



## SEMINARS

12 – 14 March 2001

During the days preceding the Third Global Forum, from the 12<sup>th</sup> to the 14<sup>th</sup> of March, high-level training seminars will be held for participants coming from developing countries, for facilitating knowledge building and best practices' dissemination. This part of the event is being organized and funded by the Italian Government through the United Nations – DESA and training institutions. The World Bank (InfoDev Programme) is also involved in the organization.

There will be 19 seminars, each 3 hours long. The participants will be around 20/25 for each seminar and the total will not exceed the number of 100. All the seminars will be "hands on" for all participants and will discuss series of case studies drawn from the experiences of both developed and developing countries.

At present the seminars that are under preparation are:

1. **Potentials of e-government for developing countries**

The seminar will present what the new technologies can do to improve government operations, public administration in general and promote good governance. The focus will be placed on the capacity of ICT to strengthen responsiveness to the citizens needs, accountability, transparency and efficiency. (in collaboration with UN-DESA);

2. **E-government implementation**

The seminar will discuss the knowledge and skills that are needed to implement e-government along with the necessary infrastructure, equipment, technologies and standards as well as the benefits for the government, the citizens and the business (in collaboration with UN-DESA);

3. **Contribution of e-government to economic, social and cultural development**

The seminar will discuss issues such as promotion of national competitiveness ; attracting foreign investment, development of national networks, provision of social services in one stop shops and fostering national cultural identities. (in collaboration with UN-DESA);

4. **E-government strategies and priorities in developing countries**

The seminar will discuss the different strategies adopted by the government to speed the implementation of e-government (exhaustive planning, pilot project, implementation by incremental steps, creation of technical committees, outsourcing, etc.). Ways to plan in order to successfully carry out strategies. (in collaboration with UN-DESA);

5. **Public and private partnerships**

This seminar will discuss how to promote partnerships between the public and private sector in order to implement e-government solutions.(in collaboration with UN-DESA);

**6. E-government new regulatory paradigm**

This seminar will discuss the set of regulations and standards to be implemented in order to facilitate the secure use of official documents and digital signatures. It would also discuss issues of privacy protection and intellectual property. (in collaboration with UN-DESA);

**7. Creation, transmission and preservation of digital records**

The seminar introduces digital records as the way of facilitating information exchange and service integration in administrations. Technical and legislative elements at the basis of legally valid digital records are presented. The seminar has the goal to clarify the infrastructure needed for introducing digital records, to provide methodological and operational basis to introduce digital records in public administrations and to present and discuss some case studies. (in collaboration with SSPA– Italy);

**8. Innovation in local government and development tools. How to manage the change**

The seminar presents national and regional case studies in the area of modernisation of local public administration, especially as far as the implementation of e-governement procedures to promote local development are concerned. (in collaboration with FORMEZ – Italy);

**9. ICT for training, ICT for e-government**

The seminar will give the opportunity to show and to benchmark different experiences on the application of ICT to training processes in order to improve the governance of local public administrations (in collaboration with FORMEZ - Italy);

**10. Web Diplomacy**

The aim of the Seminar is primarily to raise awareness about the impact of the Internet and new technologies in the diplomatic activities and daily work. In particular it will be shown how the Internet can help both in the gathering of information, in its dissemination and in managing information. It is also aimed to provide participants with the understanding of the influence of the developments in information technology on modern diplomacy, to present new IT-based tools and to situate these general changes in their concrete working environment. (in collaboration with the Ministry for Foreign Affairs – Italy and the University of Malta - Mediterranean Academy of Diplomatic Studies - Malta);

**11. E-government strategies at the local level**

This seminar will present the possible ways which can be followed by the emerging and developing countries' local Institutions (municipalities, sub-regional governments, Regions) to initiate projects aimed at consolidation and development in the field of information communication technology, with particular emphasis on e-government pilot projects.

While reporting specific experiences, special focus will be placed on the evaluation of competence and professional skills of local public administrations and on the connection between ICT development and innovation processes within the local public administration.

