Compendium of Innovative E-government Practices

Edition I

United Nations

Department of Economic and Social Affairs

Compendium of
Innovative E-government Practices

DESA

The Department of Economic and Social Affairs of the United Nations Secretariat is a vital interface between global policies in the economic, social and environmental spheres and national action. The Department works in three main interlinked areas: (i) it generates, compiles and analyses a wide range of economic, social and environmental data and information on which Member States of the United Nations draw to review common problems and to take stock of policy options; (ii) it facilitates the negotiations of Member States in many intergovernmental bodies on joint courses of action to address ongoing or emerging global challenges; and (iii) it advises interested Governments on the ways and means of translating policy frameworks developed in United Nations conferences and summits into programmes at the country level and, through technical assistance, helps build national capacities.

Note

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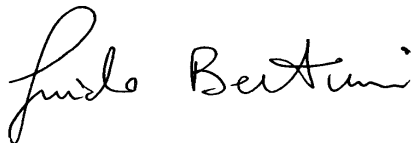
ST/ESA/PAD/SER.E/78

Foreword

In recent years, there has been a significant growth in the number of government services available over the Internet. The potential for the Internet to enhance the way that governments conduct business with their citizens is being increasingly recognized throughout the world.

The main challenge for governments is to ensure that citizens' needs and expectations are met while ensuring a certain level of cost-effectiveness for programme delivery. E-government must deliver real benefits to citizens in an effort to market online services to drive take up. Incentives must be provided to encourage usage.

Expectations that e-government would reduce the cost of service delivery have not materialized due to the early stage of most online government services, the fact that e-government represents a duplicate channel for providing services and the lack of integration between the front-end and back-office systems.

While governments strive towards efficient service delivery, the citizen must be the focal point. Collaboration with the private sector is, however, another key goal. Bridges also need to be built between agencies in the same tier of government as well as between the different tiers of government.

In an effort to contribute to the debate surrounding e-government choices, solutions and alternatives, the United Nations Department of Economic and Social Affairs has embarked on an ongoing effort to compile cases of innovative e-government applications from all geographical regions of the world. It is hoped that countries will share in the global knowledge pool, thus reducing the costs involved in setting up completely new systems.

and Development Management
United Nations Department of Economic and Social Affairs

New York, December 2005

Acknowledgements

Executive Summary

As information and communication technologies (ICTs) are dramatically changing the lives of people around the world, governments must come to grips with finding solutions that will increase public value to their citizens.

Drawing on the main themes of the United Nations Global E-government Readiness Reports of 2004 and 2005, the citizen should be viewed as the focal point of e-government activities. Although many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is at the initial stages of conceptualization and implementation. As a result, not all e-solutions and e-services that governments provide necessarily meet the needs of the ordinary citizen.

The main objective of developing the UN/DESA Compendium of Innovative E-government Practices as an ongoing project is to create a venue for promoting innovative e-government solutions, services and products developed and yet to be developed by governments. The Compendium also enables South-South and North-South information-sharing of their respective experiences and innovative practices. In both cases, the focus is on hastening innovation and creating public value for the citizenry.

As noted in the Tunis Agenda for the Information Society of the World Summit on the Information Society in 2005, advances in ICTs, and high-speed data networks are continuously enhancing the prospects for developing countries and countries with economies in transition to participate in the global market for ICT-enabled services on the basis of their comparative advantage. These emerging opportunities provide a powerful commercial basis for ICT infrastructural investment in these countries. The implementation of an e-government strategy encompasses developing a national strategy and creating e-solutions, e-services and e-products for the citizen.

The Compendium does not promote one solution over another but rather exposes e-government practices that place the citizen in the forefront. It contains practices from all regions while maintaining a geographical distribution. It embraces any theme that provides public value to the citizen. The Compendium covers a wide range of innovative practices, such as creating a government portal, providing critical information on agriculture, sharing information on the human immunodeficiency virus and the acquired immunodeficiency syndrome (HIV/AIDS), finding an innovative way of engaging in e-commerce in developing countries, enhancing public/private partnership and facilitating the interaction between government and its citizens.

A number of regional initiatives have embarked on a regional e-government strategy to support their respective citizens, notably, the New Partnership for Africa's Development (NEPAD) in Africa, eLAC 2007 for Latin America and the Caribbean, and some initiatives in Asia. UN/DESA will use these platforms as a foundation in identifying e-government practices that best represent an added benefit to the people. E-government practices should be shared in a user-friendly way. The Compendium serves as an Internet-based vehicle that can be easily accessed through the United Nations Online Network in Public Administration and Finance (UNPAN) portal.

Contents

Explanatory Notes

,	**A comma** is used to indicate thousands
.	**A full stop** is used to indicate decimals
-	**A hyphen** between years, as for example 2000-2006, denotes the beginning and ending years

..	**Two dots** indicate that data are not available
$	Reference to dollars ($) indicates United States dollars

The following abbreviations and acronyms have been used:

AiDA	Accessible Information on Development Activities
APC	Association for Progressive Communications
ARMA	*Atlas du risque de la malaria en Afrique*
ASYCUDA	Automated System for Customs Data
CAD	Computer-aided design
CARICOM	Caribbean Common Market
CSO	Civil society organization
ECD	Early Childhood Development
EDA	Electronic development application
G4C	Government for Citizen
GIS	Geographical Information System
GovNet	Government electronic network
HIV/AIDS	Human immunodeficiency virus/acquired immunodeficiency syndrome
ICT	Information and communication technology
IDRC	International Development Research Centre
ITU	International Telecommunication Union
LAN	Local Area Network
MARA	Mapping Malaria Risk in Africa
MENA	Middle East and North Africa
NEPAD	New Partnership for Africa's Development
NGO	Non-governmental organization
OPEN	Online Procedures Enhancement for Civil Applications
PDA	Personal digital assistant
PDF	Portable Document Format
REALIS	Real Estate Information System
RECUP	Single Regional Centre for Health Services Booking
ROE	Record of Employment
TSD	Trade and sustainable development
UN/DESA	United Nations Department of Economic and Social Affairs
UNDP	United Nations Development Programme
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNPAN	United Nations Online Network in Public Administration and Finance
URA	Urban Redevelopment Authority
XML	eXtended Markup Language

Innovative E-government Practices

Introduction

The UN/DESA Compendium of Innovative E-government Practices is a compilation of case studies of innovative e-government solutions, services and applications with elements of transferability and adaptability. In developing this online Compendium, UN/DESA aims to provide not only a tool for knowledge management but also a venue for the promotion and sharing of these cost-effective, value-added innovative solutions. Since the Compendium is an ongoing project, UN/DESA will continue to solicit and identify innovative practices from all corners of the globe for inclusion in later editions of this Internet-based resource.

The selected cases are organized by region, including Africa, Asia and the Pacific, Europe, North America and the Caribbean, and Latin America. In this edition, there are 48 countries and 107 case studies, as shown in the matrix below.

Matrix of Case Studies

Region	Country	Title	Theme
Africa	Egypt	Public Access Points	Information access
	Ethiopia	Adaptive Technology Centre for the Blind	Education
		CyberEthiopia Initiative	Information access (and sharing)
		Aid Management Platform	Information access (and sharing)
	Ghana	Health Net	Health
		E-commerce for Non traditional Exports	E-commerce
	Kenya	AfriAfya: The African Network for Health Knowledge Management and Communication	Health
	Mozambique	Government Electronic Networking: Pre-implementation Phase (GovNet)	Government portal
	Nigeria	Nigeria Working Group on Globalization, Trade and Sustainable Development	Information access (and sharing)
	South Africa	Cape Gateway Portal	Government portal

	Tunisia	Maghrebmed Portal	Health, information access
		Virtual University of Tunis	Education
	Uganda	SATELLIFE Personal Digital Assistants	Health
		Telecentre Manager Software	Information access (and sharing)
		Women's Experiences in Situations of Armed Conflict Project	Gender equality
	Regional	APC-Africa-Women	Gender equality
		Multipurpose Community Telecentre Network	Gender equality
		African Online Digital Library	Information access (and sharing)
		Global e-Schools and Communities	Education
		High-tech Weather Services Network	Crisis management
		Crossing Borders Initiative	Education
		Acacia Initiative: Communities and the Information Society in Africa	Education, health, information access, gender equality.
		Mapping Malaria Risk in Africa	Health
		Virtual Souk	E-commerce
Asia and the Pacific	Australia	Information Management Initiative	Information access (and sharing)
		Brisbane City Council Green Home	Sustainable development
	Bahrain	Bahrain eVisa System	Security
	Bangladesh	Electronic Birth Registration Information System	Citizens' service delivery
	China	Tianfu Agriculture Information Network	Information access

		Information Network for the Dissemination of Agricultural Technology (NJ110 Project)	Information access (and sharing)
	India	Web-based Blood Bank Management System	Health
		Computerized Bus Pass System	Citizens' service delivery
		Management Information System for Education	Education
		Public Distribution Management System	Citizens' service delivery
		Tender Notice Information System	E-procurement
		Gyandoot: Community-owned Rural Internet Kiosks	Information access (and sharing)
	Japan	E-Japan Strategy (E-government)	Government portal
	Korea, Republic of	Cyber Policy Forum	E-participation
		Government for Citizen (G4C) Civic Service Innovation System	Government portal, citizens' service delivery
		Public Procurement Service	E-procurement
		Online Procedures Enhancement for Civil Applications	E-democracy, information access
	New Zealand	Early Childhood Development Web Site	Information access (and sharing)
		Upper Hutt City Council Web Site	Information access (and sharing)
	Singapore	Car Park Portal	Citizens' service delivery
		E-consultation Module	E-participation
		Electronic Development Application Module	Citizens' service delivery
		Home Office Scheme	E-commerce
		Online Application System for Integrated Services	Citizens' service delivery, e-commerce

		Real Estate Information System	Information access
	Solomon Islands	People First Network	Information access (and sharing)
Europe	Austria	HELP: A Virtual Guide to Austrian Authorities and Institutions	Information access
		E-Vienna	Government portal
	Belgium	Electronic Identity Card	Citizens' service delivery
		Social Security Network	Information access
		Vlaams Integratie Platform (Flemish Integration Platform)	Information access (and sharing)
	Bosnia and Herzegovina	Open Source Distance Learning Web Portal for Judges and Prosecutors	Education
	Bulgaria	Electronic Information System for Civil Registration and Administrative Services	Information access, citizens' service delivery
	Czech Republic	Internet-based Tobacco Control Network	Health
	Denmark	Electronic Tender Handling, Information and Communications System	E-procurement
	Estonia	Special Citizen's Web Portal	Citizens' service delivery
	Finland	Tyoelake.fi: Online Advice and Information on Pensions	Information access, citizens' service delivery
	France	Web Site of the City of Issy-les-Moulineaux	E-democracy
		Service-Public Local Platform	Citizens' service delivery, information access (and sharing)

	Germany	Bremen Online Services	Citizens' service delivery
	Greece	Citizen Service Centres	Citizens' service delivery
	Hungary	Business Incubator	Citizens' service delivery
	Ireland	E-enabling Life Event Data	Information access (and sharing)
		Inter-Agency Messaging Service	Citizens' service delivery
	Italy	Single Regional Centre for Health Services Booking Project	Health
		Regional Network of Piedmont Schools	Education, information access (and sharing)
		Auto E-counter Registration System	Information access (and sharing)
	Netherlands	Municipality Meeting Online	E-democracy, information access (and sharing)
	Poland	Integrated Customs Duty and Tax System	E-customs, e-accounting
	Spain	Modernization Programme 2004	Citizens' service delivery, e-democracy
		APONTE	Education
		CAT365 Citizen's Portal	Government portal
	Sweden	Virtual Customs Office	E-customs
		Swedish National Labour Market Board	Citizens' service delivery
	United Kingdom of Great Britain and Northern Ireland	3 Islands Partnership Project	Citizens' service delivery
		Directgov	Government portal
		Local E-democracy National Project	E-participation
		Fife Direct Web Site	Citizens' service delivery

North America and the Caribbean	Canada	Employment Insurance	Citizens' service delivery
		Canadian Consumer Information Gateway	Information access
		Online Labour Market	Citizens' service delivery
		Global ePolicy Resource Network (ePol-NET)	Information access (and sharing)
		My Account: Electronic Tax Payment	E-taxation
		Vancouver.ca: Web Site of the City of Vancouver	Information access (and sharing)
	Jamaica	Online Customs Service	E-customs
		Jamaica Trade Point	E-commerce
	Mexico	E-Mexico National System	Information access (and sharing)
		Citizen Portal	Government portal
	Trinidad and Tobago	Government Communications Backbone	Government Intranet
		Home Application and Fulfillment System	Citizens' service delivery
	United States	Sunnyvale City Web Site	Government portal
		iHealthRecord: An Online Medical Record Program	Health
	Regional	Caribbean Pest Information Network (CariPestNet)	Citizens' service delivery
Latin America	Argentina	Electronic Tax Payment System	E-taxation
		Cristal Government Website	Information access, e-democracy
	Brazil	Time-saver Centres	Citizens' service delivery
	Chile	*Chile Compra* E-procurement System	E-procurement
		Online Tax System	E-taxation

	Peru	*Tributación Online*: A Computerized Tax System	E-taxation
		Public Window	E-democracy
	Uruguay	Web Portal for the Online Submission of the Tax Return Form	E-taxation
Global Institutions	Development Gateway Foundation	Accessible Information on Development Activities (AiDA) Initiative	Information access (and sharing)
		dgMarket: A Government Tender Information System	E-procurement

AFRICA

Country:	**Egypt**
Institution/Ministry:	United Nations Development Programme (UNDP); Internet Care Society
Solution/Application:	**Public Access Points**
Theme:	Information access
Implementation Date:	n.a.

Summary:

The vast majority of Internet users in Egypt are based in urban areas. Cognizant of this fact, the Ministry of Communications and Information Technology has launched a programme to bring the Internet to citizens in all 26 governorates. Plans have been put in place to establish more than 300 publicly accessible telecentres for Egyptians without private access to the Internet. Each telecentre has Internet access, is equipped with 10 personal computers and offers training in a variety of fields related to information technology.

A partnership has been created with UNDP, national post offices, local libraries and the Government of Egypt to bring the Internet to remote and high-cost areas otherwise unconnected to the digital age. By using existing infrastructures (i.e., libraries and schools), the Government hopes to help to bridge the domestic digital divide between urban and rural communities.

Impact:

UNDP has helped to create technology-access community centres in urban and rural areas of Egypt. These centres seek to promote civil society; the provision of training for isolated communities; women and youth empowerment; and indigenous content creation. They are equipped with personal computers, fax machines, printers and Internet access, and they have the added advantage of offering to community users access to expert advice and services that cater to specific industries (e.g., health care, e-commerce). The centres have provided previously disadvantaged communities with information on health care, agriculture, industry and other sectors that are of concern to them.

In an effort to give the children of Egypt the opportunity to become savvier about information technology, 21st Century Kids Computer Clubs have been designed to help to connect those who are not connected. Drawing on resources from the Government (training), a non-governmental organization (NGO) (management) and the private sector (equipment), this programme helps children to prepare for the ever-evolving globally networked society.

Source: International Telecommunication Union (ITU)
More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022043.pdf

More information on the product:
http://www.ics.org.eg (in Arabic)

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Country:	**Ethiopia**
Institution/Ministry:	International Telecommunication Union (ITU); United Nations Educational, Scientific and Cultural Organization (UNESCO)
Solution/Application:	**Adaptive Technology Centre for the Blind**
Theme:	Education
Implementation Date:	2000

Summary:

The International Telecommunication Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) established a computer training centre in Ethiopia – the Adaptive Technology Centre for the Blind – to assist the blind and visually impaired to gain access to ICTs. A non-profit resource, this information technology centre supports the needs of visually impaired students and professionals through the use of computer training and the Braille Transcriber Centre.

The Adaptive Technology Centre for the Blind and ITU will provide the training, equipment and software for the visually impaired, while UNESCO will supply training and materials on curriculum development. In addition, the Centre will make available administrative and professional staff and provide the project office with the necessary facilities and transport. As part of the project, a course for trainers and students will be conducted at five technical schools across Ethiopia. Those who can afford to participate in the project or their sponsors will be charged a moderate training fee. Proceeds from the sale of Braille publications such as training manuals, newspapers and other materials as well as fees and charges from individuals and organizations will also contribute to sustaining the initiative.

Impact:

In Ethiopia, the latest census indicates that there are well over 500,000 blind people in the country. The computer training centre will aid the visually impaired to be trained and develop new skills that will enable them to enjoy a better quality of life. It will also open up the Internet to a previously untapped market in Ethiopia.

Producing Braille by computerized embossers saves both time and energy. Moreover, embossers are equipped with graphic programmes, enabling the Braille readers to visualize objects and thereby form clear mental images of the real world under their fingertips, something that was not possible earlier. As one visually impaired user of the Adaptive Technology Centre for the Blind said, "I don't have sight. However, I have a vision."

Sources: ITU and UNESCO

More information on the project*:*
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022041.pdf

More information on the product:

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http://www3.sympatico.ca/tamru/

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Country:	**Ethiopia**
Institution/Ministry:	CyberEthiopia
Solution/Application:	**CyberEthiopia Initiative**
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

The Amharic language has Africa's oldest script, which has been used for written communication since 100 B.C. Facing the challenge of digital multilingualism and the development of the local script for digital use, the CyberEthiopia initiative has converted the Amharic script so that it is Web-friendly. The use of the Amharic script on the Internet facilitates Ethiopia's digital inclusion and full participation in the information society.

The CyberEthiopia initiative has the following objectives:

- Information dissemination. The web site of the organization aspires to serve as a reference on the World Wide Web for timely, relevant and accurate information relating to Ethiopia and Ethiopians;

- Technology boost. Research and technology studies and applications are developed to advance the usage of Amharic on the Internet and to encourage activities relating to the usage of the new technologies by Ethiopians at large;

- Communication upgrade. The CyberEthiopia initiative is intended to foster dialogue, collaboration and knowledge-sharing among Ethiopians by offering local content and appropriate e-forums in local Ethiopian languages in an open, free and democratic spirit; and

- ICTs for development. The aim is to initiate a cyber culture among Ethiopians through ICTs in numerous domains impacting on the overall development of the country.

The CyberEthiopia initiative is engaged in the pursuit of a variety of activities from press releases and electronic services to e-forums on different socio-economic, cultural and other issues of interest in line with defined rules of conduct, with the aim of enhancing information exchange between various civic and professional networks.

Impact:

The strategy of the initiative is working successfully and the number of visitors to the web site is constantly growing. The resources provided not only serve as a valuable input for professionals and the wider public in various fields of expertise (health, engineering, economy, agronomy, journalism and media, business, decision-making, etc.) but also aim to build a multi-level, fluid and efficient network, fully benefiting from the in-country and diaspora potential of Ethiopia.

This initiative has also helped to reduce the dominance of English on the Internet and has set the stage for other African countries to adapt their own languages and alphabets to the Web.

Source: Cyberethiopia.com

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022040.pdf

More information on the product:
http://www.cyberethiopia.com/

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Country: **Ethiopia**

Institution/Ministry: Ministry of Finance

Solution/Application: **Aid Management Platform**

Theme: Information access (and sharing)

Implementation Date: 2003

Summary:

In February 2003, Ethiopia addressed international donors gathered in Rome for the High-Level Forum on Harmonization. The Government was trying to implement a comprehensive poverty reduction programme, including a plan to build the capacity of the public sector to carry out the programme; however, aid management practices in use in Ethiopia were hindering its development.

As the Forum ended, the donors made a pledge: the Rome Declaration on Harmonization. They committed to a new aid framework that would rely increasingly on developing countries' own administrative systems while also developing common approaches among themselves, simplifying their procedures and improving their exchanges of information.

The Government of Ethiopia works with a large number of donors in establishing their national budgets and in managing development programmes. The work is made more challenging by donors' differing reporting procedures, rules and regulations. The resulting mountain of paperwork can overwhelm the already weak administrative capacity of many countries.

The Aid Management Platform is an information-sharing tool that allows governments of developing countries to streamline their handling of international aid. Aid Management Platform software provides a virtual workspace where governments and their donors can share aid information.

This tool was customized for and deployed to Ethiopia by the Development Gateway Foundation.

Impact:

The Aid Management Platform has assisted the Government of Ethiopia to streamline its aid management and reporting. It has also improved the way that development resources are coordinated with national priorities while facilitating the harmonization of donor aid processes. Other benefits from the use of the platform are an increase in transparency, a reduced administrative burden and the creation of an enabling environment for closer coordination with donors.

The Government of Ethiopia now has a Web-based tool that has created a process for standardizing, uploading and retrieving data. The result is that it can consolidate information and undertake detailed analysis, reporting, scenario-building, scheduling and knowledge management.

Source: Development Gateway Foundation

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More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022092.pdf

More information on the product:
http://www.developmentgateway.org

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Country:	**Ghana**
Institution/Ministry:	School of Public Health at the University of Ghana; United Nations Information Technology Service; United Nations Volunteers; World Summit on the Information Society
Solution/Application:	**Health Net**
Theme:	Health
Implementation Date:	1989

Summary:

The Health Net project aims at improving the quality of life in northern Ghana. With its high child mortality rate, the Guinea Savannah of northern Ghana is possibly the most risky place in which to live. For every 1,000 children born, 222 die before the age of five. The most common causes of death are malnutrition, measles, lung infections and malaria.

Several organizations have provided funding for a research centre to improve the situation in northern Ghana. The research centre is well equipped with radio modem, computers and a satellite ground station that permit communications and information exchange through the Health Net project. Health Net is building a large database containing the names, ages, pregnancies, births, illnesses, recoveries and deaths in the region that will be used for better health care. Digital mapping is being used to track the information and to educate the population. A device the size of a calculator uses satellites to isolate landmarks such as family compounds. With a computer map that shows where planning is being practised, the areas that require attention become obvious.

Impact:

Information on the digital maps reveals discrepancies and can be used for better decision-making. For instance, half of the population was not protected by bed nets treated with biodegradable insecticide. With this knowledge, the community has reduced malaria deaths among children under five years of age to one sixth of the previous level.

Information from digital mapping will also be used to determine high-risk areas and behaviours that could be avoided to further save lives.

Source: United Nations Volunteers

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022039.pdf
More information on the product:
http://www.unites.org/cfapps/WSIS/wsis.cfm

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Country: **Ghana**

Institution/Ministry: Ministry of Food and Agriculture

Solution/Application: **E-commerce for Non-traditional Exports**

Theme: E-commerce

Implementation Date: May 2000

Summary:

In May 2000, the Ministry of Food and Agriculture, in partnership with, and with support from, the International Institute for Communication and Development of the Netherlands, started the pilot project, E-commerce for Non-traditional Exports, in two districts of the country: the Ga District in the Greater Accra region and the Techiman District in the Brong Ahafo region. The project was to be replicated countrywide after the pilot phase.

The project has installed computers and accessories in the two districts and has already trained the farmers and traders in using ICTs to support their work. The farmers and traders are now keeping farm records in simple databases, collecting information on their activities and entering it into an access database on the computer at the centre. They then print out a report for themselves. Project staff extract relevant information from the databases and develop the web sites, which are hosted on the Internet. The project staff also source other relevant information, which is also hosted on the project web site. The farmers and traders dial from the district office into the Ministry of Food and Agriculture system to access the information, to send or receive e-mails and to search for information on the Internet.

Impact:

This project provides efficient promotion and increased market access in order to improve the negotiation position for small and medium-scale producers and traders of non-traditional exports in the local, regional and global markets by bringing together the supply of and demand for critical marketing information at the local level. The pilot has also provided many experiences to enable replication and expansion of the project to other places.

The local farmers and traders will use ICT for their benefit and improve their living standards. A few months after the computers had been installed in the districts and the farmers and traders had been trained in their use, the demand for the technology increased to such an extent that the one computer in the district could not handle it. There is always a queue of users waiting to use the facility.

