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E-Governance Academy in Tallinn, Estonia – Training, Research and Networking in CIS and SEE

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IT Strategy Trainings for Estonian Public Sector

- First seminars on public sector applications for Ministers and Heads of Offices in 1992-1993
- Systematic training almost non-existent before 1995
- Push from the Department of State Information Systems - government body responsible for coordination of IT in public sector in 1998-1999 as a remedy for problems:
 - in budgeting of IT expenses
 - in public procurement of IT
 - In setting the goals for IT in public sector

International Program: IT management in Public Sector

- Co-financed by Estonian Government, Baltic Sea IT Fund (Swedish Foreign-Aid Fund) and private IT company Baltic Computer Systems (BCS) - first PPP?
- Implementation - joint effort of Swedish Association of IT, Department of State Information Systems and BCS
- First training in May 1999

Training Program: IT management in Public Sector

- Four main modules, each 2-3 days long:
 - IT strategic management
 - IT project management
 - System Analysis tools and methods
 - Technology (from the managers viewpoint)
 - Process analysis and re-engineering
 - Telecommunication
- Target group: IT managers, IT department heads in ministries
- During 1999 – 2001 almost all IT managers (decision makers) in public sector (ca 200) trained
- Trainings for private sector – 2001

Training Program: Results

- Change in thinking of general managers and IT managers: Business leads!
- Critical mass! Project-based approach!
- Changes in budgeting and goal-setting procedures in public sector
- Importance of training was recognised

Mission of eGA

- WHY: Promote e-governance as e-democracy tool to support democratic governance practices and open information society in the former Soviet Union and South Eastern Europe
- WHAT: Training services, research and networking in e-governance drawing on Estonian experience and in future other EU accession countries
- HOW: Transfer of knowledge through training, research, annual conference, as well as through a Russian language listserv.

Background:

Link to Global Commitments

- Facilitate meeting the internationally agreed Millennium Development Goals (MDGs), including:
 - MDG No. 8 ‘Develop a Global partnership for Development’ with specific focus on Target 12 “Commitment to good governance” and Target 18 “In cooperation with private sector to make available the benefits of new Information and Communications Technologies”.

Background: ICT as Enabler of Development

- For Economic Opportunity
 - Equal access to market and market information
 - Income generation through expanded economic networks and increased productivity
 - Wider employment opportunities for employment
- For Empowerment and Participation
 - Empowered governments: More efficient, transparent and accessible government processes and services
 - Empowered citizens: Better communication and information-sharing among people and organizations
 - Empowered communities: Enhanced self-governance and increased collective power

Background: Link to Good Governance (1)

- Governance – a 'missing link'
 - Between sustainable all-inclusive development and economic growth and prosperity for all
- Governance practices – the key to Society
 - How the society is organized and governed (public administration, civil services, self-governance, corporate governance, access to justice, role of parliaments...)
- Good Governance – the key to democratic practices
 - Whether people have opportunity and means to participate in decision-making
 - Whether economic development is equitable and its fruits are available for all

Background: Link to Good Governance (2)

- ICT for Development is part of Governance
 - But not neutral to various governance practices and methods while different governance settings not neutral to ICTD potential
- e-Governance is part of the overall Governance
 - With focus on improving governance practices by employing ICT means
- e-Governance is wider of e-Government
 - As includes Government-citizen communication and is about public participation
- e-Governance means Good Governance
 - As promotes and empowers democratic processes

Background: Link to Open Information Society

- Information Society is about empowering its members with knowledge everywhere anytime by employing ICT and relevant legal frameworks
- E-Governance promotes Information Society
- Information Society is more equitable and hence more democratic
 - Shares knowledge with all members
 - Promotes public-private partnerships
- National e-strategies – important tool for e-Governance

Regional context: Need for Capacity Development

- Internationally agreed principles of building the information society (Bucharest Pan European Regional WSIS Conference, 7-9 November, 2002):
 - Develop human capacity through education and training
 - Promote e-Government – more efficient and more accountable
 - Develop national e-Strategies by benefiting from existing knowledge and experience on best practices and learning from one another

Problems in East and South (1)

