

# Compendium of Innovative E-government Practices



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**Department of Economic and Social Affairs**

**Compendium of  
Innovative E-government Practices  
Volume III**



## **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.

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## Foreword

The potential benefits of online service provision are increasingly being recognized throughout the world by governments at the national, regional and local levels. Governments' use of the Internet to deliver government services has revolutionized the speed and effectiveness of government service delivery and public administration. The benefits of online service delivery manifest themselves in a faster, cheaper and more personalized and efficient service delivery that citizens and businesses can access 24 hours a day, seven days a week.

Governments increasingly recognize that e-Government offers not just a new technology, but also a mechanism to transform the way government operates. Moving services online involves redesigning organizational structures and processes according to the citizens' and businesses' needs. It also entails integrating services across different governmental agencies, in an effort to simplify interaction, while reducing cost structures and improving overall service delivery. E-Government initiatives need to adopt a whole-of-government approach.

Given the complexity of e-Government operations, in an effort to make the path to e-Government clearer and more easily accessible, UNDESA has embarked on an ongoing effort to compile cases of innovative e-government applications from all geographical regions of the world. This Compendium aims to promote knowledge sharing and exchange of proven e-government applications among the countries, thus reducing the costs involved in setting up completely new systems.

This Compendium is edition III of the series.

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Mr. Michael Mimicopoulos coordinated this effort with the substantive collaboration of Ms. Barbara-Chiara Ubaldi in assessing the eligibility of the cases for inclusion and organizing them by functionality. He was also the substantive editor. Ms. Elida Reci and Ms. Barbara-Chiara Ubaldi, staff of the Knowledge Management Branch, provided substantial input throughout the preparation of the Compendium and compiled the new cases. Mr. Nils Barnickel and Ms. Leah Pilsner, in their capacity as interns, contributed to the research. The team also acknowledges some research done by another intern Ms. Nisi Zhang. Technical support was provided by Ms. Mary-Elizabeth Danseco.

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## **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 2005 and 2008 and 2010, 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 fully the needs of the ordinary citizen. The ultimate objective of governments is to foster a more digitally inclusive society via more connected governance structures.

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. Such initiatives include the New Partnership for Africa's Development (NEPAD) in Africa, eLAC 2010 for Latin America and the Caribbean, and some initiatives in Asia. UN/DESA will use these platforms, as well as the regional networks established by the Department through its Global Alliance for ICT and Development (GAID) and the multi-stakeholder networks organized within the implementation process of the outcome of the World Summit on the Information Society (WSIS), 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 e-m/Global Knowledge Repository hosted by the United Nations Online Network in Public Administration and Finance (UNPAN) portal.

## **Explanatory Notes**

,	<b>A comma</b> is used to indicate thousands
.	<b>A full stop</b> is used to indicate decimals
-	<b>A hyphen</b> between years, as for example 2000-2006, denotes the beginning and ending years
..	<b>Two dots</b> 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	<i>Atlas du risque de la malaria en Afrique</i>
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 resource.

The selected cases are organized by region, including Africa, Asia and the Pacific, Europe, North America and the Caribbean, and Latin America. The 145 cases selected from 56 countries, which have been included in this edition of the Compendium.

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**AFRICA**

<b>Country:</b>	<b>Angola</b>
<b>Institution/Ministry:</b>	Government of Angola
<b>Solution/Application:</b>	<b>Government Portal Project</b>
<b>Theme:</b>	Government Portal
<b>Implementation Date:</b>	2006

**Summary:**

The main objective of the government portal in Angola is to bring all governmental public information and services under the same platform and to make them available to citizens via the internet. Angolans can thus find information on government programs, and are given the option to send their views and comments to the government. The system includes 157 public services online and provides information on 31 governmental programs. The portal contains 28 official government forms and provides for the possibility to make appointments with government officials; and to download documents.

**Impact:**

The information on government programs has increased tremendously the transparency of public services. The features included in the portal do allow for the performance of government functions online, as well as receiving feedback from the citizens.

This portal has received the TIGA 2007 Award (Technology in Government Award) with the comment the portal has citizens' feedback on services built in it, thus providing opportunity for service improvements, which is the essence of e-government

**Source:** [http://www.uneca.org/eca\\_resources/news/2007/tigaawards.pdf](http://www.uneca.org/eca_resources/news/2007/tigaawards.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027889.pdf>

**More information on the product:**

<http://www.governo.gov.ao>

<http://www.angola-portal.ao>

<http://www.angolapress-angop.ao/noticia-e.asp?ID=528857>

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<b>Country:</b>	<b>Egypt</b>
<b>Institution/Ministry:</b>	Government – Information and Decision Support Centre (IDSC)
<b>Solution/Application:</b>	<b>ITI-VITI- Virtual Learning</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	1998

**Summary:**

ITI - The Information Technology Institute (ITI) is a national institute established in 1993 by the Information and Decision Support Center (IDSC). It provides specialized software development programs to fresh graduates, as well as professional training programs and IT courses for the Egyptian Government, ministries, and local decision support centers.

In 1996, ITI launched its second branch in Alexandria to facilitate the widespread use of Information Technology throughout the country, and expand the outreach of ITI. Over the past 12 years, ITI has supplied the public administration institutions with highly-trained professionals in various IT domains.

In 1998, the Egyptian Government introduced (VITI) which is a virtual ITI. This was a leading project in Egypt and the Middle East, set up for spreading IT knowledge, and enhancing the training process with state-of-the-art technologies. Its work is based on the belief that technology is nowadays more important than capital assets, and public administration institutions should be at the forefront of it.

Since its creation, VITI has served a large number of people and introduced IT knowledge to them in their own native language. The VITI courses available online are complemented by high quality virtual teaching. An increasing number of public servants are trained and supervised by VITI.

**Impact:**

There are about 50,000 Governmental Employees that have been fully trained by VITI as well as 400,000 public servants that have been supervised by the VITI Governorate's Training Centers.

The effects of this application can be measured in terms of:

- Improved human resources capacities for public servants
- Increased number of people trained virtually

**Source:** <http://www.stockholmchallenge.se>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/iciepa/unpan027887.pdf>

**More information on the product:**

<http://www.iti.gov.eg/>

<http://www.viti.gov.eg>

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<b>Country:</b>	<b>Egypt</b>
<b>Institution/Ministry:</b>	Ministry of Communications and Information Technology
<b>Solution/Application:</b>	<b>ETERNAL EGYPT-CULTNAT – Center for Documentation of Cultural and Natural Heritage</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2000

### **Summary:**

The Center for Documentation of Cultural and Natural Heritage, CULTNAT, was established in January 2000, as a project operating under the auspices of the Ministry of Communications and Information Technology. By presidential decree, CULTNAT became, in February 2003, a Center affiliated with Bibliotheca Alexandrina and supported by the Ministry of Communications and Information Technology, thus asserting its identity and gaining physical status.

For the past few years, the Egyptian Center for Documentation of Cultural and Natural Heritage (CultNat) in partnership with other organizations has been working to bring the awe-inspiring experience of Egypt to the world through a project known as the Eternal Egypt.

Eternal Egypt is a living record of a land rich in art and history, people and places, myths and religions. The stories of Eternal Egypt are told using the latest interactive technologies, high-resolution imagery, animations, virtual environments, remote cameras, three-dimensional models and more.

The Eternal Egypt web site includes an unprecedented experience of high-resolution images, three-dimensional reconstructions of Egyptian monuments and antiquities, as well as virtually-reconstructed environments, panoramic images, and panoramic views of present-day Egypt captured by robotic cameras located from the top of Karnak Temple to the streets of Old Cairo. An innovative, interactive map and timeline will guide Eternal Egypt visitors through Egypt's cultural heritage, while a "context navigator" presents the complex relationships between objects, places and personalities of Egypt's past in a unique, web-like display.

