Biographies and roles

Session 1: OPENING SESSION

Speakers

H.E. Ms. Henna Virkkunen (Finland) is Minister of Public Administration and Local Government of Finland. She started her career as a journalist and has taken active part in politics since the 1990s. First, she was a member of the Jyväskylä town council and its various boards, the Assembly of the Regional Council and the Board of the Regional Council. She was elected to Parliament in 2007. In addition to her post as Member of Parliament, Virkkunen served as a Minister of Education and Minister of Public Administration and Local Government for the current Katainen Government in June 2011. She handles, among others, matters covered by the Public Sector ICT operational unit.

Mr. Hongbo Wu (United Nations) is Under-secretary-general for economic and social affairs, United Nations Department of Economic and Social Affairs (UNDESA). He has over 30 years of high-level experience, including close collaboration in international conferences and with multilateral organizations. He held various high-ranking positions and collected extensive experience in diplomacy. He has worked as Assistant Foreign Minister and Ambassador to Germany prior to his appointment of the Under-Secretary-General. His diplomatic postings also included New Zealand, and the Philippines, where he served as China’s Ambassador. He graduated from Beijing Foreign Studies University and also studied in New Zealand.

Mr. Wu’s statement is to be read by Mr. Vincenzo Aquaro, Conference Co-chair

Mr. Paul Timmers (European Commission) is Director of the Sustainable & Secure Society Directorate, DG Connect, European Commission. He has been a member of the Cabinet of European Commissioner for Enterprise and Information Society Erkki Liikanen, responsible for the information society and telecommunications policy portfolios. Other activities in the European Commission included electronic commerce policy and programme development. Previously he headed the ICT for Inclusion and the eGovernment unit. He holds a PhD in theoretical physics from the University of Nijmegen, the Netherlands.
**Conference Chair**

Mr. **Timo Valli (Finland)** is Director General and Government CIO of Public Sector ICT at the Ministry of Finance in Finland. In his current position he is leading a department which is responsible for the overall development of public administration information management, e-Government and corporate data, information management governance in central government and for the coordination of joint development projects. He led the drafting of the first common ICT strategy for both central and local government administrations. He also participated in the ICT 2015 group, which published its report “21 paths to a Friction-free Finland” in January 2013. He holds an MSc in Computer Science as well as an MBA. Previously he has been a CIO of a regional health care organization. He also has 30 years of experience in a number of businesses in health care, insurance and ICT sector as a CEO, board member or other positions.

**Conference Co-Chair**

Mr. **Vincenzo Aquaro (United Nations)** is Chief of E-Government Branch of the Division for Public Administration & Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA). He has been engaged in the last 23 years at national and international level in issues related to ICT in public policy and governance. As Chief of E-GB, he assists governments to advance public sector reform and improve the quality of public service delivery through the use of ICT. He is also in charge of the Data Assessment and Management of the United Nations E-Government Survey. Before joining the United Nations, he worked for 10 years as President and CEO of Formit Servizi SpA, served as Member of the Scientific Committee of the NGO Formit Foundation and President and CEO of CARMA Scientific Research Consortium. He holds a Master Degree (Laurea Magistrale) in Electronic Engineering from the University of Bari, Italy.
Session 2: THE FUTURE OF eGOVERNMENT LEADER

Featured Speaker

**Mr. Ian Goldin (South Africa)** is Director of the Oxford Martin School and Professor of Globalisation and Development at Oxford University. He was previously Vice President of the World Bank and its Director of Development Policy after serving as advisor to President Mandela and Chief Executive of the Development Bank of Southern Africa. He has an MSc from LSE an MA and DPhil from Oxford. He has published 17 books, including Divided Nations (Oxford), Globalisation for Development (Oxford), Exceptional People on Migration (Princeton), and The Economics of Sustainable Development (Cambridge). His awards include being knighted by the French Government.

