

ITAPA 2004

Information Technologies And Public Administration

**“Trends and development in e-
Government projects and strategies”**

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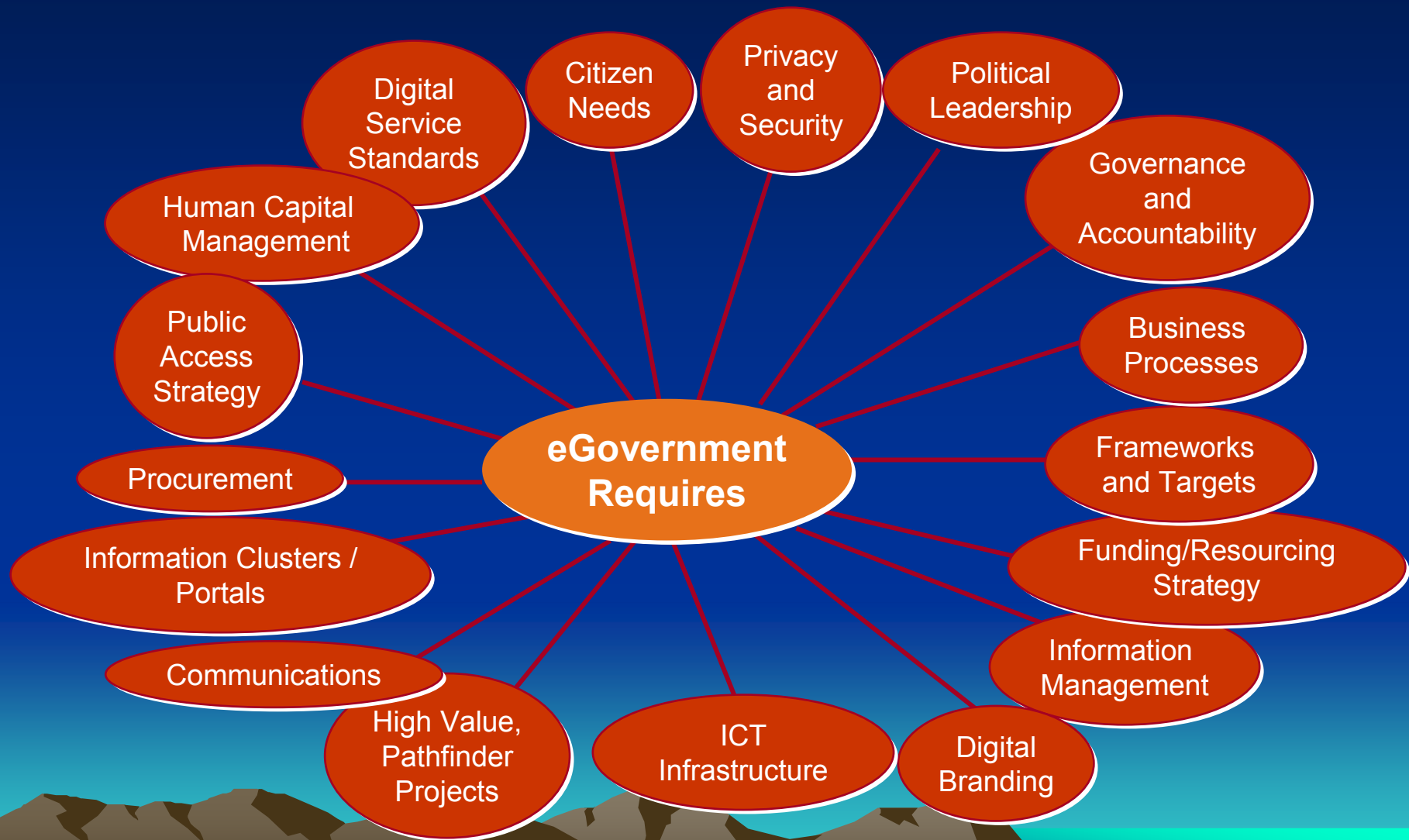
Outline

- **Complexities of Deploying and Managing ICT in Government**
- **ICT Strategy to Support Economic Growth – Key Areas**
 - Efficiency and Effectiveness of Government Service Delivery
 - Citizen-Centered Focus
 - Support Sustainable Development Strategies
 - Improved Quality of Life
- **Regional Differences**
 - National E-Government Focus
 - Large vs. Small Countries
- **Sector Focus and High Payback Areas**
 - Some Success Stories
- **Future Trends and Directions of ICT**

Today's Environment of Change

- Like many countries in the world, Canada is facing several driving forces of societal transformation
- These forces have profound implications for Government
- The “rules of the game” are changing --
 - premium on innovation
 - sweeping demographic changes
 - globalization
 - growing interdependence
 - changing relationships

Complexities of Deploying and Managing ICT in Government



ICT Strategy to Support Economic Growth

ICT planners should identify strategic opportunities that are particularly relevant to the local setting to:

- Obtain internal efficiencies;
- Improve the quality & level of service provided;
- Organize to meet citizens' priorities;
- Increase national competitiveness;
- Support sustainable development strategies; and
- Improve quality of life.

