



DPADM Monthly Update to CEPA Members: May 2012

1. In-house Seminar on the e-Gov Development in Singapore, Presented by the Infocomm Development Authority of Singapore (IDA)

On 27 April, 2012, the Government Chief Information Office (GCIO) of Singapore and his delegation of the Infocomm Development Authority (IDA) visited the DPADM and gave a presentation on Singapore's e-government and e-governance strategy for the development. The presentation highlighted Singapore's new coordination structure among government agencies in order to promote the whole of government approach and the citizen centric service delivery. In addition, it was highlighted how government engages other stakeholders including private sector, civil society and citizens at large for better coordination for the seamless services to meet citizen's needs most effectively. Singapore ranked 10th in e-government development index of the United Nations E-Government Survey 2012, and 2nd in e-participation index.

2. DPADM Holds May Divisional Meeting

DPADM held its monthly divisional meeting on 1 May, 2012. The director debriefed the staff on the 11th session of the Committee of Experts in Public Administration (CEPA) meeting and the feedbacks received. In addition, research methodology and the framework of the United Nations Public Administration Country Studies (UNPACS) were presented by the three branches of the Division, the Office of the Director and UNPAN Management Unit. The discussion following the presentation was focused on the streamlining of the process for enhanced cohesion and the opportunities for collaboration across the branch for more in-depth analysis and synergy.

3. Collaboration between DPADM and the New York University's Wagner School of Public Service

DPADM collaborated with the New York University's Wagner School of Public Service research project on citizen engagement of the oversight work of parliaments of Ghana, India and South Africa. The research aims to explore how committees of parliament utilize formal mechanisms of civil engagement to monitor public service delivery and strengthen accountability on public spending. Three teams of graduate students conducted field research in these countries in January 2012, and they shared their findings with the Division.

Research findings common to the three countries are: (i) public engagement often occurs through informal or ad-hoc channels and (ii) although principles of inclusion are enshrined in the countries' constitutions and laws, citizen engagement is difficult to track in public service oversight mechanisms. The research also highlighted the role of civil society organization in bridging the gap between citizens and government, and how the Public Account Committees of Parliaments have very little interaction with the citizens.

The next steps in the DPADM /Wagner School collaboration include: (i) the publication of a report of the findings and the launch of a new phase of research, (ii) expanded research to include the countries with systems of government other than the Prime Minister-parliament, (iii) expanded the research to



include the representative function of parliaments, and focus on specific regions, including the Arab region.

4. Pre-recorded Speech for the Opening Plenary Session Network of Schools and Institutes of Public Administration in Central and Eastern Europe (NISPAcee) 20th Annual Conference

In line with the Division's effort to minimize the cost of the staff travel, Ms. Haiyan Qian has agreed to send a video speech to NISPAcee at the request of the organizer. She recorded a video speech for the opening plenary session of the NISPAcee 20th Annual Conference which will be held in Ohrid, Republic of Macedonia, on May 23-26, 2012. The main theme of the conference is "Public Administration East and West: Twenty Years of Development".

In her speech, she emphasized the importance of the modernization of administrative systems in the context of good governance in the countries of Central and Eastern Europe, including the Commonwealth of Independent States, through policy advice and intensive personnel training. Ms. Qian also congratulated the NISPAcee for 20 years of its significant role in helping post-Communist countries to develop their public administration systems and overcome transitional difficulties.

She also highlighted the DESA and NISPAcee's successful cooperation in the development of the United Nations Public Administration Network (UNPAN) and its collaboration in developing leadership capacity in the wider region of Central and Eastern Europe.

5. Pre-recorded Speech for the Conference on E-Government for Efficient and Transparent Governance

In line with the Division's effort to minimize the cost of the staff travel, Ms. Haiyan Qian has agreed to send a video speech to the Conference on E-Government at the request of the organizers. Ms. Qian recorded a video speech for the Conference on E-Government for Transparent and Efficient Government, organized by the Morocco Ministry of Industry, Trade and New Technologies and Alumni Telecom ParisTech Maroc to be held on 6 June 2012 in Morocco. The conference will be on the subject of E-Government titled, "E-Gov, an Essential Tool for an Efficient and Transparent Governance".

Ms. Qian discussed the newly released UN E-Government Survey 2012 and the Morocco's e-government development. She highlighted the Morocco has been slowly closing the gap in e-government development, thanks to the efforts of the national government in developing online applications, and promoting access to Internet and mobile telephones among the general population.

