Report on  
First National Workshop in Ethiopia

Evidence-based and data-informed ICT/e-government policies for advancing public service delivery and accountability in supporting the implementation of Sustainable Development Goals

Addis Ababa, Ethiopia  
10-11 October 2018

Organized by the Ministry of ICT, Federal Democratic Republic of Ethiopia and the United Nations Department of Economic and Social Affairs (UN DESA)

Hosted by United Nations Economic Commission for Africa (UN ECA)

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The 2030 Agenda for Sustainable Development\(^1\) - adopted by world leaders in September 2015 at an historic UN Summit - has at its core 17 goals and 169 targets. A global indicator framework was developed by the Inter-Agency and Expert Group on SDG Indicators (IAEG-SDGs) and agreed upon at the United Nations Statistical Commission held in March 2017\(^2\). The 17 goals, 169 targets and 232 indicators will provide critical reference points for national governments in designing or revamping institutional arrangements, policies, strategies and plans to eradicate poverty and achieve a better, more sustainable world.

There are, however, several gaps in data related to progress in sectoral areas such as education, health and employment, among many countries including Ethiopia. The UN Statistical Commission has clearly defined indicators for some targets, envisioning the adoption of global indicators and nationally defined complementary indicators. But there are institutional and capacity challenges in defining other indicators, such as the quality of public service delivery or collecting relevant data, as well as other complementary indicators at the national and sub-national level.

Despite limited experience in designing and delivering integrated e-government services at national ministerial and local district levels, there is a strong leadership drive in Ethiopia with institutional support for digital government to deliver more effective and inclusive services. Hence, Ethiopia has been identified as one of the two recipient countries (the other country being Bangladesh) of the United Nations 10\(^{th}\) Tranche Development Account Project on “Evidence-based e-government policies for advancing governmental service delivery and accountability in support of the Sustainable Development Goals” (DA 1617B).

Ethiopia is among the one-third of top performing LDCs in e-government development, with a global ranking of 151\(^{th}\) and ranked 14\(^{th}\) among the LDCs (Ref: 2018 UN E-Government Survey). With a medium-EGDI\(^3\) of 0.3463, compared to global EGDI average of 0.5491, Ethiopia is among the biggest improvers, with rankings of 172\(^{th}\) in 2008, 2010 and 2012, 157\(^{th}\) in 2016 and finally 151\(^{th}\) in 2018. The country’s emphasis in e-government can be traced in part to high-level recognition of the need to coordinate online services at national level through providing a strategic direction and allocating sufficient resources. In 2005, the Government adopted a national ICT policy. In 2006, it launched a five-year ICT action plan to help diversify the country’s economy, promote public sector reform and improve opportunities in education, health, small business development and agricultural modernization. The country has since connected nearly 600 local administrations to regional and federal offices, linked 450 secondary schools to a national education network, and provided some 16,000 villages with access to broadband services. The national strategy has seen its second phase (2011-2015) and is now in its third phase, which includes provisions for citizen-centric mechanisms for stakeholder involvement, implementation of online services with tracking of indicators of

\(^2\) Revised list of global Sustainable Development Goal indicators, available at https://unstats.un.org/sdgs/indicators/indicators-list/
\(^3\) EGDI stands for E-government Development Index and is measured biannually by the United Nations Department of Economic and Social Affairs (UNDESA), Division for Public Institutions and Digital Government. See more details https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2018
achievement and establishment of a national e-government leadership council. The strategy is linked to the country’s national development strategy that envisages a transformation from a primarily agricultural to an ICT-based economy. Despite the country’s status as a low-income, landlocked, conflict-affected country, Ethiopia’s achievements demonstrate that a vibrant online public administration can emerge from a combination of high-level political commitment, engagement of stakeholders and a specific plan of action linking e-government to national sustainable development priorities 4.

There is, however, a lack of integrated approach to collect and measure data and indicators related to e-government, as well as the effective deployment of e-government strategies to support SDG implementation. Data gaps includes both supply-side metrics as well as demand-side metrics, such as the impact, usage and user satisfaction of online services in supporting the SDGs. The National ICT Strategy could be re-visited to identify critical data sets and online services that can support meeting the SDGs. In addition, there exists a capacity deficit in understanding the importance of an integrated approach to e-government development at both national and sub-national levels.