Session 3: ROLES AND POSITIONING OF NATIONAL CIOs FOR PERFORMANCE

Chair

**Mr. Reinhard Posch (Austria)**, Federal CIO, Federal Chancellery, Austria. He is a professor at Graz University of Technology, and has previously served as head of the newly Applied Information Processing and Communications Technology and as Scientific Director for the Austrian Secure Information Technology Center. He has chaired the management board of ENISA (European Network and Information Security Agency), is a member of a series of organizations and has represented Austria at IFIP (International Federation for Information Processing) in the fields of networking and IT-security. He has a Diploma in Engineering and a PhD. from Graz University of Technology. Besides many publications and research projects concentrating on networking, computer security, smart cards and innovative advances of eGovernment. He was also awarded the IFIP Outstanding Service Award and the IFIP SilverCore Award in 2006.

Presenter

**Mr. James Kang (Singapore)** is Assistant Chief Executive and Government CIO, Infocomm Development Authority (IDA), Singapore. He oversees initiatives to harness infocomm technology to plan, develop, and implement the next generation of government. In his capacity as Government CIO, he manages Whole-of-Government programs and plays a catalyst role as a change leader leveraging on ICT in transforming key industry sectors to gain competitive advantage in collaboration with the private sector. He started his career at the then National Computer Board and subsequently joined Singapore Network Services Pte Ltd, where he successfully led the implementation of TradeNet, the world’s first nation-wide integrated network linking 20 government agencies and over 20,000 companies.
Panellists

**Mr. Peter Batt (Germany),** Deputy Chief Information Officer, Federal Ministry of the Interior, Germany.
He started his career as a lawyer working in two insurance companies. In 1991 he joined the IT department of the German Pension Insurance where he trained as an IT organizer and programmer. He held several positions within this institution before becoming head of the department “Organization and ICT services” in 2003. At this time the department was one of the largest ICT service providers in the German public service, with about a thousand employees. In 2009 he joined the Federal Ministry of the Interior as Deputy IT Director. He is now also project manager for Internet policy.

**Mr. Wim Sijstermans (The Netherlands)** has recently started as Central Government Chief Technology Officer (CTO) of the Netherlands.
He has been CIO of the Dutch Tax Agency for more than 4 years bringing with him extensive experience as a senior IT executive in both the public and private sector, including several years at Royal Dutch Shell and Sony. The Tax Agency, employing more than 30,000 people, began an IT transformation effort in 2009 that involved a complete reorganization of the IT function as well as the application of lean IT principles. In the years since, the agency has turned around the performance of the IT function. It has restored public trust and improved service quality while reducing costs.

**Mr. Javier Torres (Colombia),** High Advisor on CIO’s strategies and implementation, Colombia.
He is a senior advisor for National CIO–IT Vice-minister- at the Ministry of ICT on different subjects, such as: Government IT Architecture, IT Strategy – management and practices and e-procurement. He is currently leading the Government's efforts to define CIO roles and related strategies. He former CIO for the education sector in Colombia, and he was responsible for leading an intensive program of ICT adoption within the activities of the Ministry, the Secretaries of Education, schools and universities across the national, regional and institutional levels. After 25 years of experience in financial, private and public sector, he has become to be considered as an innovative ICT leader.
Session 4: DEMONSTRATING THE BENEFITS OF eGOVERNMENT SERVICES

Chair

Mr. Paul Timmers (European Commission) – see Session 1

Panellists

Mr. Hendrik Bogaert (Belgium), Secretary of State for Civil Service and Modernisation of Public Services.
He has been a Member of the Belgian Chamber of Representatives since 2003. He is a Master-Doctorandus Applied Economic Sciences. In December 2011, he became Secretary of State for Civil Service and Modernisation of Public Services. He started his career at Sara Lee Inc. and Mc Kinsey & Co, and was manager in a Flemish SME, before he started his political career. He received an MBA from Harvard Business School.

Mr. Tomi Dahlberg (Finland) is Senior Researcher, University of Turku.
He has history as a Professor and senior researcher from Aalto University School of Economics, University of Jyväskylä and University of Turku. In business he has a long history as CIO, CTO and chairman, and also as leading consultant. His areas of expertise include IT and Data Governance, Enterprise and information architecture, Master and Meta Data Management, and Electronic and Mobile business including IT-enabled Innovation Management.

