UNITED NATIONS        NATIONS UNIES

**UN Secretary General's Report on the Implementation of the
World Summit on the Information Society (WSIS)
by the United Nations Department of Economic and Social Affairs (UNDESA)
(January - December 2007)**

**Briefing Note on the Implementation of the Tunis Agenda for the Information
Society during the reporting period January - December 2007**

During the reporting period,, UNDESA, as the leading facilitator for Action Lines C1, C7eGov, and C11, and administrator of IGF[1] and GAID[2] Secretariat Units, concentrated its efforts in implementing the outcomes of the World Summit on the Information Society (WSIS), to facilitate the exchange of views, information and experiences, to build capacities and to promote policy dialogue and advocacy for mainstreaming information and communication technologies for development (ICTD)., through a number of modalities and initiatives listed below.

**Meetings and Workshops**

**ICT for Development – A follow up to the World Summit on the Information Society, Tenth Session of the Commission on Science and Technology for Development (CSTD) (22 May 2007)**

On 22 May 2007, UNDESA, through the Global Alliance for Information and Communication Technologies and Development (GAID), organized in Geneva the event "ICT for Development – A follow up to the World Summit on the Information Society", within the Tenth Session of the Commission on Science and Technology for Development.  This multi-stakeholder event, organized in collaboration with UNCTAD, was held during the Tenth Regular Session of the CSTD as a follow up to the WSIS. There were approximately 300 participants, including several Ministers, CEOs and Heads of Agencies.

Four panels examined the innovative uses of ICT in achieving development goals and targets; stimulating and supporting ICT innovation in developing countries; ICT innovations that create "value at the bottom of the pyramid"; and innovative uses of ICT and partnerships in delivering e-government services. Participants expressed appreciation for the organization of this event as an important platform for multi-stakeholder inputs into the policy dialogue of the Commission and called on the UNCTAD secretariat and on UNDESA-GAID to continue the organization of similar events during the future sessions of the Commission.

**Second Facilitation Meeting on Implementing WSIS Outcomes Related to Action Line C1 - The role of public governance authorities and all stakeholders in the promotion of ICTs for development and Action Line C7 - ICT Applications: E-government, and Action Line C11 - International and regional cooperation (24 May 2007)**

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[1] Internet Governance Forum
[2] Global Alliance for ICT and Development

As part of the World Information Society Week (21-25 May, Geneva 2007), on May 24 UNDESA's Division for Public Administration and Development Management, organized the second facilitation meeting on the progress made over the past year by all stakeholders in relation to the implementation of Lines C1, C7eGovernment and C11 of the Geneva Plan of Action and the Tunis Agenda, with a focus on the role of public governance authorities and all stakeholders in the promotion of ICTs for development and e-government. The meeting provided a platform for the participants to exchange information and experience, to identify the proprietary areas for implementation within the Action Lines; and to create synergies among different stakeholders for more effective knowledge sharing and collaboration in order to ensure the WSIS implementation at the international, regional and national levels. In order to facilitate the cooperation and exchange in relation to the various subgroups of the different Action Lines, it was decided that the Second Facilitation Meeting would identify a main focal point for each of the subgroups established for Action Lines C1 and C7eGov at the First Facilitation Meeting in 2006, keeping in mind that the role of the focal points should be to take the lead in formalizing and guiding the work of the sub-groups towards taking concrete steps in-between the physical sessions. The participants to the meeting also recognized the importance of using the means of communications and exchange created by UNDESA in 2006, to facilitate cooperation among stakeholders, via the dedicated online platform to facilitate network activities for strengthening synergies among different stakeholders and the dedicated website established within the United Nations Public Administration Network (UNPAN) Portal at the following address http://www.unpan.org/post-WSIS-C1-C7home.asp.

The meeting, open to all stakeholders committed to and involved in the promotion of ICT for development, was attended by 56 participants, including: 26 representatives from Member States, 20 representatives from UN agencies and regional and international organizations, 6 from civil society and academia, and 4 from the private sector.

