2014 Global e-Government Forum

Capacity-Building Workshop

on

“Smart Governance for Sustainable Development: New Opportunities for Partnership in the Networked Society”

AIDE-MEMOIRE

6 to 8 October 2014
Astana, Kazakhstan
1. BACKGROUND AND CONTEXT

The 2014 Global e-Government Forum (GeGF) will take place in Astana, Kazakhstan from 6 to 8 October 2014. This year’s theme is on ‘Smart Governance for Sustainable Development: New Opportunities for Partnership in a Networked Society’. The Forum is organized by the E-Government Branch of the Division for Public Administration and Development Management (DPADM) of the Department of Economic and Social Affairs (DESA) in partnership with Agency for Communication and Information of the Republic of Kazakhstan.

1.1. Background

The United Nations Department of Economic and Social Affairs (UNDESA), through its Division for Public Administration and Development Management (DPADM), assists Member States in promoting efficient, effective, transparent, accountable, collaborative and citizen-centered public governance, administration and services through innovation and technology to achieve the internationally agreed development goals. UNDESA promotes knowledge sharing of innovative approaches and practices in public management, as well as capacity development in the area of innovation and e-government. The General Assembly itself has highlighted the importance of knowledge-sharing activities in resolution 57/277, noting that particular emphasis should be given to the exchange of experience related to the role of public administration in the implementation of internationally agreed goals, including those contained in the Millennium Declaration. In resolution 50/225, it also underscored that international cooperation should be strengthened in the field of public administration, including South-South and Inter-Regional cooperation.

DPADM has actively assisted Member States to enhance their public governance capacities through capacity development workshops, expert group meetings, publications and the online knowledge repository of the United Nations Public Administration Network (UNPAN). Since 2003, DPADM has collected, shared and disseminated innovative practices in public governance through the United Nations Public Service Awards (UNPSA) and Forum, as well as through the Compendia for Innovative e-Government Practices. Moreover, with the emergence of e-Government as a powerful tool in strengthening good governance, DPADM has published the UN e-Government Survey since 2003, which captures recent e-Government trends and development of countries e-Government readiness worldwide. The survey, from its first edition, has become a useful reference to guide e-Government development efforts at international, regional and local levels.

The UN E-Government Survey has enabled DESA to acquire in-depth knowledge of e-government trends, strategies, policies, content development, social networking tools and citizen engagement, and to transfer this knowledge to developed, emerging and developing countries. DESA has extensive experience in supporting the capacity development efforts of countries in initiating and/or improving their e-government strategies, policies and plans. Through the Forum, DESA provides an opportunity for countries to discuss their individual challenges and successes in the area of e-government policies and to showcase those practices that have been particularly effective.

This Forum falls within the mandate of DPADM to strengthen the various capacities of governance and public administration systems and institutions, as defined in the resolutions and decisions adopted by the General Assembly and the Economic and Social Council (ECOSOC) as well as recommendations from Global Conferences. Supporting countries with their e-
Government policies is a key priority of DPADM's capacity development programme, as defined in DPADM's Capacity Development Strategy.

DPADM has already co-organized the last two Global e-Government Forum (GeGF) in collaboration with the UN Project Office on Governance (UNPOG) and the Government of the Republic of Korea. Both events were attended by more than 1,000 government officials and experts from over 50 countries, including 20 participants at the ministerial level. The Forum, thanks to the participation of world renowned experts, has considerably helped strengthen the global development agenda on e-government, and is in line with the Seoul Communique of 2012, which stressed that countries should continue to cooperate in e-Government projects.

To continue its global initiative to promote e-Government development, UNDESA will hold the 2014 GeGF from 6 to 8 October in Astana, Kazakhstan. The 2014 GeGF will deal with emerging issues, such as Smart Governance, Networked Society, Open Government, Open Data, Social Media, and will help raise the awareness of participants of new e-Government trends and issues, including cutting-edge technologies and innovative policies to address complex governance challenges.

1.2. Context

As governments are facing a more vocal citizenry that is demanding more transparency, accountability, and efficiency, in addition to facing increasingly complex problems, they are changing their position as a “do all” institution to more of a “facilitator”. Citizens now ask their governments to provide (a) more citizen-centric services keenly customised for satisfying their expectations, (b) to show greater degree of transparency and accountability on a variety of governmental works, and (c) to allow for greater citizen participation in public decision process.

This year’s GeGF theme of “Smart Governance for Sustainable Development: New Opportunities for Partnership in the Networked Society”, is in line with the Rio +20 Global Summit and will allow for a timely discussion of how leveraging potentials of ICTs can transform traditional forms of government and societies into smart ones.

The concept of Smart Governance leads to a paradigm shift in the relationship between governments, the private sector and citizens since greater transparency, openness, access to information, which is enhanced by the use of ICTs, provide citizens with more power and thus a greater voice in the development of e-services, e-content, e-participation and open government.

In order to achieve the "smart government concept", Member States need to be more in touch with the needs of its citizenry and ensure that both top-down and bottom-up approaches are taken into consideration when designing and implementing e-government strategies.