Mr. Paulo Neves (Portugal) is President, Board of the Agency for Public Services Reform.
He is president of the board of directors of AMA – Agency for the Public Services Reform, Presidency of the Council of Ministers, the public body responsible for coordinating the Portuguese strategy on e-Government. Previously, he held several positions of leadership in multinational companies like Ericsson, Holding Oni SGPS, F300, Onitelecom, Oniweb, E3G. He also held several responsibilities in corporate or civil society associations on the ICT field, like CES, Apritel, APDC, ACIST among others. He has a graduated in Electrical Engineering, specialising in Electronics and Telecommunications at Instituto Superior Técnico (Lisbon), and he holds a postgraduate degree in Business Administration from the ISTP / IE (Madrid).
**Ms. Johanna Pimiento Quinter (Colombia)** is Director, Government Online, Ministry of Information and Communications Technology. She has led the definition of the regulatory framework, guidelines, as well as implementation and appropriation strategies to e-government in Colombia. Government on line’s purpose is to promote good governance and to empower citizens in their relationship with the State. She has also run innovative management strategies for the execution and acquisition of technological services. She has also managed key projects of e-government as the Colombian State Portal which is the virtual gate through which citizens have access to services provided by public agencies and some other initiatives like the Open Data Portal, the Interoperability Framework, collaborative schemes for mobile applications to government, among others. The e-government strategy in Colombia has been recognized as one of the leaders on e-services delivery to the citizens in Latin America and Caribbean.

**Mr. Toshio Obi (Japan)** is Chair of National e-Government Promotion Council and former advisory member of the Prime Minister’s ICT Council. He is a Professor and Director of Institute of e-Government, Waseda University, which is publishing the well-known International e-Government Readiness Ranking annually. He is active internationally as Director of APEC e-Government Research Centre and Special Envoy of ITU Secretary General for Academia, as well as President of the International Academy of CIO (IAC). He also serves as a Chair of National e-Government Promotion Council of Japan and is an ex-advisory member of Prime Minister’s ICT Council. He received a PhD from Waseda University and has published 33 books such as [Global e-Governance] by IOS Press. Next to that, Mr. Obi earned the award of the Emperor’s Medal with Blue Ribbon.
Session 5: GLOBAL AND REGIONAL OUTLOOK FOR 
E-GOVERNMENT

Chair

Mr. Riku Jylhänkangas (Finland) is Director of Public Sector ICT, Strategic Governance, Ministry of Finance.

His responsibilities include the development and implementation of national policies on digital society, interoperability and ICT, advising Finnish government on these policy areas and steering Finland’s public sector ICT on strategic level. He oversees implementation of the National Public Sector ICT Strategy and is responsible for the international affairs on ICT related issues.

Previously he worked in the European Commission’s Directorate-General for Informatics (DG Digit) developing the European Interoperability Strategy and Architecture, as well as other EU ICT policy actions. He has also held various senior positions in the Ministry of Finance, Finland’s central state administration and in major, leading ICT companies. He has an MSc degree in Computer Science and an MA degree in Anthropology.

Presenters

Mr. Patrick Spearing (United Nations) is Senior Governance and Public Administration Officer at the United Nations Department of Economic and Social Affairs in New York.

He is a public policy analyst specialising in the normative and analytical aspects of e-government and its implications for national development. He analyses and writes about issues in public administration, focusing on Internet governance, ICT-enabled public service delivery and institutional coordination, and provides support to intergovernmental and expert bodies of the United Nations in global deliberations on ICT for development. He has held posts as senior information systems officer, editor and analyst in the United Nations, and ICT manager in the non-governmental sector. He is currently a departmental focal point on governance within the UN System Task Team on the post-2015 development agenda covering issues such as participation in decision-making, public administration reform, e-government, access to information and other key concerns. Mr. Spearing holds a Masters of Public Administration from Columbia University.

Mr. Jeremy Millard (United Kingdom), Research Fellow at Brunel University, United Kingdom.