### **Impact:**

The implementation of Eternal Egypt has provided the following impacts:

- A full documentation of the Egyptian cultural heritage in both its tangible and intangible aspects, available online.
- A full documentation of the Egyptian natural heritage, which includes the natural reserves as well as the natural areas not yet inscribed under environmental protection.
- Implementation of a national plan to execute this documentation program using the latest information technology in collaboration with national and international specialized organizations.
- Building awareness of this heritage using all available publishing media, whether electronic or physical.
- Training of professionals in the field of preservation and documentation of cultural and natural heritage

**Source:** <http://www.stockholmchallenge.se>  
<http://www.wsis-award.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027883.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027882.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027881.pdf>

**More information on the product:**

<http://www.cultnat.org>

<http://www.eternalegypt.org>

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<b>Country:</b>	<b>Morocco</b>
<b>Institution/Ministry:</b>	Arrondissement Agdale, Fez, Morocco, hosted by Al-Akhawayn University
<b>Solution/Application:</b>	<b>Fez E-government Project (E-Fez)</b>
<b>Theme:</b>	Government Portal, Citizens Service Delivery, Information Access
<b>Implementation Date:</b>	September 2006 – September 2008

**Summary:**

Before the project, the Moroccan government Web sites described a department's functions, but did not allow citizens to access services electronically. Through ICT-enabled local authorities' offices, E-Fez gave citizens fast and easy access to a wide range of government services through personal computers, GSM phones and PDAs.

As well as allowing users to access services and request documents (such as residency, birth and marital status certificates), E-Fez also offers general information about Fez (tourism, economy, history, architecture, weather, etc.). To ensure all citizens can access the portal, the Fez Wilaya (local administration) has installed free public digital kiosks.

**Impact:**

The electronic delivery of a wider range of citizen-oriented services has: reduced bureaucratic delays, made administrative procedures more transparent and visible, used government human resources more efficiently and contributed to spread IT literacy among citizens. The success of E-Fez has facilitated a growing interest in implementing ICT projects among civil servants and ordinary citizens. An increasing number of decision makers in several cities of Morocco have approached the research team with regards to their interest in having electronically enabled service delivery deployed within their respective governance structures. In this sense, E-Fez success has communicated clearly the feasibility of building an e-government system in a typical Moroccan context.

**Source:** IDRC

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030933.zip>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030934.pdf>  
[http://unpan1.un.org/intradoc-cgi/idc.cgi\\_isapi.dll?IdcService=GET\\_FILE&dID=35007&dDocName=UNPAN030931](http://unpan1.un.org/intradoc-cgi/idc.cgi_isapi.dll?IdcService=GET_FILE&dID=35007&dDocName=UNPAN030931)

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<b>Country:</b>	<b>Rwanda</b>
<b>Institution/Ministry:</b>	Ministry of Health
<b>Solution/Application:</b>	<b>Treatment and Research AIDS Center (TRAC)</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	2003

**Summary:**

The Treatment and Research AIDS Center (TRAC) was created to conduct national HIV/AIDS surveillance and provide technical assistance to the public and private sectors in the prevention, testing and clinical treatment of HIV/AIDS in Rwanda.

TRAC is responsible for national planning, policy development, training of trainers and curriculum development for clinical programs. TRAC provides technical assistance and guidance in the effective organization and management of HIV/AIDS programs. It is also the primary agency responsible for surveillance, as well as for monitoring, evaluation and coordination of overall national performance in the reduction of HIV/AIDS.

TRACnet, Rwanda's national phone and Internet-based reporting system for HIV/AIDS, supports the work of the Center by allowing individuals there to report and monitor important program data in real time, even in remote parts of the country with limited communication capacity. Thus, any health professional at a remote health center can transmit data on the progress of his/her ART patients to Rwanda's national program managers, using simply a mobile phone, while officers at the Treatment and Research AIDS Center (TRAC), the Ministry of Health, the National AIDS Control Commission (CNLS) and other central organs can log on to the TRACnet website to access up-to-date data on many aspects of the national program such as the number of new patients on treatment in a given month. TRACnet features include:

- Reporting and charting of routine program indicators.
- Monitoring of drug supplies by facility, district and region to prevent shortages and stock-outs.
- Tracking of crucial patient information over time.

To make sure that TRACnet can be used reliably in health centers across the country, it features flexible data entry modes, including phone (IVR, GPRS, SMS) as well as computer (Internet). TRACnet is supported by Voxiva under a grant funded by the US Centers for Disease Control and Prevention under the aegis of the US President's Emergency Plan for AIDS Relief. In May 2007, TRACnet won the Technology in Government Award for the use of ICT to improve health services.

**Impact:**

Since 2003, when the Government of Rwanda embarked on an ambitious national HIV/AIDS care and treatment plan, more than 37,000 HIV-positive Rwandans have gained access to life-saving antiretroviral drugs. A wide array of individuals, including health professionals, program managers, and national policy-makers, have been crucial to this success.

**Source:** <http://www.uneca.org/disd/events/2007/tiga/main.html>

**More information on the project: \**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028109.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028110.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028111.pdf>

**More information on the product:**

<http://www.tracrwanda.org.rw/>

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<b>Country:</b>	<b>Senegal</b>
<b>Institution/Ministry:</b>	ENDA ECOPOLE
<b>Solution/Application:</b>	<b>CYBERPOP</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	1998

**Summary:**

Cyber pop is a set of human and technical resources to support and empower the social dynamics of the popular economy. Its main activity was to create the social and technical conditions for a direct appropriation by the popular groups on the uses of Information and Communication Technologies, ICTs. It is constituted of a resource center within ENDA ECOPOLE.

Equal access to ICTs is provided in eight very underprivileged districts, isolated and very poor, by the creation of eight Community Resources Centers, directly managed by the popular organizations supported by young managers from the CYBERPOP, trained to act as an interface between illiterate people and the use of ICTs. Salient features are:

- The assistance for non-schooling youths, designated by popular organizations, to acquire technical skills.
- The creation of and support for eight Community Resource Centers (CRCs), which are directly managed by the popular organization which provided the premises. Each CRC is equipped with a multimedia computer, modem and tele-centers.
- Production of multimedia material with a view to promoting local activities and popular economic resources to make more visible the grassroots capacities to deliver adapted services (health, culture, food etc.) and all basic needs for very poor people at very low costs.
- The creation of a network of popular Community Resource Centers for communication activities.

**Impact:**

- Individual level: Creation of 16 jobs in relevant sectors (16 coordinators of multimedia centers for the impoverished populations) mainly for young people, who would like to be a part of a network using ICT.
- Community level: The CRCs are meeting places which allow access for neighborhoods that do not have any communication infrastructure and often limited access to transportation facilities. The use of telephone and email makes it possible to save precious time and communicate more often.
- Social level : Self-esteem is somewhat boosted when one sees in the neighborhoods equipped with modern "tools" the advent of new social images that transform the negative ones generally associated with poverty. Such a change reinforces people's capacity to improve their living conditions and to appreciate the need for a CRC.
- Economic level : The promotion of local products and services by improving their management skills, through bookkeeping, marketing, by creating a web site with a view to promoting local products (medicinal plants, transformation of local products, popular musicians and artists).

**Source:** <http://www.challengeaward.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027884.pdf>

**More information on the product:**

<http://www.enda.sn/cyberpop/cyberenglish.htm>

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<b>Country:</b>	<b>South Africa</b>
<b>Institution/Ministry:</b>	Department of Science and Technology
<b>Solution/Application:</b>	<b>The Digital Doorway – computer literacy through unassisted learning</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2000

**Summary:**

The Digital Doorway is a joint initiative between the Department of Science and Technology (DST) and the Meraka Institute, aiming to make a fundamental difference to computer literacy and associated skills in South Africa. The main idea is to allow people to teach themselves computer skills with minimal external intervention.

Robust multi-terminal Digital Doorway computer systems are deployed in communities in an environment where members can learn through experimentation. The Digital Doorway envisages a sustainable network in every rural community in the country, including the most remote areas, providing therefore to all South Africans the opportunity to participate in the information society. Each Digital Doorway is equipped with a satellite receiver and GPRS backhaul connection for updating content and real-time monitoring and user feedback. A specially developed radome protects the GPRS antenna from damage without degradation in the signal.

The Digital Doorway serves as a tool for computer literacy development as well as a source of information on a wide range of issues. It provides a mechanism for allowing users to send feedback on their experiences aiming to continuous improvements of the overall system.

**Impact:**

The project as per September 2007 will have 170 multi station Digital Doorways, which constitute 531 terminals. Its impacts are as follows:

- Improved computer awareness and literacy
- Opportunity for users to interact with technology on their own terms
- Customized content and applications to meet specific community requirements
- Low maintenance in the long term
- Promotion of computer literacy without external resources such as computer teachers
- Transfer of learning to the community

**Source:** <http://www.stockholmchallenge.se>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027885.pdf>  
[UNPAN URL](#)

**More information on the product:**

<http://www.digitaldoorway.org.za>  
<http://www.cda.co.za>

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**Country:** South Africa

**Institution/Ministry:** National Department of Transport

**Solution/Application:** eThekweni Transportation Authority (ETA)

**Theme:** Citizens' Service Delivery

**Implementation Date:** 2000

**Summary:**

The eThekweni Transport Authority's (ETA) is a transport online service of the city of Durban in South Africa. The eThekweni is led by a Governing Body consisting of three councilors headed by the Major. The main objective of ETA is to provide safe, reliable, effective, efficient and fully integrated transport operations and infrastructure which would best meet the needs of freight and passenger customers, at improving levels of service and cost, in a fashion which supports government strategies for economic and social development, whilst being environmentally and economically sustainable.