6. E-Governance Strategy for Chad and Capacity Building for its National Assembly

The Inter Regional Advisors (IRAs) of DPADM developed two new capacity-building projects in Chad. These projects are the fruits of ongoing engagement by DPADM through DESA in Chad to re-launch collaboration within a post-conflict context.

The IRA's met with UNDP Chad and the Ministry of Plan, Economy and International Cooperation to outline the first project on informatization and e-Governance. Mr. Kordje Bedoumra, the Minister of Plan, Economy and International Cooperation, underlined the importance of a countrywide e-



governance strategy. This approach is in contrast to other informatization attempts by other ministries that focus on informatization of just one institution.

In addition, a new capacity building project was developed by the National Assembly of Chad, UNDP and DESA through DPADM. DESA through DPADM will provide advisory services in the following subjects: a) revision of the Development Strategy and the Training Plan of the Parliament, b) several training sessions for deputies and staff of the National Assembly of Chad, c) establishment of a Parliamentary and Legislative Information System (Bungeni), d) support to improve the visibility of the Assembly, and e) support to monitoring and evaluation of the project. The project was endorsed by the President of the National Assembly, Dr. Haroun Kabadi in presence of the UN Residence Coordinator, Mr. Thomas Gurtner and numerous media representatives.

7. Update on 2012 UN Public Service Day, Awards Ceremony and Forum

The United Nations Public Service Awards (UNPSA), which celebrates its 10th Anniversary in 2012, will be held in the General Assembly Hall. The awards are given in commemoration of the United Nations Public Service Day, celebrated on 23 June, established by a General Assembly resolution to “celebrate the value and virtue of service to the community.”

Forty-four public organizations from 29 countries will receive United Nations most prestigious international recognition for excellence in public service on 25 June when they receive an award for their innovation and excellence in public service and their contribution to more effective and responsive public administrations.

The winners are as follows: 1st place - Bahrain, Bosnia and Herzegovina, Brazil, Dominican Republic, India, Lebanon, Malaysia, Mauritius, Mexico, Republic of Korea, Senegal, South Africa, Spain, Thailand, Turkey, United Arab Emirates and United States; 2nd place – Australia, Canada, Egypt, Georgia, Grenada, India, Kenya, Mexico, Morocco, Oman, Republic of Korea, Rwanda, Singapore, Slovenia, Spain, Switzerland, Thailand, Turkey.

The United Nations Committee of Experts on Public Administration selects winners according to category and region. The UNPSA categories are: i) prevention of corruption, managed jointly by UNDESA and UNODC; ii) improving service delivery; iii) promoting innovative mechanisms for citizen participation in policy-making; iv) advancing knowledge management in government; and v) promoting gender responsive service delivery, managed jointly by UNDESA and UN Women.

In addition, over 400 participants from across the globe are expected to attend the United Nations Public Service Forum. The Forum will take place from 26 to 27 June 2012, and will focus on “Innovation and Citizen Engagement for Effective Governance”.

This high-level global event is expected to make recommendations on how to promote greater understanding of policy options and practices to promote innovation in public governance and effectively engage citizens, particularly in terms of institutional frameworks, leadership capacities, national development strategies and uses of ICT, including e-participation and preventing corruption in public service.

8. United Nations E-Government Survey 2012 Special Awards



As part of the UNPSA Ceremony, countries that performed well with reference to the 2012 United Nations E-Government Survey rankings will also be recognized.

A United Nations e-Government Survey Special Award will be given to the top 3 ranked countries (Republic of Korea, Netherlands, and United Kingdom), based on the findings of the 2012 United Nations e-Government Survey, for establishing robust telecommunications infrastructure; investing in the development of excellent human capital capacity and the usage of e-government facilities, including multiple channels and a whole-of-government approach in promoting equity to bridge the digital divide by extending service delivery to all, particularly vulnerable groups; providing exceptional e-services; and making e-content available on a continuous basis.

Also honoured will be the top 3 countries (Finland, Israel, and Liechtenstein) which have made outstanding progress, according to the 2012 Survey, by vastly improving their e-service delivery and strengthening their citizen engagement through e-participation modalities to enhance the quality of e-services and e-content offered to different population groups. The top 5 regional performers for e-government with reference to the 2012 Survey's rankings will also be recognized (the United States for the Americas; the Republic of Korea for Asia; the Republic of Seychelles for Africa; the Netherlands for Europe; and Australia for Oceania) as will the top 6 countries in the 2012 Survey's e-participation ranking (1st place: Netherlands and Republic of Korea; 2nd place: Kazakhstan and Singapore; and 3rd place United Kingdom and United States).