Objective
In supporting one of the two expected accomplishments of the project 5, “Strengthened institutional capacity in target countries to implement evidence-based government policies and strategies, in support of selected SDGs and Targets”, the first national workshop in Ethiopia was jointly organised by the then Ministry of Communication and Information Technology, Federal Democratic Republic of Ethiopia and the United Nations Department of Economic and Social Affairs (UN DESA) through its Division for Public Institutions and Digital Government to build institutional capacity to collect, analyse and publish e-government data and related sectoral data, with a view to develop e-government policies, directives, laws, legislations, etc., to support the SDGs.

Workshop Programme & Outcomes
The workshop was hosted by United Nations Economic Commission for Africa (UN ECA) in Addis Ababa on 10-11 October 2018. A total of 45 middle to senior level government officials at both the national and local levels participated at the workshop, representing 11 local regions and 10 Ministries and agencies (see annex on full list of workshop participants). These participants were selected as they have decision-making roles and responsibilities in their ministries/agencies, as respective lead agencies for selected SDG indicators.

5 Note: There are two expected accomplishments for the project: (i) EA1 Improved institutional capacity in target countries to collect, analyse and publish e-government data and related sectoral data; (ii) EA2 Strengthened institutional capacity in target countries to implement evidence-based government policies and strategies, in support of selected SDGs and Targets.
There were three substantial components: (i) discussion on the role of ICT in supporting SDG implementation, (ii) discussion lead by key SDG-related agencies of the country on alignment of country’s Growth and Transformation Plan II to the Agenda 2030 for Sustainable Development, and (iii) identification of a few priority development areas for Ethiopia where ICT can support SDG implementation. Hence the programme was divided into three thematic tracks and working group discussions over two days. Resource persons included Digital Government Branch of the Division for Public Institutions and Digital Government (DGB/DPIDG) staff and one international expert from Bangladesh, who shared, among others, Bangladesh experience in implementing the project focusing on gap analysis, identification of priority areas and key SDG indicators to be tracked, and best practices in public service delivery in e-government.

The two-day workshop produced an initial draft list of SDG targets and indicators to be implemented and monitored with ICT-enabled means. These indicators will be further discussed and finalized by the country project team during the following weeks.

The National Planning Commission (NPC) as one of the lead agencies for SDG coordination, and Central Statistical Agency (CSA) shared their assessment on data gaps for monitoring the progress on implementation of both GTP II and SDG priorities. Their perspectives were also complemented by local/regional ICT Agency representatives and government officials and delegates views and discussion of possible measures to bridge the data gaps.

Note: See link for overall programme of workshop
Opening remarks

- **Her Excellency W/o Ubah Mohammed, Minister of Communication and Information Technology.** Remarks were delivered by His Excellency Dr. Mebratu Gebremariam, State Minister of Communication and Information Technology.

- **Mr. Vincenzo Aquaro, Chief of Digital Government Branch, Division for Public Institutions and Digital Government (DPIDG), UN Department of Economic and Social Affairs (UN DESA).** Remarks were delivered by Mr. Wai Min Kwok, Senior Governance and Public Administration Officer.

- Ms. Aida Opoku-Mensah, Special Advisor to the Executive Secretary on post 2015 Development Agenda, UN Economic Commission for Africa (UN ECA)

- **Ms. Louise Chamberlain, UNDP Ethiopia Country Director**

Session 1: Setting the scene

Integrated plans and policies for realizing the Sustainable Development Goals in Ethiopia – global, regional and national perspectives:
• Global Perspective
  Mr. Wai Min Kwok, Senior Governance and Public Administration Officer, DPIDG, UNDESA
  Overview and Implementation Progress of 2030 Agenda, the Role of Digital Government and
  Proposed Project Scope

• Regional Perspective
  Mr. Lamin Manneh, Director of UNDP Africa Regional Centre
  Overview and Implementation Progress of SDGs in the Africa Region

• National Perspective (Ethiopia)
  H.E. Getachew Adem, State Minister, National Planning Deputy Commissioner, National
  Planning Commission. Presentation was delivered by Mr. Habtamu Takele, Director of
  Planning and Programming Directorate.
  Presentation on National Growth and Transformation Strategy-Phase II (GTP II) and
  Mainstreaming Sustainable Development Goals

• H.E. Sisay Tola
  ICT Development Sector State Minister, MCIT
  Presentation on “Response of ICT to GTP-II Plan”

• Mr. Ramiz Uddin, PhD, Head of Results Management and Data,a2i Programme, Bangladesh
  The Bangladesh’s Experience: the possibilities and the potentials of ICTs to deliver on the
  SDGs; building on data and evidence.”