ICT Use and Increases In Efficiency

It is now generally accepted that the increased use of ICT leads to productivity gains and hence improves the competitiveness of enterprises and the economy as a whole, leading to higher economic growth than otherwise achievable.

-Commission of the European Communities

Using ICTs to Develop a Citizen-Centered Focus

Governments should place emphasis on the realistic prioritization, implementation, sustainability and mobilization of resources in ICT, for development projects and programmes that are citizen-centered.

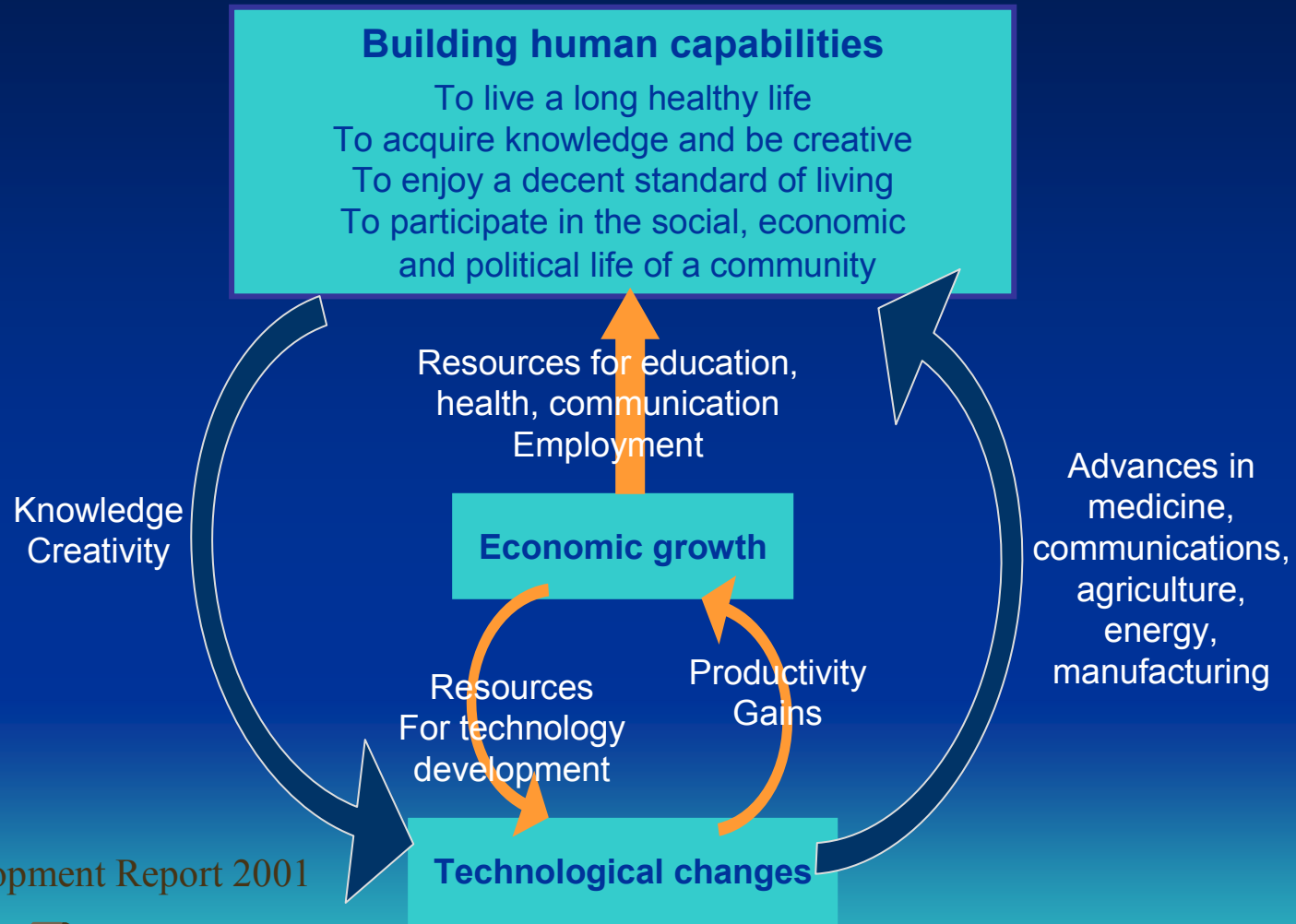
- United Nations ICT Task Force, February 2002

