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Government of the Future:

Understanding and Implementing E-government

By Ms. Haiyan Qian

Director, DPADM/UNDESA

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CHALLENGES

Periphery, Core & UN



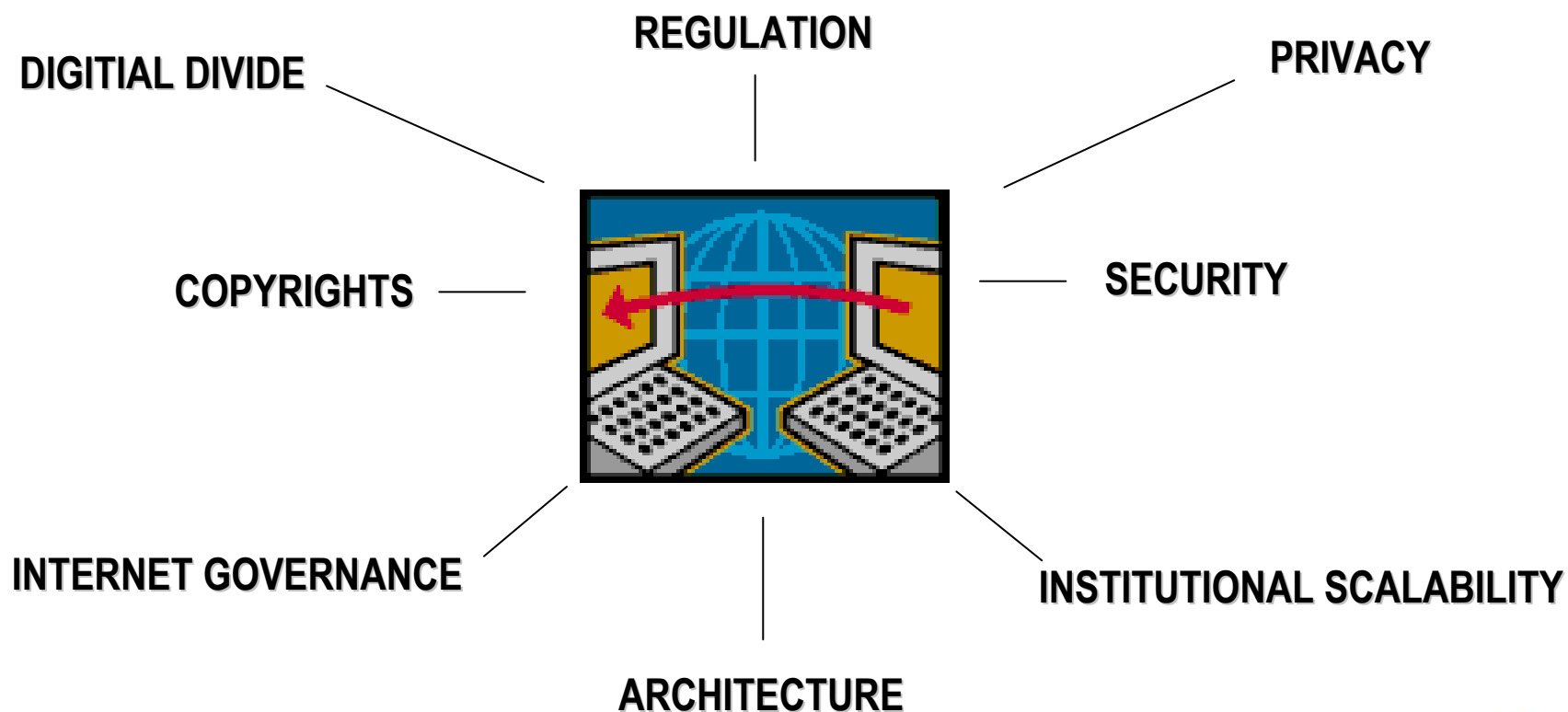
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CHALLENGES - *at the periphery*