### First meeting of the subgroup of Action Line C1 "ICT and Parliaments" (24 May 2007)

UNDESA and the Inter-Parliamentary Union (IPU), through the Global Centre for ICT in Parliament facilitated the meeting on "Parliaments in the Information Age - mobilizing stakeholders around concrete initiatives" which took place in Geneva on 24 May 2007. Participants included representatives of international organizations, civil society and academia, and members of parliament. As a follow up, the Global Centre worked toward enhancing dialogue among key stakeholders, and strengthened its collaboration with partners such as the Association of Secretaries General of Parliament (ASGP), the US National Conference of State Legislatures (NCSL), the European Centre for Parliamentary Research and Documentation (ECPRD) Working Group on ICT, the International Federation of Library Associations and Institutions (IFLA) – Library and Research Services for Parliaments Section, the Inter-American Development Bank (IDB) and the European University Institute (EUI).

A number of seminars, conferences and activities were carried out with a view to promoting coordination of efforts and providing a framework for sharing knowledge and the pooling of information and resources.

### International Workshop on e-Access for All (8-9 February 2007)

With the intent of enhancing cooperation to improve e-access worldwide, UNDESA's Division for Public Administration and Development Management, organized jointly with the Government of Karnataka, India a two-day workshop to share experiences and current thinking on improving e-access. The workshop took place from 8 to 9 February 2007 in Bangalore, India. The theme "E-Access for All" provided opportunities for an in-depth discussion and a wide exchange of views on a variety of items related to e-access and e-

participation of the poor to local and national information and knowledge.  This meeting served as a forum for innovative development practitioners, key decision makers and policy developers to share their visions, policies and strategies, technologies, products, practices and experiences on the topic of better access to knowledge and information for rural communities and the poor. The outcomes of this meeting led to the creation of an on-going dialogue among the participants especially at the local government level and to supporting greater access to the poor. A cross-fertilization of e-policies and e-services took place during this workshop, which could be replicated or adapted to other regions. These e-policies and e-services are made available through UNPAN.

http://www.unpan.org/directory/conference/guest/browseoneconference.asp?conference_id=2023

## United Nations Meets Silicon Valley (28 February 2007)

UNDESA-GAID and Intel co-organized a special event, "The United Nations Meets the Silicon Valley" on 28 February 2007, at the Computer History Museum in Mountain View, California, bringing together more than 300 participants from United Nations organizations and members of the GAID Strategy Council and the local IT industry, academia and venture capital community. The event explored how technology and industry can bolster development and how to promote partnership in ICTD between the public and private sectors. Panel discussions were organized on the contributions of Silicon Valley innovators to the development agenda, the relationship between venture capitalism and the MDGs, and developing locally relevant content.

## World Information Society Day, United Nations Headquarters (17 May 20007)

On 17 May 2007, UNDESA, through GAID, organized a special event commemorating the World Information Society Day    at the United Nations Headquarters in New York. The United Nations General Assembly, through Resolution A/RES/60/252, called on the observance of the World Information Society Day to raise awareness on the role of information and communication technologies (ICT) and the Internet in bridging the digital divide and bringing together societies and economies towards a common goal of an inclusive and people-centred Information Society.

The special event at the United Nations Headquarters featured panel sessions on the theme "Tale of Two Worlds: Keeping Pace with a Moving Target". These sessions discussed how developing and less-industrialized nations can take advantage of new opportunities brought by innovation and technology, and how access and connectivity can be promoted to developing countries through pioneering technological and financing solutions. Representatives from governments, private sector, civil society, NGOs and United Nations agencies participated in an active dialogue during these sessions and explored how ICT can be fully leveraged at the service of development.

## Global Forum on Reinventing Government (26-29 June 2007)

In June 2007, UNDESA's Division for Public Administration and Development Management organized in Vienna the 7th Global Forum as a system-wide activity, with support from governments and members of the Institutional Partners Group (IPG). The various UN agencies and programmes, led by UNDESA, collaborated with the civil society organizations, top universities and think tanks as part of the IPG to pool their accumulated experience, expertise and knowledge for the benefit of senior officials and international participants on different methods of building trust and strengthening the credibility of public policies and institutions.

The Global Forum provided an ideal venue to consider measures to increase confidence in government actions. Transparent, accountable and effective governance is one of the surest ways to do so. Enhancing popular participation in the policymaking process is another. The discussions in Vienna represented a key opportunity to generate other innovative avenues to connect governments with the governed.