Session 2: Data Governance and Data Gaps

Data-based/evidence-approach for e-government to deliver on specific SDGs Targets, Data Gaps in
Statistics

• Ms. Arpine Korekyan, Governance and Public Administration Officer, UNDESA/DPIDG
  “Data and the SDGs: Data governance, global trends and data gaps in Ethiopia”

• Mr. Isayas Muleta, Central Statistical Agency (CSA)
  Presentation on data collection, analysis and publishing in Ethiopia; collecting disaggregated
  data; usage and user satisfaction of public services (including online services); data analysis
  and predictive analysis; publishing open government data

• Mr. Dimitrios Sarantis, United Nations University (UNU)
  Transforming cities into smart cities

Session 3: SDG localisation, inclusion, e-participation and partnerships

• Mr. Wai Min Kwok & Ms. Arpine Korekyan, DPIDG, UNDESA
  Presentation on “SDG localisation, Inclusion, e-participation and partnerships: engaging all
  segments of the population including the poorest and most vulnerable
Workshop Discussion Outcomes
Focus Area One: e-services

e-services: Priorities, Opportunities, and Challenges

<table>
<thead>
<tr>
<th>Priority areas/sectors</th>
<th>Opportunities</th>
<th>Challenges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health</td>
<td>✓ Global data production increment and analysis of large quantity of data</td>
<td>✓ Unreliable Internet and data networking system</td>
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<tr>
<td></td>
<td>✓ Starting of HMIS and Telemedicine</td>
<td>✓ Budget limitation</td>
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<tr>
<td></td>
<td>✓ Healthnet (starting of networking of health centers)</td>
<td>✓ Lack of Capacity/skills</td>
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<tr>
<td>Education</td>
<td>✓ Emerging of very active and innovative youngsters</td>
<td>✓ Lack of enabling infrastructure (internet, electric, school building, roads to schools)</td>
</tr>
<tr>
<td></td>
<td>✓ New educational road map establishment.</td>
<td>✓ Inadequate Capacity/skills (lack of effective teaching service and related administrative services)</td>
</tr>
<tr>
<td></td>
<td>✓ Access to online education resources</td>
<td>✓ Inexperienced in E-services</td>
</tr>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td>✓ Starting of IFMIS</td>
<td>✓ Lack of enabling Infrastructure</td>
</tr>
<tr>
<td></td>
<td>✓ Existing of ATM banking system</td>
<td>✓ Lack of e-commerce policy</td>
</tr>
<tr>
<td></td>
<td>✓ Starting of Mobile banking system</td>
<td>✓ Budget limitation</td>
</tr>
<tr>
<td>Agriculture</td>
<td>✓ IVR data information system started in the sector,</td>
<td>✓ Lack of Capacity/skills</td>
</tr>
<tr>
<td></td>
<td>✓ It is base for the existing economy,</td>
<td>✓ Lack of enabling infrastructure (internet, electric, road for mechanized farm)</td>
</tr>
<tr>
<td></td>
<td>✓ Investment options (it will bring many opportunities in the e-service)</td>
<td>✓ Budget limitation</td>
</tr>
<tr>
<td></td>
<td>✓ It is the starting point for the intended industrial led economy</td>
<td>✓ E-services awareness gaps</td>
</tr>
</tbody>
</table>

e-services: Mapping SDG Targets, Indicators and Action Points

<table>
<thead>
<tr>
<th>Priority</th>
<th>Identified SDG</th>
<th>Identified SDG indicators</th>
</tr>
</thead>
</table>