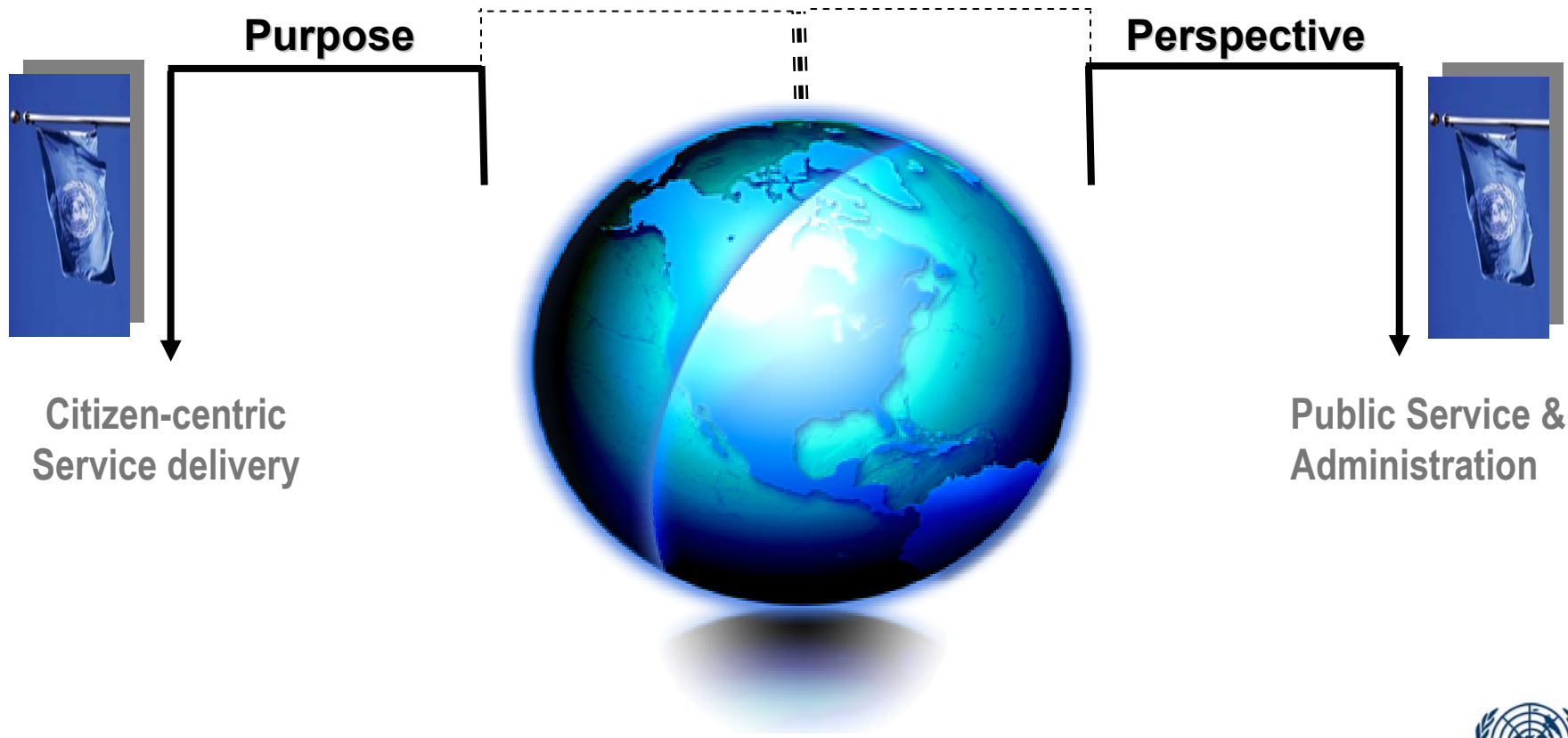
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Scope: GLOBAL