## ICT for Development: Post-WSIS Scenarios, Geneva (5 July 2007)

On 5 July 2007, during the substantive session of ECOSOC in Geneva, UNDESA-GAID organized a panel discussion on "Information Society: New Perspectives for Post-WSIS Scenarios". More than 150 participants took part in the event, including Mr. Hamadoun Touré, the Secretary-General of ITU, Mr. Supachai, and about 25 Ministers and Ambassadors. Participants and panelists commended the leadership role of the United Nations under ECOSOC and CSTD in mobilizing key stakeholders to promote the implementation of the WSIS outcomes. ICT was seen as a key instrument for transforming development cooperation, making it a tool for bringing the poorest and most disadvantaged populations into the mainstream of the world economy. The panel stressed that the global vision and the general framework articulated at WSIS for building an inclusive, development-oriented and people-centred information society must be translated into reality, and that this can only be done through new forms of solidarity, partnership and cooperation among all stakeholders. Panelists also stressed the need to analyze the emerging trends and perspectives and, in particular, issues of innovation, social and human dimensions of the Information Society, and the respective roles of stakeholders in building coalitions for the achievement of common development goals.

## Global Forum on Youth and ICT for Development, Geneva (24-26 September 2007)

UNDESA-GAID organized a Global Forum on Youth and ICT on the theme "Youth as Agents of Change" at the International Conference Centre in Geneva, on 24-26 September 2007. Attended by more than 500 participants, the Forum engaged the youth in debates and discussions with their peer representatives, policy makers and technology leaders in exploring ways to empower the community and to participate more fully in society through the appropriate and responsible use of ICT. The Forum also provided a platform to showcase youth-led initiatives and created a space to foster adult-youth cooperation to encourage the inter-generational transfer of skills and resources. Young people shared ideas and learned from peers who have successfully used ICT as a tool in promoting their own economic and social advancement, as well as that of their communities. Some 30 partners including ITU, UNESCO, ILO, WHO, UNFPA, HABITAT, Intel, Microsoft and civil society organizations contributed to the organization of the Forum.

## World e-Parliament Conference 2007 (9 -- 11 October 2007)

In October 2007, UNDESA, IPU and ASGP, with the support of the Global Centre for ICT in Parliament, organized the World e-Parliament Conference 2007. The Conference and its associated meetings, brought together for the first time members of parliaments, Secretaries General, IT professionals and other parliamentary staff from around the world to address the promises and challenges of ICT in parliament. Speakers and participants shared insights based on experiences in their respective institutions and demonstrated the value of an ongoing global exchange to promote the benefits of ICT for parliaments everywhere. This confluence of key stakeholders offered a unique opportunity to identify opportunities for innovation, barriers to effective implementation, and good practices.

## The 5th UNPAN e-Knowledge Management Training Workshop (23-26 October 2007)

Held from 23 to 26 October 2007 in Seoul, the Republic of Korea, the Workshop was attended by 35 participants from 22 different UNPAN member organizations. The main purpose of the meeting was to: (a) exchange experience among UNPAN members; (b) learn about the Republic of Korea's e-government; (c) learn about the newly developed UNPAN e-knowledge management tools; (d) and attend field visits in order to gain first-hand experience from the Republic of Korea's e-government. The UNPAN member organizations shared their experiences and recommendations on how they use UNPAN tools for information sharing and how they contribute to the UNPAN portal.

http://www.unpan.org/directory/conference/guest/browseoneconference.asp?conference_id=2117

## Connect Africa Summit (29-30 October 2007)

On 29-30 October 2007, the Connect Africa Summit, organized by UNDESA through the Global Alliance for ICT and Development in partnership with the International Telecommunication Union, the World Bank and the African Union Commission, was attended by over 1,000 participants, including six heads of state, 23 ministers, 20 leading private sector companies, along with development banks, international organizations and other stakeholders. The Summit was organized in four separate tracks, each with a high-level panel, where the participants discussed key issues, including the identification of the gaps and solutions to the deployment of broadband infrastructure, access to ICT in rural areas, establishment of a business-friendly policy and regulatory environment to encourage investment in broadband infrastructure and the development of an ICT-skilled workforce and relevant applications and services.