Examples of Citizen-Centered Focus in Deploying ICT

- **Facilitating Transactions with Citizens**
 - Payment of Taxes
 - Land Registration
 - Benefits Transfer
- **Facilitating Information Provision and Dissemination**
 - Health and Safety
 - Government Directories
- **Facilitating Online Interaction with Businesses**
 - E-Procurement
 - Government Programs
- **Building Community Awareness and Participation**
 - On-line Consultation, E-Polling



ICTs and Quality of Life



Source:
UN Human Development Report 2001

Other Strategic Elements in Deploying ICTs

Cross-sectoral linkages: Sectors do not operate in isolation but are connected to each other. Allows to identify potential problems while discovering new opportunities.

Critical success factors are essential to the strategic planning process in order to successfully adopt of ICTs.

Measures for success are necessary for assessing the implementation and effectiveness of ICT applications and services.

Example – While National E-Government Objectives May Vary...

Country Context and Localization

Service Improvement



Canada



U.K.

Increase Domestic Capacity



Brazil



India

Increase Exports

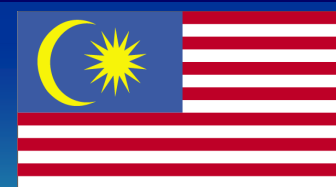


Taiwan



Costa Rica

Improve Position Within Global Economy



Malaysia



Trinidad and Tobago

...Success Can Be Achieved in Both Large and Small Countries

Sample Success Stories



Brazil



Cameroon

Brazil

Bahia: Citizen Assistance Service Centres

Citizen Assistance Service Centers (SAC) were created to address poor service quality due to services offered:

- by disparate government agencies;
- at different locations; and
- with very different service standards.

Benefits of SAC include:

- Reduction in the overhead expenses
- Multiple government services together in a single location
- Services delivered with greater courtesy and professionalism



Cameroon

Department of Tax Website

The Cameroon government embarked on a project to modernize the tax system using ICT. The project was launched at the end of the year 2001, with the following goals:

- Provide information to citizens and businesses about tax regulations;
- Reduce the cost and increase the accuracy of tax collection;
- Open a dialogue between citizens, businesses, scholars and the tax department.

Benefits

- By mid-2002, the site home page became the third most-visited site after the Prime Minister's and Minister of Communications' websites
- Taxpayers are now better informed;
- Better dialogue between with the tax service.

ICT Development Challenges

Every opportunity presents its own set of challenges. ICT deployment is no different. Challenges include:

- Legal and regulatory infrastructure;
- Technical Infrastructure and costs;
- Human capital infrastructure;
- Social, Cultural and other issues.

Policy and Program Approaches for ICT Deployment (1)

- **Role for government** to establish well-regulated and competitive environments conducive to private investment and innovation; promote and assist in the development of local and cultural content.
- **Roles for the private sector** to support investments to build ICT infrastructure, operate ICT networks, and deliver ICT services.
- **Social Groups** must have equal access to ICTs, particularly disadvantaged groups such as the poor, children, and indigenous peoples



Policy and Program Approaches for ICT Deployment (2)

- Public-Private-Civil Society partnerships: Engage and leverage key stakeholders, towards a shared vision and new roles;
- Balance technology innovation with market innovation, empower individuals and organizations (bottom-up and top-down change);
- Support the early adopters, then celebrate these innovators as role-models to mentor others; and
- Knowledge management: there is no one "model", it is important to build on the knowledge from various approaches.

ICT Focus and High Payback Areas



Case Studies

The following examples demonstrate the impact of ICT on society, the economy and Government.

China

Digital Beijing: E-Park

Beijing, the capital city of China, began its "Digital Beijing" initiative in the year 2000, with Zhongguancun E-Park.