Source: Ministry of Food and Agriculture

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022124.pdf

More information on the product:

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http://www.mofa.gov.gh/ecomm (authorization needed to access the site)

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Country: **Kenya**

Institution/Ministry: Ministry of Health

Solution/Application: **AfriAfra: The African Network for Health Knowledge Management and Communication**

Theme: Health

Implementation Date: January 2001

Summary:

AfriAfya, the African Network for Health Knowledge Management and Communication comprising seven of the largest health NGOs in Kenya, was established in April 2000 by Kenya-based health development agencies to explore new opportunities for harnessing ICTs for community health.

In January 2001, the project started to explore how ICTs could be used in rural and other marginalized Kenyan communities to improve access to relevant up-to-date health information, with the ultimate goal of improving health in these communities. It set up a small coordinating hub and seven field centres selected from existing community-based health intervention sites run by each of the partner agencies. Communication was established between the hub and each of the partner agencies and field sites and between the different field sites. Each of these sites was equipped with a solar-powered Internet-enabled computer, a printer and three to four trained staff.

The project is designed to ensure a two-way communication process to provide communities with the information that they need. The hub first collects information needed from communities. It then repackages the information in an easy-to-read format and sends it back to the field centres for use by frontline health-care workers and change agents. The hub finally disseminates the information to the community-based health intervention sites via e-mail, printed material, diskettes, CD ROMs and so on.

Impact:

A key achievement of the AfriAfya pilot project has been to demonstrate practical methods of applying ICTs in rural and marginalized Kenyan communities in order to improve the communication of health information. The same system can be applied for communication of any other type of information.

By managing the content in a user-friendly format, communities can have improved access to relevant information and knowledge on health issues that concern them. They also have produced video documentaries on views of teenage mothers, the elderly and traditionalists, teachers and children of single mothers on teenage pregnancy, which has led to greater understanding of these issues.

Source: Ministry of Health

More information on the project:

http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022126.pdf

More information on the product:
www.afriafya.org

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Country:	**Mozambique**
Institution/Ministry:	ICT Policy Implementation Technical Unit (UTICT)
Solution/Application:	**Government Electronic Networking: Pre-implementation Phase (GovNet)**
Theme:	Government portal
Implementation Date:	n.a.

Summary:

The Government of Mozambique has recognized the need to stimulate more efficient communication and information-sharing within and between government agencies and to increase its ability to communicate with society at large. It has assigned a high priority to the establishment of a government electronic network (GovNet) in both the Implementation Plan of the Public Sector Reform Strategy and the National ICT Policy Implementation Strategy.

This Government Intranet would be an essential building block in providing an enabling environment for fostering the rule of law, increased transparency, accountability, efficiency and effectiveness of government operations; improving the quality and coverage of co-productive public service delivery; and allowing for increased participation in government decision-making processes – in short, for fostering the establishment of systems of good governance.

Impact:

The Public Sector Reform Strategy identifies six major components that will have a dramatic impact on the efficiency and effectiveness of government operations.

- Improving service delivery through decentralization and institutional restructuring;

- Strengthening the policy formulation and monitoring process with the facilitation of communications and information-sharing between government departments;

- Enhancing professionalism in the public service by increasing the capacity of the Government to attract and retain qualified staff;

- Improving financial management and accountability. Mozambique has already adopted a new public finance management law to introduce modern budgetary processes;

- Promoting good governance and combating corruption; and

- Managing the reform process.

Source: Development Gateway Foundation

More information on the project:

http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022093.pdf

More information on the product:
http://www.developmentgateway.org

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Country:	**Nigeria**
Institution/Ministry:	CSO Working Group (Partner: DevNet, Heinrich Boll Foundation, Lagos)
Solution/Application:	**Nigeria Working Group on Globalization, Trade and Sustainable Development**
Theme:	Information access (and sharing)
Implementation Date:	2004

Summary:

The CSO Working Group on Globalization, Trade and Sustainable Development (TSD-Nigeria) is a platform for articulating inputs of civil society organizations (CSOs) into the Nigerian, regional and global trade agendas. It was formed in May 2004 by participants at a series of National Stakeholders Workshops held across the country.

The TSD-Nigeria web site is conceived as a multi-layered, multi-purpose resource. It is intended to facilitate the understanding of international trade; globalization; and World Trade Organization, NEPAD and African, Caribbean and Pacific States-European Union agreements on national development, with a special focus on food security and sustainable development. Civil society stakeholders have used this knowledge to enhance their understanding of the negotiation processes of international trade agreements and thus boost their participation at the international level.

Impact:

The web site facilitates dialogue between civil society and the Government on the international trade commitments of Nigeria and strengthens public-private partnerships, civil society initiatives supported by the Government, and overall communication between institutions and civil society entities.

The activities initiated, supported or reflected on the web site should facilitate the establishment of institutional frameworks for cascading the knowledge and implementation of the Government's trade policy at the State and local government levels. The web site has played a vital role in generating wide-public debate by providing all stakeholders with an opportunity to offer their inputs on international trade issues.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022038.pdf

More information on the product:
http://www.globalizationreview.org/

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Country: **South Africa**

Institution/Ministry: Provincial Government of the Western Cape

Solution/Application: **Cape Gateway Portal**

Theme: Government portal

Implementation Date: 2004

Summary:

The Cape Gateway portal offers transparency by providing information about all government departments and services over the Web. A detailed structured data model was developed in order to indicate how to express government information consistently. Information on all the vertical market segments such as health, housing, licensing, transport and education is provided using this standardized data structure. Various views on the information are provided: a citizen or business can have a view according to a life event/stage (e.g., marriage, home ownership, pensioner) and topic (e.g., agriculture).

A content management system (Bee) and supporting policy were developed that prescribe minimum content requirements for content input, work flow and reporting. The software and source codes are freely licensed to all government organizations in South Africa and internationally.

Impact:

The project is contributing to transparency by providing easy access to government information, resources and services, information that previously had not been readily available to citizens in the Western Cape. Other benefits include:

- Convenience, as each channel provides a single point of access to government information via the online 24/7 portal, or anywhere via telephone or at no cost via the walk-in centre;

- Simplicity of use, with the information organized from the citizen's, not the government's, perspective and with knowledgeable, trained facilitators available; and

- Empowerment, by allowing anyone access to, and use of, government services more efficiently and with a minimal amount of effort.

Source: Provincial Government of the Western Cape

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022130.pdf

More information on the product:
http://www.capegateway.gov.za/

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Country:	**Tunisia**
Institution/Ministry:	A number of institutions, associations and companies from the field of health
Solution/Application:	**Maghrebmed Portal**
Theme:	Health, information access
Implementation Date:	n.a.

Summary:

Maghrebmed was created as a portal for promoting both health and ICTs and in particular for taking advantage of the Internet by disseminating health information and forging new patterns of health behaviour and best practices. The platform is based on a number of thematic web sites addressing professionals from the field as well as the wider public.

The concept of the web site is for it to be a one-stop portal that provides access to the wealth of knowledge resources available. In addition, it will serve as a forum for sharing information and knowledge, thus creating virtual communities. The access to accurate, up-to-date information on health, health facilities and related activities is expected to contribute to the improvement of the health condition of people in the region over the long term.

Impact:

By providing online information on health, medicine and dental care as well as veterinary information, Maghrebmed has created a one-stop portal to enable all Tunisians to acquire the most up-to-date information. This has enhanced the medical care in the country and made it more efficient.

Maghrebmed has also benefited the health tourist market by promoting thermal health as a brand of tourism. It has used the natural thermal waters of the region to attract more tourists to Tunisia. As a result, greater investments are being made in this sector so as to continue to increase the number of tourists, who are coming to the country in growing numbers.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022036.pdf

More information on the product:
http://www.maghrebmed.com.tn/

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Country: **Tunisia**

Institution/Ministry: Ministry of Higher Education of Tunisia; Virtual University of Tunis

Solution/Application: **Virtual University of Tunis**

Theme: Education

Implementation Date: 2002

Summary:

The Virtual University of Tunis was created in 2002. It spearheaded the development of ICTs in Tunisia and the evolution of higher education so as to make effective use of digital multimedia technologies, thus contributing to a stronger knowledge economy and a better-trained learning society. It provides open distance education using multimedia technologies to cover various educational levels: university and college courses, continuing education and life-long education.

The objectives of the Virtual University of Tunis are to:

- Spread distance education and make it accessible to all qualified people;

- Foster a continuing learning environment, with the vision of building a learning society;

- Upgrade the skills of young professionals through continuing education and training;

- Promote equal opportunities in higher education to all qualified people, including non-traditional students;

- Participate in widening access to higher education and at the same time improve the quality of education; and

- Spread open continuing education by making use of advanced digital multimedia technologies and covering part of the education of incoming students enrolled in institutions of higher education.

Impact:

The Virtual University of Tunis has created new opportunities for many Tunisians to enhance their academic skills. By complementing and actively sharing resources with other academic institutions, it has improved both the quality of education and the variety of disciplines available. On the basis of large and effective partnerships, it has created the foundation for modern, efficient distance education for the Tunisian population.

The Virtual University of Tunis has entered into a partnership with Sun Systems to provide courses in Java, eXtended Markup Language (XML), Solaris and StarOffice. As a result, Tunisia will have a savvier information and technology population that will be able to better manage public- and private-sector information and communication networks.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022050.pdf

More information on the product:
http://www.uvt.rnu.tn/

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Country:	**Uganda**
Institution/Ministry:	Acumen Fund; American Red Cross; HealthNet, Uganda; Indiana University Kenya Program; Makerere University Medical School, Kampala, Uganda; Moi University Faculty of Health Sciences; Eldoret, Kenya; SATELLIFE
Solution/Application:	**SATELLIFE Personal Digital Assistants**
Theme:	Health
Implementation Date:	End of 2001

Summary:

The goal of the SATELLIFE Personal Digital Assistants project was to demonstrate the viability of handheld computers (also called personal digital assistants, or PDAs) for addressing the digital divide among health professionals working in Africa. The project, which started in 2001, uses affordable technologies to link health professionals in developing countries to one another and to reliable sources of information.

ICT can play an important role in combating disease and improving health care. The project used ICT as a tool to collect community health information to support decision-making; improve doctors' access to current medical information; link health-care professionals so that they could share information and knowledge; and enhance health administration, remote diagnostics and the distribution of medical supplies.

The project was conducted in three phases. The first phase put the handheld computers to use for field surveys by linking this project to a widespread measles immunization campaign being conducted in Ghana by the American Red Cross in December 2001. The SATELLIFE-American Red Cross joint effort used 30 PDAs in a short-term survey intended to determine the efficacy of the outreach efforts of the measles immunization campaign and to collect some baseline health information.

The second phase – in Uganda – tested the use and usefulness of 40 PDAs by medical practitioners for conducting an epidemiological survey on malaria and accessing and using medical reference tools and texts.

The third phase – in Kenya – tested the use and usefulness of 40 PDAs by students for collecting field survey information and accessing and using medical reference tools and texts as part of their studies.

Impact:

The SATELLIFE PDAs project helped to improve health in the world's poorest nations through the innovative use of ICT. The conclusion of a cost-benefit analysis done during the pilot stage was that, over the short period of eight months during which the PDA project was being piloted, there was a 24.2 per cent increase in benefits per unit of spending. It is highly likely that the value could become much higher with time since the period of analysis included learning costs

that are bound to decrease with time. Moreover, a scaling up of the PDA system to the same level as that of the manual system is likely to generate economies of scale that would further increase the benefits and reduce costs. Thus the SATELLIFE system not only provides better health care for the Kenyans citizens, but it also reduces the costs associated with health care.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022032.pdf

More information on the product:
http://www.healthnet.org

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Country: **Uganda**

Institution/Ministry: UgaBYTES Initiative

Solution/Application: **Telecentre Manager Software**

Theme: Information access (and sharing)

Implementation Date: 2002

Summary:

UgaBYTES Initiative is a Ugandan NGO that works to support the integration of ICT into the development efforts of the country. In 2002, it introduced a software package (Telecentre Manager) aimed at facilitating the work of telecentre managers by tracking users' activities. The software is designed to help managers to make informed decisions on how to better manage their scarce resources. The Telecentre Manager software was distributed free of charge with training.

Telecentre Manager can generate an auto user registration report and an auto daily user report from the user's identification number. This number enables managers to track usage without having to acquire any further information from the users.

Many Ugandan telecentres are using this software to manage their business.

Impact:

The Telecentre Manager software helps managers at telecentres in Uganda to track users' activities each time that they use telecentre services and to make informed decisions. The focus on rural communities has enabled UgaBYTES Initiative to take a leading role in building capacity in ICTs.

UgaBYTES Initiative maintains a lead in rural ICT developmental research, monitoring and evaluation and thus continuously updates the Telecentre Manager software. This creates a high confidence level for the software users, especially since most rural telecentres cannot afford a great deal of ICT support. Rural telecentres are able to keep their costs down, maintain a sufficient clientele and provide valuable support to the community.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022034.pdf

More information on the product:
http://www.ugabytes.org

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Country:	**Uganda**
Institution/Ministry:	Isis-Women's International Cross Cultural Exchange
Solution/Application:	**Documenting Women's Experiences in Situations of Armed Conflict**
Theme:	Gender equality
Implementation Date:	n.a.

Summary:

The project, Documenting Women's Experiences in Situations of Armed Conflict, targeted areas that have experienced or are experiencing armed conflict in Uganda. It highlighted women's experiences in situations of armed conflict, the roles that women play, the effects of these experiences and how women are coping in post-conflict situations.

The documentation, which was accomplished with the full participation of women war survivors and local leaders, was carried out using appropriate ICT tools, such as the use of tape recorders, video recording, photography and face-to-face interaction through meetings, focus group discussions and validation workshops.

The research results can be downloaded from the project web site

Impact:

This project has resulted in six research reports, two video documentaries, photographs and pictorial posters. This in-depth body of information and knowledge is a powerful tool for raising awareness among communities of the need for the peaceful resolution of conflicts and peace-building. It enables both women and men, educated and illiterate, to understand the causes of conflict, the physical and psychological effects of conflict on women and men, and the need for harmonious and peaceful living.

The documentation recognizes the animosity that prevailed among the various affected ethnic groups and has contributed to the peace-building processes in the affected communities. It has been used by a cross section of development workers and policy-makers in lobbying for peace-building. The research findings were used to influence the Ministry of Gender and Community Development to incorporate the issue of peace as a crosscutting issue in the National Action Plan. The documentation has also been used to preserve the tragic memory of the impact of conflict on women.

Source: Global Knowledge Partnership

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022033.pdf

More information on the product:
http://www.isis.or.ug/

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Country:	Regional – Africa
Institution/Ministry:	Association for Progressive Communications (APC). Partner: Humanist Institute for Cooperation with Developing Countries (HIVOS)
Solution/Application:	**APC-Africa-Women**
Theme:	Gender equity
Implementation Date:	n.a.

Summary:

APC-Africa-Women, a programme of the Association for Progressive Communications (APC), is a network of organizations and individuals that work to empower African women's organizations to access and use ICTs to promote equality and development.

The programme works in partnership with women in Africa and all over the world, focusing on women's empowerment through:

- Providing information to women about gender and ICTs and access to tools and resources that facilitate women's access to information on gender and ICT;

- Providing regional support to women's organizations through the development of their ability to network by using ICTs strategically;

- Conducting research on gender and ICTs;

- Lobbying and advocating with respect to gender and ICT policy at the regional and global levels, including media-related global meetings and via partnerships with CSOs; and

- Building capacity and delivering training activities for the advancement of women through the use of ICTs and targeting African women's organizations, networks and initiatives.

It also aims to:

- Promote the consideration and incorporation of gender into ICT policy-making bodies and forums; and

- Create and sustain a forum in which African women and women's organizations can discuss issues of common concern and develop common actions.

Impact:

APC-Africa-Women has promoted gender equity in the design, implementation and use of ICTs. It has focused particularly on inequities based on women's social or ethnic

background by providing research, training, information and support activities in the field of ICT policy, skills-sharing in the access to and use of ICT, and women's network-building.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022068.pdf

More information on the product:
http://www.apcafricawomen.org/

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Country:	**Regional – Africa**
Institution/Ministry:	International Telecommunication Union (ITU)
Solution/Application:	**Multipurpose Community Telecentre Network**
Theme:	Gender equity
Implementation Date:	January 2005

Summary:

The overall objective of the project on a multipurpose community telecentre network for African Women is to contribute to the creation of an enabling environment where women will actively participate in the development process and expand their role in ICTs.

The bottom-up initiative was requested by the following African countries: Benin, Burundi, the Central African Republic, the Congo, the Democratic Republic of the Congo, the Gambia, Guinea Bissau, Kenya, Malawi, Rwanda, the United Republic of Tanzania and Zambia.

The project has established a network of 100 multipurpose community telecentres in more than 20 African countries. The telecentres are owned and managed by women, providing public telephone, fax and Internet connectivity and e-mail as well as basic information. These services will enhance the development of sectors such as education, health, e-commerce, agriculture and the informal sector of business traditionally operated by African women. The project is estimated to cost approximately US$1 million.

Multipurpose community telecentres have developed links with educators and share their facilities to train users in computer literacy, use of computer applications, the Internet and e-mail. The educators involved also provide technical support in the use of the services of the telecentres.

Impact:

Multipurpose community telecentres have created employment opportunities for women and have enhanced their management and technical skills. They also have facilitated affordable and easy access to basic telecommunication and information services in the communities that they serve, which should lead to better conditions in these communities.

Through the management and ownership of the telecentres, African women have the possibility of becoming professional businesswomen and creating greater wealth for themselves and their families.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022046.pdf

More information on the product:

http://www.itu.int/ITU-D/univ_access/telecentres/

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Country:	**Regional – Africa**
Institution/Ministry:	United Nations Educational, Scientific and Cultural Organization (UNESCO)
Solution/Application:	**African Online Digital Library**
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

The United Nations Educational, Scientific and Cultural Organization (UNESCO), through its Intergovernmental Information for All Programme, designed and implemented a project to disseminate information and knowledge residing in the public domain to underprivileged segments of 10 African countries. It worked with national and subregional government agencies, civil society and NGOs to collect local content in digital format and create CD-ROM anthologies containing educational and training documents relating to agriculture, history, science and technology, and government, among other subjects.

The grass-roots programme was designed to raise awareness among Africans about the availability of public information that can be used to help them to better their socio-economic positions. Using Greenstone's Digital Library software, the project organizers generated over 1,300 localized documents to be distributed throughout marginalized segments of society in the 10 participating countries. The project administrators, working with local distribution centres (i.e., libraries, telecentres) and grass-roots organizers, bundled 2,000 CD-ROMs with personal computers and printers to educate the public about how to use this newly created content to their advantage.

Impact:

The digital libraries project in Africa proved that ICTs, specifically CD-ROMs, present a cost-effective method of sharing information in the public domain. As a result of keeping information channels open between all levels of society and making the content contextually and culturally relevant, more people will be able to participate in the global information society.

Moreover, given that the project relied on local content and basic digitization technologies, this pilot project is scalable and transferable to other marginalized groups around the world. It also creates a databank of African knowledge that could be easily transferred to other institutions and individuals.

Source: UNESCO

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022047.pdf

More information on the product:
http://www.africandl.org/

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Country:	**Regional – Africa**
Institution/Ministry:	United Nations ICT Task Force; Governments of Canada, Ireland, Sweden and Switzerland
Solution/Application:	**Global e-Schools and Communities Initiative**
Theme:	Education
Implementation Date:	n.a.

Summary:

The Global e-Schools and Communities Initiative, founded by the United Nations ICT Task Force and the Governments of Canada, Ireland, Sweden and Switzerland, was established in recognition of the vital role that education plays in creating long-term, sustainable development and how information and communication technologies for education (ICT4E) is a catalyst for improved education, community empowerment and socio-economic growth.

The Global e-Schools and Communities Initiative facilitates and supports ICT4E initiatives, working with the local Ministries of Education and ICT. It also provides assistance with the planning of ICT4E initiatives, providing knowledge and experience in the drafting of national plans of developing countries. In addition, it convenes global partners so that needs identified can be successfully matched by resources, whether by donors or other private-sector entities that can provide expertise, technical, physical and financial support. The Global e-Schools and Communities Initiative has initially focused its work in Ghana, Namibia and Uganda, for example.

Impact:

The Global e-Schools and Communities Initiative has succeeded in improving education as a cornerstone of sustainable socio-economic development. In Uganda for example, it has connected over 32 schools to the global information network, with more than 1,920 teachers and 30,000 students currently participating. It has also helped to create SchoolNet Uganda, the country's first NGO dedicated to ICT-based education. The Internet-enabled schools in Uganda are used for community after-hours information technology training, which bolsters the overall understanding of the ways in which new technologies can empower all Ugandans.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022049.pdf

More information on the product:
http://www.gesci.org/gesci/publisher/index.jsp

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Country:	**Regional – Africa**
Institution/Ministry:	World Meteorological Organization
Solution/Application:	**High-tech Weather Services Network**
Theme:	Crisis management
Implementation Date:	2002

Summary:

Realizing the need to improve the quality and quantity of surface observations relating to weather forecasts and climate predictions in Africa, the World Meteorological Organization proposed a pilot project in June 2002 that seeks to use the existing network of ham (amateur) radio operators to improve the reporting of meteorological observations to the national meteorological centres in the region. Sponsored by the United States National Weather Service, the overall objective of the one-year project is to create a cooperative weather observer network to help the countries of Africa to better prepare for drastic climate changes and avert natural disasters.

While some developing countries lack the necessary telecommunication infrastructure, ham radio operators have a vibrant network in the region and are well placed to be the eyes and ears of national meteorological centres. This also is a cost-effective way of gathering information and channelling it to these centres.

Impact:

To date, over 20 potential operators have been identified in East Africa, and the implementation of the project is currently under way. The High-tech Weather Services Network improved the quality and quantity of surface observations relating to weather forecasts and climate predictions in the Africa region. This will allow national meteorological centres in Africa to be better prepared in handling climate and natural disasters by providing an early warning system with accurate and timely information.

Source: World Meteorological Organization

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022044.pdf

More information on the product:
http://www.wmo.ch/web/wcp/wcdmp/home.html

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Country:	**Regional – East, West, Southern and Central Africa**
Institution/Ministry:	British Council
Solution/Application:	**Crossing Borders Initiative**
Theme:	Education
Implementation Date:	n.a.

Summary:

Crossing Borders is a cross-cultural distance-learning scheme linking young African writers to experienced United Kingdom mentors and developing their work through e-mail tutorials. Over 100 African writers from Cameroon, Ghana, Kenya, Malawi, Nigeria, Uganda, Zambia and Zimbabwe are enrolled, working in poetry, fiction and children's literature with approximately 30 mentors drawn from a wider range of cultural backgrounds in the United Kingdom.

The web site is a crossroads on the information superhighway, which allows participants to communicate. Contemporary writers from varied cultural backgrounds can discuss the genesis, technique and cultural context of a piece of their own creative work. Instead of a pedagogically narrow or orthodox approach to writing, mentors and writers create a flexible and heterogeneous resource reflecting a multiplicity of literary practices and cultural influences.

Impact:

The cross-cultural developmental dialogue between Africa and the English-speaking world through writers from both horizons stimulates the sharing of thinking, values and solutions, facilitating mutual understanding and complementarity. African writers have developed greater skills and have learned different techniques that have enhanced their work. The emphasis is on building a new international community of African writers, sharing their new works with a wider audience. As a result, more literary works by African writers will be published and disseminated.

Source: British Council

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022042.pdf

More information on the product:
http://www.crossingborders-africanwriting.org/

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Country:	**Regional – Sub-Saharan Africa**
Institution/Ministry:	International Development Research Centre (IDRC), Canada
Solution/Application:	**Acacia Initiative: Communities and the Information Society in Africa**
Theme:	Education, health, information access, gender equality
Implementation Date:	2001 (2nd phase)

Summary:

Acacia is an initiative of the Canadian International Development Research Centre (IDRC) that helps sub-Saharan African communities to develop the ability to apply ICTs for their own social and economic development. It is designed as an integrated programme of research and development plus demonstration projects to address such issues as applications relating to community needs, tools for local content creation, infrastructure and policy.

Acacia aims to:

- Demonstrate how ICTs can enable communities to solve their development problems in ways that build firmly on local goals, cultures, strengths and processes; and

- Build a body of knowledge capable of identifying the policies, technologies, approaches, and methodologies instrumental in promoting the affordable and effective use of ICTs by marginalized groups, such as women.