This Vision, required to guide activities and to enable the setting of relevant and realistic objectives, is aligned to the national vision on land passenger transport, to “promote a safe, reliable, effective, efficient, coordinated, integrated, and environmentally friendly land passenger transport system in South African urban and rural areas, and the southern African Region, managed in an accountable manner to ensure that people experience improving levels of mobility and accessibility

**Impact:**

- More responsive to passenger needs
- Reduces existing fragmentation
- Promotes use of public transport
- More efficient use of limited subsidy funds
- Planning, co-ordination, service provision and regulation of public transport currently handled by three different spheres;
- Move to a needs driven system
- Facilitates integration of the transport system

**Source:** <http://www.durban.gov.za/durban/services/services/eta>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028051.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028050.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028049.pdf>

**More information on the product:**

<http://www.durban.gov.za/durban>

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<b>Country:</b>	<b>Tanzania</b>
<b>Institution/Ministry:</b>	United Nations Development Programme, Tanzanian National Assembly
<b>Solution/Application:</b>	<b>Parliamentary On-Line Information System (POLIS)</b>
<b>Theme:</b>	Information Access, E-participation, Citizens' Service Delivery
<b>Implementation Date:</b>	2004

**Summary:**

The Tanzanian National Assembly (Bunge) introduced a digital web-driven parliamentary database called POLIS, which among other things, seeks to improve the services of lawmakers to their constituents and provide the general public with information and proceedings of the parliament. POLIS principally pursues to transform and modernize the management of Bunge systems and upgrade the parliament to the level of an e-Parliament, in which ICTs and digital strategies are employed to improve parliamentary processes. The database is expected to put Tanzanians in a position to more actively and directly participate in the legislative and other decision-making processes of Parliament, thus improving transparency and accountability in policy-making.

**Impact:**

POLIS comprises full texts of parliament's proceedings and its other activities. The database can be accessed at any time by the Bunge's staff and the general public. POLIS can be searched with easy-to-use navigation tools. The system's navigation panel includes the MP Profile Database, Bills Tracking System, Sessions Management System and the Acts and Documents Management System. Apart from providing fact sheets, the system also gives voters the chance to exercise passive control over the conduct of politicians in Parliament and make it possible for the citizens to keep track of their representative's contributions.

**Source:** [www.ega.ee](http://www.ega.ee)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025361.pdf>

**More information on the product:**

[www.parliament.go.tz](http://www.parliament.go.tz)

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<b>Country:</b>	<b>Tunisia</b>
<b>Institution/Ministry:</b>	Direction Générale Des Affaires Estudiantines
<b>Solution/Application:</b>	<b>Orientation en ligne</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2007

**Summary:**

The on-line portal allows Tunisian university students to interact with academic staff, to receive on-line advice and guidance regarding their studies and to manage their university choices and results on the web. This process, which was once long and painstaking, is nowadays mastered thanks to information and communication technologies (ICT).

**Impact:**

Orientation en ligne has put online every step of university orientation (choice of different bachelors, courses, results exc.) allowing students and their families to familiarize with and take advantage of the new information technologies.

The use of IT has allowed for large cuts in expenditures on ink, paper, transportation and human resources and has saved students and their parents from the need for physical visits to universities offices and the subsequent long waiting times.

The numerous mistakes previously regularly found in universities administrations virtually disappeared as candidates could electronically correct eventual faults into their personal details or choices.

**Source:** Ministère de l'Enseignement Supérieur, de la Recherche Scientifique et de la Technologie

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030920~1.pdf> (in French)

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030921.pdf> (in Arabic)

**More information on the product:**

<http://www.ministeres.tn/html/indexsites.html>

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<b>Country:</b>	<b>Uganda</b>
<b>Institution/Ministry:</b>	Ministry of Local Government, International Institute for Communication and Development
<b>Solution/Application:</b>	<b>DistrictNet</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2002

### **Summary:**

DistrictNet aims at improving data and voice communication between Uganda's district headquarters and the pilot sub-counties at the level of an integrated information system for storing, analyzing and managing financial information. Based on an analysis of the needs at the District level and the possibilities of ICT, the programme focuses on five overall goals:

1. Increased quality of management information, measured by the time needed by sub-counties to answer to queries from the district headquarters.
2. Increased coordination between headquarters and sub-counties, measured by the volume of data/communication exchanges
3. Reduced costs of coordination between headquarters and sub-counties, measured by the reduced amount of travelling
4. Improved IT skills, measured by the usage of the IT systems
5. Increased availability of public information, measured by the amount of information spread through notice boards, radio, and websites, as well as the number of information requests submitted by the citizens and the number of queries answered by the public officers.

### **Impact:**

DistrictNet has produced a good number of experiences and provides an important reference model for other e-governance programmes in Africa. The programme is a showcase of what e-governance in rural areas can do. New technologies have been introduced and tested, and the programme has provided clear evidence that the introduction of ICT at the local government level can lead to major improvements in performance. At the same time, the programme shows that the low penetration of ICT skills and equipment in countries like Uganda limits the way such initiatives can move into e-administration and e-services, and makes e-society unreachable for the moment.

**Source:** [www.iicd.org](http://www.iicd.org)

### **More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025359.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025358.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/CAFRAD/UNPAN006621>

### **More information on the product:**

<http://www.molg.go.ug/projects.htm>

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<b>Country:</b>	<b>Regiona</b> – <b>Morocco, Egypt, Yemen</b> <b>I</b>
<b>Institution/Ministry:</b>	State Secretary for Youth-Morocco Ministry of Telecommunication and Information Technology –Yemen Ministry of Telecommunication and Information Technology-Egypt
<b>Solution/Application:</b>	<b>Ajialcom</b>
<b>Theme:</b>	E-inclusion
<b>Implementation Date:</b>	2004

### **Summary:**

Ajialcom (in Arabic it means Your Generation) consists of setting up Community Technology Learning Centers inside the Home for Young to bridge the digital divide and empower Moroccan youth. The project Ajialcom is a partnership between Microsoft, the Secretary of State in Charge of Youth in Morocco, UNDP Morocco and ICTDAR the UNDP regional office for Arab Countries. Ajialcom consists of improving lifelong learning for underserved young people by providing them technology skills through community technology learning centers. The vision is to support the young community, contribute to reducing unemployment, and prepare the youth to enter the workforce through IT training. The goals of the centers are to allow young people to have easy access to IT, to bridge the digital divide, to train and educate young people on the use of IT and to enhance the socio-economic development of the local community.

The centers, which are located inside the Home for Young are open and accessible to the public. The majority of people that come to these centers are: young people in the range of 12-18 years old. These are students who do not have access to IT inside their schools and do not have the means to go to cybercafés when there is one in their district. Another group consists of students aged between 19 -25 years of age. The access to IT attracts a lot of students who come to connect to the Internet for their research studies and homework. Yet, another group consists of young workers and entrepreneurs: Most of them need IT training in their work and can come to the centers for specific training sessions. There are also unemployed graduates: who come to the centers for IT training or employability modules to facilitate their job search.

The main objectives of this initiative are focused on providing the disadvantaged Arab youth, particularly those living in underserved areas, with access to information technology through the establishment of CACs, to achieve the following:

- Reduce illiteracy, through training on basic ICT skills.
- Develop leadership and entrepreneurial skills.
- Reduce poverty through creating an environment that improves the chances of employment by providing standardized IT and business skills training.
- Raise awareness of social, health, and gender issues.

### **Impact:**

AjialCom in Morocco has led to the creation of over 50 youth community access centers, with all related management and IT training, and with the development of sustainable business models for the centers

The establishment of the new centers across the AjialCom countries is in progress. There are more than 100 new centers that were scheduled to be established by the end of the year 2007 aiming to empower a total of 35,000 young people per year.

