



DPADM Monthly Update to CEPA Members: November 2013

1. DPADM/DESA Develops E-xperience Conference with Centre of Innovation on e-Government Development (Colombia)

The Centre for Innovation on e-Government Development, launched on 30 October 2013 by the Vice-Minister of ICT of Colombia, Ms. Maria Isabel Mejia and DPADM/DESA's Mr. Vincenzo Aquaro, has embarked on its first major outcome, Conference E-xperience, to be held from 26 to 27 November in Bogota, Colombia. The Conference is co-organized by DPADM/DESA and the Government of Colombia and will be attended by experts from various regions. New e-government platforms and networks are dramatically changing the decision-making systems, business models and public service delivery mechanisms in both developed and developing countries. This growing demand for ICT goods and services in the public and private sectors can potentially leverage the consolidation of improved governance, thus becoming the backbone of efficient public administration. The E-xperience Conference will: (a) share tools, approaches and methodologies for the implementation of E-government; (b) provide a space for future collaboration towards the improvement of e-government in developing countries; and (c) open collaborative spaces for e-government dynamics, engaging all e-leaders (Ministers, Presidential Advisors, Department Heads, Chief Information Officers) towards improved frameworks for cooperation on e-Government development.

2. Workshop on “Leveraging the Science of Happiness at Work”

In an effort to carry out mandated activities in more efficient and effective ways, the Division held a 2-day workshop from 18 to 19 November 2013 on “Leveraging the Science of Happiness at Work” which is based on the Performance-Happiness Model, a scientifically-proven model that applies global rigorous research findings to show the link between employee happiness and productivity. Prior to the workshop a survey on “Happiness at Work” (iPPQ) was administered to all staff and the results aggregated into a report which formed the basis of the training. Staff participated in various interactive discussions revolving around the 5Cs of contribution, conviction, culture, commitment and confidence drawing lessons on how much control each staff member has on their individual and team productivity. Staff also learned how to leverage their diversity and resources by listening, recognizing and understanding the different aspects that allow individuals to flourish in their roles, making them happy and resulting in higher productivity. At the end of the workshop staff expressed appreciation for better listening and communication as well as having a greater understanding of their spheres of control within their specific roles.

3. DPADM among the Winners of the United Nations Volunteers (UNV) Online Volunteering Award 2013

The UN e-Government Survey 2014 Data Team led by the e-Government Branch of DPADM is one of the 10 winners of the “Online Volunteering Award 2013”. The award is in recognition of the 4 month effort undertaken by 37 online volunteers - out of a total of 85 researchers - from around the world to process 386 research surveys carried out across 193 UN Member States for the 2014 UN E-Government Survey Data Assessment. The UN E-Government Survey assesses government web portals with a focus on the provision of e-information and e-services that connect governments and citizens. It provides decision makers with findings that enable them to identify their strengths and challenges, as well as policy recommendations on how best to move ahead in the context of their current development needs and goals.

Every year, UNV connects more than 11,000 online volunteers with development organizations across the globe through its Online Volunteering service (www.onlinevolunteering.org). The jury of experts in volunteerism and development cooperation chose the winners based on their commitment and



contributions, the results of their collaboration and their impact on the activities of the organizations they supported.

In the lead up to International Volunteer Day (IVD) on 5 December, UNV invites citizens worldwide to be inspired by the winners' stories and participate in the global voting for their favourite winner. The team that gets the most votes will be announced as the public's favourite on IVD. [Read about the winners and vote for DPADM/DESA](#)

4. 2014 United Nations Public Service Awards (UNPSA) Call for Nominations and Briefing Sessions

DPADM conducted the final briefing session to Spanish speaking Member States through their Permanent Representatives to the United Nations on 12 November 2013, to explain the UNPSA programme's processes, focusing on the nomination and evaluation methodologies. The session was attended by Permanent Missions of Argentina, Bolivia and Mexico. Nomination for the 2014 UNPSA remains open until 18 December 2013.