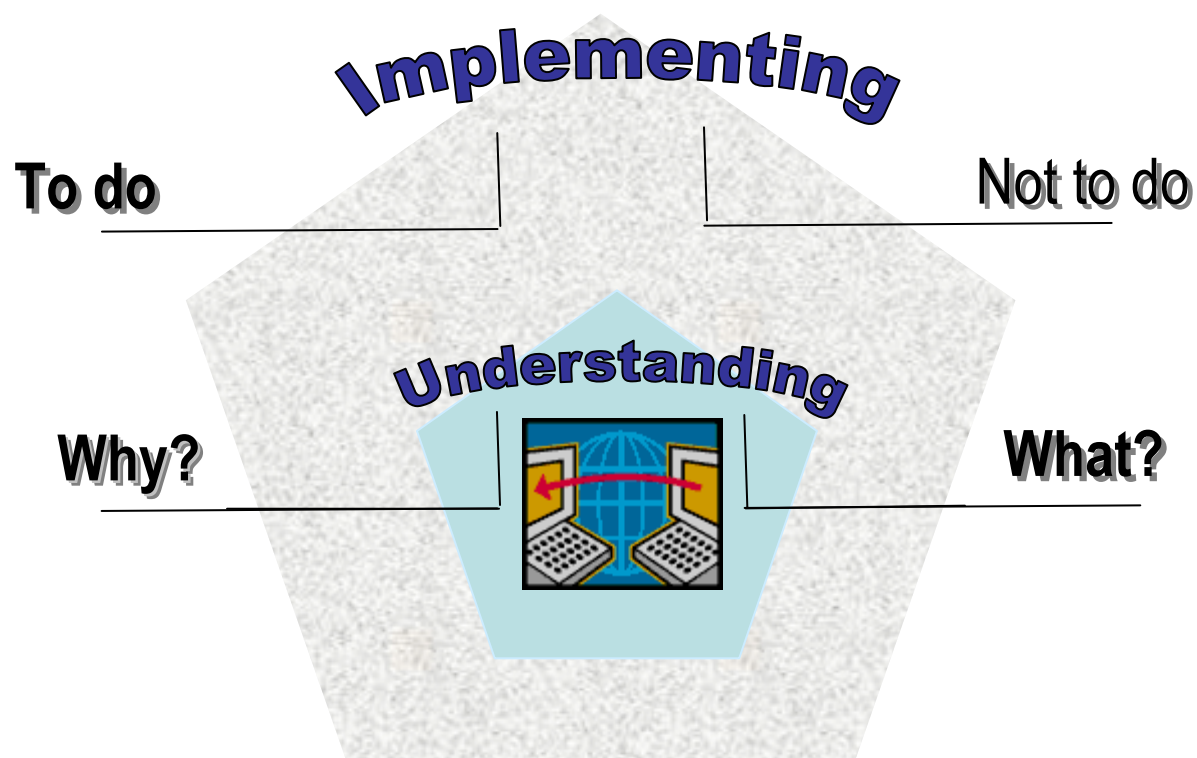
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CHALLENGES - *at the core*





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CORE CHALLENGES

- **Understanding:** E-government as the icing on the cake
- good to have, but not essential.
- **Implementing:** E-government used as patchy e-silos
- to resolve individual problems without changing the overall structure and the ways of doing business.