7
<table>
<thead>
<tr>
<th>areas/sectors</th>
<th>Goals</th>
<th>Targets</th>
</tr>
</thead>
</table>
| Health       | ✓ Healthy lives and well-being for all (#3) | • Reduce maternal mortality 70 per 100,000 (#3.1)  
• End preventable deaths of newborns and children under 5yrs (#3.2)  
• Half the number of deaths and injuries from road traffic accidents (#3.6)  
• Maternal mortality ratio  
• Proportion of births attended by skilled health personnel  
• Under five mortality rate  
• Neonatal mortality rate  
• Death rate due to road traffic injuries |
| Education    | ✓ Inclusive, quality and lifelong education (#4) | • Ensure all girls and boys complete free, equitable and quality primary and secondary education (#4.1)  
• Ensure equal access for all women and men to affordable and quality technical, vocational, and tertiary education (#4.3)  
• Sustainable increase the number of youths and adults who have relevant skills for employment, decent jobs and entrepreneurship (#4.4)  
• Proportion of children and young people in grades, least achievement of minimum proficiency levels at end of primary, secondary education  
• Participation of youth and adults in formal and non-formal education and trainings with ICT skills  
• Proportion of youth and adults with ICT skills |
| Agriculture  | ✓ End poverty (#1)  
✓ End hunger (#2) | • Eradicate extreme poverty for all people (#1.1)  
• Reduce at least by half the proportion all ages living in poverty (#1.2)  
• Ensure access sufficient food and nutritious for all (#2.1)  
• Double the agricultural productivity and incomes of small-scale food producers(#2.3)  
• Proportion of population below the national and international poverty line (#1.1.1, 1.1.2)  
• Prevalence of undernourishment, food insecurity (#2.1.1, 2.1.2)  
• Volume of production per labour unit (#2.3.1)  
• Average income of small-scale food producers (#2.3.2) |

Some recommended action plans include:

1. IoT for Grid Farming for the agricultural sector
2. Use HMIS in the Health sector; maternal and neonatal care advisory system and other health mobile applications.
3. In education sector, to implement systems that improve accessibility, improve quality of education (like “Turn it in” system), resource sharing (ebook, digital lib etc.)

Note: Discussion outcomes facilitated and compiled by Sebsibew Atikaw

Workshop Discussion Outcomes
Focus Area Two: ICTs for Women and Youth

ICTs for Women and Youth: Priorities, Opportunities, and Challenges

A. Priorities
i. Capacity building and education for women and youth
ii. National ICT policy awareness and customization of the same for the sector
iii. ICT training and service centers establishment at provinces and district levels

B. Opportunities
i. Mobile infrastructure coverage reaching 85%
ii. Several Community Information Centers (CICs) established at district levels
iii. Youth social media awareness that can be utilized easily towards development agendas

C. Challenges
i. Telecommunication monopolized by single state-owned firm causing lack of competent engineers and customer support officers.
ii. Poor awareness and lack of clear picture of ICT benefits with ICT departments at sector offices
iii. Poor Telecom infrastructure quality causing loss of confidence for the leaders to migrate to online paperless citizen services.

ICTs for Women and Youth: Mapping SDG Targets, Indicators and Action Points

Priorities
✓ Capacity building and education for women and youth
   o Goal 4; Target 1,3, 4,6, 7; and corresponding Indicators
   o Goal 5, 5a, 5b, corresponding indicators, 5.5, 5.6. and corresponding indicators.
   o Goal 7, Targets ; 12.2, 13.3
✓ National ICT policy awareness and customization of the same for the sector
   o Goal 8, 8.3, 10, 3
✓ ICT training and service centers (Infrastructure) establishment at provinces and district levels
   o Goal 7, 7b; Goal 9, all; 10, 2; 11.2, 11.3,

Action Points:
✓ Create awareness on SDGs through local and international forums
✓ Prepare 5-year plan for each goals relevant to the sector
✓ Mobilize resources for its implementation
✓ Set up institutions and departments, involve stake holders
✓ Execute, Monitor and evaluate

Implementation Frameworks
✓ Leads and Co-Leads
   o Prime Minister and Cabinets
✓ Institutional Frameworks
   o SDGs principal institution /National Plan
Workshop Discussion Outcomes
Focus Area Three: ICTs for Health Sector

Even though the ICT for the health sector was discussed and Priorities, Opportunities, and Challenges were identified by the working group, the report was not produced by the group leader.

Note: No outputs received

Workshop Discussion Outcomes
Focus Area Four: ICTs for Agriculture Sector

ICTs for Agriculture Sector: Priorities, Opportunities, and Challenges

A. Priorities
   i. **Ensuring Food Security:** This is what should be targeted and reduced as soon as possible. Focus on other targets should only be more effective only if this priority area is fulfilled. It is also a key goal in the SDGs.
   
   ii. **Natural Environment Preservation:** This involves the preservation of forests, soil and wild life. Forests are essential resources to maintain weather, climate, wild life as well as the value of the soil.
   
   iii. **Value Addition on Agricultural Products:** To improve quality, and financial value of exported agricultural products, there must be a capability to add some values on the raw products. Most of our agricultural products are exported with no or minimum industrial inputs. Examples are coffee and leather.