9. Capacity Building Workshop on “Future Government: A Global Perspective in Connection to Open Government Data and Citizen Engagement”

DPADM, in cooperation with the International Telecommunications Union (ITU), organized an international capacity building workshop entitled “Future Government: A Global Perspective in Connection to Open Government Data and Citizen Engagement”, in Geneva, Switzerland, on 16-17 May 2012, during the 2012 annual follow-up meetings of the World Summit on Information Society (WSIS). The workshop had around 55 participants including high level officials including as Acting Minister of the Ministry of State for Administration Development from Egypt, Deputy Minister of the Ministry of Information Communication Technologies from Iran and Commissioner of the Regulation and Communication Body of the Republic of Colombia as well as academia, NGOs, private sector and international organizations including UNDP, Organization for Economic Co-operation and Development (OECD) and regional UN commissions of UN-ESCWA and UN-ECLAC. Key outcomes of the Workshop are: (i) formation of a voluntary taskforce to contribute to the implementation of the Toolkit for Open Government Data and Citizen Engagement; (ii) detailed recommendations to the DPADM on methodology to benchmark Open Data and Citizen Engagement in the UN E-Government Survey which will be detailed in the Workshop Report; (iii) identification of e-participation in the era of new media as the theme for 2013; (iv) detailed feedback on the Toolkit especially inclusion of Civil Society before opening any government data.

10. Visit from South African Students

On May 25, 2012, DPADM hosted a group of visitors from South Africa comprised of public officials from government agencies, faculty and students of several universities. DPADM's Director, Ms. Haiyan Qian, welcomed the visitors with an introduction into the United Nations system and structure, as well as DESA and DPADM's work areas. Further, Ms. Qian briefed the group in detail about the



Division's activities and projects based on its organizational structure. Inspired by Ms. Qian's talk, the audience showed interest in Division's activities and engaged in a very lively discussion on e-government, peace building and the focus of the UN in general. The visitors asked questions on conflict resolution issues, employment at the organization, and the decision making process in the UN system. The group appreciated the time of Ms. Haiyan Qian and thanked the Division for holding the briefing session.

11. In-house Seminar on Open Budget Index

On May 24, 2012, DPADM hosted an in-house seminar on the Open Budget Index (OBI) with Mr. Vivek Ramkumar, Manager at the Open Budget Index at the International Budget Project.

The Open Budget Index (OBI) was introduced in 2006 as an outcome of Open Budget Survey (OBS) on the transparency and public availability of budget information. The Survey is undertaken in close cooperation with the global network of civil society organizations whose work is focused on fiscal transparency and participatory budgeting. Mr. Ramkumar provided an overview on the role of civil society in public finance and participatory budgeting, shared the methodology and results of the open budget index, and answered questions from the DPADM staff.

12. Updates on Mission to Qatar and Morocco

DPADM's Inter-regional Adviser (IRA), Richard Kerby presented the UN E-Government Survey 2012 findings to the Government of Qatar. Approximately 70 e-government practitioners participated in the event. In addition, there was a discussion with the Deputy Director of Supreme Council of Information & Communication Technology (ICTQATAR) on two project documents, namely the 2013 UN Public Service Forum and the E-government Initiative for Qatar. Qatar reconfirmed its support for both projects.

DPADM's IRA also completed a mission to Morocco to meet with the Moroccan e-Government team to finalize the activities and funding mechanism for the E-Government Initiative for Morocco. The activities included a forum on Open Data, local government capacity building and strategy development.

13. Meeting of the United Nations Group on the Information Society (UNGIS)

The 8th working level meeting of the United Nations Group on the Information Society (UNGIS) took place on 15 May, 2012 in Geneva. The meeting was chaired by UN Conference on Trade and Development (UNCTAD) with attendance of representatives from International Telecommunication Union (ITU), UN Educational, Scientific and Cultural Organization (UNESCO), UN Development Programme (UNDP), DESA, UN Economic Commission for Europe (UNECE), UN regional economic and social development commission in Western Asia (UN-ESCWA), UNWOMEN, World Intellectual Property Organization (WIPO), and the World Bank.

The participants reviewed the implementation of the work plan for 2011-2012 and discussed coordination mechanisms to improve the efficiency of UNGIS. (the full report and presentation is available on the UNGIS website) The work plan 2012-2013 was adopted with the focus on coordination, monitoring and facilitation of information sharing and promotion the UN role in building the Information Society. The next high-level UNGIS meeting will be organized by UNESCO



UN Public Administration Programme

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in Paris on 25-27 February 2013. DPADM through DESA was elected the Vice-chair of UNGIS for a second term until December 2013.