



DPADM Monthly Update to CEPA Members: December 2012

1. Interview with the Economist Intelligence Unit (EIU)

DPADM Director, Ms. Haiyan Qian gave an interview to Mr. Paul Kielstra, consultant for the Economist Intelligence Unit (EIU) on 29 November 2012 to discuss EIU findings on the United Nations e-Government Survey and establish the United Nations' perspective on criticisms of the survey as well as the latest and emerging trends in e-government. The interview is part of a study to establish the current trends in e-government and the role of benchmarks in this area. The Director is amongst twenty experts to be interviewed from different sectors including from government, academia, NGOs, and international organisations. The product of the interviews will be a stand alone publication which will be made available to EIU subscribers, including a potential business audience, and will be available free on EIU web page as well as distributed by Oracle.

2. Bahrain to Host the United Nations Public Service Day, Awards and Forum 2013

DPADM/DESA and the Kingdom of Bahrain, through the eGovernment Authority (eGA) agreed to have the Kingdom host the 2013 United Nations Public Service Day, Awards and Forum in Manama from 24 to 27 June 2013. The agreement was reached at a meeting held on 4 December 2012 between Ms. Qian and Mr. Mohammed Ali Al Qaed, CEO, eGA. The event will commemorate the 11th Anniversary of the Awards and will mark the first time that they are being held in the Middle East. The United Nations is currently receiving nominations for the United Nations Public Service Awards. The awards seek to reward the creative achievements and contributions of public service institutions that lead to a more effective and responsive public administration in countries worldwide. Through the annual competition, the awards promote the role, professionalism and visibility of public service.

3. DPADM Substantive Training

DPADM staff participated in a Division wide substantive training from 19 to 21 December 2012. Haiyan Qian opened the session, which marked the beginning of the second phase of the development of the Division's work on the United Nations Public Administration Country Studies (UNPACS). She provided a context to the training with particular reference to Member States prerogative for the delivery of a framework for the Post-2015 Development Agenda and outlined the United Nations Secretariat's responsibility as being an endeavour to inform the Member States about the best available evidence and practice in the field. She highlighted the objective of the training which is to achieve better coordination and teamwork through agreed methodology and approach so as to deliver as one with accuracy, quality and consistency.

The training was divided into three main sessions:

Day 1: Six presentations were made outlining different learning experiences gained from working on UNPACS in the past year, including presentations on: a) the role of UNPACS in public administration", b) participatory planning, implementing and monitoring in developing UNPACS, c) verification and validation of UNPACS data, d) utilizing UNPACS including e –Government Development Index (EGDI) for advisory services in the field, e) Post 2015 Development Framework and its implications for UNPACS, and f) open government data and services.



Day 2: Respective branches, unit and the office of the director had separate break out sessions to chart out their strategy for accomplishing their tasks for the year 2013.

Day 3: The branches, unit and director's office presented their findings in a comprehensive way including specific short, mid and long term objectives to be achieved across the 1st through 4th quarters of 2013.

Agreed outputs including the specific objectives for implementation will be integrated into the work programme for each branch, unit and office of the director.

4. Expert Group Meeting and Capacity Building Workshop on Citizen Engagement and the Post-2015 Development Agenda

ESCWA/ECRI requested DPADM/DESA for continued collaboration in providing analytical and technical expertise to countries of the Arab region to support their efforts in institutional and governance reforms. The request was made after an Expert Group Meeting and Capacity Building Workshop on Citizen Engagement and the Post-2015 Development Agenda. At the events, which were organised by DPADM/DESA in collaboration with ESCWA from 3 to 6 December 2012, in Beirut, Lebanon, participants discussed the imperatives for and challenges to engaging citizens in public administration and governance, drawing from expertise and notable cases of citizen engagement globally. They also made recommendations towards the improvement of the "Citizen Engagement Self-Assessment Questionnaire" a policy tool under preparation by DPADM/DESA which will be used by countries to self-assess their readiness to engage citizens in public discourse.

5. Meeting with Delegation from the Korea Health and Welfare Information Service (KHWIS)

A delegation led by Ms. Lee, Bong Wha, President, Korea Health and Welfare Information Service (KHWIS) met with Haiyan Qian to share information about an important integrated management system initiative of the Republic of Korea known as the National Health and Welfare System on 6 December 2012. Ms. Lee explained that the system enhanced convenience for recipients and boosted management efficiency and transparency by linking welfare data across Korea's 16 ministries resulting in the supply of 293 types of welfare benefits to 14 million recipients. Haiyan Qian lauded the initiative and encouraged them to submit a nomination for consideration to the United Nations Public Service Awards whose deadline for accepting nominations ends on 31 December 2012.

6. Expert Group Meeting on the 2014 e-Government Survey entitled "e-Government as an Enabler for Collaborative Governance"

DPADM organized an Expert Group Meeting focusing on the 2014 e-Government Survey titled "*e-Government as an Enabler for Collaborative Governance*" in New York from 4 and 5 December 2012. The meeting provided a platform for experts to exchange views on emerging issues and trends and formulate recommendations in the six thematic areas of the survey, which include: (a) whole of government approaches; (b) e-participation; (c) expanding usage; (d) bridging the digital divide/vulnerable groups; (d) open data government; and (e) multichannel service delivery. Recommendations emanating from the EGM will be reviewed and taken into consideration in the preparation and finalising of the 2014 United Nations e-Government Survey.



7. DPADM Launches Online Training Course on Strategic Intelligence

On Tuesday, 18 December 2012, DPADM, through the UNPAN Online Training Centre, launched a new course titled “*Strategic Intelligence*” as part of the division’s information sharing and training programme to further increase the capacities of public administrators in Member States. It will prepare public administrators focusing on e-government, knowledge retention and transfer, e-learning, and social networking to understand the context in which they are leading and to work for the common good. Some of the topics covered in the course are intelligent research networks and next generation knowledge management, importance of cross-generational knowledge flows, intergenerational knowledge transfer, pillars of knowledge retention, and trends in social networking. The content of the course was developed as a result of collaboration between DPADM’s UNPAN Management Unit (UMU/DPADM/DESA) and the University of Maryland University College (UMUC). It is an addition to the eleven courses already offered through the UNPAN portal and made available at no cost to users.

The UNPAN Online Training Centre can be accessed at www.unpan.org/elearning.

8. Advisory Missions to Rwanda

At the request of the Government of Rwanda, Mr. John-Mary Kauzya, Chief, PACB, undertook an advisory mission from 17 to 21 December 2012, to advise them on how to improve performance levels and reform the public service. Mr. Kauzya conducted a workshop for all permanent secretaries and another for directors responsible for human resources and planning. Subsequently, DPADM’s Inter-Regional Advisors will undertake missions on the same, with the next one scheduled for early February 2013. The key strategies that will be worked on to leverage the reforms and further improve performance include, restructuring the public service, strategic positioning of the function of human resource managers to enable them provide advice to the public service on reforms, strengthening the capacities of the Rwanda Institution of Administration and Management and designing and operating a performance monitoring and evaluation system using ICTs. The Government of Rwanda, through its Ministry for Public Service is counting on DPADM to provide substantive support and advice to make these strategic actions successful.