B. Opportunities
   
   i. **Government Focus:** This sector is one of the key sectors the government wants to improve and modernize. It is a major transformational goal in GTP II.
   
   ii. **Investment Opportunities:** Improving the agriculture sector will require investment from the private sector. Recent government initiatives towards attracting investment are the preparation of Industry Parks and inviting both foreign and local investors in agro-processing
   
   iii. **Better Information Access:** recent efforts in ICT are making communication with farmers and other stakeholders in the agricultural sector more accessible. SMS based near real time data can be available for farmers and related industry players.

C. Challenges
i. **Lack of Awareness**: although a lot of effort has been exerted in preparing and deploying different tools and technologies, making every stakeholder fully aware of the available potential is a long way behind. Multiple languages (about 80 languages) as well as remote locations are big hindrances.

ii. **Poor infrastructure**: this includes both ICT and other physical infrastructure that should be available. Power interruption and telecom instability is a significant challenge. The level of performance, must improve as much as possible.

iii. **Insufficient Skilled Human Power**: This is the key problem that is preventing the large-scale implementation of every effort specially in the agricultural sector. As farmers are poor and mostly illiterate long-term assistance from skilled supporters is essential.

**ICTs for Agriculture Sector: Mapping SDG Targets, Indicators and Action Points**

<table>
<thead>
<tr>
<th>Priority Area</th>
<th>SDG Goals</th>
<th>Targets</th>
<th>Indicators</th>
<th>Action Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ensuring Food Security</td>
<td>Goal 2</td>
<td>2.3</td>
<td>2.3.1, 2.3.2</td>
<td>• Create a registry of small scale producers possibly a database system</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Define methods of reaching them and implement the methods</td>
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<td></td>
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<td></td>
<td>• Facilitate financial availability by enabling nearby microfinance organizations over the country*</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>• Introduce and expand efficient production systems and mechanisms</td>
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<tr>
<td></td>
<td>2.4</td>
<td>2.4.1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Natural Environment Preservation</td>
<td>Goal 13</td>
<td>13.1</td>
<td>13.1.1</td>
<td>• Create a consistent mechanism of awareness creation on environmental protection.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>13.2</td>
<td>13.2.1</td>
<td>• Improve law and regulation enforcement capacity.</td>
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<tr>
<td></td>
<td></td>
<td>13.3</td>
<td>13.3.1</td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>13.b</td>
<td>13.b.1</td>
<td></td>
</tr>
<tr>
<td>Value Addition on Agricultural</td>
<td>Goal 9</td>
<td>9.3</td>
<td>9.3.1</td>
<td>• Create a polity on value addition with incentives.</td>
</tr>
<tr>
<td>Products</td>
<td></td>
<td></td>
<td>9.3.2</td>
<td>• Facilitate financial availability by enabling nearby microfinance organizations over the country*</td>
</tr>
</tbody>
</table>

**Note:** *This works for both priority areas.*

**Note:** Discussion outcomes for Focus Two facilitated and compiled by Eyob Alemu
Conclusion and Recommendations

This workshop was designed to support the first deliverable of the project DA1617B, in *identifying and supporting a set of SDG targets and indicators that the Government of Ethiopia seek to strengthen in this project*, with relevant data and implementation road map to guide the next phase of project implementation.

Specifically, the national workshop achieved its objectives in delivering the following outcomes:

- Enhance the understanding for the need of integrated plans and policies in delivering the SDGs, including through the use of ICTs/e-government for service delivery;
- Enhanced the knowledge of ICT/e-government data and indicators in integrated implementation of the SDGs;
- Start to identify a set of targets and indicators that the Government of Ethiopia seeks to strengthen in this project; and draft the implementation road map to collect, use and publish relevant e-government data with indicators for analysis, monitoring and evaluation;
- Strengthen institutional capacity and approaches to implement e-government policies and strategies in support of selected SDGs and targets through data-informed decision-making.

The two-day workshop produced an initial draft list of SDG targets and indicators to be implemented and monitored with ICT-enabled means. These indicators will be further discussed and finalized by the country project team during the following weeks.