To achieve these goals, national strategies are being implemented in each of four countries: Mozambique, Senegal, South Africa and Uganda. These strategies have certain features in common: broad participation of stakeholders in debates about ICTs and development; recognition of the need to address a broad spectrum of policy issues; interest in content to meet educational, business and environmental needs; private-sector participation in Acacia activities; interest in school networking to support formal and informal learning; and a variety of community access mechanisms.

Under the Acacia Initiative, several large-scale projects are under way, including:

- The SchoolNet South Africa Programme, which aims to test various connectivity models and to develop an understanding of the educational processes, benefits and constraints relating to the use of ICTs in education;

- Mozambique Pilot Telecentres in Manhica and Namaacha, which focuses on providing educational resources to the most disadvantaged groups in the two communities;

- Application of ICTs and Decentralization of Health Services - Phase I: Telemedicine Pilot Project, the purpose of which is to introduce new ICTs and enable the control of

such technologies with local health practitioners. The telemedicine facility will service distant and underprivileged communities outside Dakar; and

- Economic Empowerment of Women through ICTs in Uganda, a project that involves combining online and offline databases and other information sources on a variety of issues to increase women's entrepreneurial opportunities with ICT training for women and technical assistance for using these databases.

Impact:

In South Africa, only one per cent of the schools was connected to the Internet in the less developed parts of the country. With the implementation of the SchoolNet Programme, the number of schools with an Internet connection increased, thus providing children with additional reference materials and tools.

In Mozambique, the pilot telecentres of Manhica and Namaacha stimulated the local economy and provided educational and job opportunities for young people. In Namaacha, the community created a revenue stream from the use of the Internet by the tourists who came to the city.

In Senegal, the telemedicine pilot project provided important, up-to-date health information to community doctors and health practitioners, thus enhancing the community's health care system.

In Uganda, women used the ICT training that they received to enhance their entrepreneurial capacity and were able to have greater access to the financial trade possibilities afforded by the United States African Growth and Opportunity Act.

Source: IDRC

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022045.pdf

More information on the product:
http://www.comminit.com/

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Country:	**Regional – Sub-Saharan Africa**
Institution/Ministry:	International Development Research Centre (IDRC), Canada; Multilateral Initiative on Malaria; Roll Back Malaria Initiative; South African Medical Research Council; Swiss Tropical Institute; The Wellcome Trust, United Kingdom; WHO
Solution/Application:	**Mapping Malaria Risk in Africa**
Theme:	Health
Implementation Date:	n.a.

Summary:

Malaria is one of the leading causes of death in Africa. Ninety per cent of the global deaths attributed to malaria occur in sub-Saharan Africa. Detailed mapping of malaria risk and endemicity has never been done in Africa. Accurate estimates of the burden of malaria at the regional or district level remain largely unknown. In the absence of such data, it is impossible to rationalize the allocation of limited resources for malaria control. The project, Mapping Malaria Risk in Africa/*Atlas du risque de la malaria en Afrique* (MARA/ARMA), seeks to use ICTs to combat the disease.

The heart of the MARA programme is a massive information collection and database project that to date has over 10,000 data points that have been collected from published and unpublished sources through literature searches and country visits. It represents decades of malaria research in Africa, much of which was on the verge of being lost and forgotten and which certainly was not being used.

MARA has provided the first continental maps of malaria distribution and the first evidence-based burden of disease estimates.

Impact:

MARA is at the cutting edge of, and has made significant steps forward in, the geographical modelling of malaria using Geographical Information Systems (GISs) as well as spatial statistical approaches.

This project has published and regularly updated a large collection of maps demonstrating the endemicity, density and seasonality of malarial infections. Some 3,000 poster-sized maps of malaria models and population distribution were produced and sent to malaria control programmes, departments of health and research institutions in all endemic countries.

A CD-ROM has also been developed as a user-friendly tool designed to access products of the MARA project. The tool was developed and produced within the Malaria Research Programme of the South African Medical Research Council, which operates as the main MARA investigating centre. The CD-ROM enables African researchers to access up-to-date, accurate information efficiently and make better-informed decisions in allocating their scarce financial resources.

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Source: IDRC

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022048.pdf

More information on the product:
http://www.mara.org.za/
http://www.comminit.com/

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Country: **Regional   – Middle East and North Africa (MENA)**

Institution/Ministry: Aït Iktel Association, Morocco; Association of Upper Egypt for Education and Development, Egypt; Community Development Consultation and Company Management, Tunisia; Essalem Association, Tunisia; Jordan Export Development and Commercial Centres Corporation; Ministry for Women and the Family, Tunisia; Tunisian Union for Social Solidarity; World Bank Institute

Solution/Application: **Virtual Souk**

Theme: E-commerce

Implementation Date: 1998

Summary

Artisans in the Middle East and North Africa (MENA) have always crafted high-quality products using traditional techniques and ancestral know-how. However, shrinking local markets and difficulties in gaining access to more lucrative markets have led to a gradual disappearance of culturally rich crafts and with them an important source of income for poor people.

The Virtual Souk is an Internet-based marketplace that has been providing direct access to international markets for artisans from the MENA region since 1998. It offers handmade products by artisans of Egypt, Lebanon, Morocco and Tunisia who do not have access to the international market via the Internet. The Virtual Souk provides opportunities for small-scale, talented artisans who are at risk of being excluded from the benefits of the information technology revolution because of lack of access and information. Its main attraction is that buying and selling only with reliable, non-profit-making partners allow the producers to increase their margin and the middlemen to reduce theirs. At present, the Virtual Souk includes several hundred artisans from Lebanon, Morocco and Tunisia. Artisans from Egypt, Jordan and the Occupied Palestinian Territory are joining the network as well.

Impact

The experiences of the Virtual Souk demonstrate how new possibilities created by the surge of e-commerce create opportunities for small-scale artisans living in remote areas. ICTs enhance their trade and the conservation of their traditional knowledge. Having a web site that presents arts and crafts for the entire MENA region is an incentive to potential customers to come to shop for crafts from different countries of the region.

In addition to generating additional income, capacity-building is a key element of the Virtual Souk approach. The Virtual Souk provides its partners and artisans with training in the Internet, e-commerce, marketing, basic management skills, micro-credit, etc. It has organized three training workshops in Lebanon, Morocco and Tunisia. The concept of the Virtual Souk goes beyond the market place: it is a development tool designed to empower local artisans and NGOs through training and access to information and knowledge.

Source: World Bank Institute

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022138.pdf

More information on the product:
http://www.elsouk.com

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ASIA AND THE PACIFIC

Country:	**Australia**
Institution/Ministry:	Australian Government Information Management Office, Department of Finance and Administration
Solution/Application:	**Information Management Initiative**
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

Various activities have been undertaken to facilitate access to cost-effective infrastructure for government agencies. They include:

- Fedlink: a virtual private network for electronic communication between government agencies. It can operate securely across all infrastructures, including the Internet, to transmit a variety of data types;

- Open Source Content Management System: a content management system as implemented in the Australian Government Information Management Office and made available to government agencies in an easily installed package;

- Whole of Government Volume Sourcing Arrangements: arrangements for volume software supply to the Government of Australia. These arrangements have been established;

- Whole of Government Telecommunication Head Agreement: provides agencies with access to services of 23 providers.

- Australian Government Authentication Framework: a whole-of-government approach to authentication for business dealings online with government;

- Gatekeeper Policy and Administration: a framework for implementation of public key infrastructure in government;

- SourceIT web site: a resource for agency chief information officers and staff with sourcing information and tools.

- Australian Government Service Delivery Principles: principles developed as the first component of the Access and Distribution Strategy of the Government of Australia;

- Govdex: used to develop and test infrastructure that government agencies can use to align standards, promote interoperability and facilitate federated services. The Govdex infrastructure is based on Web Services registry technology and a collaborative governance framework; and

- ReuseIT: catalogue information components and patterns developed by agencies and that can be used across a range of technical environments. ReuseIT will be published on Govdex and help efforts to rationalize duplication in the design of e-government solutions.

Impact:

Citizens have access to up-to-date information. Public services are deployed more quickly and more effectively. The public sector is more reliable and efficient and it meets citizens' needs. Citizens have therefore developed greater confidence in the public sector.

The use of open source technology has enabled the Government to link its agencies together and thus provide an integrated network.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022071.pdf

More information on the product:
http://www.agimo.gov.au/
http://www.agimo.gov.au/infrastructure

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Country:	**Australia**
Institution/Ministry:	Impart Qantm Studio for Brisbane City Council
Solution/Application:	**Brisbane City Council Green Home**
Theme:	Sustainable development
Implementation Date:	n.a.

Summary:

The Brisbane City Council Green Home project provides visitors with an online three-dimensional (3D) interactive house that illustrates the City Council's key messages about household sustainability. It is the first Government of Australia-sponsored interactive learning object to use 3D technology in order to convey environmental messages that are designed to cause behavioural change.

Green Home is a model of a comfortable house and garden that uses sustainable living principles. Inside the house are ideas for simple everyday actions, advice on buying new appliances and information about building and renovating in Brisbane.

The user navigates through the house and interacts with objects to reveal practical building and household lifestyle guidelines for achieving a more sustainable, cost-efficient home. These include orienting the main living areas to the warmer northern side and bedrooms to the cooler southern side and planting or retaining native shade trees, especially towards the western side of the home for cost-effective and energy-efficient cooling.

Impact:

Users can remodel their home or garden virtually without making any real structural changes to it, thus saving time and money. Green Home improves the users' organizational skills and provides them with suggestions that are environmentally friendly and enhance the value of the home. The product also sharpens the designing skills of individuals.

Administrations can use the product to create more efficient buildings that take advantage of the architectural possibilities that the software has to offer.

Source: Brisbane City Council

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022129.pdf

More information on the product:
http://www.impart.com.au
http://www.brisbane.qld.gov.au/

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Country:	**Bahrain**
Institution/Ministry:	General Directorate of Nationality, Passports and Residence; Ministry of Interior
Solution/Application:	**Bahrain eVisa System**
Theme:	Security
Implementation Date:	n.a.

Summary:

The Bahrain eVisa System is an online application service for the payment and processing of visas for travel to Bahrain. The application connects to General Directorate of Nationality, Passports and Residence systems and databases in order to automate visa procedures and monitor each visa application for policy and security constraints.

The eVisa System provides the Government of Bahrain with valuable information on individuals who want to visit the country. The information is useful for the tourist industry, which can use it to target and market to a certain level of tourist. The tourist industry can target key international markets from which the majority of visitors come and provide these visitors with additional information on the country.

Many groups of people benefit from this service: individuals who intend to visit the country; residents of Bahrain who are looking for multiple re-entry visas; and companies in Bahrain that want to interview an applicant from abroad. The system can also save biodata electronically; thereby reducing the data-capture process at the airport check-in counter.

Impact:

Visitors have the latest information that concerns their travel and can plan accordingly, saving time and money. The Bahrain eVisa System has made the process of acquiring a visa much faster and easier. The user-friendly web site enables visitors to process their requests for a visa without human intervention. As a result, the process is transparent, efficient and cost-effective. In addition, the potential for corruption with respect to the visa process has been reduced.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022053.pdf

More information on the product:
http://www.evisa.gov.bh

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Country:	**Bangladesh**
Institution/Ministry:	Rajshahi City Corporation
Solution/Application:	**Electronic Birth Registration Information System**
Theme:	Citizens' service delivery
Implementation Date:	2001

Summary:

The electronic Birth Registration Information System was introduced on a pilot basis in Rajshahi City Corporation, one of the oldest municipalities in Bangladesh. As its name suggests, the system registers births in Bangladesh electronically, providing a basic citizen identity and building this with other data into a population database that can be shared with other public agencies. For example, the Department of Health uses the system to help to ensure the immunization of all children, with vaccination lists provided for health workers and immunization schedules provided for parents on the basis of registration data. The system could also be used to assist with the process of school enrolment.

The Birth Registration Information System is based on a distributed application architecture, with four clients and one server connected via a Local Area Network (LAN). It operates in Bengali although it can also generate certificates and reports in English. The direct costs of system development were less than US$20,000, and operational costs are around US$200 per month.

Citizen participation has been beneficial to the project through the provision of valuable inputs and suggestions.

Impact:

The Birth Registration Information System has eliminated duplication and redundancy from birth/registration records through the centralized storage of data. It has automated searching, sorting, processing and reporting tasks (such as those associated with immunization) and has very significantly reduced the time taken for them. Error rates have also been reduced with a combined identification number and bar coding system. Both registration and immunization rates have increased since the introduction of the system. A CD-ROM of the system data has been created, which, in addition to providing backup, would also allow the transfer and reuse of registration data outside the LAN system. The Birth Registration Information System has also reduced some of the corruption practices that existed prior to its implementation.

Source: Rajshahi City Corporation

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022118.pdf

More information on the product:
http://www.egov4dev.org/rajshahi.htm

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Country: **China**

Institution/Ministry: Sichuan Branch of China United Telecommunications Corporation

Solution/Application: **Tianfu Agriculture Information Network**

Theme: Information access

Implementation Date: n.a.

Summary:

One of the major issues facing the province of Sichuan was that over 25 per cent of its yearly produce had to be dumped in the fields and/or wasted because the produce was not being sold in time. In addition, farmers had to deal with outdated seeds, expired fertilizers and contagious diseases because they did not have timely access to the relevant information. The implementation of the Tianfu Agriculture Information Network alleviates the impact of these problems by providing accurate information for better decision-making by the farmers.

The Tianfu Agriculture Information Network is a large integrated network application system for the agricultural community that was designed and built by the Sichuan Branch of China United Telecommunications Corporation, which also manages it. It includes a mobile network, a fixed line phone network, the Internet, an information collection and handling system, an information release system, a call centre and expert hotlines.

Through the use of multimedia content, the voice and data networks, the call centre and hotline support, the system bridges communication gaps between people in poor areas and the rest of the world. The project integrates contents of related agricultural web sites all over the world, providing timely agriculture-related information on technology, business, trade, medical treatment and sanitation, law, disaster prevention and reduction, etc. Through an associated call centre and expert hotlines, it provides users with professional consultations on specific issues.

The system covers 90 per cent of the population and 70 per cent of the total area of Sichuan province in western China. This platform and innovative business model are now serving over 600,000 users, including more than ten minority groups such as the Tibetan and the Yi.

Impact:

The Tianfu Agriculture Information Network was established in order to reduce the digital divide in poor areas of western China, where more than ten minority groups live. It helps farmers to access relevant knowledge and information, such as agricultural weather messages, farm-produce supply information and the status of demand.

The network has enabled farmers, who have little or no formal education or experience with information technology, to access time-sensitive information. The number of network subscribers has increased by 80,000 per month on average and over 200 million messages have been sent through the network since its inauguration. Almost three million farmers have benefited directly from these messages, with their living standard notably improved. The network has proven that appropriate technology can be used to benefit people in poor and/or underdeveloped areas.

Source: China United Telecommunications Corporation

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022057.pdf

More information on the product:
http://211.95.129.186/TfAgrInfo/english.jsp

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Country:	**China**
Institution/Ministry:	Quzhou Municipal Government
Solution/Application:	**Information Network for the Dissemination of Agricultural Technology (NJ110 Project)**
Theme:	Information access (and sharing)
Implementation Date:	1999

Summary:

NJ110 is a project that involves the use of ICTs to build an information network by modifying and updating an existing system for the dissemination of agricultural technologies. Originating as a 24-hour telephone hotline providing farmers with information on market conditions and agricultural technologies via the number NJ110, the NJ110 project was mandated by provincial authorities to establish agricultural information centres equipped with personal computers in all 130 townships of Zheizhang. The current network consists of three levels of information service stations: municipal, county and township. The NJ110 network employs radio, television, print and Internet models of communication. By June 2003, it had trained 77,000 farmers, responded to over 400,000 queries and welcomed 800,000 visitors to its web site.

Impact:

NJ110 provides thousands of farmers with access to agricultural information. It is also helpful for selling products and attracting investment. The development of an information network has helped to change the traditional agricultural service system. After noticing its effectiveness, the Zhejiang provincial government has spread the model of NJ110 throughout the province since 2002.

Source: Harvard University

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022088.pdf

More information on the product:
http://www.nj110.com (in Chinese)

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Country:	**India**
Institution/Ministry:	Department of Health and Family Welfare, Government of Delhi
Solution/Application:	**Web-based Blood Bank Management System**
Theme:	Health
Implementation Date:	n.a.

Summary:

The Web-based Blood Bank Management System of the Department of Health and Family Welfare provides the stock of blood for different groups in the various blood banks as well as online registration to people who are willing to donate blood. The details of blood donation camps are also available in the system. The Blood Bank Management System software features, among other things, donor registration and blood collection; red cell serology; an infectious marker system; stock maintenance (whole blood/component); transfer of stock of whole blood (unscreened location to screened location); rejection accounting; discard accounting; record of the staff; details on blood donation camps; inventory record; and user access control.

Impact:

Through the Web-based Blood Bank Management System, the entire process of submitting the online registration form is simple and citizens can register online from home. The Department of Health and Family Welfare can collect information regarding various blood groups. Citizens receive information about the next blood donation camp via post or e-mail after registration as a result of the listings with respect to various blood groups.

Source: Government of Delhi

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022065.pdf

More information on the product:
http://www.bloodbanksdelhi.com/

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Country:	**India**
Institution/Ministry:	Delhi Transport Corporation
Solution/Application:	**Computerized Bus Pass System**
Theme:	Citizens' service delivery
Implementation Date:	February 2001

Summary:

The Computerized Bus Pass System of the Delhi Transport Corporation launched the computerization of bus passes through which bus passes/photo ID cards can be issued or renewed from any of the computerized Bus Pass Centres. Since the introduction at Scindia House, 35 Bus Pass Centres have been computerized. Within the system, all computerized Bus Pass Centres can be computer networked through 64-kilobit-per-second leased lines/integrated services digital network.

Features of the Computerized Bus Pass System include issuance of bus passes by computer within two minutes; issuance of a photo ID card valid for one year for the general public and five months for students; service charges for the issuance of photo ID cards and for new and renewed bus passes; issuance of bus passes for one, two, three, four or five months as per the choice of the applicant in place of the present system of monthly/quarterly bus passes; no security deposit and no requirement of a photograph with the application; and no change in the existing bus pass fare structure.

Impact:

The Computerized Bus Pass System has considerably reduced the time required to issue or renew bus passes from 25-30 minutes to 3-5 minutes, increasing convenience and commuter satisfaction. Now there are almost no queues at bus-pass issuing centres. With computerization, the possibility of fake or duplicate passes has also been reduced.

For the Delhi Transport Corporation, there have been considerable savings in salaries as a result of project implementation through public-private partnership using the franchise system. Moreover, no financial investment was required from the corporation.

Source: Delhi Transport Corporation

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022062.pdf

More information on the product:
http://dtc.nic.in/

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Country:	**India**
Institution/Ministry:	Education Department, Government of Delhi
Solution/Application:	**Management Information System for Education**
Theme:	Education
Implementation Date:	n.a.

Summary:

The Management Information System for Education serves mainly as a means of adding/editing details about schools/employees; searching for schools/employees; online transferring, relieving and joining of employees; and generating various reports. It can also be used to issue appointment orders, transfer orders, relief orders and joining orders and to update the online employee and school database.

Impact:

A total of 986 government schools had been involved in the information system by 31 March 2003. Improved efficiency and better storage of data have led to rapid retrieval of information for efficient policy-making.

Source: Education Department, Government of Delhi

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022064.pdf

More information on the product:
http://www.edudel.nic.in/

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Country:	**India**
Institution/Ministry:	Department of Food and Supplies, Government of Delhi
Solution/Application:	**Public Distribution Management Systems**
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

Through the Public Distribution Management Systems project, the preparation of below-poverty-level and above-poverty-level ration cards was computerized. In addition, FSS headquarters and district offices were computerized for the preparation of reports/ration cards (about 432,000 below-poverty-level cards, including around 31,000 Antyodaya ration cards and 170 Annapurna ration cards).

Impact:

Through public distribution management systems, error-free laminated ration cards can be prepared and distributed and reports, information and all databases can be generated via LAN. Citizens have benefited owing to the improved management of public distribution management systems.

Source: Department of Food and Supplies, Government of Delhi

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022063.pdf

More information on the product:
http://delhigovt.nic.in/dept/food/fpds1.asp

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Country:	**India**
Institution/Ministry:	Department of Administrative Reforms
Solution/Application:	**Tender Notice Information System**
Theme:	E-procurement
Implementation Date:	n.a.

Summary:

The Department of Administrative Reforms publishes details of tender notices on the Internet via the Tender Notice Information System of the Government of Delhi. Since the information is posted on the web site, there is no need for departments or government bodies to follow up with the Information Technology Department or National Informatics Centre; they can upload tender documents in Microsoft Word format or Portable Document Format (PDF).

The system enables suppliers and vendors to register free of charge to receive automatic e-mail notification of new tenders, download tender documents if the department has kept them, and scroll through the notices.

Impact:

To date, 1,456 vendors have registered in the Tender Notice Information System of the Government of Delhi. Easy access, online availability, the listing of various tender notices by category and department, archives of tenders, timely e-mail notification to vendors and the ability to conduct comprehensive searches of tender notices in the information system have greatly improved efficiency and benefited citizens and the Department. The Department receives more competitive prices as the tender notices are published widely on the Internet.

Source: Department of Administrative Reforms

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022066.pdf

More information on the product:
http://delhigovt.nic.in/tender

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Country: **India**

Institution/Ministry: Government of Dhar District

Solution/Application: **Gyandoot: Community-owned Rural Intranet Kiosks**

Theme: Information access (and sharing)

Implementation Date: 1 January 2000

Summary:

The Gyandoot project was launched on January 1, 2000 with the installation of a low-cost rural Intranet covering 20 village information kiosks in five Blocks of the district. Later, 11 more kiosks were set up. Gyandoot is recognized as a breakthrough in e-government, demonstrating a paradigm shift that gives marginalized tribal citizens their first-ever chance to access knowledge with minimum investment.

The goal of the project has been to establish community-owned, technologically innovative and sustainable information kiosks in a poverty-stricken, tribal-dominated rural area of Madhya Pradesh. The entire network of 31 kiosks covers 311 panchayats, over 600 villages and a population of around half a million. Villages that function as Block headquarters or hold the weekly markets in tribal areas or are located on major roads were chosen for establishing the kiosks.

Agricultural produce rates, land records and grievance services are the most popular features of the kiosks, accounting for 95 per cent of the usage. User fees are charged at the kiosks for the services provided. The project was awarded the Computer Society of India-Tata Consultancy Services National Award for Best Information Technology Usage for the year 2000.

Impact:

This project is a unique government-to-citizen Intranet project, with numerous benefits to the region, including a people-based, self-reliant sustainable strategy. The entire expenditure for the Gyandoot network has been borne by panchayats and the community, with no expenditure burden for the State or national government. Farmers have more access to market rates, and awareness of computers and information technology in rural areas has increased.

Source: World Bank

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022122.pdf

More information on the product:
http://gyandoot.nic.in/index.html

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Country: **Japan**

Institution/Ministry: Ministry of Internal Affairs and Communications

Solution/Application: **E-Japan Strategy (E-government)**

Theme: Government portal

Implementation Date: 2003

Summary:

In January 2001, the ICT Strategy Headquarters adopted the e-Japan Strategy, which envisaged Japan's becoming the world's most advanced ICT nation within five years. Promoting administrative reform through the use of ICT in the public sector is featured in the strategy, which also includes the following priority policies: development of a world-class advanced ICT network, education and human resources, e-commerce, and security and stability in the network. The Programme for Building e-Government was adopted in 2003. It provides the basis for the ongoing e-government initiatives.

The Programme for Building e-Government has two main goals: creation of a user-oriented administrative service and establishment of a cost-effective, efficient administration. In order to achieve these goals, three objectives need to be met: provision of better services to the public; renovation of business processes and systems; and development of infrastructure for e-government.

In its effort to provide better services to the public, the e-Japan Strategy envisaged government-to-consumer and government-to-business administrative procedures going fully online, making a commitment to treat digital information on an equal footing with paper-based information.