The Summit recognized the significant role of ICT as catalyst for accelerated progress in achieving the Millennium Development Goals, particularly in Africa, the sole region not on track to meet the goals by 2015. The event helped mobilize the human, financial and technical resources required to bridge major gaps in ICT infrastructure across Africa, with the aim of supporting affordable connectivity and applications and services to stimulate economic growth and the achievement of the MDGs.

Demonstrating the power and potential of public-private partnerships to narrow the digital divide, the Summit produced concrete results, which exceeded the expectations of many participants. The private sector and multilateral finance institutions announced several important pledges and commitments, amounting to an estimated $55 billion over the next five years.

## Workshop on E-Governance and Its Knowledge Base Development (30 October 2007)

The Workshop, organized by UNDESA's Division for Public Administration and Development Management, took place on 30 October 2007 at the International Convention Centre Jeju (ICC Jeju), Republic of Korea. The main purpose of the meeting was: (a) to share core concepts of "Building a Virtual Repository of E/M-Government Knowledge Sharing" focused on Asian and Pacific countries; (b) to discuss how to collect and analyze relevant data; and (c) to divide roles among project partners for the implementation of the project. Around 20 participants from China, the Republic of Korea, and the Philippines attended the Workshop.
More details can be obtained online at:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan027716.pdf.

## The Windsor Knowledge Management Roundtable, St. George's House, Windsor Castle UK, 30 November - 1 December 2007

The Roundtable mainly focused on UNPAN, its existing and future on-line training packages, areas of assistance from the donor community and cooperation with current and future partners. The participants of

the Roundtable identified the significant role played by UNPAN as an engine for the facilitation and promotion of the importance of public administration and knowledge management, and expressed their full support and intention to cooperate within the UNPAN platform in the future. The members of the meeting proposed a number of initiatives for joint activities between their institutions and UNPAN.

## Technical Cooperation Projects and Advisory Service Activities and Facilities

UNDESA's Division for Public Administration and Development Management, engaged over the past year in several technical cooperation activities with the aim of providing advisory services to requesting governments, aiming at building capacities and facilitating regional and international cooperation in the area of e-government and e-governance. All technical cooperation activities are seen as a key instrument for transforming development cooperation and make it a tool for bringing the poorest and most disadvantaged populations into the mainstream of the world economy.

### Caribbean Technical and Advisory Support Facility (TASF)

In the Caribbean Region, through the Caribbean Technical and Advisory Support Facility (TASF) on e-government, which provides advisory support to Caribbean countries in the area of legal and regulatory reform, policy making, e-government applications development and capacity-building for civil servants, UNDESA, started a cooperative effort with other international partners active in the Region (i.e., the OAS, ICA/IDRC, CIDA, CARICAD) that will lead to the transfer and implementation process of Jamaica's Customs Automated Services (CASE) solution in Antigua & Barbuda.

In addition, a Caribbean E-Government Knowledge Bank hosted by UNPAN was also established with the main purpose of enhancing cooperation of the countries in the Caribbean through the sharing of information and experiences on e-government and facilitating the dialogue in the Region.

### Capacity Building Initiative on ICT for Development

Thanks to the support of a Trust Fund on "Capacity Building Initiative on ICT for Development" financed by the Government of Italy, UNDESA partnered with four countries in the Caribbean and Africa – Belize, Morocco, Saint Lucia, and Saint Vincent and the Grenadines - to implement operational e-government projects and deploy applications at the national level in specific e-accounting priority areas as identified by the beneficiary Governments.

These projects are:
*Computerization of the Motor Vehicles Registry and Driver Licenses Issuing Procedures (Belize)*

The focus of this project is on the computerization of some key operations of the Department of Transport. The specific objective is to address the needs of automating procedures related to the information management of driver licenses and vehicle registration. This objective will be achieved through the implementation of an online application that will convert the current paper-based procedure used by district traffic offices to interact with their citizens, and to deliver services that are responsive to their needs. The project will help the Government of Belize to tackle the following problems: the high levels of corruption among public officials working at district traffic offices, citizens' non-compliance with the payment of related fees, and the trafficking of vehicles illegally brought within the national borders.
More information on this project is available online at http://www.unpan.org/dpepa-kmb-eg-egovtc.asp

*Enhancing St. Vincent Government's Official Web Site (Saint Vincent and the Grenadines)*

This project was operationally completed in June 2007 and its deliverables were:
- The conversion of the website of the Government of Saint Vincent and the Grenadines into a web-portal offering  a multi-channeled portal providing information and services at the governmental, ministerial, and departmental level, to citizens and businesses (G2B & G2C), and the development of an e-learning component as part of the newly deployed portal.
- The development and deployment of the following e-taxation applications: The online payment of taxes by civil servants, and the on-line registration service for the business names of individuals or companies.
- The provision of a capacity building program deployed through working sessions, learning by doing, and through the use of an e-learning platform to develop the technical skills of both the developers and the final users.