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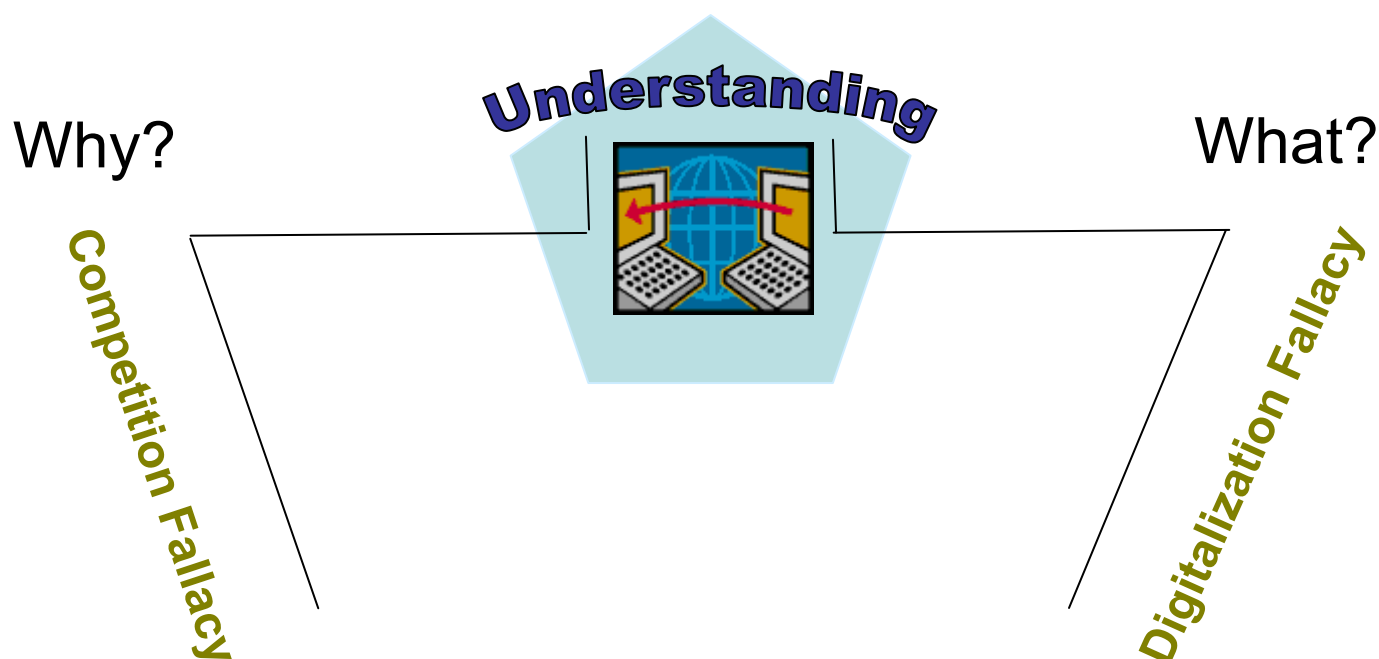
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CORE CHALLENGE #1 - *Understanding e-government*

E-government is at the crossroads. Governments can either:

- *relay it* to the heavy pile of advanced tools for enhancing public service delivery, or
- embrace it as an opportunity to transform public governance





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Understanding e-government: WHY to have it?

Competition Fallacy

- E-government is seen as a fad competition



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Understanding e-government: WHAT is it?