Impact:

As of March 2005, about 14,000 (i.e., 96 per cent) of the targeted national administrative procedures could be conducted and completed online, including in such areas as real estate registration, national taxation and social insurance. Several legal and technological initiatives have been put into effect for this purpose.

With the introduction of the Government public key infrastructure through an encrypted key code, citizens can securely perform online transactions with any ministry. They are able to obtain a digital certification that confirms their respective identity and thus reduces identity theft and fraud.

Source: Ministry of Internal Affairs and Communications

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022094.pdf

More information on the product:
http://www.gpki.go.jp/

http://www.soumu.go.jp/gyoukan/kanri/a_01_f.htm

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Country:	**Korea, Republic of**
Institution/Ministry:	Seoul Metropolitan Government
Solution/Application:	**Cyber Policy Forum**
Theme:	E-participation
Implementation Date:	2003

Summary:

To increase citizen participation in the municipality, the Seoul Metropolitan Government has employed many tools. Diverse civil organizations and committees have been formed to represent citizens' interests and to promote citizens' engagement in the policy-making process. Programmes such as Dates with the Mayor and Let's meet on Saturday have provided citizens with face-to-face meetings with the mayor and public officials. However, these off-line tools are restricted to specific groups of citizens, themes, time and space. For a metropolis such as Seoul with more than 10 million people, a new tool to better reflect the many and unspecified citizens' opinions was needed. To meet this need, the Seoul Metropolitan Government, in 2003, turned its attention to a virtual space that allows citizens to discuss any issue at any time and anywhere.

The Cyber Policy Forum is an online discussion forum focused on a different topic each month. The objectives of the Forum are:

- To provide citizens with opportunities to understand policy issues and facilitate discussions;

- To encourage citizens' participation in public administration and to obtain their feedback on policy issues; and

- To reflect citizens' opinions in city policies and produce more tailored policy solutions for citizens.

There are two kinds of forums for participants: one for ordinary citizens and one for youth. The Youth Cyber Policy Forum provides teenagers with a place to discuss their interests in policy and social issues.

Impact:

The Cyber Policy Forum reduces the overall burden in planning policy while raising public awareness and understanding of political issues. Policy-makers can understand what citizens want and what citizens' general opinions are. This has enabled public officials to reduce the time and cost involved in planning policies, to minimize errors by receiving opinions prior to formulating policy, and to gain an understanding of inconveniences that sometimes are caused by changed policy.

The Cyber Policy Forum offers an opportunity for citizens to be better informed about policy so that consensus on the policy can be formed between the government and its citizens.

The Youth Cyber Policy Forum enables the youth of Seoul to participate in active discussions and in the policy-making process, giving them insight into governmental policies from an early age.

Source: Seoul Metropolitan Government

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022095.pdf

More information on the product:
http://forum-app.seoul.go.kr/web2004/participation/forum/policy_main.php
http://www.seoul.go.kr

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Country:	**Korea, Republic of**
Institution/Ministry:	Ministry of Government Administration and Home Affairs
Solution/Application:	**Government for Citizen (G4C) Civic Service Innovation System**
Theme:	Government portal, citizens' service delivery
Implementation Date:	July 2000

Summary:

The Government for Citizen (G4C) civic service innovation system, an integrated Internet portal site (www.egov.go.kr), has been promoted by the Ministry of Government Administration and Home Affairs. The system has been designed to:

- Serve as the foundation for various e-government services such as a digital form management system, a digital signature authentication service, an online payment system and a digital document issuing system, and

- Achieve maximum convenience for civic service applicants by handling their entire processes online (including an information search service, online application for the civic service, and viewing and issuance of certificates or documents) and by minimizing the number of documents that applicants are required to submit for their civic service requests by having different government offices share information online.

The system offers the following key services:

- A single service window (www.egov.go.kr) that provides information on all government offices, which are linked together into an integrated Internet portal site that represents the government;

- Information on over 4,000 civic services handled by government offices, including the handling agency's name, processes, fees, documents required, and applicable legal provisions, through the unified e-government portal site; and

- Handling of over 410 types of civic service requests directly on the unified Internet portal site irrespective of whether citizens will receive the requested documents by postal service, directly on the Internet, or through their local government office as designated by them.

Impact:

The G4C service has had the following impact on citizens and the government offices. First, since citizens may enter their civic service requests electronically on the Internet from their home or office, receive the outcome by mail or view it on the Internet, and print the outcome output on their own printer using the Internet issuance service, they can save time and money spent on visiting government offices or using third-party service agents. In addition, efficiency and

transparency in the civic service have increased as the new system has greatly reduced various government certificates issued by public servants personally to citizens. Finally, administrative savings have been achieved owing to the sizeable reduction in the number of government-certified documents that citizens must obtain from one government office to submit to another since government offices now share such information.

Source: Ministry of Government Administration and Home Affairs

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022067.pdf

More information on the product:
http://www.korea.go.kr/eng/index_portal.html
http://www.egov.go.kr/

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Country:	**Korea, Republic of**
Institution/Ministry:	Public Procurement Service
Solution/Application:	**Public Procurement Service**
Theme:	E-procurement
Implementation Date:	1999

Summary:

The Public Procurement Service provides around 30,000 public institutions with goods and services needed to carry out their responsibilities and give better service to the people. Formerly, however, the procurement administration had cumbersome procedures such as an enormous number of required documents and frequent visits to the Public Procurement Service.

The Public Procurement Service has since gone through the reform of the procurement administration in general to reduce inconvenience, inefficiencies and problems and to eliminate irregularities. It reorganized its service from an administration-centred one to a service that is customer-oriented. It also opened procurement-related information to the public through the Internet on a real-time basis and involved external experts such as NGOs in the procurement process.

Impact:

By completing the basis for e-procurement by converting operations into an e-commerce base, establishing procurement electronic data interchange/electronic commerce, e-mail for government procurement, and an e-tendering system, the Public Procurement Service improved the efficiency of procurement operations, prevented any potential irregularities, and reduced costs by 300 billion won (US$273 million) a year. It greatly reduced the lead time for procurement services, including the supply of office supplies, contracts and payments, and changed from an item-centred organization to a customer-oriented one. The Public Procurement Service was also able to root out sources of irregularities and corruption. In addition, it has made it possible to cut costs by 3.2 trillion won (US$2.9 billion) every year through a government-wide e-procurement system (G2B), which provides other institutes with e-procurement tools.

Source: Public Procurement Service

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022008.pdf

More information on the product:
http://www.pps.go.kr/neweng/

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Country:	**Korea, Republic of**
Institution/Ministry:	Municipal Government of Seoul
Solution/Application:	**Online Procedures Enhancement for Civil Applications**
Theme:	E-democracy, information access
Implementation Date:	15April 1999

Summary:

For a direct and convenient interface with the citizens, the Seoul Municipal Government created an Internet portal called Online Procedures Enhancement for Civil Applications, or OPEN, symbolizing that it opens up administrative procedures to the public. The system publishes information relating to the services, permits and licences issued by the local government.

The portal explains the various elements of the anticorruption drive, displays an anticorruption index and survey results, and educates citizens on rules and procedures. For each procedure, information about required paperwork and how applications are processed is provided on the Web. The system also includes information on the city department in charge and on the staff in charge as well as a telephone number. The status of an application can be tracked by the applicant on a web site. The system was recognized as a "good practice" at the 9th International Anti-Corruption Conference in Durban, South Africa, in 1999.

Impact:

The OPEN system helps to minimize the potential for collusion and municipal bureaucracy. In addition, it enables real-time monitoring of the progress of an application for a permit or licence. Results from a survey of 1,245 citizens showed that 84.3 per cent (984 out of 1,167 persons) believed that OPEN led to greater transparency.

Source: Municipal Government of Seoul

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022127.pdf

More information on the product:
http://english.seoul.go.kr/gover/initiatives/inti_open_system.htm

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Country:	**New Zealand**
Institution/Ministry:	Ministry of Education
Solution/Application:	**Early Childhood Development Web Site**
Theme:	Information access (and sharing)
Implementation Date:	2003

Summary:

Early Childhood Development (ECD) staff throughout New Zealand provide advice, support and information about early childhood education and parenting to parents, early childhood centres, playgroups and the wider community. ECD staff typically work with many agencies and stakeholders, coordinating and developing services for children in the first five years of their life. On 1 October 2003, ECD was integrated with the Ministry of Education.

Encouraging the development of quality centres supports the Ministry of Education objective of increased participation rates in early childhood education. Preparing to run an early childhood centre is a complex process that involves getting to know the regulations and requirements, working to ensure that these are met, and then applying for a licence from the Ministry. Early Childhood Coordinators help by providing guidance and support directly to community groups.

The ECD web site provides an easy-to-follow guide to setting up a quality early childhood centre that is segmented into a logical twelve-step process. It is an innovative one-stop-shop for people wanting to set up such a centre.

Impact:

Linkage of the web site (now run by the Ministry of Education) to frequently asked questions, relevant legislation and regulations, PDF handbooks on managing centres, a spreadsheet for downloading and creating an annual operational budget, a checklist of infants' and toddlers' requirements, and a time line for establishing centres has streamlined the process of licensing and acquiring information on child centres.

The result is a client-focused service that integrates information provided by as many as 26 agencies and other organizations, including NGOs. The web site is user-friendly with information presented in a context and sequence that guide people from beginning to end.

People using the site have found the approach helpful and user-friendly, particularly the depth of the information now available online, which would be prohibitively expensive to produce and maintain in print and distribute across the country.

Source: Ministry of Education

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022000.pdf

More information on the product:

http://www.ecd.govt.nz/establish.html

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Country:	**New Zealand**
Institution/Ministry:	Upper Hutt City Council
Solution/Application:	**Upper Hutt City Council Web Site**
Theme:	Information access (and sharing)
Implementation Date:	2003

Summary:

Prior to the online service provided by the Upper Hutt City Council, people visited the Council and asked for a "property packet", that is, a paper-based file containing information on the property in which they were interested. Significantly, 60 per cent of Upper Hutt residents work outside the area and workers needed to take time off to come in to the Council offices to look at records in person. The Council wanted to make it easier for people to obtain property and rates information.

Since February 2003, the Upper Hutt City Council-held property information has been available online using an application called XPLORER. The Upper Hutt City Council has been giving people access to land information, including aerial photographs. The uniqueness of the Council service lies in the functionality that it provides for people. Through XPLORER, which uses GIS technology, the Council offers a fast, free and easy way to find details about local property. The Auckland Regional Council, the Carterton District Council and the Ministry of Economic Development (Crown Minerals) are also using XPLORER technology.

Impact:

The Upper Hutt City Council has a strong customer focus and emphasis on public access to information as demonstrated by its web site, where several services are brought together for visitors and residents. The online service has resulted in greater convenience. People can still come to the Council offices for property records if they prefer, but XPLORER enables them to find information more easily on rates, property values, etc. by themselves and at a time that suits them.

The service has been extremely popular, with 26,000 maps downloaded per month. Council staff noticed a reduction in the number of people seeking property information in person as the online service became more widely used. They now refer property enquiries to their web site. This saves staff time and minimizes the time it takes for people to obtain Council information.

Source: Government of New Zealand

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021999.pdf

More information on the product:
http://www.uhcc.govt.nz

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Country: **Singapore**

Institution/Ministry: Urban Redevelopment Authority (URA)

Solution/Application: **Car Park Portal**

Theme: Citizens' service delivery

Implementation Date: 2002

Summary:

The Urban Redevelopment Authority (URA) set up the Car Park portal to enable motorists to obtain information and make transactions on all parking-related e-services. Since January 2002, motorists have been able to go online to make season parking ticket applications, renew season parking tickets and make payment for their parking offence notices. As of June 2002, motorists could go online to apply for a vehicle parking certificate for heavy vehicles, renewal of vehicle parking tickets, temporary use of parking lots for non-parking purposes, use of seasonal parking for a temporary vehicle, sale of parking coupons to coupons agents, and appeals of parking offence notices for parking offence summonses. These e-services have made it easy for motorists to submit the applications and make payments from the comfort of their homes, eliminating the need to make physical trips to URA.

In July 2004, the Payment for Parking Offence Notices e-service was further enhanced by allowing motorists to settle their parking offences online immediately on the day of issue. Previously, motorists had been able to settle their parking offence notices through URA online only one to two days after the date of issue because the system had to update the latest notices online before accepting payment. An average of 60 motorists a month makes use of this improved feature.

Also in July 2004, an e-service for the Season Parking Waitlist was implemented. Previously, applicants who were interested in finding out their application status on the waiting list had to visit the Customer Service Counter, call the URA Call Centre or write to URA. Given the relatively simple nature of such queries, some waiting list applicants had requested that a more convenient enquiry channel be made available. Applicants on the Season Parking Waitlist can now log on to the URA web site at their own convenience to check their application status at any time instead of being restricted to office hours.

In August 2004, URA collaborated with two other government agencies – the National Registration Office and the Land Transport Authority – to dispense with the need for motorists to submit their vehicle log card and personal identity card for online season parking applications.

Impact:

The parking-related e-services increased customer convenience. The implementation of the simple but effective Season Parking Waitlist e-service reduced the number of queries handled by the URA Call Centre and Counter by about 70 per cent. This has freed up tight resources for use in dealing with other, more complicated types of enquiries. The change involving the National Registration Office and Land Transport Authority leverages networked government infrastructure

by enabling people to obtain the required information directly from these two agencies so as to increase customer convenience. This change benefits 3,000 motorists annually.

Source: Urban Redevelopment Authority

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022009.pdf

More information on the product:
http://spring.ura.gov.sg/lad/ecas/motorist/st/st_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/coupon_parking/couponparking_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/pon/pon_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/heavy_veh/heavyveh_intro.cfm
http://spring.ura.gov.sg/lad/ecas/motorist/other_carparksvcs/other_intro.cfm

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Country:	**Singapore**
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	**E-consultation Module**
Theme:	E-participation
Implementation Date:	n.a.

Summary:

The E-consultation module launched by the Urban Redevelopment Authority (URA) uses the Internet and Web technology extensively to reach out to citizens and industry partners to ensure that the physical planning of Singapore incorporates feedback and various perspectives and concerns. All key URA events and launches are communicated through interactive web sites in addition to physical exhibitions in order to reach out to more people. Every web site is carefully designed to facilitate understanding and consultation of the various visions and plans online.

Furthermore, as part of the effort to help the government to connect citizens with one another and with the government, URA has identified suitable guidelines and policies for public consultation with citizens and customers through the Internet unless the issues involved are sensitive and inappropriate for public deliberation.

To date, URA has successfully implemented two e-consultation projects. The first e-consultation was on the development of guidelines for landscape decks. Since this was a new form of development for car parking, URA actively sought the feedback of professionals on the proposed guidelines to ensure that the guidelines would result in a quality living environment for the citizens. The guidelines have since been released and adopted by developers in several residential development projects.

The second e-consultation focused on developing a set of guidelines for the location of child-care centres in residential areas that would take into account the citizens' needs for quality child-care facilities and noise concerns, traffic and the quality of the homes around the child-care facilities. The feedback of the e-consultations has been used in finalizing the guidelines, which will be released soon.

Impact:

The innovative use of information technology enables URA planning products to reach out to more people. For example, the web site on the Parks and Waterbodies Plan attracted 20,000 visitor sessions and the online City Centre Exhibition in July 2003 drew 11,000 visitor sessions.

Source: Urban Redevelopment Authority

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022010.pdf

More information on the product:

http://www.ura.gov.sg/econsult/index.htm

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Country: **Singapore**

Institution/Ministry: Urban Redevelopment Authority (URA)

Solution/Application: **Electronic Development Application Module**

Theme: Citizens' service delivery

Implementation Date: November 1999

Summary:

One key function of the Urban Redevelopment Authority is development control to facilitate the physical development of Singapore in accordance with the Master Plan. In November 1999, URA launched the electronic development application (EDA) system. The system enables users to submit development applications involving computer-aided design (CAD) drawings, electronic forms and reports from the comfort of their office or home via the Internet to URA for approval. It also enables applications to be fully processed electronically at the back-end.

From the perspective of technology innovation, the EDA system adopted the public key infrastructure and smart card technology incorporating digital signatures via NETRUST for making secure electronic transactions.

From a business perspective, URA was among the first planning agencies in the world to use the Internet to offer an electronic submission platform for development application proposals on a nation-wide scale.

From a process perspective, the EDA system applied substantial business process re-engineering involving the entire end-to-end processing, such as the viewing and checking of CAD drawings electronically. At the back-end, a document management system was deployed to carry out quick online searches and retrieval of electronic documents and digital plans.

Impact:

The EDA system has resulted in productivity gains as it has enabled URA staff to do parallel processing of cases. Internally, URA has enjoyed substantial manpower savings as a result of business process re-engineering made possible by information technology.

Customers now enjoy greater efficiency, convenience and cost savings as there is no longer a need to print the drawings/documents, travel to various agencies' counters or complete printed forms for manual submission.

The industry as a whole has benefited owing to lower business costs and faster turnaround time. For example, the turnaround time to approve a planning application has improved by more than 60 per cent from eight weeks when using the manual mode to three weeks through the electronic mode. The industry practitioners were converted to electronic submission and nearly 100 per cent e-submission of development applications was achieved in less than five years (by December 2004).

Source: Urban Redevelopment Authority

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022011.pdf

More information on the product:
http://edanet.ura.gov.sg/

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Country:	**Singapore**
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	**Home Office Scheme**
Theme:	E-commerce
Implementation Date:	10 June 2003

Summary:

The Urban Redevelopment Authority (URA) has implemented an e-commerce application with convenient e-payment modes such as Visa and MasterCard credit cards and American Express Card Internet Banking Direct Debit to enable customers to complete the entire e-service, from registration to instantaneous delivery of the e-service. It enables buying and selling of goods and services online electronically, which include e-retailing, gathering of information on demographics for commercial purposes, online transaction security and business-to-business data exchange. An example of this is the Home Office Registration e-service, where technology is exploited to enable business process re-engineering. This has brought about a mindset change, which in turn has triggered policy reviews to allow a quantum leap in service improvement and internal productivity.

The Home Office scheme was introduced by the Housing and Development Board and URA on 10 June 2003 to give would-be entrepreneurs the flexibility to conduct business from their homes. Under this scheme, homeowners of both private and Board properties can conduct small-scale business in their homes as long as they satisfy certain conditions.

Impact

The Home Office Registration e-service was very well received by the public. By the end of July 2003, more than 3,000 homeowners had jumped on the bandwagon to run businesses such as computer design, information technology accounting, management consultancy and software programming. By 2005, more than 17,000 approved applications had been received. Examples of home businesses that have been set up include information technology consultancies, Web design, real estate services and advertising. Users of the Home Office Registration e-service have praised the lower registration cost that contributes to lower business costs, the flexibility of applying from their homes, savings in commuting time and instantaneous approval as the key benefits of the e-service.

Source: Urban Redevelopment Authority

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022015.pdf

More information on the product:
http://www.ura.gov.sg/skyline/skyline03/skyline03-04/text/work@home.html
http://www.hdb.gov.sg/fi10/fi10206p.nsf/WPDis/Setting%20Up%20A%20Home%20OfficeOverview?OpenDocument

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Country:	**Singapore**
Institution/Ministry:	Ministry of Trade and Industry
Solution/Application:	**Online Application System for Integrated Services**
Theme:	Citizens' service delivery, e-commerce
Implementation Date:	August 2001

Summary:

The Online Application System for Integrated Services is an innovative cross-agency project that spans more than 30 government agencies. It focuses on cutting red tape for licences and making the application for licences efficient, more affordable and hassle free for businesses, especially for start-ups.

On the national and international fronts, the project showcases an unprecedented effort in the application of technology to foster a pro-enterprise environment for business in Singapore. It provides an opportune platform for purging bureaucratic inefficiencies within many government agencies. Extensive policy reviews were conducted for 154 licences, through which 11 were identified for removal. The application procedures for the remaining licences were systematically re-engineered; this allowed the average processing time to be reduced from 3 weeks to 12.5 days. Coupled with the revised fee structures, savings accrued to business exceed $1.8 million annually.

Thereafter, Online Business Licensing Service, an important milestone of the Online Application System for Integrated Services, was developed. Eighty per cent of all new business in Singapore, or more than 30,000 businesses annually, can apply online through the Online Business Licensing Service for one or more of the 69 licences that are commonly needed to start their businesses without resorting to offline means. (Throughout the entire business licensing cycle, business users will only need to access a single portal to meet all their licensing needs.) As a natural extension to the online application service, the Online Business Licensing Service would enable applicants to complete licence renewals, updates and terminations online as of August 2005.

Impact:

The Online Business Licensing Service currently offers a convenient online, integrated platform for searching for information on licences from 30 government agencies. It also enables online applications for 69 licences from 19 agencies. By the end of 2005, the licences could also be updated, renewed and terminated via the same portal. More than 8,000 businesses in Singapore have used the Online Business Licensing Service since its launch in January 2004. It is estimated that businesses enjoyed benefits of S$11.4 million in the first year. As of the end of June 2005, government agencies had also reaped cost savings of approximately S$1.6 million.

Source: Ministry of Trade and Industry

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022002.pdf

More information on the product:
http://app.mti.gov.sg/default.asp?id=769
https://licences.business.gov.sg/

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Country:	**Singapore**
Institution/Ministry:	Urban Redevelopment Authority (URA)
Solution/Application:	**Real Estate Information System**
Theme:	Information access
Implementation Date:	2001

Summary:

The Real Estate Information System (REALIS) launched by the Urban Redevelopment Authority (URA) is a real estate information portal that provides enormous savings in time and costs. REALIS has enabled flash estimates of a property price index. Customers do not need to retrieve data from various sources or maintain their own databases to compile the required data. Updates of REALIS are made frequently and vast amounts of information are made available in the shortest time possible.

In 2004, through requests from members of the public for short-term access to information in REALIS, URA introduced an affordable daily subscription rate for REALIS in order to cater to the needs of short-term users such as home buyers, researchers and investors who want access to certain data that cannot be found on other web sites.

Impact:

REALIS is one of the first online real estate portals provided by a government in Asia. It has been well received by both domestic and international users. The Government of Thailand signed a memorandum of understanding with URA in February 2002 to adopt some of the good practices for implementing a similar system in Thailand.

With the implementation of REALIS, URA computerized back-end processing and business capacity was greatly enhanced. For example, the back-end data-crunching time was shortened so that REALIS was able to increase the frequency of property transaction updates from fortnightly to twice a week. The flash estimate of the property price index has reduced the time needed for the first release of the property price index from six weeks after each quarter has elapsed to one day – an enormous improvement.

Source: Urban Redevelopment Authority

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022014.pdf

More information on the product:
https://spring.ura.gov.sg/lad/ore/login/index.cfm

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Country:	**Solomon Islands**
Institution/Ministry:	Ministry of Provincial Government and Rural Development; People First Network; Rural Development Volunteers Association
Solution/Application:	**People First Network (PFnet)**
Theme:	Information access (and sharing)
Implementation Date:	January 2001

Summary:

The People First Network (PFnet) was initiated by the UNDP/United Nations Office for Project Services participatory development and institutional strengthening project, Solomon Islands Development Administration and Participatory Planning Programme. The objective of the network is to improve rural communication and facilitate information flows, especially in an environment decimated by the ethnic conflict that has collapsed the economy.

The web site, which was launched in January 2001, has two key components: an Internet café and a rural e-mail network. The Internet café in Honiara allows residents of the capital city to access the Internet for writing e-mails to any location across the country. Residents can browse the World Wide Web in search of information or post their own information to share with others. The community e-mail stations are operator-assisted and thus accessible to everyone, and a simple message service allows users without e-mail addresses to receive mail.

Impact:

The People First Network facilitates point-to-point communication to and from the remote provinces of the Solomon Islands using affordable, sustainable and appropriate technology. It facilitates rural development and peace-related information flows among all social groups as well as the exchange of information between communities and development programmes, NGOs, government offices and other stakeholders.

Source: Rural Development Volunteers Association

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022128.pdf

More information on the product:
http://www.peoplefirst.net.sb

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EUROPE

Country:	**Austria**
Institution/Ministry:	Federal Chancellery
Solution/Application:	**HELP: A Virtual Guide to Austrian Authorities and Institutions**
Theme:	Information access
Implementation Date:	n.a.