The deployment of the new system resulted in a new organizational structure implying new roles and responsibilities of the people involved in the management of the newly developed system. As a result of the deployment of a portal, the government was able to provide online services to businesses and citizens, create interfaces and integration among data banks and functions of different administrative entities, develop a reference model that defines the e-government and information management systems for the Government of Saint Vincent and the Grenadines, and establish a platform to integrate future applications.
More information on this project is available online at: http://www.unpan.org/dpepa-kmb-eg-egovtc.asp


*Integrating the St Lucia Information Management Systems*

This project was operationally completed in July 2007. The objective of the project was to address the problem of the integration of the Government agencies' operations. This was done through a feasibility study that benchmarked the present situation with best practices; defined operational solutions and guidelines for the upgrading of the present procedures to integrate operations and simplify processes across Government agencies and around citizen needs. The "feasibility study" on systems integration encompassed the outcome of the analyses performed during the project ("as is", "to be" and "gap" analyses) and was presented to the Government of Saint Lucia as a prospective scenario and operative guidelines and options ("action plan") to enhance the efficiency and the effectiveness of public activities. The guidelines also aimed at supporting the Government in its attempt of transforming the way its agencies interact with their citizens and provide services that are responsive to their needs.
More information on this project is available online at http://www.unpan.org/dpepa-kmb-eg-egovtc.asp

*E-HR Management Project in the Public Administration of Morocco – First Phase (Morocco)*

The focus of this project is to create an environment in which the Ministry of Public Sector Management has the ability to effectively manage the career of all civil servants in the Government of Morocco. In particular, the project addresses the lack of an integrated personnel and financial management system available to all ministries. It also provides an assessment of the current HR management and IT situation, an e-HR Assessment, Requirements and Strategy, Pilot Implementation Guidelines, a Communication Strategy and an e-HR Management Prototype. Through the implementation of an e-HR Pilot Project involving the Ministry of Public Sector Management and the Ministry of Finance and Planning, as the two most advanced ministries in the field of HR management, the new e-HR Management System project will be gradually extended to all

ministries. The Government of Morocco and Almaviva (the private sector partner) are in the final stages of developing a prototype for e-HR management for the Ministry. This prototype will be fully implemented in the second stage of the project.

More information on this project is available online at http://www.unpan.org/dpepa-kmb-eg-egovtc.asp

*E-government for Enhanced Service Delivery (Lesotho)*

The focus of this project is on the government to government (G to G) element of e-government. By ensuring that various departments within the Ministry of Communications, Science and Technology are using the same IT platform, greater synergies among the departments will occur which will increase productivity within the ministry. In addition, the majority of departments are currently working in isolation and, as a result, there is a duplication of servers, firewalls, Internet connections, etc. This project aims to interconnect the four locations of the Ministry through a wireless solution. In addition, the project will deploy integrated databases, portals, servers, firewalls, and other security measures, as well as Internet access throughout the Ministry. In early August 2007, a 'Kick-Off' meeting took place in Maseru, Lesotho, after the signing of the UNDESA contract. An e-government study tour to the United Kingdom for key members of the Lesotho Government was organized in mid-September 2007.