The Awards will be bestowed on public institutions that have undertaken innovative solutions in the areas of: (i). improving the delivery of services; (ii). fostering participation in policymaking decisions through innovative mechanisms; (iii). promoting whole-of-government approaches in the information age; and (iv). promoting gender-responsive delivery of public services. Detailed information is also available at: <http://www.unpan.org/unpsa> and nominations will only be accepted online at: <http://www.unpan.org/applyunpsa2014>

5. Mission to Togo in Support of Capacity Development and Modernisation Programme

Following the visit of a high level delegation from Togo to DESA last October 2013 aimed at finalizing the road map to the Government's new programme for capacity development and modernisation of the State, a team of IRAs from CDO, DPADM and DPAD undertook a support mission to Togo from 2 to 9 November 2013. The team with expertise in the areas of: (i) public administration programme formulation; (ii) e-government and ICT; and (iii) policy analysis and economic modeling for sustainable development, worked with UNCT experts, Government officials, Togolese development partners including the private sector and civil society organizations to shape the methodology as part of the programme formulation process.

6. Russian Delegation visits DESA for Briefing on e-Government Development Index (EGDI) and to Explore Opportunities for Future Cooperation

Following Russia ICT Day, organized by the World Bank in cooperation with the Russian Federation in Washington DC, a delegation of 42 high-level officials from the Russian Federation visited DESA to discuss the United Nations e-Government Development Index (EGDI). DPADM organized a conference where staff members made several presentations on the 2014 e-Government Survey, Capacity Development, Open Government Data, Public Service Forum and Awards, and Innovation Transfer. This was followed by a Q&A session where DPADM advised the delegation on how to improve e-government performance at federal and local levels to harness the benefits of the information society to all citizens.

After the meeting Mr. Nikolai Nikiforov, Minister of Communications and Mass Media, Amb. Vitaly Churkin, Permanent Representative of Russia to the UN, together with other high level officials of the delegation and DPADM staff members met with ASG Mr. Thomas Gass to explore opportunities for future cooperation between DESA and the Russian Government in the field of ICT and service delivery. It was



agreed that the Russian Government would invite DPADM advisors to assess the country's e-government performance and provide guidance and recommendations on how the Government can improve their overall public service delivery, bridge the digital divide, implement whole-of-government approach, encourage greater use of social media and open government

7. DPADM Meets India's Ministry of Communications and Information Technology to Discuss the United Nations e-Government Survey Methodology

In response to a request from India's Ministry of Communications and Information Technology, DPADM's IRA, Mr. Richard Kerby, in consultation with Chief of DPADM's e-Government Branch, Mr. Vincenzo Aquaro, held a Skype video conference call with Dr. Rajendra Kumar, Joint Secretary of the Ministry and Ms. Tulika Pandey, Director of the Department of Electronics and Information Technology (DeitY) in the Ministry. At the meeting held on 19 November 2013, the government officials sought advice on the methodology of the UN e-Government Survey and highlighted the Government's substantial progress in overcoming the challenges of promoting e-government. The officials agreed to regularly update their data from ITU and UNESCO and to continue discussions with DPADM on how to enhance the strategies for e-government development in India.

8. UNPOG Head Explores Partnership with ITU

Mr. Jae-hong Lim, Head of DPADM's UNPOG, participated in the 2013 Connect Asia-Pacific Summit held in Bangkok, Thailand from 17 to 20 November. At the Summit, Mr. Lim took part in the Multi-stakeholder Meeting and Partnership Announcement Session and delivered a statement expressing UNPOG's support of the partnership between the International Telecommunications Union (ITU) and the Asian Development Bank on "ICT Knowledge Network and Development for Asia-Pacific Region". While in Bangkok, Mr. Lim had a series of meetings with officials from the ITU Regional Office, during which various possibilities and strategies to develop an UNPOG-ITU partnership in the region were explored. He also met with UNESCAP to discuss UNPOG's proposed collaboration to undertake a regional capacity development workshop on the role of e government for gender equality and women's empowerment.