Following are the recommendation for advancing the national implementation of the project in Ethiopia:

A. Establishing a project team/working group to support implementation of DA Project 1617B in Ethiopia. The MInT, NPC and CSA will appoint focal points to work with UNDESA/DPIDG on identifying and monitoring implementation of a few SGD goals and targets for the next 6 months. Other relevant ministries can also nominate focal points for coordination of activities in respective line ministries.

B. Two national consultants will also be employed as planned per the Project Document

C. The Second National Workshop will be scheduled to be held in the week of 1-5 April or 15-19 April 2019
## Annex 1: Workshop Evaluation (participants’ feedback)

<table>
<thead>
<tr>
<th></th>
<th>Excellent</th>
<th>Very Good</th>
<th>Satisfactory</th>
<th>Poor</th>
<th>Unsatisfactory</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Importance and relevance of the topic</td>
<td>17</td>
<td>11</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>2. Quality and clarity of meeting documentation</td>
<td>11</td>
<td>14</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
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<td>3. Clarity of meeting objectives</td>
<td>12</td>
<td>13</td>
<td>2</td>
<td>1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. Quality of presentations</td>
<td>12</td>
<td>12</td>
<td>2</td>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Quality of discussions</td>
<td>6</td>
<td>18</td>
<td>3</td>
<td>1</td>
<td></td>
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</tr>
<tr>
<td>6. Structure of the program and method of work</td>
<td>11</td>
<td>11</td>
<td>4</td>
<td>1</td>
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<tr>
<td>7. Meeting organization</td>
<td>9</td>
<td>14</td>
<td>4</td>
<td>1</td>
<td></td>
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<tr>
<td>8. Opportunity for professional enrichment through discussions and contacts</td>
<td>9</td>
<td>14</td>
<td>4</td>
<td>1</td>
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</tr>
</tbody>
</table>
1. How likely is it that you will apply the methodologies/best practices discussed in your organization?

2. How likely is it that you can use methodologies/best practices discussed?

<table>
<thead>
<tr>
<th>What was the best/most useful part of the session?</th>
</tr>
</thead>
<tbody>
<tr>
<td>- The most useful part of the session for me is the presentation and explanations made by Dr. Ramiz – about the experiences of Bangladesh</td>
</tr>
<tr>
<td>- Discussion about partnership</td>
</tr>
<tr>
<td>- All of the sessions were useful and got new things, but the Bangladesh experience sharing were the best because it inspires us to enhance ICT for SDG</td>
</tr>
<tr>
<td>- There was insightful presentation that motivated me to work more in the area of ICT. The discussions were also very useful for me.</td>
</tr>
<tr>
<td>- The Bangladesh experience by Dr Ramiz</td>
</tr>
</tbody>
</table>
- Participation of the participants was very nice and full discussion
- The dissection on data science & implementing the ICT infrastructure for Health
- Connecting and meeting people who have working on SDG
- Getting information on the national directions with agencies to SDG and experience shared from other country
- Presentation and discussion
- Experience sharing
- The best part of the session (2nd day): conference discussion leaded on Ethiopia context
- Presentation on key for SDG’s success
- Experience Sharing
- All sessions are important & relevant for me & our organization

What was the least useful element of the session?
- Presentation and talk from national planning
- Experience of Bangladesh
- Sharing of the best practice
- Its timeline
- I can say nothing
- Clear objective for each sector not showing
- The time consumption was the bring and poor session
- Almost nothing
- Information resources
- In my opinion that I have seen, is important of the session
- Just for participant the 2nd day presentation, and I conduct time any least useful elements
- SDG Target & indicators
- ICT enabler as industry for social economic
- Data government a framework approach
- Experience sharing for Bangladesh

Please give us any comments or suggestions to improve the substantive aspects of the meeting?
- Increase the participants of other countries or arrange the meeting in two versions: one for local and another for global. This meeting has initiative in terms of diversity & experience.
- Though contents of the presentation were good, there was shortage of time and better time moment changed be in place. Participants need to be relevant not like the one who come from plan commission
- Would you please send the invitation to the sight department on platform meetings. because all ongoing of ICT heads have to be participated but in 2 regions (Haral & Somali Regional)
- Use of time
- Planned its need to improve
- Direction of consulting the idea
- It would be nice to connect the local presentation with theme of the workshop. How they use data? How they use ICT? etc & connection with the SDGs achievement
- Regional plan commission should have been involved
- Please follow up your course outline to use the time effective
- Strengthening time management
- It would have been better to communicate the meeting agenda early and clarify the expectation of the workshop would have been useful
- Time management, especially morning at start up time.
- In the future, it is good group time for discussion
- It is achievable to prepare presentation on Ethiopia situation, in addition for country experience
- Such workshop is important & shall continue in the future
- The workshop is very special & good presentation &discussion to be continue

What type of capacity building activities would you like to see more of from UNDESA in the future?