Summary:

HELP – www.help.gv.at – is an initiative of the Federal Chancellery. A virtual guide to Austrian authorities, offices and institutions, it offers citizens information about official procedures, deadlines and fees and makes forms available for downloading.

To support this initiative, a large number of services and a great deal of information are available, relating to approximately 150 life events. For individuals with enquiries or suggestions, there is a question-and-answer forum that is facilitated and supported by specialists with competences in ICT.

In order to be able to provide quick access to specific information, a special service is offered to target groups. Entrepreneurs, for example, receive quick, straightforward information and support concerning official procedures, e.g., the setting up of a business and the registration of employees. In order to provide citizens from different countries with information on official proceedings in Austria, there is HELP with 18 life events/situations researched specifically for this target group. HELP has been designed to conform with Web Accessibility Initiative guidelines for disabled persons so as to enable disabled citizens to access official procedures, information and services without barriers.

The electronic handling of official procedures means that citizens can complete their business with the authorities quickly, with only a few clicks of the mouse. The information is rapidly delivered via the Internet directly to the appropriate department. Various registration details, such as information on a person's residence and business registration, can be delivered directly to the authorities.

Impact:

HELP has become one of the leading e-government applications in Europe. A large number of services and information are available, targeted at approximately 150 life events.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021988.pdf

More information on the product:
For official channels: http://www.help.gv.at (in German)

For entrepreneurs: http://www.help.gv.at/HELP-U.html (in German)
For disabled persons: http://www.help.gv.at/HELP-BEH.html (in German)
Foreign citizen: http://www.help.gv.at/HELP-FC.html

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Country:	**Austria**
Institution/Ministry:	Municipal Administration of the City of Vienna
Solution/Application:	**E-Vienna**
Theme:	Government portal
Implementation Date:	January 2001

Summary:

E-Vienna, a practical framework for the implementation of e-government solutions, is the follow-up project of Wiener (Viennese) Electronic Commerce. It is the current umbrella project for e-government of the Municipal Administration of the City of Vienna. The project started at the beginning of 2001 with the goals of "citizen orientation, support for the economy, and administration simplification". A fundamental part of e-Vienna is www.wien.gv.at, the main Web portal of the Municipal Administration of the city.

The web site offerings reflect a far-reaching social inclusion concept by also providing special content for teenagers and women as well as for people with special needs, such as the handicapped and the elderly. For example, there already is a senior link on www.wien.gv.at. The Press and Information Service is planning to conduct a study on senior users, e.g., what they criticize on www.wien.gv.at, what they consider to be too difficult to use, etc. Concerning usability, for senior citizens, a larger font is available on www.wien.gv.at. Moreover, there is another project, SeniorOnline, based on Web for Groups groupware, and community tools that were adapted to the needs of senior citizens. Online classes for senior citizens, handbooks for personal computers and the Internet, etc. are offered here.

In addition, www.wien.gv.at includes an English edition (www.wien.gv.at/english/) especially created for and used by tourists and English-speaking international residents. To reach an even larger number of citizens, about 50 public access points, i.e., public kiosks, are offered in public places within the Viennese city area; they can be operated via touch screens.

By 1997, the web site had covered about 3,000 pages and by July 2001, about 9,500. The virtual administration guide, which can be accessed from the homepage of www.wien.gv.at, comprises information on administration procedures, PDF forms for downloading, electronic forms and contact links to administration departments. There are plans for additional applications.

Impact:

Among the latest innovations in Vienna are access points, which are user-friendly and easy-to-service public Internet terminals provided at 300 locations in all parts of the city. Citizens can use access points to send e-mails or Short Message Service messages, order tickets or submit applications and requests (e.g., for parking permits) to municipal authorities. Owing to an e-cash payment system, it will even be possible to pay the municipal fees for these applications and services directly via the access points. Based on this technology, Vienna is now introducing interactive outdoor advertising pillars. To this end, the city has launched a public-private

partnership with the Association for Progressive Communications, the developers of the new application, and GEWISTA; a Vienna-based media and advertising enterprise.

Source: Municipal Administration of the City of Vienna

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022135.pdf

More information on the product:
http://www.wien.gv.at/
http://www.wien.gv.at/english/

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Country:	**Belgium**
Institution/Ministry:	Federal Public Service for ICT
Solution/Application:	**Electronic Identify Card**
Theme:	Citizens' service delivery
Implementation Date:	2002

Summary:

In October 2002, the Government of Belgium launched the project, Electronic Identity Card (eID Card), which is a smart card that provides authentication and digital signature capabilities for Belgian citizens. The card is used to secure applications ranging from online income tax returns and medical scheduling to online applications for a Certificate of Residence and safe chat rooms as well as private-sector applications such as online banking. It provides the Belgian citizens with maximum access to government information and services.

Impact:

In less than three years, approximately two million smart eID cards have been issued. By 2009, all Belgian citizens over 12 years of age will have their own eID card, making a total of over eight million cardholders. The Government has not only developed middleware to enable the large-scale deployment of low-cost eID-compatible smart card readers, but it has also distributed more than 125,000 readers to youngsters receiving their first eID card at the age of 12. This programme has resulted in a substantial reduction (more than 50 per cent) in the price of entry-level smart-card readers.

The Belgian eID card is the largest deployment of smart-card-based identity cards in Europe and is often viewed as the benchmark for such programmes. This has led to multinational corporations creating Centres of Excellence in Belgium to explore the technological and organizational requirements for successful, large-scale smart-card projects.

Source: Federal Public Service for ICT

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022137.pdf
More information on the product:
www.eid.belgium.be

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Country: **Belgium**

Institution/Ministry: Crossroads Bank for Social Security

Solution/Application: **Social Security Network**

Theme: Information access

Implementation Date: 2002

Summary:

This case is an example of the re-engineering of a major business process that was carried out by about 2,000 social security institutions. Their close collaboration led to the implementation of a network for electronic information exchange, which includes public and private institutions from different levels of government (national, regional and local).

Network access is progressively extended to other departments and institutions, including the institutions of the regions and communities and private companies offering services of general interest. All the institutions connected to the network can mutually consult their databases and exchange up to 169 different types of electronic messages. In 2002, more than 242 million messages were exchanged while in 2003, the figure was 339 million, which saved as many paper declarations or certificates.

An integrated workflow has consequently been developed between companies and social security institutions. A social security portal containing integrated services (information and transactions) is available. Intended for citizens, companies and public institutions, it contains over 4,000 pages of information and, at the present time, 16 operational transactions. The case was cited as a best practice in the most recent Web-based survey on electronic public services carried out at the request of the European Commission.

Impact:

E-government in Belgian social security is a successful combination of back-office integration and an e-portal solution. The system leads to efficiency gains for all concerned parties. Services are delivered at a lower total cost and more services are delivered in less time. More important than the efficiency gains, however, are the gains in effectiveness. The system makes it possible to deliver services according to a higher quality standard. The service delivery also is more transparent to the customers, who have the possibility of executing control over the service delivery process by accessing their own files. Security and privacy protection is more or less guaranteed by the implementation of adequate organizational, technical and legal measures. In addition, a number of new services can be provided.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022035.pdf

More information on the product:
http://www.socialsecurity.be

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Country:	**Belgium**
Institution/Ministry:	Coordination Unit for Flemish e-Government
Solution/Application:	*Vlaams Integratie* **Platform (Flemish Integration Platform)**
Theme:	Information access (and sharing)
Implementation Date:	2005

Summary:

Currently, the different administrative entities within the Flemish administration (more than 80 in total) use their own data sources and have their own administrative procedures and information technology processes for collecting commonly used information on citizens and companies. This results in a large number of inconsistencies in these data and a great deal of out-of-date information, which is then used within different applications in various administrative entities, resulting in major operational problems. It also means that citizens and companies are required to provide to one government agency information that often is already known in another part of the administration.

One of the key priorities of the Flemish e-government programme is to set up authentic information sources and to provide the necessary infrastructure in order to use these sources for data exchange and application integration between administrations. The Coordination Unit for Flemish e-Government, which coordinates and stimulates the exchange and reuse of data, has therefore created an enterprise application integration platform called the *Vlaams Integratie* Platform (Flemish Integration Platform).

Impact:

The main benefits of creating the Flemish Integration Platform and offering a set of business and technical integration services to interested administrative entities are:

- Elimination of data duplication, avoidance of manual re-entry of information, and reuse of the same authentic information sources in different applications;

- The possibility of using business process modelling tools to identify, model and re-engineer operational work practices by developing and deploying new information technology systems and procedures; and

- Increased operational efficiency, enhanced functionality, improved customer service and a solid technological foundation on which to base future e-government services.

Source: Coordination Unit for Flemish e-Government

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022061.pdf

More information on the product:
http://www2.vlaanderen.be/ned/sites/egovinfo/strategie_egov_presentatie.html
http://www2.vlaanderen.be/ned/sites/egovinfo/

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Country:	**Bosnia and Herzegovina**
Institution/Ministry:	United Nations Development Programme (UNDP) country office in Bosnia and Herzegovina
Solution/Application:	**Open Source Distance Learning Web Portal for Judges and Prosecutors**
Theme:	Education
Implementation Date:	2005

Summary:

The Centre for Education of Judges and Prosecutors in Bosnia and Herzegovina is a government institution that is part of the High Judicial and Prosecutorial Council. Established in January 2004 to enhance the capacities of the judicial sector by deploying and coordinating training and seminars in the areas of family law, business law and new legislation for judges and prosecutors in the entire country, it has two offices: one in Banja Luka and the other in Sarajevo. Owing to the lack of equipment and well-trained human resources, neither of the Centres was providing services efficiently or effectively. Also, the judges and prosecutors did not have time to attend training, which resulted in their having on average only four days of training per year.

In view of the above, the UNDP country office in Bosnia and Herzegovina identified the need to automate the process of educating judges and prosecutors. It therefore launched a project with the aim of supporting both Centres in the re-engineering of their work and the promotion of ICT in the provision of services. The goal of the project was to implement the first government distance-learning education portal for judges and prosecutors in the country. In less than six months, the first distance-learning Web portal was operational, allowing judges and prosecutors to access the training opportunities from their offices or their homes.

Developed with open source solutions, the system demonstrates how open sources can deliver features required for complex information systems; how they can be implemented very competently; and how, on the other hand, this kind of information system can motivate both the service provider and the beneficiaries to re-engineer the way in which they work, interact and move forward.

Impact:

The Centres can now schedule and inform judges about events in a matter of minutes. The Web portal enables the creation of a repository of knowledge from previous training. Also, judges and prosecutors can now log on to the Web portal to check the calendar of events and plan their training schedule for the whole year. In less then four months after the launch of the portal, more than 60 training events online (from both offices in Banja Luka and Sarajevo) had been provided and over 3,500 visits and requests for training materials online had been received. Clearly, the new system generates better results (in terms of user percentage) than the one deploying training traditionally.

Moreover, judges and prosecutors not only can access information and opportunities more efficiently and effectively but they can also collaborate via forums and e-mails. They can read and download all the training material, view pictures from training, ask trainers questions online, etc.

Furthermore, the use of modern methodology dramatically reduced the workload of the Centres relating to information delivery. For instance, the Centres would have had to send over 100 faxes and make twice as many phone calls in order to pass the information about related training to courts. Now all of this is done automatically by one administrator in a minute.

Finally, through this system, judges and prosecutors are offered continuous education on new legislation, which is in line with the UNDP efforts to spur the reform of legislation in the country.

Source: UNDP country office in Bosnia and Herzegovina

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022060.pdf

More information on the product:
http://www.is.gov.ba/
http://cest.gov.ba/

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Country: **Bulgaria**

Institution/Ministry: Department of Civil Registration and Administrative Services, Ministry of Regional Development and Public Works

Solution/Application: **Electronic Information System for Civil Registration and Administrative Services**

Theme: Information access, citizens' service delivery

Implementation Date: 2001

Summary:

The electronic information system of the Department of Civil Registration and Administrative Services stores personal data for all Bulgarian citizens. Web access to stored data for government staff is the primary service of the system and contributes to a seamless government. If required by their job, government employees can access stored personal data relating to citizens. Since the service uses the Internet for the transfer of confidential personal data, it is essential that the latest ICT technologies provide a secure environment for this function. The main security feature implemented is the public key infrastructure using digital certificates stored on smart cards.

Another service, Web access to election rolls, helps citizens to check their data on the electoral rolls and find out where they can vote. This is a freely accessible public service available only immediately before and during elections. A range of general population data is also provided for agencies and national organizations that can be used to support decision-making.

Impact:

The electronic information system has been established as one of the most innovative projects and a leader in the field of e-services in the Bulgarian public sector. E-services enable government employees to do their jobs in a new, faster and easier way in an environment where paperwork and bureaucracy are significantly reduced. The system also saves citizens time when they change their personal data.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022016.pdf

More information on the product:
https://nbd.grao.government.bg/ (access to the web site requires authentication)

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Country:	**Czech Republic**
Institution/Ministry:	Center for Communications, Health and the Environment; the Institute for Clinical and Experimental Medicine; National Institute of Public Health
Solution/Application:	**Internet-based Tobacco Control Network**
Theme:	Health
Implementation Date:	June 1999

Summary
When traditional media, such as television and newspapers refused to publish anti-tobacco information, an Internet-based demonstration project was used to reach decision-makers and the general public. The World Bank InfoDev programme enabled the United States-based Center for Communications, Health and the Environment and its two Czech partners — the Institute for Clinical and Experimental Medicine and the National Institute of Public Health — to launch an Internet-based communications programme aimed at tobacco control in the Czech Republic.

The Tobacco Control Network uses ICT as a basis for communication and training of professionals in the field of health and for awareness-raising. The project shows how specialized knowledge of awareness-raising campaigns can be transferred from one country to another by using relatively simple ICTs: e-mail and the Internet.

Impact:

Initially, the goal was to build up a media advocacy programme, forming an Internet-based network comprising health professionals from the Czech District Hygiene Stations, NGOs focused on the prevention of heart disease and other professionals concerned with tobacco control. The outcome of the different activities was even more comprehensive, however, as illustrated by the following:

- A self-sustaining Tobacco-control Training and Communications Programme promoting excellence in communications technology, and regional, national and international linkage and outreach;

- Targeted information technology and skills transfer workshops and a Tobacco-Control Conference held at the project hub and in various districts of the Czech Republic;

- A demand-based resource service on tobacco control equipped with high-quality resource materials for the Internet and computerized database and research capabilities that cater to requests;

- Development of a comprehensive data collection system to support programme operations and pre- and post-programme surveys of knowledge, skills and applications among the participating organizations to assess programme impact;

- Continuous electronic media tobacco-control campaigns, which increasingly engage more groups in Czech society in tobacco control;

- A web site with an electronic bulletin board, resource directory and "What's New" listing (See the homepage on the web site of the National Institute of Public Health for up-to-date reports on current events.);

- Monthly electronic bulletins with nationwide and international circulation; and

- The establishment of an advocacy NGO dedicated to reducing tobacco use and the prevention of cardiovascular disease: the Czech Heart Association.

Source: Center for Communications, Health and the Environment

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022134.pdf

More information on the product:
http://www.ceche.org/programs/cze-int/czechtcc.htm

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Country:	**Denmark**
Institution/Ministry:	Ministry of Finance; National Association of Local Authorities
Solution/Application:	**Electronic Tender Handling, Information and Communications System**
Theme:	E-procurement
Implementation Date:	1995

Summary:

The Electronic Tender Handling, Information and Communications System was developed by National Procurement Ltd. Denmark (SKI) with the mission to coordinate procurement, perform tenders and negotiate framework contracts on behalf of all Danish public agencies.

The system has been actively implemented since 1995. It covers planning, drafting and publication of tenders; management of all associated processes; issuance and running of online tenders in a secure way using the newest collaboration technology and digital certificates; assisting in the final decision and award process; and supporting team rooms for external specialists, advisers and users.

Impact:

The Electronic Tender Handling, Information and Communications System has trimmed workflows, procedures and the size and complexity of the organization involved in this process. It has brought about fundamental changes:

- Productivity has more than doubled so that twice as many tenders are being run annually using the same number of staff;

- Quality and transparency have improved, with the effect that there are no complaints or outstanding legal issues; and

- Standardization of the knowledge base used in running the organization has meant that despite a staff turnover of 50 per cent over the last four years, new staff have adapted to the system easily and there have been no delays or disruptions to services.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022017.pdf

More information on the product:
http://www.ski.dk/english/_default.asp

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Country:	**Estonia**
Institution/Ministry:	Department of State Information Systems
Solution/Application:	**Special Citizen's Web Portal**
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

The objective of this project is to ensure the availability of a Web-based service for citizens and government staff to enable them to access one hundred government databases and registers. These include ten large registers with thousands of local interactions a day.

The set of standard services available includes answers to typical queries, such as "Give me my data" from the population register and from the motor vehicles register.

All services available through the citizens' portal have a common user interface, which is not dependent on a database management system for managing the back office. A standard authentication system for all citizens has also been developed.

As an additional option for organizations that have data security problems, a special standard Mini InfoSystem portal, which is very similar to the citizens' portal, has been developed. This portal, designed primarily for civil servants to use in their offices, includes one additional function: the authorization of users. Development of a similar portal and a set of standard services is planned for private companies as well.

Impact:

The project has ensured the availability of a Web-based service for citizens and government staff to enable them to access one hundred government databases and registers.

Source: Estonian Informatics Centre

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022018.pdf

More information on the product:
http://x-tee.riik.ee/
https://portaal.riik.ee/x/kodanik/ (in Estonian)

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Country: **Finland**

Institution/Ministry: Finnish Centre for Pensions

Solution/Application: **Tyoelake.fi: Online Advice and Information on Pensions**

Theme: Information access, citizens' service delivery

Implementation Date: December 2002

Summary:

The Web service Tyoelake.fi, provided by the Finnish Centre for Pensions together with all the authorized pension providers, comprises an extensive, informative web site in three languages that is open to everyone. The objective of developing the service is to create, within the decentralized earnings-related pension scheme, a uniform interface for electronic communication with the insured. The following services are available at present:

- General information relating to pensions;
- An age-profiled advice service for all stages in life;
- A service whereby a client can check his or her contract of employment and employment details included in the registers and make any corrections; and
- A one-on-one advice service.

Innovative features of the service include the possibilities for authentication: the insured can use a card with public key infrastructure technology or the authentication technology of their own Internet bank to confirm identity.

Impact:

The authentication solution of the Tyoelake.fi portal is cost saving. Multiple building costs were avoided through cooperation. At the same time, the basis for implementing a single log in for the web services of the earnings-related pension scheme was created, which means that the insured can move easily from one web site to another after identifying themselves. The insured do not incur any costs for the service; on the contrary, they save time and trouble, which has a positive effect on people's well-being as does security.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022019.pdf

More information on the product:
http://tyoelake.fi

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Country:	**France**
Institution/Ministry:	City of Issy-les-Moulineaux
Solution/Application:	**Web Site of the City of Issy-les-Moulineaux**
Theme:	E-democracy
Implementation Date:	1996

Summary:

At the instigation of its Mayor, André Santini, former Minister and Member of Parliament, Issy-les-Moulineaux, a city of 63,000 inhabitants located southwest of Paris, adopted a Local Information Plan in 1996, transforming Issy-les-Moulineaux into a cyber-city at the forefront of e-democracy and e-government.

The city strategy put forward e-democracy as a key enabler in responding to four major issues of local, national, European and international public life:

- E-government as an enabler of the transformation of public administration and services in a simpler, more transparent and more effective manner (ICTs are means and not ends.);

- E-citizenship and the emergence of a new form of citizenship. The rapid developments of ICT and their impact on the modernization of the State have created a new type of citizen, who is better informed and expects more of his/her public services;

- The digital divide. This issue affects everyone and cannot be resolved while citizens remain unequal in skills and in access to the information society. An effective local information plan must take this issue into account and apply appropriate solutions to tackle it; and

- E-voting. As e-democracy or e-government involves mainly socio-economic concerns, e-voting must first respond efficiently and adequately to the key ethical, legal and socio-political issues required by the democratic process. These include network security, secrecy and anonymity, opportunity for equal access and the essential principle of voting sanctity. The need to address these issues is behind Issy e-voting trials.

Impact:

The impact and results of this strategy, especially in the historical context of the rapid emergence and evolution of ICTs, are tangible and measurable:

- The position of Issy-les-Moulineaux as an internationally recognized cyber-city. In 2005, Issy-les-Moulineaux was recognized as the seventh Top Intelligent Community worldwide. It has also experienced economic growth by using ICT as an economic enabler, providing 70,000 jobs to its 63,000 inhabitants, representing an increase of 55 per cent in a 10-year period;

- Lower fiscal burden. The transformation of Issy-les-Moulineaux has enabled it to reduce the fiscal burden for both citizens and businesses. In 2005, the city ranked 96th out of 110 French cities of more than 50,000 inhabitants in terms of fiscal burden;

- Better and more efficient control over public spending. Between 1990 and 2004, the population of Issy-les-Moulineaux increased by 35 per cent (from 46,000 to 63,000 inhabitants). The use of ICT as an enabler and a transformer of public services has contributed to meeting this challenge to the city's civil service through the re-engineering of administrative processes to be more productive and efficient without increasing the city workforce.

- Greater citizen participation in local life. By promoting and developing a new form of citizenship enabled and empowered by ICT, Issy-les-Moulineaux has succeeded in integrating its citizens into the democratic life and decision-making process of the local community.

Source: Politech Institute

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022096.pdf

More information on the product:
http://www.issy.com/Rub.cfm?Esp=1&Rub=8
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Country:	**France**
Institution/Ministry:	La Documentation française (Prime Minister's department and editor of service-public.fr); la Caisse des dépots (public finance body whose remit is local development)
Solution/Application:	*Service-Public Local* **Platform**
Theme:	Citizens' service delivery, information access (and sharing)
Implementation Date:	n.a.

Summary:

Approved by the Government of France on 15 November 2001, the project is the result of a partnership between la Documentation française (Prime Minister's department and editor of service-public.fr) and la Caisse des dépots (public finance body whose remit is local development). The purpose of the partnership was to develop a platform enabling co-branding with service-public.fr for local webs sites and promoting exchanges of data.

The platform *service-public local* enhances the local, citizen-centred one-stop-shop e-government portal developed by local authorities by organizing data exchanges between national, regional and local public bodies. This general co-branding and data-sharing platform allows:

- Regional and local authorities to build local access points to e-government services on their own web sites centred on their users by co-branding with service-public.fr; and

- The sharing of relevant local, national and regional data required to answer citizens' main questions (administrative information, forms and online services).

All the data exchanges are based on XML published schemas. This platform is fairly recent (operational since the last quarter of 2002) and is already used by more than 50 local authorities and cities from Paris to Aubazine (700 inhabitants). It is anticipated that 400 will have signed up by the end of the year.

Impact:

The public receives better service with respect to all the services covered by service-public.fr (about 2,700), including relevant local information. Duplication of official data can be avoided, the image of local administrations has improved, and confidence in service delivery by e-government versus traditional government has increased. In addition, cooperation between local public services has been strengthened.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022020.pdf

More information on the product:
http://www.service-public.fr

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Country:	**Germany**
Institution/Ministry:	Senator for Finances, Department for New Media and E-Government, Free Hanseatic City of Bremen
Solution/Application:	**Bremen Online Services**
Theme:	Citizens' service delivery
Implementation Date:	1998

Summary:

The project involving the creation of Bremen Online Services was undertaken in response to the need by the Free Hanseatic City of Bremen to reform its public administration and reduce operating costs quite quickly. E-government applications represent a solution that not only helps to increase the efficiency of services but also allows them to retain a reasonable level of quality. In addition, it was necessary to stimulate the economy of Bremen and its region and thus to create conditions favourable for businesses to locate there, including access to services such as streamlined paperless business processes.

The project is carried out through an innovative public-private partnership involving the Free Hanseatic City of Bremen together with regional and national partners from the private sector. Bremen Online Services aims to develop e-government and to enable online transactions and payments in a secure and legally binding way. The project is implemented using Online Services Computer Interface, an open communications standard that is in line to become the de facto standard for online transactions in Germany. Electronic signatures are used for authentication.