**Source:** <http://www.undp.org/arabstates/knowledge.shtml>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027935.pdf>

**More information on the product:**

<http://www.ictdar.org/Projects/AjialCom/AjialCom.htm>

<http://www.ictdar.org/Projects/AjialCom/Morroco/AjialCom-Morocco.htm>

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<b>Country:</b>	<b>Regiona</b>	<b>South Africa, Angola, Namibia</b>
	<b>I</b>	
<b>Institution/Ministry:</b>	Several Public institutions	
<b>Solution/Application:</b>	<b>DLIST-Benguela (Distance Learning and Information Sharing Tool)</b>	
<b>Theme:</b>	E-education	
<b>Implementation Date:</b>	2000	

**Summary:**

DLIST is an online Distance Learning and Information Sharing Tool provided for the Benguela community, living in the coastal area from Cape Point to Northern Angola. DLIST is a multi-country e-government partnership initiative that aims to address common environmental issues for the Benguela community. It was initiated by seven government agencies in the region, and is ensuring the cooperation of multilateral agencies, non-governmental organizations, business community associations, etc.

DLIST is mainly functioning through the use of an Information Hub. The DLIST Information Hub is the starting point to search for documents, photos or websites about coastal management and development or related issues. The partner organizations or users can also submit new information that might be of interest to the wider DLIST network. The DLIST Information Hub is built by its DLIST partners and users, who contribute information to a common pool of knowledge so that it becomes available to the wider coastal management community.

DLIST provides information on the following issues: (i) the most pressing ones are classified as environmental “burning issues” related to the coastal areas. If one searches for information or would like to enhance his or her knowledge about a specific topic, the hotspots are a good starting point to direct the users to useful documents, photos, discussions and web-links; (ii) An Online Documentary Library contains a database of coastal resources including discussion documents and case studies, journal articles, news, laws and policies, development plans, consultant reports, and project documents; (iii) An Online Image Library contains over 1000 photos -- all taken in the broader Benguela coastal area. The pictures are free for members of the DLIST community to use for their own brochures, reports and websites; (iv) E-mails and web discussions, where everyone can read or actively participate in discussions with other people along the Benguela coastal areas -- or anywhere in the world, raise concerns, pose questions, discuss with other coastal stakeholders and post information, or simply stay informed about events, opportunities and pressing issues; (v) Online courses, providing a place to learn more about coastal development. The online courses are supported by all the information available in the library, links and hotspot sections, as well as the network of partners. DLIST provides an ideal web-based platform for distance learning. Anyone along the coastal areas of Angola, Namibia and South Africa or anywhere in the world can enroll in the accredited courses offered on DLIST to enhance their knowledge on Benguela environmental developments.

**Impact:**

The implementation of DLIST has impacted positively on the environmental development of the region in general and development overall. The governmental regional cooperation on issues of environment has increased the awareness amongst stakeholders in the region as well as participation. The number of partners is increasing and so is the number of users as well.

**Source:** <http://www.challengeaward.se>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027886.pdf>



**More information on the product:**

<http://www.dlist-benguela.org>

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## ASIA AND THE PACIFIC

<b>Country:</b>	<b>Australia</b>
<b>Institution/Ministry:</b>	Department of Innovation and Information Economy, Queensland Government
<b>Solution/Application:</b>	<b>The Gulf Savannah e-Democracy Project</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2002

### Summary:

The Gulf Savannah e-Democracy Project aims to bring together Gulf residents and businesses across a remote area covering 190,000 square km with a population of only 10,000. The project has facilitated improved communication across the region and has enhanced people's IT literacy skills and confidence. The project aimed to:

- Foster greater community involvement in governance by facilitating Gulf residents' engagement with e-democracy and forums;
- Facilitate a two way flow of information: local/state/federal government to community and community to government;
- Encourage Gulf residents to be active users of the Internet, skilled in obtaining from it the maximum economic, social and cultural benefit;
- Improve communication and the interchange of information across the regions and local government authorities;
- Enhance the value of web based resources for the wider community.

### Impact:

Most of the objectives of the project have been achieved and include: Government agencies are using the site on a limited basis to communicate and the Gulf Savannah Development Corporation regularly posts government notices about programs, funding and issues, which are picked up in the region. An increasing number of businesses are using the Internet for communication, booking, placing orders, accounting and financial management. The local government agencies regularly communicate by email. Elected representatives (local government) are now using electronic communication, largely for information gathering and contact. They have not as yet advanced to having their own pages or blogs for their constituents. This will take time to be achieved. One of the aims of the project is to get greater community involvement in democratic processes and governance. Unfortunately, this has been less effective. In a region where there is no real tradition of daily activity and involvement in government (or governance), a compulsory vote for local, state or federal politicians every few years is as close as some people want to get to involvement or commitment. The chat rooms are not used regularly, but this could be due to people's uncertainty about making public comments in an open forum. In addition, managing chat room sessions proved to be a time consuming exercise for the Gulf Savannah Development Corporation.

**Source:** [www.e-democracy.gov.uk](http://www.e-democracy.gov.uk)

### More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024461.pdf>

### More information on the product:

[www.the-gulf.info](http://www.the-gulf.info)

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**Country:** Australia

**Institution/Ministry:** Department of Education, Employment and Workplace Relations ('the Department')

**Solution/Application:** JobAccess

**Theme:** Citizens' Service Delivery

**Implementation Date:** 2006

**Summary:**

JobAccess is a comprehensive resource for employers, people with disability, their co-workers and employment service providers. It is comprised of an information-rich web site ([www.jobaccess.gov.au](http://www.jobaccess.gov.au)) including online application forms, a unique database of workplace adjustments and solutions and free expert telephone advice.

JobAccess has made all aspects of the Workplace Modifications Funding Scheme far more efficient and user friendly than previously, resulting in better employment outcomes for employers and people who have a disability.

**Impact:**

The key benefit of JobAccess is that it removes the information barrier that prevents many people with disability from finding an employment. The number of pages viewed on the web site and the number of enquiries to JobAccess have increased substantially since the site was released. Perhaps the most notable achievement of JobAccess has been encouraging access to employer incentives. Previously the Workplace Modifications Scheme required three paper-based forms with an average turnaround time of 11 calendar days. The JobAccess model ensures that applications for assistance for less than \$AU 10 000 are answered within four business hours and applications over \$AU 10 000 within two business days. The number of people who have received reimbursement under the Scheme has increased from 408 in 2005-06 to 684 in 2006-07 and indications are that this will increase even more significantly in 2007-08.

**Source:** Australian Government

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030923.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030924.pdf>

**More information on the product:**  
<http://www.jobaccess.gov.au>

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<b>Country:</b>	<b>Australia</b>
<b>Institution/Ministry:</b>	Commonwealth Department of Health and Ageing
<b>Solution/Application:</b>	<b>HealthInsite</b>
<b>Theme:</b>	E-health; Information Access
<b>Implementation Date:</b>	1999

**Summary:**

HealthInsite is one of several e-health projects launched by the Australian government within its Health Online Campaign. HealthInsite is an internet-based gateway for quality-assessed health information provided by a broad range of approved information partners including government agencies, private non-profit organizations and support groups. Its purpose is to provide the citizens with easy access to reliable, high quality information about health and well-being so that they can make more informed healthcare decisions. HealthInsite is also a resource for health professionals, service providers and researchers for both their own use and for patient referral.

HealthInsite addresses two major deficiencies associated with the increasing tendency of Australian health consumers to source information from the Internet: finding relevant material and quality assurance. Therefore HealthInsite provides an easy-to-navigate central entry point that links to quality-assessed health web pages provided by information partners. HealthInsite enables users to search for material linked to the services through a number of information 'paths', including life events, conditions/diseases, lifestyle issues, expert views about specific topics and general search of all information linked to the facility.

The objectives of the HealthInsite project are to:

- Implement an infrastructure capable of delivering quality and authoritative information and services to consumers and the health sector.
- Implement a comprehensive Internet presence that supports the business objectives of the health sector and improves the ability of the stakeholders to deliver services to consumers.
- Promote two-way communication among consumers and the stakeholders
- Establish collaborative partnerships with stakeholders within the health sector
- Provide a consumer-focused facility through which the health sector can deliver health information and services.

**Impact:**

By establishing the HealthInsite gateway, the Australian government achieved successes at two different levels. The first was the empowerment of citizens and communities by helping them to better manage their health. Indeed, in a time where health-consumers are seeking greater access to information, choice and the chance to exercise more control over their health and well-being, HealthInsite provides an accessible and reliable source of health-related information to its citizens as well as to the health professionals. The second success was the improvement of the delivery of health care and the achievement of a better quality of care and health outcomes through effective and innovative use of health information and by bringing together all the stakeholders in the health care system. Furthermore, this project is promoted as one of the projects of the Health Online strategy to a more collaborative national approach to using information and communications technologies in the health sector. All in all the e-health programs of the Australian government success are well-established within Australia but even abroad since they even reach the rest of the world, who increasingly imports Australian e-health products.