- Wrap of Collaboration & Coordination within the government institution (How to coordinate).
- Data monitoring platform.
- Partnership
- Sharing implementation experience
- A very specific and target oriented missions have to be organized.
- I hope both of them will to do in the future. In collaboration with ICT Ministry and with regular ICT agencies as a stakeholder. Because the Ministry has resources and human power in all regions too.
- Engaging stakeholders from different direction
- Use of Data
- Capacity to collect of E-government data
- I think it no necessary to work on more on data culture, data eco system. ICT for capturing, analyzing and using data.
- Presentation on Bangladesh, experience on cost sharing with ICT
- Firstly, you should arrange your program mean trust every activity should act according to the written program
- UNDESA should strengthen coordination with us
- On big data
- Technical capacity in policy making
- Tools that can be useful to evaluate the data quality
- For project to be finished in the SDG platform
- Preparing such kind of workshop
- Try to work is federal &Regional political leaders and professionalism
- Try to forward some projects for Ethiopia especial e-services
- Capacity building on: Meaningful stakeholders Engagement, Now for SMART, the concept &meaning complementation of E-government e-service delivery to public sectors
- Training on identifying indicators to survey methods
- Experience sharing
- The importance about SDG
- Data capturing & analysis
- How to inter the SDG program
- Other related topics
## Annex 2: List of Participants

### From Federal Governments

<table>
<thead>
<tr>
<th>Name</th>
<th>Institute</th>
<th>Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>H.E. Ms. Ubah Mohammed</td>
<td>Ministry of Communication and Information Technology</td>
<td>Minister</td>
</tr>
<tr>
<td>H.E. Mr. Sisay Tola</td>
<td>Ministry of Communication and Information Technology</td>
<td>State Minister</td>
</tr>
<tr>
<td>H.E. Dr. Mebratu</td>
<td>Ministry of Communication and Information Technology</td>
<td>State Minister</td>
</tr>
<tr>
<td>Mr. Isayas Muleta</td>
<td>Central Statistical Agency</td>
<td>Director</td>
</tr>
<tr>
<td>Ms. Eleni Kebede</td>
<td>Central Statistical Agency</td>
<td>Senior Expert</td>
</tr>
<tr>
<td>Mr. Habtamu Takle</td>
<td>National Planning Commission</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Tameru Refera</td>
<td>National Planning Commission</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Negusie Beyene</td>
<td>Ministry of Education</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Seleshi Tadesse</td>
<td>Ministry of Youth and Women</td>
<td>TBC in the afternoon</td>
</tr>
<tr>
<td>Mr. Asefa Endeshaw</td>
<td>Ministry of Foreign Affairs</td>
<td></td>
</tr>
<tr>
<td>Mr. Kasim Kedir</td>
<td>Ministry of Communication and Information Technology</td>
<td>e-Government Team Leader</td>
</tr>
<tr>
<td>Mr. Yosef Zeleke</td>
<td>Ministry of Communication and Information Technology</td>
<td></td>
</tr>
<tr>
<td>Mr. Yonas Hallu</td>
<td>Ministry of Communication and Information Technology</td>
<td>NDC Head</td>
</tr>
<tr>
<td>Ms. Senait Berihu</td>
<td>Ministry of Communication and Information Technology</td>
<td>Technical Advisor</td>
</tr>
<tr>
<td>Ms. Tsedeniya Narund</td>
<td>Ministry of Communication and Information Technology</td>
<td></td>
</tr>
<tr>
<td>Mr. Wondwossen Teshome</td>
<td>Ministry of Communication and Information Technology</td>
<td>Team Leader</td>
</tr>
<tr>
<td>Mr. Leul</td>
<td>Ministry of Communication and Information Technology</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Eyo Nyalemu</td>
<td>Ministry of Communication and Information Technology</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Mezene Worku</td>
<td>Ministry of Communication and Information Technology</td>
<td>Director</td>
</tr>
<tr>
<td>Mr. Balcha Reba</td>
<td>Ministry of Communication and Information Technology</td>
<td>Director</td>
</tr>
<tr>
<td>Ms. Bekala Ibrahim</td>
<td>Ministry of Communication and Information Technology</td>
<td>Director</td>
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### From the UN Agencies