Targeting all citizens, businesses and intermediaries (lawyers, tax consultants, etc.) from the outset, the latter have become the prime users.

Impact:

The quality of service has increased owing to the elimination of paperwork from government communications. Significant savings have been achieved both by lawyers and companies on the one hand and by the administration's agencies on the other.

The project has created new jobs in the region of Bremen and stimulated e-government industries all over Germany. In addition, it has the potential to play a significant role in future European Union-funded middleware initiatives, such as the eLink pilot of the Interchange of Data between Administrations programme.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022021.pdf

More information on the product:
http://www.bremen.de/sixcms/detail.php?template=01_gabelseite (in German)

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Country: **Greece**

Institution/Ministry: Ministry of Interior, Public Administration and Decentralization

Solution/Application: **Citizen Service Centres**

Theme: Citizens' service delivery

Implementation Date: 2003

Summary:

The Citizen Service Centres (KEP in Greek) have been created with the objective of simplifying traditionally complex, bureaucratic procedures in the relationship between government services and Greek citizens. They belong to a wide national project, funded by national and European resources, for the introduction of ICTs into the public administration (1994-1999 KLEISTENIS Programme, 2000-2006 ARIADNI Programme).

The main objective of the Centres is to establish local e-government information supermarkets for one-stop shopping for administrative documents (i.e., tax records, business licences, pension and insurance documents, passports, birth certificates and voting cards) everywhere in Greece.

To create and successfully manage Citizen Service Centres, the Ministry of Interior, Public Administration and Decentralization works together with municipalities and prefectures. In this context, day-to-day management is the responsibility of prefectures and municipalities while initial funding, operation design and assessment remain in Ministry hands. A formal contract is established between the partners to define reciprocal duties.

Impact:

There is an enormous potential impact on the relationships between government and citizens. As the project on Citizen Service Centres gains technological strength, it can be a good demonstration of how e-government organizational and technological innovations can change the day-to-day life of citizens. Beyond this, it can play the role of "innovation Trojan horse" for the entire Greek Administration. For Ministry officials, this was the objective from the beginning and this should be the indicator of success for the project. In Greece, reform towards efficiency in back-end administrative processes advances very slowly and progress, where it exists, is rather invisible for the citizens. The project introduces the concept of front-end innovation ("downwards", at the level of relationships with the citizens), which introduces pressure for reforming "upwards" stages of the public administration value chain.

Key factors for sustainability include:

- Continuous public funding for improving the welcoming quality of the Centres;
- Parallel, successful effort in reforming back-end procedures;

- Increasing interest on the part of local government authorities (prefectures, municipalities) in taking over more responsibility and effective operational management of the Centres; and

- Investment in human resources.

The first signs of success are beginning to emerge as Citizen Service Centres already serve about 140,000 citizens per month (data registered since their first year of operation).

Source: Internet

More information on the project:
http://www.ypes.gr/ (in Greek)

More information on the product:
http://www.kep.gov.gr (in Greek)
http://www.polites.gr/kep/kep.asp
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Country:	**Hungary**
Institution/Ministry:	Bács-Kiskun County Council; Local Authority of Kecskemét town
Solution/Application:	**Business Incubator**
Theme:	Citizens' service delivery
Implementation Date:	1993

Summary:

The business incubator, located in Kecskemét, supports local and regional start-ups and growing businesses in Bács-Kiskun County through the critical period by offering a supportive, sharing environment. It provides modern ICT infrastructure, including integrated services digital network telephones, asymmetric digital subscriber line (ADSL) Internet connections and videoconferencing. Its two major activities are business incubation and training. All these services are offered at a very low price because businesses can share these costs.

The incubator is sector-neutral: it is open to all local and regional small businesses. Businesses can settle down in the incubator for five years. Optimally before, but otherwise at the end of, this period, they should have become financially viable under market conditions.

Impact:

The business incubator in Kecskemét has managed to invite a critical mass of entrepreneurs; it has therefore become profitable. From the point of view of the start-ups, the greatest advantage of settling down in the incubator is the reduction in the costs and complexity associated with establishing and operating a business. Another major advantage of incubators is that they increase the visibility and the credibility of their "settlers".

Source: Bács-Kiskun County Council

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022125.pdf

More information on the product:
http://www.etw.org/2003/case_studies/eGov_hungary_startups.htm
http://www.bacskiskun.hu

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Country:	**Ireland**
Institution;:	Department of Social and Family Affairs; Department of Health and Children
Solution/Application:	**E-enabling Life Event Data**
Theme:	Information access (and sharing)
Implementation Date:	2003

Summary:

E-enabling Life Event Data is a project that aims, among other things, to modernize and computerize the civil registration process involving the recording of all life events – births, stillbirths, adoptions, marriages and deaths – that occur in the State. There are approximately 104,000 life events registered, some 400,000 certificates produced and 1.2 million searches of the records per year.

The Department of Social and Family Affairs initiated three inter-linked projects: the Civil Registration Modernization Programme, Child Benefit System Re-design; and the REACH Inter-Agency Messaging Service.

The fundamental objectives underpinning the three projects include the sharing of life-event data electronically between agencies; automated processing of child benefit claims following the allocation of the personal public service number; delivery of integrated and e-enabled services for citizens; and the re-engineering of back-office and legacy systems.

Impact:

The implementation of the modernized civil registration service has resulted in faster retrieval of data and certificate production, a reduced requirement for certificates, availability of certificates at any office and improvements in customer service (less queuing, elimination of costs and travel time/expenses).

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022023.pdf

More information on the product:
http://www.groireland.ie/

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Country:	**Ireland**
Institution/Ministry:	REACH (Agency of the Government of Ireland)
Solution/Application:	**Inter-Agency Messaging Service**
Theme:	Citizens' service delivery
Implementation Date:	Early 2001

Summary:

REACH is an agency established by the Government of Ireland to develop the infrastructure for the integration and improvement of services to customers of the public service. In particular, it is mandated to build or procure the Public Services Broker, an integrated set of processes, systems and procedures designed to provide a single mechanism for access to public services.

In creating an infrastructure for the integration of services, REACH developed an Inter-Agency Messaging Service to support the electronic exchange of customer data among agencies in the public service. The first service launched was the exchange of birth registration data between the General Register Office, the Department of Social and Family Affairs and the Central Statistics Office. This service will soon be extended to support the capture and dissemination of death and marriage notification data among a wider range of agencies.

Impact:

The Inter-Agency Messaging Service enhances cooperation and information-sharing across a broad range of service providers, from doctors, registrars and hospitals at local and regional administrative levels to government agencies and departments at the national level. The benefits will be apparent both to agencies and citizens through the electronic provision of services and a reduction in administrative costs associated with either paper processing or the development of stand-alone agency systems.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022024.pdf

More information on the product:
http://www.reach.ie/iams

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Country:	**Italy**
Institution/Ministry:	Marketing and Communication Department, Laziomatica S.p.A.
Solution/Application:	**Single Regional Centre for Health Services Booking**
Theme:	Health
Implementation Date:	8 September 2004

Summary:

The Single Regional Centre for Health Services Booking (RECUP) is a single centralized system for booking health services through multi-user software. It involves the whole regional health structure, that is, both public and private health structures that provide specialized services as well as those operating within the National Health Service. RECUP provides the following:

- A centralized database offering a comprehensive overview of the booking data;

- An Informative Panel of statistical data in order to assess the effectiveness of the provision of services;

- An information technology and organizational solution to reduce double or multiple bookings; and

- An effective booking system for those services considered a priority according to general practitioners.

The RECUP service ensures the benefits within the local single booking-centre (CUP) system as well as the creation of the User Personal Medical Record with the collection of data on patients of health services at the hospital, ambulatory and pharmaceutical levels. It also provides for access to this information by medical staff and general practitioners through adequate, standardized security mechanisms to ensure the continuity of the assistance process.

Through RECUP, citizens can access directly some of the essential services offered by the regional health system through the use of telecommunication tools. The application software allows requests about availability, booking and cancellation in real time with the booking systems of the connected local health units through decoding, functionalities and standard methodologies.

The effectiveness of such a system depends on the punctual fulfilment of both criteria and technical specifications of integration between local operative systems and RECUP. The right to unlimited use of the licences for the service management software has been acquired with the aim of promoting the integration process between RECUP and the booking services of each local health unit.

The district-level integrated network of general practitioners, health care units and hospitals is able to interface citizens, health services providers and local health units.

The creation of this network is aimed at building a more stable patient-doctor relationship by making the general practitioner a clinical reference point for the treatment of the more common diseases and for assistance to patients suffering from chronic and degenerative diseases and by stressing the importance of role of the general practitioner as an initiator of the various medical procedures.

Moreover, this system makes it possible for specialist physicians and pediatricians to receive information useful for their daily work during which they prescribe diagnostic tests and send patients to specific health care structures. RECUP is part of the ongoing reconstruction in the process of booking diagnostic tests already ensured by the various local single-booking centres (CUPs) and now supported by the central RECUP.

Impact:

The technological innovation of the RECUP project is one the main instruments that enables continuity of care to patients through the mutual availability and sharing of information provided by general practitioners, hospital and ambulatory specialists and the various health-care structures across the region.

Citizens/users are benefiting from the reduction in waiting time due to RECUP, and the region benefits from the reduction in costs resulting from the use of an integrated booking management system.

Source: Laziomatica S.p.A.

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022007.pdf

More information on the product:
http://www.regione.lazio.it/web/sanita/ (in Italian)

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Country: **Italy**

Institution/Ministry: Consorzio per il Sistema Informativo (CSI-Piemonte), assisted by Consulenza Sistemi Procedure (CSP)

Solution/Application: **Regional Network of Piedmont Schools**

Theme: Education, information access (and sharing)

Implementation Date: 2000

Summary:

The Regional Network of Piedmont Schools project aims to overcome the digital divide in the educational field through the use of ICT in the schools. The project was born out of the will and enthusiasm of local institutions and is strongly supported by a foundation of an Italian bank. It meets the objectives of the eEurope Action Plan and of the Government of Italy Plan for the Information Society.

The project, started in 2000 and still in progress, consists of an integrated network interconnecting all schools (including those with buildings at separate sites) in order to enable all actors of the regional school system to use ICT in an everyday teaching and administrative context.

Responsibility for operational and technological management has been given to Consorzio per il Sistema Informativo (CSI-Piemonte), assisted by Consulenza Sistemi Procedure (CSP). CSI-Piemonte is a consortium of public bodies providing ICT and telematic support for public administrations to enable them to implement e-*g*overnment services. CSP, an ICT research laboratory recognized by the Ministry of Research, supports local government in developing strategies to ensure global competitiveness.

This innovative project is a model of good practices at the European level. The initiative, which has involved all schools in Piedmont, has been based on a number of distinct projects, a dedicated infrastructure, and the support of a number of educational support and research centres located around the Piedmont region.

Impact:

School ICT equipment has been expanded and improved through the co-financing of ICT-based projects and active collaboration with local authorities. The project has thus strengthened ICT infrastructures, systems and facilities within schools and has enabled the effective introduction of technologies into everyday school activities. The groundwork has also been laid for active collaboration between schools and local authorities, which have often participated as co-financers and have thus contributed to the innovation process of the region.

The project has strengthened ICT skills among various actors of the regional school system. Schools also have an increased awareness of their role as promoters of innovation in the regional school system.

The Universal Service implemented under the project enables all schools in Piedmont to access administrative services at the same low cost and to share reserved information with regional public bodies. Moreover, it provides advanced infrastructure and secure high-performance communication systems. The usefulness of the service has been recognized by the Regional General Direction of the Ministry of Education that uses it as a preferential transmission channel for official administrative communications.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022027.pdf

More information on the product:
http://www.scuole.piemonte.it (in Italian)
http://www.csi.it

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Country: **Italy**

Institution/Ministry: Automobile Club d'Italia; ACI Informatica S.p.A.

Solution/Application: **Auto E-counter Registration System**

Theme: Information access (and sharing)

Implementation Date: n.a.

Summary:

Auto e-counter is a gateway to enable access to services and information relating to car registration and ownership. It is the first comprehensive exercise of collaboration between public and private organizations in the field of e-government implemented on a nationwide scale.

Auto e-counter has the capacity to dialogue simultaneously with the two key administrative partners in the motoring sector: the Ministry of Infrastructure and Transport and the Automobile Club d'Italia. It also opens up the system to the possibility of new partnerships with private agents, namely, the car agencies.

Revision of the relevant legislation was a prerequisite for this project in order to streamline the roles and functions of the two key administrations mentioned above while providing the necessary legal framework for the operation of the new range of partnerships involved in the e-solution. In addition, there was a need to enable direct access to information in the databases of both the Ministry and Automobile Club d'Italia in order to simplify administrative procedures and the provision of certificates to the motoring public.

Rationalization of the use of existing infrastructure involved a substantial reorganization of front and back offices to enable them to face the challenge of the introduction of such a major programme involving new ICT.

Impact:

Before the introduction of the auto e-counter, the certificates of car ownership and car registration were issued by two different administrations in different time frames. Following the introduction of the online service, citizens can request and receive a service tailored to their needs. A main feature of the project is immediate delivery (in real time) of all certificates required, including the car licence plate in case of initial registration, in order to simplify the life of the motoring community.

Source: Europa

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022025.pdf

More information on the product:
http://www.aci.it/wps/portal (in Italian)

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Country: **Netherlands**

Institution/Ministry: Noterik Multimedia BV; Municipality of Eindhoven and Omroep Eindhoven

Solution/Application: **Municipality Meeting Online**

Theme: E-democracy, information access (and sharing)

Implementation Date: n.a.

Summary:

In collaboration with the Municipality of Eindhoven and Omroep Eindhoven, Noterik developed the Municipality Meeting Online application. Council meetings are transmitted live over the Internet, with unique media features, providing citizens and journalists with new ways to interact with local politicians. Additionally, Web casts are enriched with meta-data, which enables the advanced retrieval of recorded council videos by using the system's search engine.

Impact:

The project is presently the most advanced online video application for council meetings in the Netherlands. It demonstrates the potential of new technology to help to provide transparency in governance and reduce the gap between the world of the citizen and the world of politics.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022055.pdf

More information on the product:
http://www.bestuuronline.nl/index.html

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Country:	**Poland**
Institution/Ministry:	Ministry of Science and Information Society Technologies
Solution/Application:	**Integrated Customs Duty and Tax System**
Theme:	E-customs, e-accounting
Implementation Date:	January 2001

Summary:

This programme supports the implementation of an integrated customs duty and tax system for Polish Customs. It comprises several discrete projects, covering activities such as ZEFIR, a budget accounting and tax/customs settlement system, and CELINA, a declaration processing system that includes validation and risk analysis modules, a reference data sub-system, and a data warehouse and customs government gateway.

The system is well established, operates on a large scale all over the country and offers extensive functionality in supporting all customs procedures and documents as well as the financial processes relating to collection, settlement and justification of customs duties and taxes due. In addition, it supports the budgeting and accounting functions of all the Customs Department activities and provides a well-used means for electronic data interchange with traders.

It is very important to note that the integrated customs duty and tax system has been audited by European Union experts, who have confirmed that it is ready to support customs processes on the new eastern border of the European Union.

Impact:

This programme provides significant benefits for all its users and for the country. It shortens and automates the financial accounting process, streamlines document flow and makes comprehensive and up-to-date data available for audit and analysis. It has been nominated for the eEurope Awards for eGovernment for the second time.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022028.pdf

More information on the product:
http://www.skg.pl/ (in Polish)
http://www.celina.skg.pl/ (in Polish)

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Country:	**Spain**

Institution/Ministry:	Public Employment Service of Castile and Leon (Ecyl) (Servicio Publico de Empleo de Castilla y Leon)

Solution/Application:	**Modernization Programme 2004**

Theme:	Citizens' service delivery, e-democracy

Implementation Date:	2004

Summary:

Castile and Leon constitutes the second largest region in Europe, representing 9 provinces, 2,249 municipalities and nearly 2.5 million inhabitants. In 2003, the Public Employment Service of Castile and Leon (Ecyl) was designed and launched. Ecyl is responsible for carrying out activities that promote employment and training for employment as well as orientation and mediation in the job market. It unifies the region, allowing it to reach its employment goals.

In response to needs identified through dialogue between all interest groups, the vision of a new public service that would close the gap between the needs of job seekers and job suppliers was realized in the Modernization Programme 2004. This Programme, which became a reality through Ecyl using vertical and horizontal deployment, took into consideration the needs of society, employment suppliers and citizens looking for employment.

Ecyl staff members conduct job market research (online and in-person assessments and reviews with companies and organizations) and then analyse and disseminate the information for position offers and courses. The Ecyl office staff also offer personalized treatment for job seekers, conducting in-depth interviews. Finally, Ecyl provides the job seekers with job profiles that align with their experience and career goals.

Success factors facilitating the deployment of the programme include the increased integration of personnel, institution of a culture of team work, assimilation of all interest groups in knowledge management, and reliance on a technological platform that permits efficient use of resources. The Modernization Programme is currently distributed throughout the region of Castile and Leon in 43 employment offices.

Impact

The principal positive impact of the Modernization Programme 2004 is evidenced by, for example:

- Validation of seven new services;
- Improvement of user satisfaction, both that of job suppliers and job seekers;
- An increase of 12 per cent in the probability of obtaining employment; and
- Incorporation of new technologies.

Source: UNPAN

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan020566.pdf

More information on the product:
http://www.empleocastillayleon.com (in Spanish)

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Country: **Spain**

Institution/Ministry: Sema Spain and the Supercomputation Centre of Galicia

Solution/Application: **APONTE**

Theme: Education

Implementation Date: 2000

Summary:

The APONTE project, carried out in Galicia (northwest Spain) and northern Portugal, focused on introducing ICT (new technologies) in rural areas. The overall approach was to analyse the advantages of using ICT in secondary schools. APONTE experimented with two main approaches to content design: a constructivist approach and an inductive approach. Its use of ICT includes:

- An APONTE web site;

- Aula APONTE, a Web-based collaboration tool with such features as web mail, a chat tool, discussion forums and course sections;

- The Internet Starter Kit, a self-training CD-Rom for teachers that includes basic information and a practical guide for Internet beginners;

- Videoconferencing; and

- Additional printed and multimedia training material.

Impact

Pupils in general enjoyed the experience and took advantage of the new pedagogical tools and approach. Communication in schools was positively affected by the use of ICT and awareness of other linguistic and cultural realities was noticeable. The main result of the project, however, is a set of general guidelines for the application of ICT in rural areas in other countries of the European Union.

Source: Sema Spain and the Supercomputation Centre of Galicia

More information on the project:
http://www.xunta.es/ (in Spanish)

More information on the product:
http://www.etw.org/2003/case_studies/reg_dev_aponte.htm

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Country:	**Spain**
Institution/Ministry:	CAT365; Consorci Administració Oberta de Catalunya
Solution/Application:	**CAT365 Citizens' Portal**
Theme:	Government portal
Implementation Date:	n.a.

Summary:

Currently, there is a great deal of information about available resources and services that deal with the range of options that a citizen has for studying and training. However, the opportunities, although wide ranging and of good quality, are distributed across different web sites depending on a set of common criteria: who provides the service, who provides the teaching and whether the teaching is regulated by a body that awards qualifications. A similar problem is encountered when someone is looking for a job or when an entrepreneur wants to set up a business.

The CAT365 citizens' portal (http://www.cat365.net/) provides access to information on resources and services available to citizens to enable them to educate and train themselves well, to find a good job, and to create a business – three ways to reinforce competitiveness in Catalonia.

In addition to electronic delivery and access to services, the project also provides for face-to-face interactions between the customer and service provider supported by information technology-based systems via walk-in customer centres.

Impact:

The CAT365 citizen's portal integrates the content based on life events that correspond to the citizen's specific needs: how to obtain training, how to find employment and who can help to set up a company. The integration of all existing services and information, based on simple criteria that guide the citizen to the specific resource needed, is a product with important added value. For example, public services are accessible 24 hours a day, seven days a week. Citizens' dealings with the administration have been simplified and citizens can obtain the desired services smoothly and quickly. In addition, the administration enjoys large economies of scale and its image has improved.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022029.pdf

More information on the product:
http://www.cat365.net

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Country: **Sweden**

Institution/Ministry: Swedish Customs Service

Solution/Application: **Virtual Customs Office**

Theme: E-customs

Implementation Date: n.a.

Summary:

The profession of customs officer is one of the longest-established professions in the world, full of traditions and values. However, the world continuously moves on and so must European customs administrations in order to keep up with demands and adopt the working methods and levels of service delivery expected in the twenty-first century. This challenge must be taken seriously, especially by countries such as Sweden that are dependent on foreign trade and hence where customs is big business. Increased service levels and trade facilitation have been on the agenda of the Swedish Customs Service for years, resulting in, among other things, sophisticated automated risk-analysis and certification of compliant operators (The Stairway®).

The overall objective of this project was to provide a virtual customs office on the Internet, offering a high level of service available 24 hours a day year-round. Each client was to receive the same level of service regardless of the enquiry or transaction being performed. The Customs Offices mapped the range of transactions and developed bundles of services targeting the needs of the customers.

Impact:

The project has been successfully implemented, with the result that the virtual customs office contains a number of integrated, interdepartmental e-services adding value to the overall foreign trade process for the Swedish business community. It has demonstrated a high level of innovation, with more than one hundred e-services available. In addition, Swedish competitiveness is enhanced by the delivery of the service in a range of languages (currently ten). The project has also increased openness and transparency and has put in place mechanisms for feedback on, or complaints about, any of the services provided.

The Swedish Customs Service offers customers free supportive Web services for customs business in order to facilitate day-to-day work and to strengthen Swedish competitiveness through the Virtual Customs Office. The result is an increase in quality and efficiency while decreasing the costs of compliance. Smart mobile solutions with a high degree of scalability and a good cost-benefit ratio will make Europe a strong global economy with a bright future.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022031.pdf

More information on the product:

http://www.customs-vip.info/
http://www.tullverket.se (in Swedish)

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Country:	**Sweden**
Institution/Ministry:	Swedish National Labour Market Board
Solution/Application:	**Swedish National Labour Market Board**
Theme:	Citizens' service delivery
Implementation Date:	1995

Summary:

The Swedish National Labour Market Board web site offered services for job seekers, employers and their businesses. In 1995, the Swedish National Labour Market Board launched The Vacancy Bank, where all vacancies reported to the employment offices in Sweden were published on the Web.

The vacancies have been supplemented by a range of interactive services to support the unemployed and those seeking a change of employment in their search for new opportunities.

In addition to the advertising of vacancies, job seekers are able to upload their CVs so that potential employers can match skills and competences to their vacancies. The service also includes the setting up of a range of databases covering such specialist areas as education, art, photography and the performing arts. These serve the dual purpose of advertising vacancies and the details of job seekers with these specialist skills who are seeking work.

Various types of labour-market information, including labour-market conditions in different parts of the country, provides further background information together with information about job content and other details on a range of occupations.

Impact:

This well-designed interactive project has allowed employment service staff to spend more time using their specialist skills of counselling and supporting the long-term unemployed. It has also paved the way for an extension of the service at the pan-European level.

Source: European Union (Europa)

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022030.pdf

More information on the product:
http://www.ams.se/

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Country:	**United Kingdom** of Great Britain and Northern Ireland
Institution/Ministry:	Argyll and Bute Council
Solution/Application:	**3 Islands Partnership Project**
Theme:	Citizens' service delivery
Implementation Date:	2002

Summary:

The 3 Islands Partnership project was developed as an innovative approach, using an integrated combination of e-technologies to improve public service access to the citizens living on the remote and peripheral islands of Colonsay, Islay and Jura, which are part of the Argyll and Bute administrative area.

As part of a strategic approach to improve the quality of life on the 26 inhabited islands of Argyll and Bute, the project was designed to address public service delivery in remote areas. This need was identified through consultation with the local communities, partner agencies including the local government; the Health Board, business firms and the regional government. Initial funding for the project was obtained from the Modernizing Government Fund of the regional government.