**Source:** Australian Government for Health and Ageing

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029961.pdf>

**More information on the product:**

<http://www.healthinsite.gov.au>

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<b>Country:</b>	<b>China</b>
<b>Institution/Ministry:</b>	The Immigration Department, the Government of the Hong Kong Special Administrative Region
<b>Solution/Application:</b>	<b>Electronic Service Delivery (ESD) Scheme</b>
<b>Theme:</b>	Government Portal, Citizens' Service Delivery
<b>Implementation Date:</b>	2000

**Summary:**

The Electronic Service Delivery (ESD) Scheme is a key initiative under the "Digital 21" Information Technology Strategy of the Government of the Hong Kong Special Administrative Region to provide online public services.

The ESD Services Limited (ESDSL) is the contractor engaged by the Government through an open tender process to develop the ESD system. The Government makes use of the system to provide public services online. The contractor is also allowed to use the ESD system to provide private sector e-commerce services. The objective is to provide more comprehensive services to users and to make use of the ESD information infrastructure to pump-prime the development of e-commerce in the private sector.

This one-stop portal provides more than 140 types of integrated public services of over 40 government bureaus, departments and agencies. Services vary from a basic e-service to complicated on-line transactions, which may be put into three categories:

- Publish – the government has an electronic presence. ESD Scheme provides useful information such as its SME information center. It also offers various kinds of downloadable forms – such as applications for an animal trader license, applications for a livestock keepers license, etc.
- Interact – the government gives citizens the ability to actually interact with it. ESD Scheme has contact information for each public department. Users are able to call or send emails if they have any questions.
- Transact – ESD Scheme enables citizens and some commercial companies to carry out transactions over the Internet, such as informing government departments of a change of address in one go. Moreover, the services include filing and viewing tax returns, sale of government publications, and retrieval of birth/death/marriage certificates. Appointment booking – such as for HK smart identity card replacement, registration of identity card, or marriage – are also provided.

**Impact:**

ESD improves the efficiency and reduces the cost of delivery of public services. By delivering high quality public services online, it is convenient for citizens to perform public service transactions at home, in office or other places with internet connection with services available 24 hours a day and 7 days a week. In some transactions that need to be performed at the government office, citizens can view the application online, which allow citizens to better prepare before they leave for the venue. And in some cases, citizens are able to save extra trips to the venue.

**Source:** Immigration Department, the government of the Hong Kong SAR

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022457.pdf>

**More information on the product:**

<http://www.esd.gov.hk/home/eng/default.asp>

(Also available in Chinese at [www.esd.gov.hk](http://www.esd.gov.hk))

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<b>Country:</b>	<b>China</b>
<b>Institution/Ministry:</b>	Yichun City government, Heilongjiang province
<b>Solution/Application:</b>	<b>Information technology management system “Digital Forestry”</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2003

**Summary:**

Yichun City is located in the northeastern part of the Heilongjiang Province of China and is one of China’s largest state-owned forests, and a timber production zone, also famous as “The land of Korean pines” and “The China’s forestry capital”.

During the period 1984 to 2003, the total area with trees and the industrial exploitable forest area have dropped respectively from 448 million sq. meters and 320 million sq. meters to 210 million sq. meters and 74 thousand sq. meters, due to extensive forest cutting for timber production, and due to the poor management of the local forests. As a result of such an imbalanced approach, the region had serious economic, social and ecological problems.

In 2003, in order to solve the above-mentioned problems, the Yichun City government developed and launched “the digital forestry” management project -- a profound transformation initiative in China’s forest management history. The project aims at improving the management of the forestry preservation and the timber production by using modern information management technologies, and promoting the involvement of civil societies and local government officials in the decision-making and implementation process.

“The digital forestry” system allows the government employees to manage the ecological and forestry resources in a more efficient and comprehensive way. The business people can easily access detailed and updated information on administrative procedures, as well as on available financial and industrial forestry resources, while the citizens have a direct access to government ecological and management information databases and can directly be involved in decision making processes concerning the preservation of forest resources and environmental protection.

The city and local levels’ monitoring platform of the system is based on digital and bar code technology, including a real-time digital monitoring network with 17 local offices. It has the lumber entering digital real-time information, ranging from the cutting area to the lumberyard. The transportation can be monitored at any time from the monitoring platform. A specific identity bar is issued for each tree including information about the tree and the information is sent to the central database. The database can provide detailed and accurate data about trees for the public and business. When the tree is being sold for industrial or any other use, the information will be inputted into the database system.

“The digital forestry” system includes the general operating center, 17 network stations, the digital monitoring network system, the consolidated database; the data collection and information handling system, the report generating system, the search engine, the phone call center, and an experts’ hotline system.

**Impact:**

“The digital forestry” system improves administrative efficiency and the delivery of public services, reduces the illegal activities of destroying forestry resources, and provides for the effective management and effectiveness’ of lumber production. The system promotes an effective way to have direct public participation in decision-making, development and the monitoring process. The system allows receiving the ecological, economic and social benefits to be utilized for promoting the sustainable development of the environment, the forestry and the timber industry.

The system is a first step in implementing the digital city concept “The digital forestry” system provides an opportunity for promoting the integration of the city into the international economy, and opens up fair and transparent opportunities for local and international businesses in the timber business. “The digital forestry” system has also a huge and profound impact on the modernization and digitalization of China’s forestry industry.

The digital forestry system improves drastically the effectiveness and efficiency of the forestry management (up to 40%) and allows for the decrease of costs of administrative operations by 30%, which leads to a saving for the City government equal to nearly 100 million Yuan per year.

**Source:** Mr. Xu Zhaojun, Mayor of the City of Yichun

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027245.pdf>

**More information on the product:**

<http://www.yc.gov.cn/> (only available in Chinese)

<http://www.chinayichun.net>

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<b>Country:</b>	<b>China</b>
<b>Institution/Ministry:</b>	Immigration Department, Hong Kong, SAR
<b>Solution/Application:</b>	<b>e-channel – Automated Passenger Clearance and Automated Vehicle Clearance System</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2004

**Summary:**

Since 16 December 2004, the Immigration Department has introduced an automated passenger clearance system (e-channels) to members of the public. Currently, Hong Kong permanent residents (except those under the age of 11) or Hong Kong residents holding Document of Identity for Visa Purposes (DI) can use their smart identity cards to perform self-service immigration clearance. The Immigration Department implemented the automated vehicle clearance system (vehicular e-channels) on 21 April 2005. .

The e-channel system deploys fingerprint verification technology for the authentication of a person's identity. To get a good fingerprint image, people just need to place the thumb flat on the centre of the scanner. If people have registered their smart identity cards with fingers other than thumbs, those fingers should be used for identity verification.

**Impact:**

Since its operation in 2004, around 4 million residents have used the e-Channels at various points for over 100 million times. The e-channel provides efficient clearance services to passengers and cross-border drivers and enhances the effectiveness of immigration control. The self service clearance system is more comfortable and user friendly; and the Department can use existing manpower resources to handle the ever increasing number of visitors. The department deployed 5,779 staff to serve 92 million visitors in 1995, and 6,133 staff to serve 191 million visitors in 2005.

**Source:** Hong Kong ICT Awards e-government; [http://www.hkictawards.hk/winners\\_list2.php?id=4](http://www.hkictawards.hk/winners_list2.php?id=4)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027893.pdf>

**More information on the product:**

<http://www.immd.gov.hk/ehhtml/20041216.htm>

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<b>Country:</b>	<b>Fiji</b>
<b>Institution/Ministry:</b>	ITC Service Department of the Fiji Government
<b>Solution/Application:</b>	<b>Navua Alta Rural Telecentre: E-Chutney</b>
<b>Theme:</b>	E-inclusion
<b>Implementation Date:</b>	2005

**Summary:**

The ITC Services Department of the Fiji Government together with the Ministry of Women started a Telecentre for rural women (a pilot project). This project is part of the Fiji Government's initiative toward making telecentres in rural communities

The telecaster includes a computer with internet access which is connected using a residential telephone line. The members of the community also get access to other services such as using the internet and sending emails to families and friends. The telecaster is the only link between the rural communities and the world.

The women and girls (housewives and school leavers) under this project have had the opportunity to use their home cooking skills to cook chutneys and jams, prepare pickles (seasonal fruits) and make other goods such as, pillow cases, quilted pot holders, plastic bag holders, and fabric shopping bags with shoulder straps. All goods are sold using the email facility.