<table>
<thead>
<tr>
<th>Name</th>
<th>Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Aida Opoku-Mensah</td>
<td>Special Advisor to the Executive Secretary on post 2015, UN ECA</td>
</tr>
<tr>
<td>Ms. Louise Chamberlain</td>
<td>UNDP Ethiopia Country Director</td>
</tr>
<tr>
<td>Ms. Arpine Korekyan</td>
<td>Governance and Public Administration Officer, UNDESA</td>
</tr>
<tr>
<td>Mr. Wai Min Kwok</td>
<td>Senior Governance and Public Administration Officer, DPI, UNDESA</td>
</tr>
<tr>
<td>Mr. Lamin Manneh</td>
<td>Director of UNDP Africa Regional Centre, UNDP Regional Office</td>
</tr>
<tr>
<td>Mr. Ramiz Uddin</td>
<td>Head of Results Management and Data, a2i Programme, Bangladesh</td>
</tr>
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### From Local Government

<table>
<thead>
<tr>
<th>Name</th>
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<th>Regions</th>
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<tbody>
<tr>
<td>Mr. Tesfay</td>
<td>Communication and Information technology Agency</td>
<td>Gambela National Regional State</td>
</tr>
<tr>
<td>Dr. Abiyot</td>
<td>Communication and Information technology Agency</td>
<td>Addis Ababa City Government</td>
</tr>
<tr>
<td>Mr. Meberatu</td>
<td>Communication and Information technology Agency</td>
<td>Addis Ababa City Government</td>
</tr>
<tr>
<td>Mr. Tewdros</td>
<td>Communication and Information technology Agency</td>
<td>Tigray National Regional state</td>
</tr>
<tr>
<td>Mr. Mekonnen</td>
<td>Communication and Information technology Agency</td>
<td>Oromiya National Regional State</td>
</tr>
<tr>
<td>Mr. Mohamed</td>
<td>Public Service and Human Resource Development Office</td>
<td>Somal National Regional State</td>
</tr>
<tr>
<td>Mr. Kebede Shamebo</td>
<td>Communication and Information technology Agency</td>
<td>SNNP National Regional State</td>
</tr>
<tr>
<td>Dr. Sebsibew Atikaw</td>
<td>Science, Technology and Information Communication College</td>
<td>Amhara National Regional state</td>
</tr>
<tr>
<td>Mr. Ahmed</td>
<td>Public Service and Human Resource Development Office</td>
<td>Afar National Regional state</td>
</tr>
<tr>
<td>Mr. Ahmed</td>
<td>Public Service and Human Resource Development Office</td>
<td>Dire Dawa City Government</td>
</tr>
<tr>
<td>Mr. Bekele Temesgen</td>
<td>Public Service and Human Resource Development Office</td>
<td>Harari National Regional state</td>
</tr>
<tr>
<td>Ms. Tirunmar</td>
<td>Communication and Information Technology Agency</td>
<td>Benishangul Gumez National Regional state</td>
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</tbody>
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### From Private Sector

<table>
<thead>
<tr>
<th>Name</th>
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<tbody>
<tr>
<td>Ewnetu Abera</td>
<td>Perago Information Systems</td>
</tr>
<tr>
<td>Bahru Zeynu</td>
<td>Africom Technologies PLC</td>
</tr>
<tr>
<td>Solomon</td>
<td>E-systems Africa</td>
</tr>
<tr>
<td>Dr. Fikre</td>
<td>Online system house (Digi Fly IT Consulting)</td>
</tr>
<tr>
<td>Eskinder Mamo</td>
<td>Ahadoo Tec</td>
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</tbody>
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### From Universities

<table>
<thead>
<tr>
<th>Name</th>
<th>Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dagmawi Lemma (PhD)</td>
<td>College of Natural Sciences, Department of Computer Science</td>
</tr>
<tr>
<td>Martha Yifru (PhD)</td>
<td>School of Information Science</td>
</tr>
<tr>
<td>Solomon Tefera (PhD)</td>
<td>IT Doctoral Program</td>
</tr>
</tbody>
</table>