He has a BSc and MSc from London University, as well as numerous specialised diplomas, and taught for many years at the UK Open University. He undertakes selective assignments on eGovernment, good governance, public sector innovation, the knowledge society plus open and social innovation, in Europe, North-America, Africa and Asia. He counts the EC, UN, OECD and WB amongst his clients and partners, as well as numerous governments, businesses and civil organisations. He has published well over 20 peer-reviewed articles and book chapters over the last five years, as well as edited a number of specialised journal editions.
Session 6: WHOLE-OF-GOVERNMENT FOR BETTER PUBLIC SERVICE DELIVERY

Moderator

Mr. Jeremy Millard (United Kingdom) – see Session 5

Panellists

Mr. Ali M. Al-Khour (United Arab Emirates) is Director-General (Under Secretary) of the Emirates Identity Authority, and Professor of Identity and Security at the British Institute of Technology and e-Commerce in London, UK.

With over 22 years of experience in the government field, he worked in many strategic and mission critical programs. He has a BSc (Hons.) from Manchester University, an MSc from Lancaster University, and EngD from Warwick University. He has published over 60 scientific research articles in international peer-reviewed journals. He is an active researcher in the field of organisational development and transformation, e-government, knowledge-based digital economy, identity management, and other fields related to public sector development.

Ms. Hoda Baraka (Egypt) is currently the Integrated Government Manager in ictQATAR, she is responsible for Managing the i-Gov Strategy.

She was the Former First Deputy to Minister of Communications and Information Technology in Egypt. She is currently the Integrated Government Manager in ictQATAR and responsible for Managing the i-Gov Strategy and plan, which is targeted to improve efficiency of government services, develop easier ways for interacting with the government, and increase its transparency. She is also a Professor at the Faculty of Engineering, Cairo University. She has been awarded for the UNESCO King Hamad Bin Isa Al Khalifa prize for ICT use in education and is also a member of the World Economic Forum Global Agenda Council for Technologies in Education.
**Mr. Emilio García García (Spain)**, Head of Area for IT Cooperation at the Directorate General for Modernization, Procedures and Promotion of Electronic Administration of the Ministry of Finance and Public Administration, which he joined in 2008. He collaborates with the European Commission on behalf of the Ministry in the development of European eGovernment and Open Data strategies and legal frameworks as the eGovernment Malmö Declaration or the PSI Directive. He also represents his country at the OECD eGovernment Officials Network. On the national landscape, he is responsible of “Aporta” and datos.gob.es, the Spanish Open Data flagship initiative. Before he started his career in public administration, he worked in the Research and Development Department in Telefónica and Regional Government of Madrid.

**Ms. Ileana Palaco (Costa Rica)** is E-Government Advisor to the Technical Secretariat for e-Government of the Costa Rican Government. She is an International Relations and Public Business professional, who previously worked with several International Cooperation projects within the Central American region. She was engaged with the e-Procurement System implementation in Costa Rica, supporting the successful deployment of the Korean eProcurement System (KONEPS) in the Costa Rican reality.

**Mr. Yih-Jeou Wang (Denmark)** is Chief Adviser in the Agency for Digitisation, Denmark. He returned to Danish civil service in 2010 after five years as Head of Unit in the OECD leading OECD’s activities in the area of ICT use in the public sector. He joined the OECD in 2005 from a position as Head of Division in the Danish National IT and Telecom Agency responsible for national and international ICT security policy. He has over a period of more than 15 years been responsible for policy and strategy development of Information Society and e-government in different ministries (Finance, Education and Research, and Science, Technology, and Innovation), and has in a short period worked as a senior adviser in the Confederation of Danish Industries responsible for the development of e-business policies and strategies for the Danish industry.
Session 7: BALANCING DATA PROTECTION AND OPENNESS

Chair

**Mr. Peter Hustinx (Netherlands)** has been European Data Protection Supervisor since January 2004 and was re-appointed by the European Parliament and the Council in January 2009 for a second term of five years. He was re-appointed by the European Parliament and the European Council in January 2009 for a second term of five years. He has been closely involved in the development of data protection law from the start, both at national and at international level. Before entering his office, Mr. Hustinx was President of the Dutch Data Protection Authority since 1991. From 1996 until 2000 he was Chairman of the Article 29 Working Party. He received law degrees in Nijmegen, the Netherlands, and in Ann Arbor, USA. Since 1986 he has been deputy judge in the Court of Appeal in Amsterdam.