The telecenter has a computer internet facility setup in a remote rural settlement in Vakabalea, Navua. This settlement is approximately 40km away from Suva City and lies along the Queens Road. The Settlement is made up of those farmers whose Native Land Lease has expired and they have resettled here through the Fiji Government's initiative. There is no major industrial activity in this area and the community cannot enjoy the benefit of employment.

Under this project, the women stay back in their settlement and prepare their chutneys, jams, pickles and other stuff. An e-mail is provided to approximately 2,500 civil servants working in the central Suva area. Upon receiving the email from the group, customers fill the order form and return it via email. Orders are received, analyzed and delivery listing is made in accordance. The deliveries are made every fortnight (pay weeks). The group has a multi-racial composition of both Indigenous Fijians and the Indo-Fijian.

**Impact:**

The pilot project in Suva, Fiji has shown the following impacts:

- It has provided and promoted gender equality, employment and income generation;
- It has targeted and helped the unemployed housewives, school leavers and youth, enabling them to earn a living;
- It has created more awareness amongst the rural population about the ICT opportunities for development.

**Source:** ICT Gender awards

**More information on the project:**

<http://www.genderawards.net>

**More information on the product:**

<http://www.itc.gov.fj/echutney.html>

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	Hyderabad Metropolitan Water Supply & Sewerage Board
<b>Solution/Application:</b>	<b>Single Window Cell (SWC)</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	April 1999

**Summary:**

Hyderabad Water Supply and Sewerage Board (Metro Water) was established in 1989 by the state government in order to secure an infrastructure improvement and institutional strengthening loan from the World Bank. The completion of this loan in the late 1990s, Metro Water implemented three customer-focused reforms aimed at improving service delivery performance. One of those was the Single Window Cell (SWC) – a dedicated office to speed up the process of providing new/enhanced water supply and sewerage connections to all its customers.

**Impact:**

Metro Water uses its SWC to reduce corruption for new water supply and sewerage connections. Previously, applications were made to one of 120 section offices, and then forwarded to 14 other staff before approval, each requiring “speed payments”. Under the SWC, the application process is centralized in one, public place, with applications recorded on computers that are difficult for corrupt officials to alter. SWC takes a minimum of 15 days and a maximum of 30 days to accept or reject an application. Times taken by the SWC to process and sanction new connections varied from 15 days to 10 months. Staff is motivated to provide good service with distinctive uniforms, modern offices and individual computer terminals.

**Sources:** Institute of Development Studies, England

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022458.pdf>

**More information on the product:**

<http://www.hyderabadwater.gov.in>

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	Information Technology and Communications Department, Government of Andhra Pradesh
<b>Solution/Application:</b>	<b>E-Procurement Project</b>
<b>Theme:</b>	E-procurement
<b>Implementation Date:</b>	2003

**Summary:**

GoAP set up an E-Procurement Marketplace, linking government agencies with their vendors through an easy-to-use, web-based platform for conducting dynamic exchanges in an on-line environment. Real-time bidding solutions for buyers and sellers bring an unprecedented level of profitability, control, and simplicity to corporate procurement and liquidation processes. The e-Procurement application provides automatic bid evaluation based on the evaluation parameters given to the system and ensures total anonymity of the participating suppliers, even to the buyers, until the bids are opened on the platform.

To bring in transparency in e-Procurement, tender documents containing all details are hosted on the web site and can be downloaded by the interested suppliers free of charge, from the day of publication of a tender. Suppliers are no more dependent on the officials for various details. At any time in the procurement cycle, any person involved with the transaction can check its status. This saves time and effort and enables better planning of inventory.

**Impact:**

The automated processes have improved internal efficiency within the departments, have shortened tender cycle times, have eliminated subjectivity in the evaluation of tenders with system based auto bid evaluations, and have reduced corruption. Tenders processed through the E-Procurement platform in the pilot phase during 2003-04, the first year of the initiative, yielded a reduction of 16% in the quotations in comparison to when the procurement was manual.

**Source:** World Bank

**More information on the project:**

[http://unpan1.un.org/intradoc.cgi/idc.cgi\\_isapi.dll?IdcService=GET\\_FILE&dID=35020&dDocName=UNPAN030943](http://unpan1.un.org/intradoc.cgi/idc.cgi_isapi.dll?IdcService=GET_FILE&dID=35020&dDocName=UNPAN030943)  
[http://unpan1.un.org/intradoc.cgi/idc.cgi\\_isapi.dll?IdcService=GET\\_FILE&dID=35021&dDocName=UNPAN030944](http://unpan1.un.org/intradoc.cgi/idc.cgi_isapi.dll?IdcService=GET_FILE&dID=35021&dDocName=UNPAN030944)  
[http://unpan1.un.org/intradoc.cgi/idc.cgi\\_isapi.dll?IdcService=GET\\_FILE&dID=35022&dDocName=UNPAN030945](http://unpan1.un.org/intradoc.cgi/idc.cgi_isapi.dll?IdcService=GET_FILE&dID=35022&dDocName=UNPAN030945)  
[http://unpan1.un.org/intradoc.cgi/idc.cgi\\_isapi.dll?IdcService=GET\\_FILE&dID=35023&dDocName=UNPAN030946&allowInterrupt=1](http://unpan1.un.org/intradoc.cgi/idc.cgi_isapi.dll?IdcService=GET_FILE&dID=35023&dDocName=UNPAN030946&allowInterrupt=1)

**More information on the product:**

<http://www.eprocurement.gov.in/>

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	Government of India -- District Administration, Khammam, India Government of Andhrapradesh, India
<b>Solution/Application:</b>	<b>Parishkrukthi</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2004

### **Summary:**

The Khammam district in Andhrapradesh is one of the most backward districts in India with more than 25% of tribal population. The District Administration is constantly taking measures in upgrading their lifestyle, education and their social status. Given this commitment, the Parishkrukthi project was launched in 2004 by the District Administration of Khammam, Government of Andhrapradesh, India.

Parishkrukthi provides an IT-backed solution with human resources at the forefront, where about 80 departments of the Khammam District are integrated into the IT system. Parishkruthi's web-based software keeps track of each transaction registered. All major offices in the District are connected online and the grievance is registered against the officer concerned. The project allows for every request to be registered and a tracking number is allotted to the petitioner. The petitioner can know the status accessed from any of the Internet kiosks or any of the public offices provided with network connectivity. A phone to the help counters can also help the petitioner. From the government's point of view the departmental reviews help the tracking of issues for quality and time. Heads of Departments and the District Collector can look into the printed receipt and know the status at once. They can generate reports on the most important needs of the public and identify the schemes that need immediate attention from the Collector or State Government. It also helps in grading the departments for handling public needs. Special counters are added for the registration of housing and house-site needs and for freedom fighter pension issues. Information is available online to know the status at any time and to take faster decisions.

In the first years, Parishkruthi networked important departments, ensuring at the same time the access at the block and village level via dial up network. Many broadband services are on anvil, creating a strong basis for better connectivity at the village level, while help counters are proposed under the project to allow for extension of the project to all block and village level offices in the near future. As the mobile players and consumers are increasing multifold, it is planned to provide the status to the petitioners through SMS.

### **Impact:**

Trust in government is restored after successful and continuous implementation of Parishkruthi. The project has had the following initial impacts:

- Provided caring and responsive governance.
- provided transparent, accountable and responsive local administration.
- provided access to the status information to petitioner from any public office or internet cafes.
- Eliminated middlemen and touts from the public office functioning.
- Weeded out corruption by publishing every transaction of the petition.
- Helped the illiterate tribes through counseling and by treating them with dignity.
- Created awareness on the government programs
- Guided citizens in accessing the information from various internet outlets.
- Improved efficiency by putting pressure to perform as per citizen charter.
- Provided real time, decision support system for the administrators, speeding up therefore the decision-making process.
- Helped Heads of the Department in their work by allowing the creation of reports on the enrollment of real beneficiaries and performance appraisal of the departmental officers.



- Provided fast services as the e-petition is available instantly to the service providing authority and the status is available at each stage of marking to any other department / officer.
- Categorized petitions to effectively monitor for various stakeholders such as public, public representative, employees and the press.