The objectives of the project are to promote and support local community-based economic development using the combined skills of Argyll and Bute Council staff involved in service provision and ICT, community representatives and partners organizations. Knowledge from other public-sector ICT projects has been investigated and adapted to this particular remote island community. To implement the project, innovative use has been made of local community groups to manage the use of videoconferencing and ICT links with councils and other public agencies and to encourage local people residing on the three islands to access these facilities.

Impact:

The project enables people to access local, regional, national and international services without the need for extensive and expensive travel through the application of technology to overcome the disadvantages that remoteness, isolation and sparse populations can often bring. It is customer-focused and delivers a joined-up approach to public services and, indeed, to private ventures such as the ability to demonstrate goods to a distant retail market. The project has resulted in savings in time and money and has opened up opportunities that had not been available for island residents prior to its implementation.

Source: Argyll and Bute Council

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022089.pdf

More information on the product:
http://www.argyll-bute.gov.uk/content/technology/thethreeislandspartnership/?s=30674&a=0
http://www.argyll-bute.gov.uk/content/technology/

http://www.colonsay.org.uk/

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Country:	**United Kingdom of Great Britain and Northern Ireland**
Institution/Ministry:	E-Government Unit, Cabinet Office
Solution/Application:	**Directgov**
Theme:	Government portal
Implementation Date:	2004

Summary:

Directgov was launched as an independent service in April 2004. As government's primary electronic channel to citizens regarding government services, it, aims to be the one place to which citizens turn for the latest and widest range of public services. By breaking down the artificial barriers created by the structures of government, it offers its customers a way of accessing government on their terms either directly by specific topic, such as "Money, tax and benefits" or "Motoring", or through sections tailored to specific groups, such as "Disabled people". For government, it offers a way to reach a greater audience for its electronic services and enables the benefits that result from the increased use of these services.

There have been nine successful major releases of Directgov to date, resulting in improved customer interaction and the first set of integrated services. Today, Directgov supports services on the Web via www.direct.gov.uk, digital television via Sky Intl, and Telewest, through a network of "mylocal" kiosks across the country.

Impact:

For citizens. recent research shows that the key benefits for using the site are saving time, having a single destination site, being introduced to new services and having access outside normal working hours. It is also crucial that citizens feel that they are able to interact with government in a digital environment that is safe and secure.

The promotion of rapid e-transactions through a single front-end mechanism, which meets the majority of citizens' immediate needs, will have immediate benefits for government departments by increasing the reach and accelerating the acceptance and use of e-services.

The site will result in immediate operational savings from reducing e-delivery costs through consolidation and use of a common architecture and in better use of government publicity expenditure.

Source: E-Government Unit, Cabinet Office

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022054.pdf

More information on the product:
http://www.direct.gov.uk

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Country: **United Kingdom of Great Britain and Northern Ireland**

Institution/Ministry: Office of the Deputy Prime Minister

Solution/Application: **Local E-democracy National Project**

Theme: E-participation

Implementation Date: n.a.

Summary:

The Engage project is a recent offshoot from a number of overlapping strands within the Local E-democracy National Project. It is primarily a Web-based community consultation toolkit designed to enable locally elected representatives and local government officers to communicate and engage with their communities more effectively.

The creation and management of local communities constitute the heart of the Engage toolkit. Individuals can belong to multiple local communities depending on where they live, their interests and activities. Examples of local communities include school catchments areas, electoral divisions, ethnic backgrounds and expressed interests. This localization enables the precise, cost-effective targeting of communities by local government and ensures excellent response rates from the public being consulted.

Through Engage, a wide range of users can ask questions of distinct local communities, which are then merged into multiple personalized questionnaires, based on the profiles of the respondents. A process of review and classification allows managers to ensure that the overall consultation process is coherent and that questions are not duplicated unnecessarily.

Another major innovation is the importance placed on feedback to the public following a consultation. Respondents are sent the results and outcomes of all the issues on which they are consulted, thus ensuring that they see the impact of their individual contributions.

Impact:

In the past, the specialized nature of deliberative consultation tended to ensure that it was undertaken relatively rarely and at considerable cost. The easy accessibility of the Engage toolkit, both for the public and for local politicians and government officers, has enabled a far wider range of discussion and communication. The collaborative nature of Engage has also enabled politicians and officers to raise issues quickly and easily with their communities and see rapid, comprehensive feedback.

During early pilots, response rates have been significantly higher than those experienced through more traditional consultation approaches. These response rates have ranged from 50 per cent to 70 per cent and, more importantly, the speed of responses has been substantially improved. In one case, over 50 per cent of respondents replied within five days of being sent their personalized questionnaires. As a result of such improved response rates plus the use of new channels of communication, there has been a substantially reduced cost per response for any given issue.

Source: Politech Institute

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022131.pdf

More information on the product:
http://www.edemocracy.gov.uk

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Country:	**United Kingdom of Great Britain and Northern Ireland**
Institution/Ministry:	Fife Council
Solution/Application:	**Fife Direct Web Site**
Theme:	Citizens' service delivery
Implementation Date:	1999

Summary:

In the Scottish region of Fife, an innovative project called Fife Direct is bringing about online collaboration between public-sector agencies and delivering services electronically to the public. Fife Direct has a clear primary aim: to use the Internet and new ICT to combat social disadvantage in the region of Fife.

Fife Direct is a pioneering access-to-opportunity web site bringing to Fife citizens information on the following:

- Jobs vacancies from the Employment Services;
- Learning opportunities from local and national databases;
- Business opportunities, with a commercial property database and business directory;
- Opportunities for volunteering from databases of local voluntary groups; and
- Opportunities for bringing communities online.

In addition to the databases, there are pages of advice and information provided by local organizations and compiled by expert editors in each of the subject areas. Fife Direct is the first web site in Scotland to bring job vacancies online and the first to translate the SCOTIA database of courses into a Web-enabled format.

Impact:

The project has received acclaim from various quarters both within Fife and beyond. In many respects, it is a unique project, bringing together such a socially useful and inclusive range of information and services into a cost-effective delivery mechanism via a single web site.

Key areas of achievement include: bringing online existing data sources and enhancing their functionality; creating greater awareness among managers of the potential of online communications and service delivery; achieving effective cooperation between partners; and developing new skills and capabilities of individuals and partner organizations with respect to web development and electronic service delivery. The project also resulted in improved use of networks for collaboration and improved regional economic investment and performance.

Source: Fife Council

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022123.pdf

More information on the product:
http://www.fifedirect.org.uk/

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NORTH AMERICA AND THE CARIBBEAN

Country: **Canada**

Institution/Ministry: Service Canada, Government of Canada

Solution/Application: **Employment Insurance**

Theme: Citizens' service delivery

Implementation Date: 2005

Summary:

In keeping with the Government On-Line Initiative of the Government of Canada, the Employment Insurance programme is responding to the needs of Canadians for better, faster and more convenient services on the Internet. It has undertaken a number of service transformation projects to improve the quality, speed and accessibility of service by putting in place a suite of electronic client facing services and tools to automate claims processing in order to achieve the following:

- Receive high-quality electronic information from clients and businesses over the Internet;
- Automate claims processing;
- Use electronic payments to the extent possible (Direct Deposit);
- Exchange programme information/change key client data electronically (Employment Insurance On-Line Services);
- Harmonize Call Centres; and
- Reinvest in client service improvements.

Citizens can access services through the channel of their choice (Internet, telephone, in person or by mail) with no wrong door and with the confidence that a high priority is placed on the privacy and security of personal information. Service excellence is achieved through the integration of automation, simplification and streamlining of processes. By taking this citizen-centric view to client service, the employment insurance programme has taken advantage of the opportunities presented by advances in telephony and the Internet to provide services in an efficient, effective manner, focusing on meeting the needs and expectations of citizens.

Impact:

The employment insurance programme adjudicates approximately 2.8 million applications per year and processes in the area of 18 million bi-weekly reports from clients. Clients are now able to complete all of the actions necessary for employment insurance benefits (apply for benefits, make direct payments to their bank and account of choice, prepare bi-weekly reports and obtain programme information) via the Internet.

The use of the Internet has produced savings in telephony costs as clients no longer have to call the Call Centre to file bi-weekly reports or to receive general information about their claim. The objective of paperless processing has been achieved by eliminating the printing of all applications received electronically. Furthermore, electronic tools have been developed for staff, which

enables them to increase the development of a complete electronic file, thereby reducing paper and storage costs.

Completing a paper Record of Employment (ROE) can take a payroll professional as much as 20 minutes, including printing, depending on the complexity of the issues surrounding the separation from employment. Using Web technology, as many as 1,800 ROEs can be processed in a single transaction. As an example, one employer recently indicated that it had finalized 900 ROEs in 30 minutes whereas in the past, this process would have taken days to complete.

In 2005, the Record of Employment on the Web (ROE Web) was available to all Canadian employers and currently has 25,000 businesses registered. By the end of the 2005-2006 fiscal year, it is anticipated that more than one million ROEs will have been submitted electronically by the business sector. The reliability of the Government of Canada Secure Channel is helping to attract and maintain employers who use the ROE Web service.

Source: Government On-Line Initiative, Public Works and Government Services Canada

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022051.pdf

More information on the product:
 http://www.hrsdc.gc.ca/asp/gateway.asp?hr=en/ei/employers/roe_web.shtml&hs=rxr
http://www.hrsdc.gc.ca/en/gateways/nav/top_nav/program/ei.shtml

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Country:	**Canada**
Institution/Ministry:	Industry Canada, Office of Consumer Affairs
Solution/Application:	**Canadian Consumer Information Gateway**
Theme:	Information access
Implementation Date:	n.a.

Summary:

With information from more than 450 governments and NGO partners, the Canadian Consumer Information Gateway is Canada's most extensive online source of inter-jurisdictional information for consumers. Owing to a pioneering approach to multi-jurisdictional partnership, consumers can cut across federal/provincial/territorial boundaries to access more than 7,000 programmes, services and subjects from more than 450 governmental and NGO partners through a single window.

The most powerful tool on the Gateway is the Complaint Courier, a bold transformation of the way in which government agencies handle consumer complaints. This tool teaches consumers the proper steps to lodging a complaint with a business, links them to relevant information and connects them instantly to the appropriate agency. Equally as important in the world's second largest country – spanning six time zones – is the fact that service to consumers is offered 24 hours a day, 365 days a year, regardless of location.

The Canadian Consumer Information Gateway is the winner of the United Nations Public Service Award in the category of e-government.

Impact:

The Web portal provides a menu of relevant topics, access to timely highlights, and tools to help consumers to save time and money and better protect themselves from fraud and deception. The number of complaints filed has decreased since the arrival of Complaint Courier. As catalysts for an unprecedented level of partnership and accessibility, the Gateway and Complaint Courrier have led the way towards an aggressive service transformation agenda. The result will be a more cohesive, systematic and comprehensive service offering for consumers.

Source: Industry Canada

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022003.pdf

More information on the product:
http://strategis.ic.gc.ca/epic/Internet/inoca-bc.nsf/en/ca02136e.html
http://consumerinformation.ca/app/oca/ccig/main.do?language=eng

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Country:	**Canada**
Institution/Ministry:	Emploi-Québec
Solution/Application:	**Online Labour Market**
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

The online labour market, available at www.emploiquebec.net, is a unique, universal and free Web counter with the aim of full employment in Quebec. Through online placements, it provides access to placement services that support and facilitate the encounter between employers and job seekers. Indeed, by means of online interactive multimedia training, the online labour market provides indispensable information about professions, training and branches of industry. These online services also allow for better coordination and adjustment between the characteristics of the workforce and the needs of the labour market.

Emploi-Québec services can be found across the province of Quebec. The services are offered in 17 regional branches, often in collaboration with organizations from the same geographical area, mainly *centres locaux d'emploi* (local employment centres),

Impact:

The online labour market is a valuable Internet tool that provides benefits to the population through the improvement of service delivery. Hence, the importance and the quality of such an electronic service have been recognized by two big Canadian associations in the computer science arena. Owing to this online labour market, Emploi-Québec has won two prizes for excellence awarded by the Canadian Information Productivity Awards: the Silver Award of Excellence in the customer service category and one of the four prizes known as the Gold Best of Category Award. In addition, the online labour market has received the OCTAS prize for online governmental services awarded by the Quebec computer science association. These prizes underline the efficiency of an exceptional data processing system that has provided major customer benefits.

Source: Emploi-Québec

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un/unpan022005.pdf (in French)

More information on the product:
http://imt.emploiquebec.net/mtg/inter/noncache/contenu/asp/mtg941_accueil_angl_01.asp
http://www.emploiquebec.net/anglais/index.htm

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Country:	**Canada**
Institution/Ministry:	Canadian International Development Agency; Industry Canada
Solution/Application:	**Global ePolicy Resource Network (ePol-NET)**
Theme:	Information access (and sharing)
Implementation Date:	December 2003

Summary:

Championed by the Government of Canada (Industry Canada), the Global ePolicy Resource Network (ePol-NET), an initiative of the Group of Eight Digital Opportunities Task Force, was officially launched under the auspices of the United Nations ICT Task Force during the World Summit on the Information Society in Geneva in December 2003. The network provides ICT policy-makers in developing countries with the depth and quality of information and resources needed to develop effective national e-policies and focused ICT e-strategies that can serve as enablers for social and economic development.

Canada contributes to the ePol-NET partnership through the Canadian ePolicy Resource Centre, which is an initiative of the Canada Fund for Africa. The Centre (http://www.ceprc.ca/index_e.html) serves as a Canadian source of information, expertise and mentoring in support of national policy-makers and regulators in African countries. In collaboration with other ePol-NET resource centres around the world, the Canadian ePolicy Resource Centre addresses a wide range of ICT policies, regulations and strategies in areas such as e-commerce legal and policy frameworks, spectrum management, e-government, and information society metrics and analysis. Canadian examples of activities supported under the ePol-NET partnership include an e-government workshop for Tanzanian Members of Parliament in May 2004; a conference on gender equality entitled Women and ICT: Challenges and Opportunities on the Road to Tunis; and a workshop on the strategic priorities of East Africa with respect to e-government.

Impact:

The Global ePolicy Resource Network brings together partners from a range of organizations around the world who contribute e-strategy and e-policy information and expertise for the benefit of individuals, organizations and governments in developing countries. This enables organizations and countries to develop policies and strategies much more quickly and at a much lower cost than they could on their own.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022070.pdf

More information on the product:
http://www.acdi-cida.gc.ca/canadafundforafrica
http://www.ceprc.ca/index_e.html

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Country:	**Canada**
Institution/Ministry:	Individual Returns and Payments Processing Directorate, Canada Revenue Agency
Solution/Application:	**My Account: Electronic Tax Payment**
Theme:	E-taxation
Implementation Date:	16 June 2003

Summary:

My Account, implemented by the Canada Revenue Agency, is a fast, efficient and secure self-serve Internet application designed to provide Canadian taxpayers with a Web-based tool for accessing tax information and managing their personal income tax and benefit account online.

Using My Account through the Canada Revenue Agency web site, individuals can now obtain information on income tax returns for the current and prior years and on the individual tax account such as the tombstone information, refund status, balance owing and benefits received, and tax payments that they have made. Where applicable, they can also obtain information on the Registered Retirement Savings Plan, Home Buyers' Plan and Lifelong Learning Plan calculations and limits; the goods and services tax/harmonized sales tax credits; and Canada child tax benefits. Individuals can also change their tax return after it has been submitted or disagree with an assessment or determination.

Impact:

My Account has increased the Canada Revenue Agency hours of personalized service to 21 hours a day, seven days a week. It is generating ongoing cost savings for the Agency through reduced numbers of enquiries along with increased compliance and client satisfaction. The reduced number of calls to existing enquiries telephone lines allows for more rapid service to those calls that the Agency still receives.

This service supports the commitment of the Government of Canada to provide its most commonly used services online by 2005 and to be known around the world as the government most connected to its citizens. Between June 2003 and December 2004, over 2.3 million Canadians successfully accessed My Account. It generated significant intangible benefits, such as heightened client satisfaction and an improved image for the Canada Revenue Agency. My Account is also a prototype for the broader My Government of Canada Account through which Canadians will be able to view their information with all participating departments.

Source: Canada Revenue Agency

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022070.pdf

More information on the product:
http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/help-e.html

http://www.cra-arc.gc.ca/eservices/tax/individuals/myaccount/menu-e.html

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Country:	**Canada**
Institution/Ministry:	City of Vancouver
Solution/Application:	**Vancouver.ca: Web Site of the City of Vancouver**
Theme:	Information access (and sharing)
Implementation Date:	n.a.

Summary:

The mission of the City of Vancouver is to create a great city of communities that cares about its people, its environment and opportunities to live, work and prosper. Vancouver.ca is a comprehensive web site that attempts to meet this challenge. The priority of the city was to develop a web site that contained a wide range of detailed information in order to promote awareness of civic programmes and services and provide access to them. The web site thus promotes content designed to inform, educate and engage citizens in local issues while also providing convenient online services, such as the ability to purchase business licences or pay for tickets over the Internet

Impact:

Vancouver.ca provides citizens with an integrated portal that enables access to information on all facets of life in Vancouver. Citizens in, and visitors to, the city need to visit only one source of information, which saves them time while keeping them informed. The web site also responds to the needs of businesses and government agencies. In addition, Vancouver.ca is one of the most environmentally friendly portals, providing tips and suggestions on recycling, keeping Vancouver green and clean, and what the ordinary citizen can do to maintain the quality of life that the city has to offer.

Source: ITU

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022056.pdf

More information on the product:
http://www.vancouver.ca

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Country:	**Jamaica**
Institution/Ministry:	Ministry of Finance and Planning
Solution/Application:	**Online Customs Service**
Theme:	E-customs
Implementation Date:	2003

Summary:

The Automated System for Customs Data (ASYCUDA) was developed by the United Nations Conference on Trade and Development in 1981 for computerized customs management as part of an assistance programme to support improved compilation of trade statistics for its member States. ASYCUDA was widely implemented and is currently being used by over eighty countries, including most Caribbean Common Market (CARICOM) countries.

Until 2003, the complex system for the processing of imports, under the responsibility of Jamaica Customs, was a fertile ground for inconsistencies and lack of accountability and was subject to fraud. It was primarily manual, with a paper-based system at its core. There was, therefore, an inability to reconcile the cash collected with the entries processed.

After having reviewed the ASYCUDA software package, the Government of Jamaica, unlike its CARICOM neighbours, took the decision to build its own computerized solution for customs management. The task to design, develop and operate the new system was given to Fiscal Services Limited, a Government-owned information technology company. The lack of linkage between cash collected and entries processed remained, however, even when the entries were keyed into the computer system.

On the foundation of the initial suites of the software for customs online services that were successfully implemented, a complex programme of administrative reform that affected both the organizational structure and the processes started. As a consequence, a number of positive results were produced, including a significant increase in revenue collection. Several international funding agencies have joined the Government in providing funding to add enhancements and to complete the customs modernization process in Jamaica.

Impact:

Despite little or no economic growth in the country and although the number of transactions has remained constant or has experienced a slight downward trend, the revenues have increased.

The customs brokers have come to appreciate the convenience and increased speed of processing an entry. At present, over 98 per cent of entries are submitted electronically, with almost all of the brokers on board and online.

Customs overtime has been drastically reduced and can be completely eliminated once the customs reforms are fully implemented. Customs supervisors are now better able to monitor and distribute the work flow, thereby achieving greater efficiency. Inconsistency and errors in duty calculation have been totally eliminated. Changes to tariff rates and other fees are quickly and

accurately accommodated. Reconciliation of payment is now provided on demand. Management and activity reports are all easily generated and made available through the implementation of data warehousing tools. Collection points require fewer cashiers, yet long queues have been eliminated. The cashiers now have only to select the entry and collect payment, without entering large amounts of transaction details. Electronic payments by either the customs broker or importing company have been welcomed and are becoming widely used.

Source: Ministry of Commerce, Science and Technology

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022058.pdf

More information on the product:
http://www.fsl.org.jm/
http://www.jacustoms.gov.jm/

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Country: **Jamaica**

Institution/Ministry: Fiscal Services Limited; Jamaica Customs; Jamaica Promotions Corporation;, Port Authority of Jamaica; Shipping Association of Jamaica; Trade Board Limited

Solution/Application: **Jamaica Trade Point**

Theme: E-commerce

Implementation Date: 1999

Summary:

Jamaica Trade Point is a new trade facilitation portal that serves as the following:

- A source of trade-related information where users can expect to receive information that most closely supports their trading activities, such as information on air and sea transportation choices, freight insurance and financing options, market research and intelligence;

- A trade transaction point where buyers and sellers are brought together to review and purchase Jamaican products and services through the exporter e-marketplace, www.BuyJamaica.com;

- A trade facilitation centre where users can expect to have their trading efforts facilitated by processes that are rationalized and where hindrances to their activities are removed; and

- A gateway to global networking, GTPNet, where local traders can be united with their international counterparts and where new transactions and relationships are facilitated.

In short, Jamaica Trade Point aims to maximize the potential benefits of this new way of doing business. It seamlessly consolidates the online applications of Jamaican trade agencies and ministries, providing the Jamaican business community for the first time with the integrated, rationalized, comprehensive system required to advance its quest for facilitation of trade in Jamaica.

Impact:

Jamaica Trade Point is of paramount national importance for Jamaica as the fortunes of its companies, particularly the small and medium-sized enterprises, which account for over half of the private-sector employers and well over one third of total employment, directly affect the country's economic prospects. The creation of new business opportunities and the expansion of existing ones within the private sector as facilitated by Jamaica Trade Point are of critical significance to the nation.

In addition, as Jamaica Trade Point is accessible online, firms located in the rural areas, supporting critical employment in these locales, do not need to relocate to urban centres in order to be properly facilitated.

Furthermore, the increase in e-competence that is evident as users receive training for the new facility means that this portal is encouraging the empowerment of rural communities. Also, online connectivity is now being effected by both the post office and library kiosks island-wide, and there is no longer a problem in finding a location for going online.

Finally, Jamaica Trade Point is critical for the promotion and development of the strategic clusters as defined in the National Industrial Policy and it allows for synergies with current government initiatives and programmes.

Sources: Fiscal Services Limited, Jamaica Customs, Jamaica Promotions Corporation, Port Authority of Jamaica, Shipping Association of Jamaica and Trade Board Limited.

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/Other/UNPAN022139.pdf

More information on the product:
http://www.jamaicatradepoint.com

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Country:	**Mexico**
Institution/Ministry:	Ministry of Education; Ministry of Health; Ministry of the Economy; Presidential Office for Government Innovation
Solution/Application:	**E-Mexico National System**
Theme:	Information access (and sharing)
Implementation Date:	December 2001

Summary:

The e-Mexico National System is focused on accelerating the integration of Mexico into the information society. A technological system with social content and a "digital sharing" process, it aims to break down the social, economic and cultural divides and integrate all Mexicans through the services provided.

The e-Mexico National System is based on three pillars: connectivity, content and information systems. An additional process known as digital sharing is added because of its characteristics, and the four elements are coordinated as a whole. The e-Mexico National System offers the basic services of e-learning, e-health, e-economy (small and medium-sized businesses) and e-government (local, regional, State and federal levels). It integrates more than 6,000 content items for more than 50 entities of the Federal Public Administration, and this content is available to citizens online.

Impact:

The e-Mexico National System stimulates the intensive use of information technology in the public-sector agencies that provide services directly to citizens. It encourages modernization initiatives within the government sector to digitalize and improve the quality of services. The digital sharing process helps the government to learn about international best practices and convert citizen needs into solutions. The system also enables the government at the national, State and local levels to develop new ways of interacting with society.

Source: aoema.org and Secretaría de Comunicaciones y Transportes

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022585.pdf

More information on the product:
http://www.e-mexico.gob.mx

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Country: **Mexico**

Institution/Ministry: Secretaría de la Función Pública

Solution/Application: **Citizen Portal**

Theme: Government portal

Implementation Date: 2003

Summary:

The citizen portal is one of the most important lines of action of the Digital Government Strategy in Mexico. Based on the President's Good Government Agenda, it incorporates the six strategic principles of executive power: transparency, low cost, professionalization, digitalization, quality and improved regulation. As part of the e-Mexico National System, it functions as the single point of access to government services and information and acts as a content supplier for the e-Mexico portal.

