2014 United Nations Public Service Forum
Day and Awards Ceremony

“Innovating Governance for Sustainable Development and
Well-being of the People”

Capacity Development Workshop

“Innovation and e-Governance for Sustainable Development”

AIDE-MEMOIRE

Seoul, Republic of Korea
23-26 June 2014
1. SPONSORSHIP AND PURPOSE

The 2014 United Nations Public Service Day, Awards Ceremony, and Forum will take place in Seoul, Republic of Korea from 23 to 26 June 2014. It is organized by the United Nations Department of Economic and Social Affairs (UNDESA) Division for Public Administration and Development Management (DPADM) in collaboration with the Government of the Republic of Korea and in partnership with the United Nations Entity for Gender Equality and the Empowerment of Women (UN WOMEN). The four day Forum will feature Plenary Sessions, a Ministerial Round-Table, Capacity Development Workshops, an Expert Group Meeting, and the United Nations Public Service Awards Ceremony. Participants will include heads of government, ministers, senior government officials, mayors, civil society representatives, the academia, and the private sector, as well as representatives of international organizations.

The Workshop on “Innovation and e-Governance for Sustainable Development”, which will be held on June 24 and 25, is organized by the e-Government Branch of the Division for Public Administration and Development Management, UNDESA in collaboration with its project office “United Nations Project Office on Governance (UNPOG) located in the Republic of Korea. The E-Government Branch (EGB) supports Member States in developing and least developed countries, including Small Island Developing States (SIDS) to build capacity in the area of innovation, e/m-governance and transformational government to promote economic, social and environmental development, in line with the overall mandate of UNDESA and the DPADM’s mission. EGB implements its activities by undertaking policy analysis and research, providing support to intergovernmental processes and promoting capacity building activities. UNPOG was established in June 2006 as an outcome of the 6th Global Forum on Reinventing Government held in the Republic of Korea in 2005. The Project is based on a Trust-Fund Agreement between UNDESA, through the Division for Public Administration and Development Management (DPADM), and the Government of the Republic of Korea, through the Ministry of Security and Public Administration (MOSPA). The overall objective of UNPOG is to promote innovation and e-government for sustainable development.

2. BACKGROUND

The United Nations General Assembly in its Resolution entitled “The Future We Want” has reaffirmed the strong need to achieve sustainable development by promoting sustained, inclusive and equitable economic growth, creating greater opportunities for all, reducing inequalities, raising basic standards of living, fostering equitable social development and inclusion, and promoting the integrated and sustainable management of natural resources and ecosystems. It stressed that all levels of government and legislative bodies play an important role in promoting sustainable development. Overall, “the goal of sustainable development is to ensure the promotion of an economically, socially and environmentally sustainable future for the planet and for present and future generations. Sustainable development emphasizes a holistic, equitable and far-sighted approach in decision-making at all levels. It rests on integration and a balanced consideration of social, economic and environmental goals and objectives in both public and
private decision-making. It emphasizes intragenerational and intergenerational equity” (E/2013/69, para. 6).

As we approach the 2015 deadline for the current MDGs and start to prepare the ground for the next steps in global sustainable development, it is clear that all governments are faced with a set of complex, multifaceted and inter-dependent challenges, which require a holistic government vision and transformation agenda through enhanced policy coordination, decision-making processes and public service integration. Global as well as national challenges such as poverty, inequality, global warming, peace and security, are interlinked and typically highly complex, such that no single actor, let alone single government or single ministry, can effectively deal with them on their own. Effective collaboration among agencies across all levels of government is essential, as it is with non-governmental actors, to ensure good governance and good development outcomes. Collaborative governance, underpinned by a well-functioning public administration, is the cornerstone of present and future sustainable development and it is crucial to improving people’s lives. The public sector must deliver equitably and efficiently essential services that meet citizen needs, provide opportunities for economic growth, as well as facilitate citizen engagement and participation in public policymaking and service delivery, so as to promote the empowerment and well-being of all people.

Member States also recognised the importance of information and communications technology (ICT) to achieve sustainable development. Furthermore they appreciated the power of communication technologies, innovative applications, to promote knowledge exchange, technical cooperation and capacity building for sustainable development (A/RES/66/288).