**Source:**

[www.stockholmchallenge.se](http://www.stockholmchallenge.se)

<http://www.stockholmchallenge.se/data/parishkruthi>

[http://www.ict4rd.net.in/projects1.aspx?cat\\_id=5&proj\\_id=14](http://www.ict4rd.net.in/projects1.aspx?cat_id=5&proj_id=14)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027896.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027895.pdf>

**More information on the product:**

<http://www.parishkruthi.org/>

<http://www.giripragna.org/khammam.html>

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	Ministry of Social Justice and Empowerment
<b>Solution/Application:</b>	<b>Childline India</b>
<b>Theme:</b>	E-inclusion, Citizens' Service Delivery
<b>Implementation Date:</b>	1996

**Summary:**

CHILDLINE India Foundation has been taken up as a project of the Ministry of Social Justice and Empowerment. This Ministry facilitates networking with all other Ministries of the Government of India (Transport, Labor, Railways, Health, Social Welfare, Information and Broadcasting, etc.) Besides this, the Ministry provides substantial funding for the CHILDLINE service across the country.

The need was primarily to create an outreach for these children and for the vulnerable groups of society, such as girls, children with disability, and children with mental illness. The large number of these children, estimated by UNICEF to be around 800,000 in urban India alone, created a need gap for a nationwide helpline to help them live a better life.

CHILDLINE seeks to provide a mechanism to reach out to these children and take care of their needs. A phone number: **1098**...that spells hope for millions of children across India, CHILDLINE is India's first 24-hour, free, emergency phone service for children in need of aid and assistance, responding not only to the emergency needs of children but also linking them to services for their long-term care and rehabilitation.

Another initiative which came as a follow up, by the CHILDLINE India Foundation, is the National Initiative for Child Protection (NICP). The NICP is focused on sharing an understanding of issues related to children with other governmental institutions such as the police, transport, health, railways and labor departments, as well as the Indian Juvenile Welfare Boards aiming to make their services more child-friendly. At the city level several dialogues have been initiated with the local government systems, and core committees for child protection have been formed in every state. The Ministry uses data generated by CHILDLINE in policy and legislation formulation.

**Impact:**

**CHILDLINE** has been addressing the needs of more vulnerable groups and has provided to them highly needed public services. Such groups include the following:

- Street children and youth living alone on the streets
- Child laborers working in the informal and formal sectors
- Domestic help, especially girl domestics
- Children affected by physical / sexual / emotional abuse in family, schools or institutions.
- Children who need emotional support and guidance
- Children of commercial sex workers
- Child victims of the flesh trade
- Victims of child trafficking
- Children abandoned by parents or guardians
- Missing children
- Run away children
- Children who are victims of substance abuse
- Differently-able children
- Children in conflict with the law
- Children in institutions

- Mentally challenged children
- HIV / AIDS infected children
- Children affected by conflict and disaster
- Child political refugees
- Children whose families are in crises

Source: <http://www.challengeaward.se>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027892.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027891.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027890.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027889.pdf>

**More information on the product:**

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	District Administration of Sitapur
<b>Solution/Application:</b>	<b>Lokvani</b>
<b>Theme:</b>	E-participation, Citizens' Service Delivery
<b>Implementation Date:</b>	2004

**Summary:**

Lokvani is an e-governance initiative which was designed and implemented by the combined efforts of the District Administration and the National Informatics Center in Sitapur (UP,India), a city which has an 88% rural population with a 38.86% literacy rate .

It is a good example of a highly cost-efficient, economically self-reliant and user financed community network. This solution is targeted at 3.6 million citizens residing within the district, located in the province of Uttar Pradesh, which is the world's fifth largest political entity in terms of population. The primary objective of this IT solution is to bridge the *digital divide* and "connect" the common man to the strategy makers in a seamless fashion. The Lokvani application provides a list of developmental programs, which are running under various departments like the Educational Department, the Department of Water Supply and Sewerage –, the Electricity Department, the Food and Civil Supply Department, the Social Welfare Department, the Public Works Department, the Revenue Department and other Development Departments . Thanks to Lokvani people can register and then track the status of their petition via a nearby Kiosk centre. The complaint is then transferred to designated officials, who can read but cannot modify it. It has many unique features including one, which enables the citizens to follow up on their complaint on the move with the help of a mobile phone. Another salient feature is the color-coding of complaints to ensure a prompt and satisfactory reply. It begins with the complaints being coded white, which automatically transforms into yellow if the petition remains unresolved after a period of 10 days. Lastly, in the event of the expiration of the deadline date, they are coded red otherwise the complaints are coded green and disposed of.

The Lokvani system provides information on all vacancies in the district as well as downloadable application forms for job seekers. Detailed information regarding the financial help provided by the government under various self-employment schemes is also available. The Lokvani Single window system deals with the filing of application for Birth, Death, Income, and Domicile Certificates at the Kiosk centers. These certificates are received after the due completion of the verification process. The system has been introduced on a trial run basis.

**Impact:**

Citizens are the key beneficiaries of the Lokvani system.

The Lokvani system has empowered the citizens by generating awareness towards their rights through a seamless flow of information, as the services offered by Lokvani encompass a wide range of government departments such as the Department of Public Grievances, the District Administration, the Development Department, etc.

Lokvani has helped the local government monitor performance of its staff, providing also for the shortcoming of human resources in implementing different schemes of assistance and development.

**Source:**

<http://www.stockholmchallengeaward.se>

<http://www.manthanaward.org>

[http://www.dqegovsummit.net/DQ%20e-Gov%20Champion%20Awards\\_2006.pdf](http://www.dqegovsummit.net/DQ%20e-Gov%20Champion%20Awards_2006.pdf)

<http://sitapur.nic.in/lokvani/rojgar/winner.pdf>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027894.pdf>

**More information on the product:**

<http://sitapur.nic.in/lokvani>

<http://sitapur.nic.in/lokvani/rojgar/allabout.htm>

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<b>Country:</b>	<b>India</b>
<b>Institution/Ministry:</b>	Government of Maharashtra, India
<b>Solution/Application:</b>	<b>SETU -- the Integrated Citizen Facilitation Centers</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	1999

**Summary:**

The Integrated Citizen Facilitation Centres (SETU) is a one stop service center for all government routine applications adopted by the Government of Maharashtra in India. Before SETU, there were multiple points of interaction between the citizen and individual departments spread over so many different Government offices. SETU offers the possibility of making routine interactions faster, smoother and transparent and is being implemented as a single window clearance of 83 important certificates (includes renewal of leases, permits & licenses).

Most of the citizens in need of government certifications and registrations had to take leave from their work and spend time at the government office to get some routine work done, register their grievance, and expedite some actions. Even in such cases, services were limited to working days and working hours, shortening the timing of services and prolonging the processes.

Improved services due to the adoption of SETU have not only reinforced the belief that government can tackle problems and address them, but also have resulted in a tremendous decrease in the timing needed for the disposal of files, thus allowing for timely decisions, and increasing the accessibility of public services to citizens.

Indirect employment generation is another major advantage of this project. The Integrated Citizen Facilitation Centres (SETU) are working on these very basic needs of the citizens and reorienting administrative processes accordingly. The aim is to lay the foundation for e-governance, create a visible impact of the intention of the Government in this direction, and facilitate the interaction of the citizens with the Government to make it more transparent, pleasant and satisfying.

**Impact:**

Integrated Citizen's Service Centers (SETU) have been established in 28 Districts Headquarters and 298 Taluka places. The SETU Centers have shown the following impacts:

- Prompt settlement of routine matters
- Facilitation on formalities
- Reduction of visits and increased confidence in the administrative process
- Quality front end service delivery
- Empowerment of citizens through easy dissemination of information
- Quality output
- Service provision on holidays and after office hours.
- Possibility of transacting other business, at no extra cost to the government
- Accountable Government through well-defined citizen's charter.
- Easy monitoring to ensure timely disposal
- Use of managerial time to reform the administrative process
- Escalation if the designated levels fail
- Efficiency not at the cost of credibility

**Source:**

<http://www.challengeaward.se>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027899.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027898.pdf>

**More information on the product:**

<http://setu.maharashtra.gov.in/>

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<b>Country:</b>	<b>Korea, Republic of</b>
<b>Institution/Ministry:</b>	Ministry of Education, Korea Education and Research Information Service
<b>Solution/Application:</b>	<b>Edunet</b>
<b>Theme:</b>	E-education, Information Sharing, Citizens' Service Delivery
<b>Implementation Date:</b>	1996

**Summary:**

EDUNET is a comprehensive educational information service system which allows all teachers, students, and citizens to gain access to valuable educational information and run a voluntary online learning community. In other words, EDUNET is the comprehensive service portal on education-related information.