Digitalization Fallacy

- Equating eGov only with best infrastructure and most advanced technology



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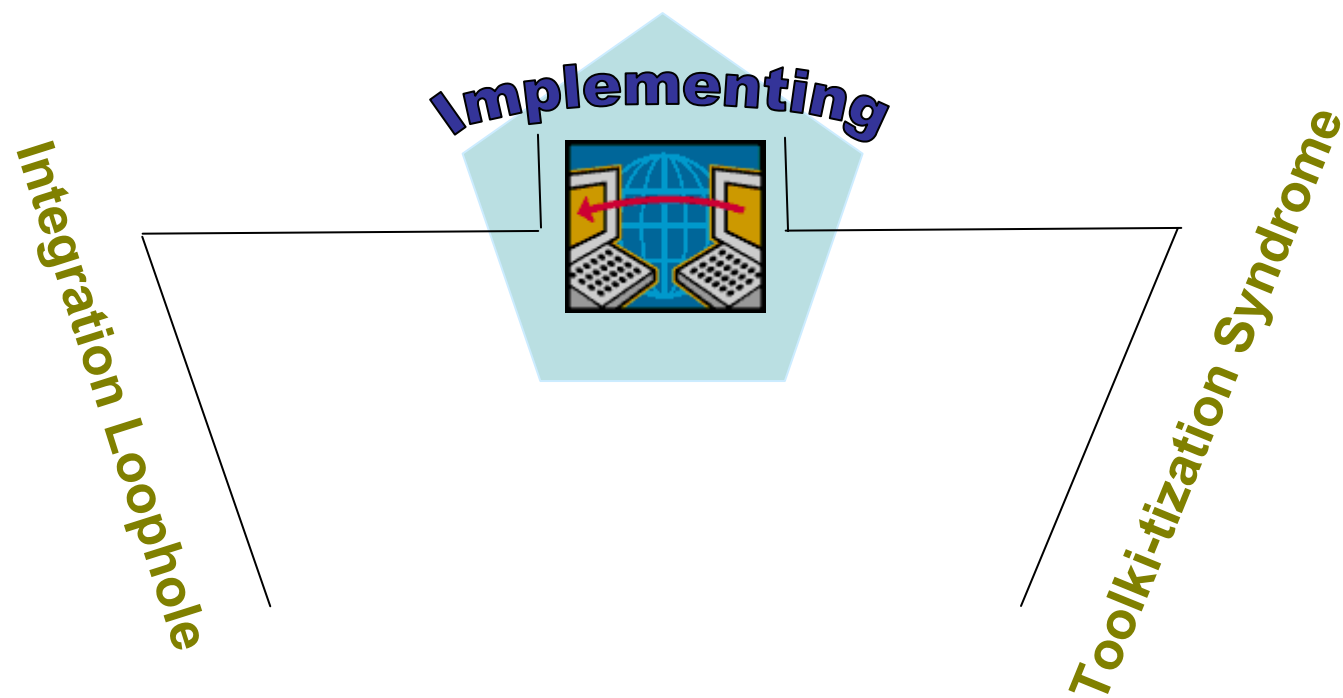
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CORE CHALLENGE #2 *Implementing e-government*

E-government can not be properly implemented if it is understood as:

- a tool among many others, and not as an integral part of the overall development
- patchwork meant to resolve stand-alone problems, and not as a part of the integrated template





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Implementing e-government: To do

Integration Loophole

- “Veneer e-government” is often mixed up with “real e-government”



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UNITED NATIONS E-GOVERNMENT SURVEY



67-100%

V: 9 countries

STAGE I:
STAGE II/III:
STAGE IV:
STAGE V:

Emerging
Enhanced/Interactive
Transactional
Connected

1-33%

II/III: 105 countries



IV: 75 countries

34-66%



0%

I: 3 countries



United Nations E-Government Survey 2008: *From E-Government to Connected Governance*
New York: United Nations, 2008.



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Implementing e-government: NOT to do

Toolkitization Syndrome

- E-government is often used as *patchwork mending* in a muddled government apparatus through a collection of stand-alone toolkits.



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OPPORTUNITIES

Citizen, Image & Knowledge



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OPPORTUNITIES

Naturally Citizen-centric

- E-government is relatively transparent and pro-citizen
- No one has monopoly on information or time



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OPPORTUNITIES

Originally clean

- E-government is still relatively pure
- E-government could be used proactively in preventing corruption



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OPPORTUNITIES

Primarily knowledge-driven

- E-government requires constant updating of information (24/7)
- E-government creates a new category of skills – e-Knowledge management



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CONCLUSION



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CONCLUSION

- Understanding:**
- E-government is not merely technology.
 - It is not a luxury item.
 - It is the basis of the institutional transformation/capacity enhancement needed in a globalized/multistakeholder world.
 - It is for everybody.

- Implementing:**
- E-government is not a stand-alone tool.
 - E-government is about human capital and ingenuity.
 - It is the driving force of knowledge management, and vice-versa.

Next step: Including e-government into the UN development agenda





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Thank you for your attention.