A flagship publication of DESA, DPADM publishes the United Nations E-Government Survey every two years to share knowledge about global e-government trends, issues, and innovative practices, as well as challenges and opportunities of e-government development. The Survey is the only report in the world that assesses the e-government development status of the 193 United Nations Member States. It serves as a tool for decision-makers to identify their areas of strength and challenges in e-government and to guide e-government policies and strategies. It assesses the e-government readiness and extent of e-participation of the United Nations Member States according to a quantitative composite index of e-readiness based on website assessment, telecommunication infrastructure, and human resource endowment. The Survey is intended for government officials, academics, intergovernmental institutions, civil society organizations, the private sector and citizens at large.

3. CONTEXT

Given the multitude and complexity of challenges that governments face to achieve sustainable development, effective collaborative governance at all levels is needed to transform how the public sector operates. This, in turn, requires a transformation of government’s role, functions, institutional frameworks and processes. In this regard, e-government and innovation can provide significant opportunities to transform public administration into an instrument of sustainable development at the service of its citizens. E-government is “the use of ICT and its application by the government for the provision of information
and public services to the people” (Global E-Government Readiness Report 2004). More broadly, e-government can be referred to as the use and application of information technologies in public administration to streamline and integrate work-flows and processes; to effectively manage data and information, enhance public service delivery, as well as expand communication channels for citizen engagement and empowerment of the people. The opportunities offered by the digital development of recent years, whether through online services, big data, social media, mobile apps, and cloud computing, are expanding the way we look at e-government. While E-government still includes electronic interactions of three types - i.e., government-to-government (G2G); government-to-business (G2B); and government-to-consumer/citizen (G2C) - a more holistic and multi-stakeholder approach is taking shape.

Through innovation and e-government, public administrations around the world can be more efficient, provide better services, and respond to citizens’ demands for transparency and accountability, and thus build citizens’ trust in their governments. E-government can increase efficiency and promote effectiveness by cutting costs and streamlining processes; provide improved access and quality of services by making information available online 24/7, as well as increase transparency, accountability and reduce corruption. It can help governments go green and promote effective natural resource management; as well as stimulate economic growth and promote social inclusion, particularly of vulnerable groups. ICTs have also proven as effective platforms to facilitate knowledge sharing, skills development, transfer of innovative e-government solutions and capacity-building for sustainable development among countries. E-government can generate important benefits in the form of new employment, better health and education.

In terms of sustainable development, particular attention should be given to the 38 Small Island Developing States (SIDS) which face several unique economic, social and environmental challenges due to their small size and economy, isolation and high cost of providing goods, services and infrastructure including telecommunications. SIDS are characterized in general by small populations and geographic dispersion. E-government holds the potential to address several of the issues faced by SIDS, for example in relation to disaster management and improved service delivery. Citizens in even the most remote and far scattered islands can be connected to their government and can be consulted in decision making processes through e-participation.

4. OBJECTIVES

The overall objective of the workshop on “Innovation and e-Governance for Sustainable Development” is to support - through sharing and transfer of knowledge and expertise - developing and least developed countries to build capacity in the area of e-governance for sustainable development. The workshop aims at uncovering emerging trends, policies and strategies, practices and lessons learned related to e-government development and service delivery.

The Workshop will provide participants an opportunity to: (a) present, discuss and raise awareness on global and regional trends, with a particular focus on Small Island Developing States; (b) discuss emerging issues including collaborative leadership for whole-of-government; (c) share successful
experiences in e-government development and service delivery through the presentation of innovative practices by the UNPSA winners; (d) explore e-Government policies and strategies targeted for SIDS; and, (e) strengthen North-South and South-South cooperation to enhance public sector capacity-building through networks, and transfer and adaptation of good practices and tools.

The ultimate goal of this event is to build a shared understanding among all governance actors of what e-government policies and strategies, practices and tools Member States can adopt to make public administration more effective, transparent, accountable, participatory and citizen-centric with a view to promoting greater social, economic and environmental development. The event will end with a plenary session where the coordinators of each working group will present to the larger audience a set of recommendations on the way forward.

5. EXPECTED RESULTS

The event is expected to achieve the following goals:

• Provide recommendations and suggestions to be presented during the Ministerial Round Table and concrete guidance to Member States in the area of e-governance for sustainable development; and,

• Enhance knowledge of e-government policies, strategies and trends, best practices and tools in the area of e-Government, which will be shared with the Member States through the United Nations Public Administration Network (UNPAN) and United Nations Public Administration Country Studies (UNPACS);

• Document and disseminate knowledge emanating from the workshop in a final report.