- Lack of policies
 - In formulation and implementation of national e-strategies
 - In establishing agencies/institutions in charge of the information society
 - In benchmarking of progress in building the information society
 - In laws on access to public information
- There are successful examples
 - eEurope and eEurope+
 - Electronic South East Europe (eSEEurope Agenda)

Problems in East and South (2)

- Lack of real strong commitment to make the information society a development priority of
 - Governments and legislatures
 - Political elites – information society is not on the agenda of major political party in the region
 - General public
- Lack of effective and replicable public-private partnership models and strategies
 - As a tool for gaining tangible economic benefits from the use of ICTs
- Lack of transparent governance practices in telecom sector (limited public access, high prices, little investment – telecom sector can be a powerful engine of economic growth)

UNDP Strategy for the CIS and South Eastern Europe

- In partnerships with all other interested partners
 - Build capacity through e-governance training, networking and research to facilitate change
 - Help shape up national and common regional policies and strategies
 - Develop guidelines for formulation, implementation and benchmarking of information society
 - Promote community public access as part of local sustainable development strategies
 - Share the region's best practices through networking
 - Promote public-private partnerships and investment
 - Provide consultancy and policy advice on demand

What is eGA (1)

- Venue:
 - Tallinn, Estonia
- Partners:
 - UNDP, OSI, Government of Estonia (MFA, Department of State Information Systems)
- Clients:
 - Public sector policy makers and ICT specialists in CIS and SEE

What is eGA (2)

- Accomplishments:
 - Two pilot training courses delivered for five countries (Bulgaria, Albania, Tajikistan, Kyrgyzstan, Azerbaijan)
- Budget:
 - Total of around \$1 million
 - UNDP, OSI and GoE direct financing – \$700k

Expected Impacts

- Changed attitudes and minds among public officials and their counterparts
- Improved regional exchanges and networking
- Improved opportunities for common regional and sub-regional policies and benchmarking
- Generation and diffusion of new knowledge

What is eGA Training Programme (1)

- A standard five-day training course:
 - **Day 1:** Introduction + ICT & Public Sector: Orientation, Expectations, Formation of ICT Policy, Legal framework for ICT regulation
 - **Day 2:** ICT situation in Estonia ICT: Education, Role of the Third Sector, ICT Penetration and Access, Telecom situation, Private Initiatives
 - **Day 3:** ICT Management in Theory and Practice: Development of e-strategies in Public and Private Sector, E-citizen, Management, Coordination and Auditing of Public Sector IT Projects, e-Tax

What is eGA Training Programme (2)

- A standard five-day training course:
 - **Day 4:** ICT in Public Sector E-government in Estonia in Practice. E-services technologies Government Session System Digital Document Management System of ICT E-government Scorecard
 - **Day 5:** ID-card, Digital Signature, Coordination International Cooperation, Workgroup Seminar, Q&A, Evaluation

Participants' Priority Topics (1)

- 'Bestsellers':
 - Digital Signature & ID-Cards
 - E-Documents and e-Government
 - United Service Layer for National/Sectoral Registers and Databases
 - IT Strategies in Private and Public sectors
 - Legal Frameworks and Regulation
 - National ICT Policy

Participants' Priority Topics (2)

- Strong Interest:
 - Coordination in Public Sector
 - Telecom situation
 - ICT penetration
 - International cooperation
 - Land registration
 - ICT private sector and big capital investment

Implementation Mechanism

- Piloted in 2002 jointly with the Baltic Computer Systems
- Strategy jointly approved by all three parties
- Trilateral MoU with Government of Estonia and OSI, in cooperation with the Baltic Computer Systems
- Cooperation Agreement between UNDP Bratislava and eGA
- eGA is non-profit organization acting as implementing agency receiving quarterly advances via UNDP on behalf of G-E and OSI
- Managed through Supervisory Board and Advisory Committee

Future

- 2003 – the year of establishment with regularized standard training module
- 2004 – the year of growth with more regular courses and two-three specialized training, commenced research and annual conference
- 2005 – monthly trainings, intensive research, pre- and post-course activities, transit to increased financial sustainability

END

Training Guidelines, Programme and
Schedule are available at www.ega.ee
and www.undp.sk

THANK YOU!

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