1.3. The Hosting Country: Kazakhstan

Over the recent years, the Republic of Kazakhstan has made great efforts to modernize its public sector, including through an ICT enabled reform of administrative governance systems. According to the UN E-Government Survey 2014, the Republic of Kazakhstan is the leading country among the countries of the Central Asia region and has the highest e-government ranking among the Land-locked Developing Countries.

The Republic of Kazakhstan has improved significantly during the past several years in terms of providing online services, which allow citizens to access government services in a seamless
One of the interesting aspects of Kazakhstan's online service is the government's blog site. Citizens can communicate with the heads of government agencies by giving comments and asking questions, which enhances transparency in public administration and improves the interaction between citizens and public officials. The site also contains statistical information on the questions and comments received by agency executives as well as on the number of their answers to ensure that the proper follow-up has been completed.

The Republic of Kazakhstan, according to the 2014 UN e-Government Survey, has characteristics of all four stages of e-government development: emerging, enhanced, transactional and connected. This has also been recognized by the international community as evidenced by the continuous improvement of the Republic of Kazakhstan in international and regional ratings, such as the WSIS.

2. OBJECTIVE

The ultimate goal of this forum is to enhance government capacity, particularly in developing countries, through presentations, discussions, and peer-to-peer learning. The main objectives include:

- To discuss policies, strategies and best practices for smart government and smart society
- To present recent trends of e-Government development and introduce new approaches as applied in the 2014 UN e-Government Survey
- To introduce various country cases of Smart Governance from around the globe and assist Member States to promote cooperation in this area
- To strengthen North-South and South-South cooperation for the development of Smart Government

3. EXPECTED OUTPUT

The Forum is expected to achieve the following outputs:

- Identify good case studies that highlight smart governance and smart society that could be shared at the Rio +20 Global Summit
- Obtain greater knowledge of Central Asian’s e-government activities and progress made, as well as develop stronger ties between DESA and the region
- Draw recommendations and suggestions from the Forum discussions in order to provide guidance to Member States on how to promote smart government and smart society
- Renewed commitment among policy makers to adapt their acquired knowledge and expertise in developing innovative e-Government strategies fit for their countries

4. THEMES FOR DISCUSSION

Within the framework of the overall theme of the Forum ‘Smart Governance for Sustainable Development: New Opportunities for Partnership in the Networked Society’, four inter-related sub-themes will be discussed in the workshop in order to enhance public administration capacity as follows:

1. Trends and Emerging Issues of Smart Government and Smart Societies
2. Strategic Policy-Making Aspects of Implementing Smart Government
3. Whole-of-Government Approach
4. Open Government

Session 1 on “Trends and Emerging Issues of Smart Government” will reflect the perspectives of international organisations on recent e-Government development trends, challenges and emerging topics. It is expected that international organisations such as UNDESA, OECD, and multilateral development banks will provide their unique viewpoints on how current e-Government can be upgraded into Smart Government through cooperation among governments and international organisations. In particular, UNDESA will present new criteria of evaluation utilized in the 2014 UN e-Government Survey so as to raise countries’ awareness of new trends of e-Government.

Session 2 on “Strategic Policy-Making Aspects of Implementing Smart Government” will deal with cases of leading countries on the decision making progress that Governments go through when implementing Smart Government. It is also expected that some cases of the 2014 e-Government Award winners will be showcased during the session, so that participants can gain a deep understanding of this area and apply it to their own countries’ circumstances.

Session 3 on “Whole-of-Government Approach” is one of the foundations of smart governance and smart society. This session will explore the issues that make up Business Intelligence and how governments can be enhanced with the proper implementation of Business Intelligent technologies.

Session 4 on “Open Government” will look at the importance of managing and reusing data, and how this is changing the relationship between citizens and the public sector. Good case studies of successful open data projects will also be presented and look at the process of integrating “Big Data”.

5. FORUM STRUCTURE

- First day (Mon, 6 October 2014)
  o Study Tours

- Second day (Tue, 7 October 2014)
  o Registration
  o Plenary Session
  o Presentation by Selected Winners of the 2014 UN E-Government Survey Awards
  o 2014 UN E-Government Survey Awards Ceremony
  o Ministerial Roundtable

- Third day (Wed, 8 October 2014)
  o Four Parallel Workshops
    - Smart Governance in Sustainable Development: New Possibilities of Partnership in the Networked Society (EGB/DPADM Workshop)
    - Smart Governance in Sustainable Development: New Possibilities of
Partnership in the Networked Society (National Workshop)
- International Scientific-Practical Conference on Smart Government: Science and Technology (National Academic Workshop)
- National Capacity-Building Workshop on e-Participation (DMB/DPADM Workshop)
  o Forum Closing Ceremony

6. PARTICIPANTS

Approximately 1,000 participants are expected to attend this global forum, including government officials, scholars, experts from international organisations, private sector and civil society organisations, as well as about 20 ministerial level participants.

7. DATE AND VENUE

- Date: 6-8 October 2014
- Venue: Independence Palace, Astana, Kazakhstan

8. LANGUAGE

The forum will be conducted in English. Translation will be available in Russian and Kazakh.

9. CONTACT INFORMATION

DPADM/UNDESA

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