities through, inter alia, the effective use of information and communication technologies. In addition, the resolution appreciates the role of the United Nations Group on the Information Society (UNGIS) as an inter-agency mechanism designed to coordinate the United Nations implementation of the outcomes of the World Summit on the Information Society (WSIS). DESA is currently a Vice-Chair of UNGIS, together with ITU as Chair and UNESCO as another Vice-Chair.

For more information, please refer to the resolution.  
<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan048016.pdf>

### **5. UNDP Turkmenistan requests DPADM assistance**

UNDP Turkmenistan requested DPADM to assist the National Assembly of Turkmenistan in the use of information communication technologies (ICT) and information systems to streamline the workflow and information exchange in the administration of parliamentary affairs, particularly in: a) supporting ICT strategic planning for the Parliament; and b) in strengthening the efficiency of parliamentary processes through the use of information systems. DPADM will follow up on this request through its advisory services including drawing on its experience through the Global Centre for ICTs in Parliament and Africa i-Parliament projects.