Panellists

**Mr. José Clastornink (Uruguay)** is Executive Director of AGESIC, the presidential agency that has the role both of articulating the country’s digital policy as of leading the e-Government strategies and key projects. He has over 30 years of experience in the field of ICT working with public and private institutions. He is member of several governing bodies at domestic and international level, such as the executive boards of the regulatory units for Personal Data Protection; Access to Public Information; and Electronic Certification; the Commission on policies of Plan Ceibal; Public Procurement Agency; Steering Committee of the International Conference of Data Protection and Privacy; and ICANN’s Governmental Advisory Committee. He is also the Chairman of the Coordination Committee of the Action Plan on Information Society for Latin America and the Caribbean..

**Mr. Kaili Kan (China)** Professor at the School of Economics & Management, Beijing University of Posts & Telecommunications. He is currently Professor and former Dean at the School of Economics & Management, Beijing Univ. of Posts & Telecommunications (BUPT), and Director of Policy & Development Institute of Information Industries (PDIII). He received his Ph.D. from Stanford University in 1984, after which he worked as manager of Strategic Technology Assessment at Pacific Bell, Special Advisor to ChinaSat, and consultant for the World Bank. Since 1987, as Deputy Director of the Economic & Technological Development Research Center (ETDRC) of China Ministry of Posts & Telecommunications (MPT), he was responsible for research on China’s telecommunication policy and development strategy for over a decade. He also holds a number of other positions, including member of the advisory committee for drafting China’s telecommunication law.
Mr. Taavi Kotka (Estonia) is Deputy Secretary General, Ministry of Economic Affairs and Communications. He has been working since the beginning of 2013 as Deputy Secretary-General, ICT, for Ministry of Economic Affairs and Communications of Estonia. Previously he worked as Co-Founder and CEO of Nortal, became the largest software development company in the Baltic region. Nortal is the leading e-government, e-health and telecom solutions provider in the region, and it was selected as the most employee and family-friendly company in Estonia in 2008 and 2010. In the year 2011 he received Entrepreneur of the Year in Estonia -prize by Ernst&Young.

Ms. Lillian Nalwoga (Uganda) is President of the Internet Society’s Uganda Chapter and works with the Collaboration on International ICT Policy in East and Southern Africa (CIPESA) as Policy Associate. She serves on the Multistakeholder Advisory Group (MAG) of the Internet Governance Forum (IGF). She has contributed to ICT policy reviews in Uganda and East Africa, undertaken ICT4D research; facilitated and coordinated ICT policy workshops. She holds Masters Degree in Management Studies from the Uganda Management Institute and Bachelors in Development Studies from Makerer University. She is interested in linking public policy and the Internet as well as promoting appropriate use of Information Communication Technologies in improving rural livelihoods.

Mr. Khaled Sellami (Tunisia) is Director General of the e-government unit at the Presidency of the Government of Tunisia. He is in charge of the implementation and follow-up of the national e-government and open data policy where he leads the national open data portal project. He contributed to the introduction of the Internet in Tunisia and established the first National Research Network in the country. He later worked at the Tunisian Institute for Strategic Studies, where he conducted a number of strategic studies related mainly to ICT sector and supervised the national prospective study “Tunisia 2030”. He holds an M.S. degree in computer engineering from the University of Michigan, USA (1986); and a B.S. degree in Computer Engineering from Syracuse University, USA (1984).

Mr. Mikko Siponen (Finland) is Professor of University of Jyväskylä. He is a Professor in the Department of Computer Science and Information Systems at the University of Jyväskylä. Before that, he was Professor and the Director of the IS Security Research Centre in the Department of Information Processing Science at the University of Oulu, Finland. He was also vice-head of the Oulu IS department. He holds a Ph.D. in philosophy from the University of Joensuu, Finland, and a Ph.D. in Information Systems From the University of Oulu, Finland. His research interests include IS security, IS development, computer ethics, and philosophical aspects of IS. In addition to 65 conference papers published by Dr. Siponen, he has more than 40 published or forthcoming papers in the best Information Systems journals. In 2011 and in 2012, he ranked as the most productive Information System scholar in Europe by the Association for Information Systems.
Session 8: REALIZING eGOVERNMENT: REAL WORLD CASES