9. Brief on Seoul Conference on Cyberspace 2013 (SeoulCyber2013)

A delegation from the Republic of Korea, led by Mr. D. Yoo Daeseon, Deputy Director General, Ministry of Foreign Affairs briefed DPADM on the outcomes of the recently held Seoul Conference on Cyberspace 2013 (SeoulCyber2013) on 8 November 2013. They expressed appreciation for DPADM's feedback on the event, some of which included having a list of speakers that represents gender, geographical and social/professional balance. The delegation was briefed on DPADM's trust fund project, the Internet Governance Forum (IGF), after which they proposed to inform the relevant

government unit to nominate a candidate to the Multi-stakeholder Advisory Group (MAG). A template trust fund agreement and additional information on the IGF project will be sent to the head of the delegation for consideration of fund contributions.

10. Preparation for the 9th Annual Internet Governance Forum (IGF)

In preparation for the 9th Annual Internet Governance Forum (IGF), a delegation of the Turkish Mission at the UN visited DMB/DPADM to discuss the forthcoming mission to Ankara and Istanbul to assess the suitability of Turkey to host the 2014 IGF. Messrs Chengetai Masango from the IGF Secretariat and Deniz



Susar, DPADM's Governance and Public Administration Officer will undertake the mission and will meet officials of respective government institutions and the UNDP Country office as well as visit potential sites for the event as part of their assessment. The IGF meeting is tentatively scheduled to be held during the first week of September 2014.

11. 35th Roundtable Conference of the African Association for Public Administration and Management (AAPAM)

Mr. John-Mary Kauzya, Chief of PACB, delivered the key note address on behalf of USG Mr. Wu and facilitated the 35th Roundtable Conference of the African Association for Public Administration and Management (AAPAM). The event was co-hosted and organized by the Government of Rwanda in collaboration with the AAPAM Secretariat in Kigali, Rwanda. The Conference, which was held from 18 to 22 November 2013, was on the theme, "Quality Leadership for Efficient and Effective Management of Public Service in Africa." It recommended that: a) home grown solutions should be harnessed to bring about efficient, citizen-centric and effective service delivery; b) leaders should seek and construct partnerships with communities at the local level for delivery of efficient and effective services; c) Africa should harness leadership principles to achieve the MDGs and ready itself for the post 2015 agenda; d) top managers should perform as leaders instead of just as managers, and must be able to bring movement and change to organizations in a way that encourages employees to be part of the movement; and e) there is a need to create and sustain legitimate institutions that strengthen the demand side of governance to increase and withstand leadership transition and boost trust in government. Six hundred delegates from thirty-one countries attended the Conference, including Cabinet Ministers, Heads of Public/Civil Services and Secretaries to Cabinet, Permanent/Principal Secretaries and other high ranking Government officials, Chairpersons and Commissioners for Public Service Commission, Heads of Management Development Institutes (MDI), and development partners, representatives of statutory institutions, scholars, researchers and AAPAM young professionals.

12. DPADM In-house Seminar on Anti-Corruption Measures

On 22 November 2013, DPADM held an in-house seminar with Mr. Nguyen Cong Ngo, Vice Chairman of Party Inspectorate of Vietnam and Dr. Radha Ivory, visiting fellow from the University of Queensland, Brisbane, Australia and Senior Expert/Consultant for Compliance and Collective Action based in Switzerland. Mr. Nguyen Cong Ngo was part of a Vietnamese delegation who participated in this seminar. His presentation focused on implementation measures for the UN Convention against Corruption in Vietnam. They include anti-corruption in land management and extractive industries, whistle blower legislation, integrity systems and public administration reforms. Dr. Radha Ivory made a presentation based on her forthcoming book, entitled "Corruption, Asset Recovery, and the Protection of Property in Public International Law: The Human Rights of the Bad Guys", which will be published in 2014. Her presentation addressed the complications of prosecuting offenders involved in illicit enrichment.

13. UN e-Government Survey presented to OECD Member States

Ms. Ani Haataja, Associate Governance and Public Administration Officer at EGB/DPADM, made a teleconference presentation on "Innovation in Public Governance" at the 4th Meeting of the Observatory Task Force of the OECD Observatory of Public Sector Innovation held in Paris on 26-27 November 2013. In her presentation, Ms. Haataja presented the Division's work on the UN e-Government Survey, UN Public Service Awards and the UN Public Administration Network (UNPAN). The meeting was attended by representatives of OECD Member States and other international organizations.