In particular, the seminar will discuss advantages and disadvantages implied by the various solutions, basing on the experience of Italian, Spanish, German and Chilean local authorities, which are currently developing e-government projects. (in collaboration with SDA Bocconi – Italy);

## **12. E-health: main application levels**

The seminar will present selected strategies on the development of e-Health, which impacts both on the managerial and the clinical side of the healthcare organization, thus creating connectivity and increasing the quantity and quality of tools supporting the traditional healthcare process. In particular, the main ICT effects on the health sector with a depth analysis of the impact on developing countries, which this seminar deals with, can be summarized as follows: Emergency Information system, development of a middleware architecture to manage a network of cardio-logical unit, analysis of territorial information system with reference to application in developing countries, development of telemedicine applications.(in collaboration with SDA Bocconi – Italy);

## **13. Websites and portals for governments and public institutions**

The seminar will discuss the administration and managing of websites, underlining the evolution from the traditional concept of “files for internal use” to the informative for users and to a widespread interactivity. Practical approaches to use websites/portals will be illustrated with a provision of information, opinion polling and communication. Instruments and criteria will be introduced to evaluate accessibility, interactivity and safety of a website. (in collaboration with FORMEZ, CENSIS, IISA – Italy);

## **14. Digital Cities**

In many European countries the development of local telematics has turned out to be a driving factor in the process of qualitative improvement of internal mechanisms in public administration and an excellent mean for multiplying private connections to the network. The seminar reflects on this growth experience and focuses attention on the territorial dimension. The seminar describes the characteristics of services which can be implemented and the dynamics of planning, producing, managing, and evaluating local public web sites. (in collaboration with CENSIS – Italy);

## **15. Network Technologies to protect and promote cultural heritage**

Cultural heritage represents a fundamental resource for public policy. It provides society with the basis for the development and preservation of a cultural and community identity. For many countries, it also represents an underlying resource for stimulating development. ICT can help the public management of cultural heritage both through improved organization of museums and archaeological sites, and through the virtual dissemination of cultural heritage. This latter point is especially important for developing countries and for industrial countries as a whole, in order to foster the protection of less known cultures. (in collaboration with CENSIS, ICOM – Italy);

## **16. E-procurement**

The seminar will focus on e-procurement, that gives benefits for the Public Administration, for the vendors and facilitates the development of Internet and the Information Technology sector. Consip's Italian experience is based on a modular approach to e-procurement: from current e-catalogues and on-line orders to the Internet-based negotiation and supplier selection process, increasing efficiency, competitiveness and transparency in the whole system. (in collaboration with the Italian Treasury, CONSIP – Italy);

#### **17. The Net impact on the health divide**

The focus of the seminar is on the opportunities that technologies offer in order to make health services accessible to a larger number of people and countries. The reason why most of ICT potential seems to be not fully exploited is that it is needed a re-thinking of most of the Institutions, of the decision making processes, of the mechanisms of production and distribution of public services, of the definition itself of what a public service is. Healthcare is a powerful case of a potential quantum leap in the quality of life of people which technologies make possible and policy makers need to exploit. In fact, the seminar will collect and describe a number of successful cases studies of application of ICT to Healthcare systems in order to improve their costs structure, quality and accessibility. Such cases will be identified both in OECD and developing countries. (in collaboration with Demos – UK and Vision – Italy);

#### **18. Rethinking the Work of the Public Administration: ICT and Tele-Work**

The seminar will present the results of a monitoring activity held by the Italian Department of Public Function in order to find out the main experiences and best practices with regard to Telework in Italian Public Administrations. Particular attention will be devoted to the ways to avoid obstacles to Telework project implementations using experience from skilled public managers (internal know-how transfer). (in collaboration with AIPA and the Department of Public Administration - Italy);

#### **19. Digital cartography: integrated instrument for control, planning and management of territory**

During the Seminar the main aspects of the aerophotogrammetrical and survey by remote sensing systems will be shown. The Ministry of Agricultural has been experimenting these systems for more than 10 years. AGRIT methodology (advanced informative system for statistical information in agriculture) is presented. This methodology, based on distance shot surveys integrated with surveys on the ground, is useful to obtain agricultural statistics on profits and estimates of the surfaces of the main crops in our Country. AGRIT methodology, with the appropriate modifications, has been exported to some Non European Countries, such as South Africa and Haiti, where it showed to be very helpful. The use of this system proved to be effective also for the prevention of disasters (e.g. forest fires) (in collaboration with the Ministry of Agriculture – Italy).

#### **20. ICT and the management of the cultural heritage**

The seminar is dedicated to the relationship between ICT and cultural heritage and it will introduce two case studies that represent best practices for the innovation of the management of the culture and tourism at the local administration level. The “Carta di Venezia”, promoted by the City of Venice, and the “Siena Card-Le Chiavi della Città”, promoted by the City of Siena, are two plans finalised to the creation and dissemination of a multifunctional smart card, that represents an instrument of access to the integrated services in the field of culture and tourism: cultural patrimony, city transports, hotels and restaurants. The specific purposes of the two plans are those to improve and to upgrade the system of tourists reception, offering a wide range of integrated services, providing information, choice, reservation and purchase. (in collaboration with Federculture – Italy).