Results:

- Increased government transparency and efficiency;
- Reduced opportunities for corruption
- Since August 2000, more than 200,000 people have visited the Web site (zhongguancun.com.cn)
- Now 90% of the applications and approval procedures are performed on the e-gov platform

Mauritius

Contributions Network Project

The Contributions Network Project, a joint public and private sector initiative, is spearheading the government initiative to foster electronic interaction with businesses and citizens. Prospects include:

- A faster electronic process that avoids backlog;
- A decreased workload with respect to input and validation of returns decreases;
- Government staff initially required for data entry and paper handling can be redeployed to other tasks;
- Improved cash flow controls for deadlines;
- No need to travel to a government office and stand in a queue to submit returns and payment.

South Africa

Geographic Information Systems

Based on a vision to bring the 1999 South African national and provincial election process into the information age, the Independent Electoral Commission (IEC) relied on ICT to:

- Enable a more transparent election process;
- Reduce corruption; and
- Build more confidence in the election process
- The Geographic Information Systems (GIS) was used to accurately map and plan out the voting districts.
- By international standards, the elections were considered "free and fair" and widely accepted by South Africans.

India

On-Line Land Records

India - Karnataka



Bhoomi

Computerisation of Land Records

Enter

On-Line Land Records

The Bhoomi project will benefit 35 million people, including 6.5 million farmers, and cover 20 million land records through 177 Government-owned kiosks in 29,220 villages in the State.

http://www1.worldbank.org/publicsector/egov/bhoomi_cs.htm

Future ICT Trends and Directions

ICT Trends

Impact and Results

Content Management



Empowers content producers

Web Services



Reusable web applications

Wireless



Mobility & Accessibility

Knowledge Management



Stimulate progressive ideas

Biometrics



Rapid & Accurate Identification

Open Source



Reduce Cost of Licensing

Summary – Some Benefits of Deploying ICTs

Creates New Opportunities

- Increase convenience and choice
- Extends market reach for businesses and supports fair return on good and services
- Allows new business model to develop

- Provides access to information to all on the network
- Overcomes physical and virtual isolation
- Permits individuals to become better informed of government policies and processes

Eliminates Barriers

THE BENEFITS OF PARTICIPATING IN THE NETWORKED WORLD

- Streamlines product and service delivery
- Increases transparency of operations
- Reduces transaction costs

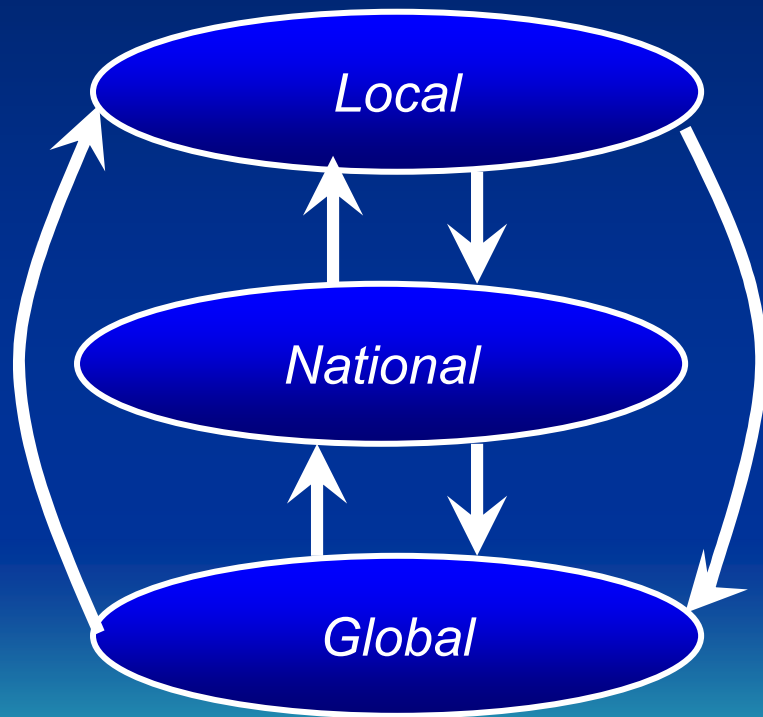
Promotes Efficiencies

The Main Implementation Features (Mobilize, Strategize, Implement)



Adapted from Digital Opportunity Initiative
<http://www.eldis.org/static/DOC9081.htm>

Final Thought



No matter what priorities a particular country chooses to adopt, all can benefit from greater coordination and broad inclusion of all stakeholders in the creation and implementation of an ICT strategy for development.

-Creating a Development Dynamic, 2001

“Trends and development in e-Government projects and strategies”

Thank You!

Thanks to Michael Turner

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