Moderator

Mr. Oleg Petrov (World Bank) is Senior Program Officer, ICT Unit, World Bank
He has been championing open data, e-transformation and ICT for development at the World Bank in a variety of leadership roles with emphasis on program coordination, knowledge sharing and capacity building. Currently, he is the program coordinator for ICT activities in Russia and Balkans, and for business development, knowledge sharing and learning activities. Until recently, he was the World Bank team leader for Moldova Governance e-Transformation program, the first Bank funded project to support open data, mobile e-ID and cloud computing infrastructure. He has been with the World Bank for 17 years working on ICT4D, private and financial sector development, and knowledge management. He conceived the Global Development Gateway (1999), initiated and coordinated about 20 Country Gateway programs in Europe and Asia (1999-2001) and global portals on ICT4D and Afghanistan Reconstruction (2002-2003).

Presenters

Ms. Nazaré Brettas (Brazil) is Deputy Secretary for Logistics and Technology of Information
She is Deputy Secretary at Brazilian Ministry of Planning, working with logistics and ICT programmes. She has been working with public initiatives related to ICT for over 20 years, including also at the local level - Belo Horizonte. She has an MSc from João Pinheiro Foundation and is studying to get a DPhil from Rio Grande do Sul University. She has published papers related with digital government and a book about Brazilian interoperability framework. She is also an invited professor at National School of Public Administration (ENAP).

Mr. GeunChan Lim (Republic of South Korea) is Director of Welfare Information Division, Ministry of Health and Welfare.
He successfully established the Social Security Information System for use in the field of healthcare and welfare. GeunChan was previously a project director at KT, one of the biggest information technology companies in Korea., where he led numerous successful projects including Medicaid Information System, National Health Insurance Workflow System and National Pension Workflow System. He holds a Ph.D from Korea Advanced Institute of Science and Technology (KAIST). His recent interest focuses on Whole-of-Government (WoG) welfare information system.
Mr. Sanjay Malhotra (India) is Secretary & Commissioner, Government of Rajasthan.
With 23 years of public service at various levels of government – district, state, federal and the United Nations, he has specialised in e-governance, having conceptualised and implemented various citizen centric e-governance projects. He has a bachelor's degree in Computer Science & Engineering from IIT Kanpur and a Masters degree in Public Policy from Princeton University. He has been awarded the Satyen Maitreya award (2007-08) for improving literacy and the National e-Governance Award for the best Web Portal (2011-12), both conferred by the Government of India.

Ms. Mechthild Rohen (European Commission) is Head of Unit for ‘Public Services’ in the Directorate General for Communications Networks, Content and Technology in the European Commission (CONNECT).
Her unit’s mission is to lead development and deployment of EU Digital Public Services/Goods, focussing on coordination of the cross-border services support under the CEF (Connecting Europe Facility) for DG CONNECT, responsible for the eGovernment portfolio which includes the eGovernment policy within the ‘Digital Agenda for Europe’ and the ‘eGovernment Action Plan 2011-2015’. She has a Masters degree in computer science and Ph.D. in the area of software and knowledge engineering.

Mr. Max Hamberg (Finland), Ministry of Justice
He is CIO of the Finnish Ministry of Justice. He's driving its ministry's whole administrative reform through ICT renewal. The ministry has a long tradition in utilizing IT since 1970’s. Currently he's transforming ICT services towards commonly used up-to-date solutions, which also means major changes in the way of coupling ICT to substance process development. Previously he acted as a ministerial advisor for the ministry of Finance, with responsibility for the state level IT infrastructure renewal. Before that he's been working as a principal engineer and SW technology director within Nokia corporation. He's expertise include change management within large, networked organizations. He has several patents related to social media and communication technologies.
Session 9: SUMMARY AND CLOSING

Chairman's summary

Mr. Timo Valli (Finland) – see Session 1

Closing remarks

Mr. Vincenzo Aquaro (United Nations) – see Session 1