More information on this project is available online at http://www.unpan.org/dpepa-kmb-eg-egovtc.asp

## Tools and Products

### Compendium of ICT Applications on Electronic Government: Volume 1

Mobile Applications on Health and Learning is a unique collection of modern Information and Communication Technologies used directly by or in partnerships with governments or governmental institutions around the world to support their administration and public service, and to address governance challenges. The current volume of the Compendium focuses on software products and applications from developed and developing countries for m-education and m-health. It includes more than 130 ICT applications, and can be accessed at: http://unpan1.un.org/intradoc/groups/public/documents/UN/UNPAN028661.pdf

### METER2

The objective of METER 2, as a ready-to-use interactive web-based tool, is to assist governments in monitoring and refining the enabling environment for e-government. With regard to the five main pillars or building blocks which are key to the enabling environment (i.e., political commitment and support, policy setting, legal and regulatory framework governing ICT, organizational issues, and technology) the tool identifies essential factors that influence the public sector's capacity to effectively harness technology as a resource for renewal and leadership, and which provides options and dilemmas likely to emerge under selected conditions. The tool in this fashion, can guide policy makers in their e-government development initiatives.  METER2 will be developed by UNDESA in partnership with the Center for Technology in Government (CTG), University at Albany, State, University and Microsoft Corporation.

### Survey on the use of ICT by legislatures

In July 2007, the Global Centre for ICT in Parliament launched a worldwide survey on the use of ICT by legislatures. The survey intended to: a) establish an authoritative baseline of how national parliaments are using, or planning to use ICT to help them fulfill their responsibilities for lawmaking, oversight, and

representation; b) allow legislatures, through the completion of the survey to conduct their own assessment on the use of ICT in their day-to-day work; c) provide an opportunity for sharing lessons learned and good practices that may be of interest to many parliaments, both in developing and developed nations.

More than 100 assemblies responded to the survey, whose results will form part of the World e-Parliament Report 2008, to be released by UNDESA and the IPU in early 2008. The Report is the first of its kind and will be both a seminal work and a useful instrument for parliaments around the world.


## Partnerships and Networks

### Flagship Partnership and Advocacy Initiatives

UNDESA, through GAID, launched some Flagship Partnership and Advocacy Initiatives that aim to accelerate connectivity and access for Africa; enhance and scale up the tele-centre movement; create a Cyber Development Corps based on south-south and triangular cooperation; promote assistive technologies for persons with disabilities; and advocate for free Internet accessibility for schools. They also create a number of Communities of Expertise that bring together motivated and capable actors to address specific, well-defined ICTD problems and identify and disseminate good practices along GAID's focus areas namely, education, health entrepreneurship and governance as well as in cross-cutting themes such as gender, youth, local and regional authorities, local content and rural development.

### Regional networks

UNDESA through GAID, also launched regional networks for Asia and the Pacific, Europe, Africa, and countries in transition (CIS countries), as well as stakeholder networks composed of representatives from civil society, youth and persons with disabilities. A GAID Regional Network for Latin America and the Caribbean will be launched in February 2008 in San Salvador, El Salvador.

### Global Network of IT experts in Parliament

UNDESA, thorough the Global Centre for ICT in Parliament, launched the Global Network of IT experts in Parliament, a knowledge platform for exchanging information on the use of new technologies to strengthen parliamentary institutional and organizational capabilities.

There are currently 165 members from 65 countries. In October 2007, around 80 members of the Global Network met face-to-face in Geneva to discuss the governance and operating procedures for the Network.

### African Parliamentary Knowledge Network (APKN)

At the regional level, the Global Centre initiated, in close cooperation with the Africa i-Parliaments Action Plan, a process for the establishment of an African Parliamentary Knowledge Network (APKN), a mechanism for coordination among parliamentary administrations in their various areas of responsibility, including legislation, information, research, documentation and technologies.

As a follow-up to a Workshop organized in Abuja, Nigeria, in March 2007, to exchange ideas and share views around the establishment of the Network, a study was prepared with a view to map existing processes and realities at the regional level in order to identify mutual benefits and challenges, and outline recommendations

for their harmonization at the continental level.  A draft Charter for the Network was also prepared. A follow-up meeting will be organized at the Pan African Parliament in early 2008.

## Administration of the IGF and GAID Secretariat Units

UNDESA's contribution to the implementation of the outcome and follow up to the outcome of the WSIS was also supplied through the provision of substantive, organizational and administrative support to the IGF and GAID Secretariat Units.  By facilitating and assisting the two Units in their work related to the functioning of the platforms, which provide the opportunity to stakeholders from different parts of the world for gathering and for a cross cutting and cross-sectoral dialogue, UNDESA contributed to the increase of global understanding and cooperation on issues related to key elements of Internet governance and to the role of ICT in development.