In order to eliminate inefficiency in the provision of public services, the citizen portal seeks to provide citizens with state-of-the art customer service in a seamless relationship. It enables access to different services and content in the fields of e-government, e-health, e-economy, e-education, culture, democracy, sports, family, jobs, business, security, transportation, tourism, migration and the environment. The portal incorporates a customer-relationship management strategy to satisfy the main users' needs. It uses a technological platform that enables interoperability and standardization among the various government offices.

Impact:

This project has resulted in additional and enhanced services as well as better access to services for citizens. It helps to eliminate wasteful spending with respect to procedures and bureaucratic waste and encourages citizen involvement and participation in government decision-making. The growing recognition and popularity of the portal are reflected in the sheer number of more than 600,000 users per month.

Source: Stockholm Challenge Award

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022586.pdf

More information on the product:
http://www.gob.mx

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Country:	**Trinidad and Tobago**
Institution/Ministry:	ICT Division, Ministry of Public Administration and Information
Solution/Application:	**Government Communications Backbone**
Theme:	Government Intranet
Implementation Date:	2003

Summary:

The Communications Backbone project of the Government of Trinidad and Tobago seeks to establish a communications infrastructure that enables all connected ministries and public-sector agencies to communicate and share information effectively and efficiently through its secure network. It provides key services such as Internet access, e-mail (audio, video and text), e-messaging, e-scheduling, anti-virus protection and access to a dedicated Help Desk (i.e., a support centre for solving end-user problems, providing e-support and handling inbound and outbound enquiries from multiple channels such as the telephone and e-mail).

The Communications Backbone project embodies the concept of internetworking, where multiple LANs of varying protocols from several ministries and public-sector agencies are connected to the Backbone. The Backbone is a hybrid of an intranet (using frame relay) and an extranet (using encryption technologies to provide secure access to services and applications). The resulting platform facilitates and enables all ministries to automate many traditional work processes. It also lends itself to rethinking and re-engineering the ways in which the Government of Trinidad and Tobago functions.

The Ministry of Public Administration and Information was assigned the leading responsibility for managing and coordinating the implementation of the Communications Backbone and acts as an agent in providing the necessary support to other ministries.

Impact:

The project aims at easing the provision and dissemination of information, improving the collaboration and cooperation among government departments, and reducing the communication costs among government departments through the provision of various services to the ministries and public-sector agencies through the network. Moreover, by creating a robust infrastructure to support the Government's enterprise-wide applications (e.g., the Integrated Human Resource Information System and the Integrated Financial Management System), the project aims to increase the efficiency and effectiveness of government processes.

Source: Ministry of Public Administration and Information

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021998.pdf

More information on the product:
http://www.fastforward.tt

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Country: **Trinidad and Tobago**

Institution/Ministry: Ministry of Housing

Solution/Application: **Home Application and Fulfillment System**

Theme: Citizens' service delivery

Implementation Date: 2004

Summary:

For four decades, the Ministry of Housing, via its executing agencies, provided homes for citizens using a manual application process. As a consequence, the Ministry could not accurately determine the number of persons in need of government housing, the specific types of housing desired or the preferred location. Also, the profile of the average applicant in terms of basic demographics and financial information was not readily available.

A Report of the Task Force on Housing and Settlements highlighted the need for the acquisition and maintenance of information about home applicants that would facilitate the determination of the effective demand for the Ministry's housing products. Based on the Report findings, in 2002 the Ministry of Housing began to review the existing system and explored the use of IT to change the form and manner of the acquisition, processing, storage and retrieval of information into an efficient, effective system.

In 2003, the contracted Information Technology Team developed a comprehensive solution to address the challenges faced by the Ministry and its agencies. The result was the Home Application and Fulfillment System, a computer application that facilitates the recording of individual citizens' housing applications with the Ministry's executing agencies. Applications can be submitted via handwritten forms, online through the Ministry Intranet (kiosks) and online through the Internet. More specifically, the Home Application Fulfillment System facilitates:

- Easy retrieval of application information;
- Elimination of duplicate applications;
- Restriction of one application type per applicant;
- Enforcement of adherence to established housing policy and procedure;
- Provision of accurate housing statistics;
- Improved customer service; and
- Submission of an application to the Ministry from any part of the world by citizens of Trinidad and Tobago.

As at November 2005, 119,482 applications for various housing solutions had been received and stored in the system database; of these, 3,357 had been received via the Internet. The Ministry web site shows 7,694 hits (i.e., over 7,000 visits to the web site) since its launch in July 2004.

Impact:

The Home Application Fulfillment System has revolutionized the way in which the Ministry of Housing and its agencies interact with the citizens of Trinidad and Tobago. It has facilitated the tracking of housing-solution applications, housing-solution selection and the analysis of housing-solution demand. With the available statistics on current demand for housing provided by the system, the Ministry has been able to take effective measures and actions to facilitate the provision of housing units that will in time meet the current demand, which, as at August 2005, stood at approximately 70,000.

Source: Ministry of Public Administration and Information

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021997.pdf

More information on the product:
http://www.housing.gov.tt/hafs.htm

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Country:	**United States**
Institution/Ministry:	City of Sunnyvale
Solution/Application:	**City of Sunnyvale Web Site**
Theme:	Government portal
Implementation Date:	2002

Summary:

The City of Sunnyvale developed a city web site to provide better customer service by using technology to allow customers to obtain permits and information on-line 24 hours a day, seven days a week without having to visit or call City Hall. The city web site serves the citizens by providing, among other things, community information, interactive surveys, e-forms, e-payments and e-permits. This solution has been recognized internationally for its customer service-driven approach to administering building permits.

Impact:

In terms of impact on the operations of government, the implementation of the city web site has reduced the time spent by the staff in gathering and providing information to customers in person or over the telephone. Users can now complete transactions in approximately 30 minutes, and they can receive the same information that they would at the One-Stop Permit Centre. However, they obtain the information faster and more conveniently.

Source: Organization of American States
More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021996.pdf

More information on the product:
http://www.e-onestop.net

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Country:	**United States**
Institution/Ministry:	Medem, Inc. in partnership with the American Cancer Society, the American Heart Association and iHealth Alliance
Solution/Application:	**iHealthRecord: An Online Medical Record Programme**
Theme:	Health
Implementation Date:	2005

Summary:

iHealthRecord, an online health information resource launched in 2005, has great potential in terms of efficiency in case of emergency or simply when changing general practitioners. The new system allows patients to see, change and share medical records on the Internet through a service launched by a company set up by a coalition of professional medical groups.

The service is a secure, confidential interactive personal health record that not only stores personal health information for patients but also provides interactive programmes that help people to better understand medical conditions and medications, all at no cost to patients. iHealthRecord will permit patients to control their own records while allowing doctors vital access when they need it, eventually reducing the risks of mistakes, such as prescribing errors. It is hoped that the service can provide a way to replace thick medical charts and swap information without the need for costly, time-consuming office visits.

Impact:

iHealthRecord could be a first step to transforming the ponderous, mistake-prone, paper-based United States medical records system into an efficient, digital structure, reducing medical errors and saving lives regardless of whether patients move or change health plans or doctors. The system is designed to minimize the risk that hackers could view patient records. However, there is a very small probability that patients could falsify online records if they wished or create phony profiles even if the real risk is very low.

Source: Medem, Inc.

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022069.pdf

More information on the product:
http://www.ihealthrecord.org/

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Country:	**Regional – Caribbean**
Institution/Ministry:	Caribbean Pest Information Network
Solution/Application:	**Caribbean Pest Information Network (CariPestNet)**
Theme:	Citizens' service delivery
Implementation Date:	n.a.

Summary:

Plant pests are always present, damaging crops grown for home consumption, domestic markets or export. Invasive alien species can spread from country to country and adversely affect agricultural production and biodiversity. The Caribbean Pest Information Network (CariPestNet) is an e-mail network that assists people of the Caribbean subregion in obtaining prompt advice and information on the identification and management of plant pests such as arthropods, micro-organisms, nematodes, molluscs and weeds.

Digital images of insects, diseases and weeds can be sent to CariPestNet as e-mail attachments either from the user's normal e-mail programme or from the web site of CariPestNet using the Pest Identification Form. The form allows the user to attach one or two images with restricted file size. Based on the digital photographs accompanying information on, among other things, the host, symptoms and growing conditions as outlined in the Pest Identification Form, the CariPestNet members provide advice on the identification of a plant pest and how to manage it.

The services provided are free to members of the network. CariPestNet welcomes members from anywhere in the world; however, the main focus is on providing assistance to people in the Caribbean subregion.

Impact:

In supporting the exchange of information on issues relating to plant pests, CariPestNet links the Caribbean subregion with taxonomists and plant protection specialists worldwide. It has intercepted a number of pests, thereby assisting Caribbean countries in the fight against increased pressure from invasions of pests and resultant economic and/or environmental damage.

Source: Caribbean Pest Information Network

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022090.pdf

More information on the product:
http://caripestnet.org/index.asp?pgid=2
http://caripestnet.org/

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LATIN AMERICA

Country: **Argentina**

Institution/Ministry: Administración Federal de Ingresos Públicos

Solution/Application: **Electronic Tax Payment System**

Theme: E-taxation

Implementation Date: 2002

Summary:

The project to enhance the already-existing web site in order to enable the electronic payment of taxes started in October 2002. It took eight months for the web site to be fully operational. The main objective of this solution is to enable the modernization of the management of the contributory system, thereby increasing its efficiency and transparency. The system has been gradually expanded in order to make it accessible to additional groups of taxpayers, the purpose being to include all the different groups of contributors (i.e., both legal entities and individuals). The web site offers such services as online submission of tax return forms and payment of taxes, printouts of invoices and access to customs procedures.

Impact:

Users greatly appreciate the possibility of submitting all the documentation relating to tax payment via the Web instead of in person or through the banking system. In fact, more than 30 per cent of the users submit the forms outside of the official working hours of the public offices or the banks. This points to an improvement in the quality of the service through the satisfaction of a demand that had not been contemplated earlier.

Source: Organization of American States

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022059.pdf (in Spanish)

More information on the product:
 http://www.afip.gov.ar (in Spanish)

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Country:	**Argentina**
Institution/Ministry:	Government of Argentina
Solution/Application:	**Cristal Government Web Site**
Theme:	Information access, e-democracy
Implementation Date:	February 2000

Summary:

The mission of the Cristal government initiative is to disseminate online and in an easily understood format all information concerning the use of public funds in Argentina. This includes information not only about the amounts of money devoted to different programmes but also about how these funds are administered. While the content of the web site is directed to all citizens, journalists are a particularly important audience for the site, as newspapers and television enable a much wider dissemination of its content.

The information on the Cristal web site is organized according to three thematic areas:

- "The State within Reach of All": explains how public monies are redistributed between the national government and provinces;

- "Goals and Results": gathers information on all national policies to evaluate their management and the manner in which public funds are assigned;

- "Accountability of Representatives": consolidates information relating to the control of corruption, both in government and in the non-governmental sector.

Impact:

This programme creates a better-informed citizenry that can exercise more effective control over their political representatives. It helps to increase transparency and control corruption practices, thereby restoring citizens' confidence in government. In November 2000, the Cristal site was a finalist in the Government category for the mate.ar award for best Internet sites in Argentina.

Source: World Bank

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022132.pdf

More information on the product:
http://www.cristal.gov.ar/ (in Spanish)

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Country:	**Brazil**
Institution/Ministry:	State Government of Sao Paulo
Solution/Application:	**Time-saver Centres**
Theme:	Citizens' service delivery
Implementation Date:	2000

Summary:

In Sao Paulo, Brazil, the State government has created centres called *Poupatempo* (time-saver) centres to provide public services that traditionally have been delivered by disparate government agencies to citizens. These centres have been placed in locations convenient to the public, close to major public transportation stops, for instance. They have an integrated information system for providing assistance and information via the telephone and the Internet on a range of topics, such as the location of the centres, the agencies and services offered at each centre, the documents required for a service, how to obtain the documents and the fees (if any) for the services. Staff training is a critical part of the *Poupatempo* model. The six *Poupatempo* centres apply the same standards of service quality to everyone. They demonstrate that dramatic improvements in service delivery can be realized without a great deal of back-office re-engineering.

Impact:

The *Poupatempo* project results in significant cost savings while providing citizens with efficient public services of a high standard. In 2000, the six *Poupatempo* centres delivered over 8 million services and received nearly 1.5 million calls via the toll-free *Poupatempo* telephone information service. A customer satisfaction survey conducted in the same year for five of the *Poupatempo* posts shows that over 94 per cent of respondents rated as "excellent" or "good" the service at each location.

By treating each person who enters a *Poupatempo* centre with respect and dignity and by applying the same service rules and standards to everyone, the *Poupatempo* centres also earn greater respect from the public for State government and its employees.

Source: World Bank

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022119.pdf

More information on the product:
http://www.poupatempo.sp.gov.br (in Portuguese)

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Country:	**Chile**
Institution/Ministry:	Communications and Information Technology Unit
Solution/Application:	***Chile Compra* E-procurement System**
Theme:	E-procurement
Implementation Date:	August 1999

Summary:

Under *ChileCompra*, the government e-procurement system of Chile, companies that wish to do business with the public sector do not need to search through newspapers or the Web for information about bidding opportunities. Instead, they need only to register a single time in the areas in which they do business. Whenever a public agency needs to purchase goods or contract a service, it will fill out a request in the electronic system, specifying the kind of operation and including all the documentation and information associated with the request. The system automatically sends an e-mail to all the private companies registered in the selected area, minimizing response time and providing an equal opportunity for all firms.

The system also provides online all the information relating to procurement operations, including the public organization's name, address, telephone number, e-mail address, fax number and position of the public officer in charge of the operation. Finally, at the conclusion of the bidding process, the e-system provides the results: who participated, the proposals, the economic and technical scores, and who won the bid or obtained the contract. Historical information about the public organization's purchases and contracts is also made available.

Impact:

The experience of Chile with e-procurement has made business opportunities with the Government more transparent, reduced firms' transaction costs, increased opportunities for feedback and cooperation between firms and public agencies, and sharply reduced opportunities for corruption.

Source: World Bank

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022121.pdf

More information on the product:
http://www.compraschile.cl (in Spanish)

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Country:	**Chile**
Institution/Ministry:	Internal Taxation Service
Solution/Application:	**Online Tax System**
Theme:	E-taxation
Implementation Date:	1998

Summary:

The Internal Taxation Service of Chile is responsible for the collection of both individual and corporate taxes. In 1998, it launched a new online tax service to replace its manual system for filing tax returns. The new service was implemented using Oracle's Internet-based technology. It went through two phases. The first phase involved placing taxpayers' information online so that the taxpayers could find information there rather than visiting their nearest office or calling for a printed document. In the second phase, the web site was made interactive. Individuals were then able to check their tax status and file their taxes online. The technological platform created by the Internal Taxation Service can streamline the tax-filing and information process while maintaining reliability. The system could also be expanded painlessly to meet projected growth.

Impact:

The new online tax system saved money on printing, distribution and processing time and increased the accuracy of tax collection. It equipped the tax authority with the resources it needed for the foreseeable future and offered taxpayers a higher standard of service along with swift, easy access to vital tax information. For example, the new system allows taxpayers to file returns online and receive an assessment in 12 hours instead of several days, as had been necessary under the earlier manual system. Just three years from the start of Internal Taxation Service interactive services, over 400,000 taxpayers have checked their assessments online, with over 183,548 sworn returns and 89,355 income tax returns received. In addition, the Chilean exchequer has collected $1.943 billion through the electronic system.

Source: World Bank

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022120.pdf

More information on the product:
http://www.ssi.cl

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Country:	**Peru**
Institution/Ministry:	National Superintendent of Tax Administration
Solution/Application:	*Tributación Online*: A Computerized Tax System
Theme:	E-taxation
Implementation Date:	2003

Summary:

The National Superintendent of Tax Administration, charged with the collection of taxes in Peru, initiated a computerized tax system in an effort to make its operations more efficient by using ICTs. In 2003, tax payments started to be accepted online. In addition to tax administration, telematics have also been of benefit to other public institutions. For example, it has enabled the Office of Social Security Normalization (ONP) and Social Security and Health of Peru (ESSALUD) to relinquish their tax collection function to the National Superintendent of Tax Administration.

Impact:

ICTs have reduced the costs of digitizing forms by 20 per cent, and this efficiency in tax administration has reduced the number of personnel required to process taxes. At the same time, the number of returns that require verification and correction has been reduced, and fines for incomplete tax returns have been eliminated since the system rejects such returns.

Source: National Superintendent of Tax Administration

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022091.pdf (in Spanish)

More information on the product:
http://www.icamericas.net/Cases_Reports/Tributacion/OnePager-Tributacion-SP.doc (in Spanish)
http://www.sunat.gob.pe/ (in Spanish)

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Country:	**Peru**
Institution/Ministry:	Pontificia Universidad Católica del Peru; World Bank; local CSOs; municipal governments of Ayacucho, Cajamarca and Tarapoto; funding by Development Marketplace
Solution/Application:	**Public Window**
Theme:	E-democracy
Implementation Date:	n.a.

Summary:

The Public Window is a window for transparency in public management aimed at strengthening democratic participation. The widespread publicity surrounding corruption in the Fujimori government was a strong catalyst behind the creation of the Public Window.

The initial phase of the project enabled the implementation of information systems called Public Windows in Ayacucho, Cajamarca and Tarapoto. Citizens in these three cities can capitalize on the power of the Internet to learn how their local governments are structured, access information about municipal officials, see how public funds are spent, and obtain information on procedures for obtaining a birth certificate, restaurant permit or other official documents. Whereas such information was previously unavailable to the public or difficult to obtain, now it can be retrieved in seconds through a customized Web search.

Impact:

In addition to promoting public-sector transparency, the project strengthens the capacity of local government organizations through the use of technology to streamline their operations. As a result, government officials are using e-mail to communicate internally and externally, and electronic database systems house information and knowledge to make their work more efficient.

Through the sharing of information and ideas, the Public Window has helped to solve or alleviate community problems. For example, in Huamanga (Ayacucho), citizens complained that the garbage removal system was not working properly. The Public Window dialogue and research facilities pointed out that while the city had insufficient staffing and resources to meet demand, citizens themselves could reduce the amount of garbage that they produced. In addition, by paying local taxes on time, the city could better budget for the sanitation department to enable it to handle garbage disposal adequately. The garbage collection issue provided a good example of how citizens, CSOs and government could work together to address urgent social problems.

Building on the success of the project, the Government is looking at expanding the programme to twenty Peruvian cities.

Source: http://www.itu.int/osg/spu/wsis-themes/ict_stories/Themes/e-Democracy.html

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022037.pdf

More information on the product:
http://www.ventanacivil.org.pe/pls/webdb/vcultima.home_00 (in Spanish)

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Country: **Uruguay**

Institution/Ministry: Dirección General Impositiva, Ministerio de Economía y Finanzas (General Directorate for Revenue Services, Ministry of Economy and Finance)

Solution/Application: **Web Portal for the Online Submission of the Tax Return Form**

Theme: E-taxation

Implementation Date: 2002

Summary:

The design and development of the web site for the online submission of the tax return form are the results of a wider initiative started in the 1980s and further developed in its current form only in the 1990s. The main purpose of the system is to provide taxpayers with the assistance needed when they opt for filing the tax return form via the web site. The aim also is to increase the use of ICT to improve information management through a more efficient and effective use of the available resources. The web site provides four main services: access to institutional information and to relevant laws, rules and regulations; downloading of forms; online submission of the tax return form; and online issuance of tickets for payment of taxes.

Impact:

The web site greatly reduces the time needed by the public officers to manage the information received and to provide an answer. Prior to the implementation of the new system, two steps had been required in order to process the tax return form within the competent office: submission of the tax return form followed by payment of the taxes. The user can now submit the form online and, with the printed copy of the same, pay the taxes to the cashier. As a result, the time required to complete the entire process has been reduced by half since the taxpayer can submit the form and obtain its approval as well as the payment ticket online. Although the impact cannot be quantified financially, the simplification of the process and the reduction in the time needed to complete the process have decreased the transaction costs for the users.

Source: Organization of American States

More information on the project:

http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021995.pdf (in Spanish)

More information on the product:
http://www.dgi.gub.uy (in Spanish)

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INSTITUTIONS

Country: Global

Institution/Ministry: Development Gateway Foundation

Solution/Application: **Accessible Information on Development Activities (AiDA) Initiative**

Theme: Information access (and sharing)

Implementation Date: 2001

Summary:

The Accessible Information on Development Activities (AiDA) initiative is a component of the Development Gateway. The Development Gateway facilitates information exchange and dialogue to support the following objectives:

- Improve governance: public-sector (donor and government) transparency and effectiveness;
- Improve donor coordination and collaboration;
- Share knowledge and establish contacts to encourage collaboration; and
- Empower local communities.

AiDA is the largest single source of integrated information on development activities. The AiDA site serves as an online directory of development activities worldwide, with over 100,000 ongoing and planned activities in the live database. Hosted on the Development Gateway global web portal, it offers a quick overview of who is doing what in international development, where it is being done, and with what funds. Information is harvested from major bilateral donors, multilateral development banks and United Nations agencies. The directory is searchable by country, sector and donor.

With the aim of supporting donor coordination and collaboration, a key focus of the AiDA initiative is to facilitate knowledge-sharing through the application of common standards for information-sharing among development agencies and the creation of an online directory of development activities so that everyone can benefit from one another's knowledge.

The AiDA Management Team works to, among other things:

- Create and maintain a comprehensive directory of development activities and make this available to the public at no cost;

- Promote the development and use of standards and tools to achieve information harmonization where they are essential for knowledge-sharing;

- Bring the AiDA community together through annual open meetings and other opportunities to create collective ownership and provide a forum for learning, collaboration and consensus on the standards for information-sharing;

- Promote partnerships with thematic and geographic networks to leverage AiDA information (repackage and add value) to meet needs of their stakeholders; and

- Promote use of AiDA information and explore practical ways to ensure access for areas with low connectivity.

Impact:

AiDA reduces the time that users spend to find and use information. The information available through the web site helps planners, decision-makers and service providers to allocate and use resources more effectively by, among other things, reducing duplication, encouraging collaboration among peers pursuing common goals to enhance results, and targeting resources and interventions for areas that have not already been addressed.

Source: Development Gateway Foundation

More information on the project:

AiDA: Accessible Information on Development Activities
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021989.pdf

AiDA: Impact on Development
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021990.pdf

AiDA: Participant Case Study
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021991.pdf

AiDA: Local Projects Database
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021992.pdf

AiDA: Features
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021993.pdf

AiDA: Web Site
http://aida.developmentgateway.org

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Country: **Global**

Institution/Ministry: Development Gateway Foundation

Solution/Application: **dgMarket: A Government Tender Information System**

Theme: E-procurement

Implementation Date: 2001

Summary:

The Development Gateway Foundation has developed an e-procurement tool called dgMarket, a government tender information system available in 17 different languages. It serves as an electronic marketplace for government procurement information such as tender notices, contract awards and bidding documents.

One of the main objectives of dgMarket is to increase transparency and efficiency in government procurement in developing countries (totalling about $1 trillion per year, of which a one-per cent saving could amount to $10 billion) by providing a state-of-the-art procurement solution to interested government purchasing agencies. The system also aims to enable suppliers from developing and industrial countries to learn about government procurement opportunities that exist elsewhere.

This Web-based tool supports the procurement needs of developing countries by providing the following online: tender notices, revisions, clarifications and contract awards; bidding documents and/or other files; direct Web entry by purchasers across many different agencies; and work flow associated with differentiated user roles.

Impact:

The benefits of dgMarket include the following:

- It enables countries or sub-national agencies to adopt quickly a state-of–the-art e-tendering system;

- It accelerates the cost savings from more transparent and efficient government contracting while saving governments or local private-sector partners 80-90 per cent of the initial costs of a state-of-the-art e-tendering system; and

- It enables suppliers from participating countries to obtain ready access to information about business opportunities from government tendering worldwide. These benefits accrue mostly to small and medium-sized enterprises in participating countries.

Source: Development Gateway Foundation

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/other/unpan021994.pdf

Development Gateway web site
http://www.developmentgateway.org

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