• Facilitate peer-to-peer transfer of knowledge by connecting governments who have innovated with those who are looking for innovative solutions to their governance challenges, and enhance the global CIO network to further exchange ideas and promote international cooperation for e-Government development;

• Promote a global exchange platform in the area of innovation and e-government for sustainable development for Small Island Developing States (SIDS); and

• Lead to concrete proposals for the development of manuals, guidelines and other tools on how to promote innovation in e-governance for sustainable development.

6. STRUCTURE OF THE WORKSHOP

The workshop will be composed of four sessions. It is expected that the capacity development workshop will be highly interactive and participatory since all participants will be given the opportunity to think
analytically about the cases being presented and bring in their own experience and expertise of what helps countries strengthen capacities in terms of innovation and e-government. A chairperson will lead the overall presentations and discussions. A moderator will facilitate table discussions, while a rapporteur will consolidate all findings and suggestions discussed during the workshop, which will be presented during the Ministerial Round Table. The workshop will have following sessions:

- **Session 1: Global Trends and Emerging Issues of E-Government**
  This session will provide an overview of the global and regional trends, as well as emerging issues in the area of e-government for development, with a particular focus on poverty eradication.

- **Session 2: Collaborative Leadership for Whole-of-Government Approaches**
  Collaborative leadership is the capacity of leaders to work across organizational boundaries to inspire, engage and motivate people and teams to work together in pursuit of common goals. It is considered as one of essential components to realize Whole-of-Government. The session will focus on the critical role of collaborative leadership for whole-of-government, i.e., how to bring about a shared organisational culture, reinvent institutional frameworks for effective coordination and cooperation, and formulate a unified ICT strategy across government agencies. During this session, the first place winners of UNPSA in category 3 “Promoting Whole-of-Government Approaches in the Information Age” will present their experiences and share lessons learned.

- **Session 3: Policies and Strategies for Innovative Online Service Delivery**
  This session will focus on policies and strategies aimed at developing online service delivery. It will also feature innovative practices in online service delivery presented by the 2014 UNPSA winners.

- **Session 4: E-Government for Sustainable Development in Small Islands Developing States**
  UNPOG’s research results on the role of e-Government for sustainable development in SIDS in the Asia-Pacific Region will be presented and discussed in order to facilitate knowledge sharing and transfer. A presentation about SIDS in the Caribbean will be made and specific country cases from both regions will follow for further discussion.
7. ORGANIZATION

7.1. Participants

The total number of participants is expected to be more than 150 including government officials, representatives from international organisations, experts, civil society and private sector.

7.2. Official languages

The official languages of the meeting will be English.

7.3. Electronic networking

All the documents of the meeting will be posted on United Nations Public Administration Network - UNPAN (http://www.unpan.org/unpsa)

7.4. Format of the Meeting

The workshop will take place over the course of one day and a half. A concise statement of key policy messages will be communicated to the Wrap-up Plenary Session. Recommendations from the workshop will be incorporated into the Final Declaration of the United Nations Public Service Day Awards Ceremony and Forum. In addition, a short summary of the workshop discussions will be prepared by the workshop organizers.

8. CONTACT INFORMATION

Mr. Vincenzo Aquaro  
Chief, e-Government Branch (eGB) 
DPADM/UNDESA  
Tel: +1-917-678-3349  
Email: aquaro@un.org

Ms. Adriana Alberti  
Senior Governance and Public Administration Officer,  
E-Government Branch (EGB)  
DPADM/UNDESA  
Tel: +1-212-963-2299  
E-mail: alberti@un.org

Mr. Elie Hobeika  
Associate Governance and Public Administration Officer,  
E-Government Branch (EGB)  
DPADM/UNDESA  
Tel: +1-212-963-2576
United Nations Project Office on Governance (UNPOG)

Mr. Jae-hong Lim
Head, UNPOG
DPADM/UNDESA
Tel: +82-2-756-7576
Email: lim2@un.org

Mr. Keping Yao
Governance and Public Administration Expert, UNPOG
DPADM/UNDESA
Tel: +82-2-717-4272
Email: yaok@un.org

Mr. Chang Rok Yun
Associate Capacity Development Expert, UNPOG
DPADM/UNDESA
Tel: +82-2-2100-4273
Email: yunc@un.org