The education portal service provides education policy discussions, digital library, civil complaint processing, and requests for administrative information disclosure. Moreover, "EDUNET", provides information on education and operates various online education communities among teachers, students and parents.

The Republic of Korea's first comprehensive educational information service, EDUNET, was launched in 1996 to operate the cyber learning system, and it has been managed by the Korea Education and Research Information Service (KERIS).

**Impact:**

According to KERIS, 80% of all teachers and 41% of all students had subscribed to the EDUNET through 2003. ICT-based teaching and learning materials such as electronic textbooks and tests up to the secondary level for each school subject are provided through the EDUNET for self-directed cyber learning to reduce private tutoring expenses and strengthen public education. Most resources for mathematics education is mostly of a tutoring type, and in EDUNET, the computer is used as a result checker or a tool for demonstration/ communication rather than as a tool for problem solving.

**Source:** Government of Korea

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028040.pdf>

**More information on the product:**

<http://www.edunet4u.net>

<http://www.edunet4u.net/main/english/introduction.jsp>

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**Country:** Korea, Republic of  
**Institution/Ministry:** Korea's Ministry of Justice  
**Solution/Application:** Korea Immigration Smart Service (KISS)  
**Theme:** E-customs  
**Implementation Date:** September 2006

**Summary:**

Before KISS was introduced, a traveler arriving in the Republic of Korea had to stand in line for 30 to 50 minutes on average and faced complicated document requirements. KISS introduced high technology into the inspection procedures implementing techniques such as machine-readable passports, an advanced passenger information system, a remote crew self-check system, an automatic crew perception system, and a tourist group inspection system. Crew members who visit the republic of Korea on a regular basis register with the Korea Immigration Service and take out a crew pass so that they simply go through their immigration inspection by having their pass read by the reader at inspection windows. Prior to landing in the Republic of Korea, an airliner transmits to the authorities, in the EDI format, the personal and navigational information of all passengers. The Korean Defense Ministry exams it, and notifies the inspection officers of, if any, suspicious individuals.

**Impact:**

The machine-readable passports have eliminated the cause for differences in the processing time arising out of the skillfulness of each inspector, have enhanced the accuracy of the immigration records and have reduced the inspection time by eliminating the manual input process. The EDI has eliminated the need for paper copy submission, and has eased the burden for private airlines. Waiting time both for citizens and tourists almost halved and the faster clearance times was estimated to have saved customers over \$22 million. KISS has also had a significant impact on public finance. For example, by abolishing the need for personally completed Departure and Arrival cards for Republic of Korea citizens and legal residents, \$1,250,000 a year was saved from the governmental budget.

**Source:** Republic of Korea Government

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030940.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030941.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030942.pdf>

**More information on the product:**  
<http://immigration.go.kr/HP/IMM80/index.do>

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<b>Country:</b>	<b>Korea, Republic of</b>
<b>Institution/Ministry:</b>	Korean Agency for Digital Opportunity and Promotion
<b>Solution/Application:</b>	<b>KADO</b>
<b>Theme:</b>	E-inclusion
<b>Implementation Date:</b>	2003

**Summary:**

KADO is a specialized government subsidiary in the Republic of Korea devoted to providing comprehensive support for domestic and international digital divide closure. It provides the disabled, the elderly, and farming and fishing villagers with easy and affordable access to information and communication service, in this process, elevating the quality of life of the public and achieving balanced development of the national economy.

Its functions are: information access environment creation, skills and contents development aimed at bridging the digital divide, international cooperation to narrow the global digital divide, public IT education to upgrade people's IT literacy, promotion of public awareness on the digital divide, encouragement of productive information use and prevention of the informatization adverse function, and research and development on the digital divide and its bridging strategy.

**Impact:**

- Local Information Access Center
- Used PC Distribution
- DOUMNARA(Contents Provision for the under-served) .
- IT Education for the Disabled
- IT Education for the Elderly
- IT Education for the Illiterate
- IT Education for the Refugees from the DPRK
- IT Education Content Development & Distribution
- Instructor Pool for IT Education
- Lifetime IT Education Environment Creation

**Source:** [http://www.unpan.org/dpepa\\_psaward.asp](http://www.unpan.org/dpepa_psaward.asp)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028063.pdf>

**More information on the product:**

<https://www.kado.or.kr/koil/aboutkado/index.asp>

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<b>Country:</b>	<b>Korea, Republic of</b>
<b>Institution/Ministry:</b>	Ministry of Government Administration and Home Affairs
<b>Solution/Application:</b>	<b>Information Network Village (INVIL)</b>
<b>Theme:</b>	Information Access and Sharing, E-commerce, E-participation, Citizens' Service Delivery
<b>Implementation Date:</b>	2001

### **Summary:**

The Information Network Village project (INVIL) of the Ministry of Government Administration and Home Affairs (MOGAHA) is designed to spread the use of Information Technology nationwide through reducing the digital divide and revitalizing the local economy by linking all the villages around the nation into one single network called the 'Information Network Village'. The idea is to build internet communication networks in remote areas such as farming and fishing villages, and to enable the villagers to access rich content in areas ranging from education, medicine and retailing of local products directly to urban customers and similarly to farmer markets, and eventually revitalize the local economy.

The development of websites for each participating village, and the linkage of these websites to a central website is a fundamental element of the project. The individual websites contain such contents as information on villages, e-commerce, local specialty goods, tour programs, and local community activities. The central website ([www.invil.org](http://www.invil.org)) provides a common data bank comprised of information on education, culture, health, and administration shared by the villages, and provides support to the villages for e-commerce. In this framework the selected villages also have an information center set up, personal computers are distributed to the maximum of households in each participating village, and IT training is offered to village residents.

However the real originality of this project rests in the combination of top-down investment by the Republic of Korea government and bottom-up leadership and implementation. In fact, the active involvement of local residents is a central element of the project. It is based on the "Invil Operation Committee" (IOC) appointed in each village, which consists of 15 resident representatives. Committees manage the village information centers, the village homepage and take care of all the tasks related to the e-commerce service. They have also established qualifying criteria for selecting the households eligible to receive a PC. Additionally, more than 200 people were selected as "village leaders", who received special training to develop their vision and expertise.

### **Impact:**

Since the launch of the project, a total of 233,540 local residents in 79,279 households in 280 villages have participated in the Information Village. Their online sales revenue grew from 1.022 million KRW in 2004 to 2.981 million KRW in 2006, which clearly indicates the positive impact of the project on the development of e-commerce in the concerned villages.

The INVIL project is an original and efficient tool in opening-up remote areas to the rest of the country. The range of benefits of the project are unusually broad. Indeed the project did not only contribute to reducing the digital divide within the country but it also provides, through the establishment of a common portal and a village website, a space for intra-community communication, information-sharing and the nation-wide valorization of assets. Furthermore, the project contributes to the exchange between rural villages and urban cities through the diversified on-line community function. Thereby, it provides a practical income increase to farm villages since it encourages the

development of new sources of income through guesthouses, camps, and farm village experience tours. Moreover, since each IOC was encouraged to become a management board in its own right, this has encouraged the operation to be able to be self-sustaining and self-managed after government support for the project is over.

All in all, the INVIL project has contributed to enhancing the quality of life for the village residents. With the creation of an environment that enabled easier access to not only e-government services, but useful living tips and information on cultural events, and the price of agricultural goods, residents have been better able to gain access to useful information, which has contributed to improving their quality of life. Eventually the project has contributed to revitalizing the local communities as well as to promoting a balanced national development through strengthened regional competitiveness. The concept has already been exported to other countries and in 2006 the project won the World e-government Forum Award (France) thereby confirming its success and originality.

**Source:** MOGAHA

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029978.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029979.mht>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029980.pdf>

**More information on the product:**

<http://www.invil.org/english/> (central portal)

<http://www.invil.com/> (Korean portal directed at the participants)

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**Country:** Lebanon

**Institution/Ministry:** Lebanese Ministry of Finance

**Solution/Application:** Taxpayers Services

**Theme:** E-taxation, Information Access

**Implementation Date:** 2002 to 2008

**Summary:**

The project built a modern tax administration which minimizes the personal contact with taxpayers through the use of regular mail and electronic tools to process their operations and inquiries. Providing streamlined and high-quality services to taxpayers, it improves fiscal compliance and transparency and promotes a new image of the Public Administration based upon customer focus, transparency and integrity.

**Impact:**

The Introduction of e-services enabling taxpayers to file and process their tax transactions through the web has reduced the transactions' processing time from 3 days in 2005 to immediate in 2006. Visits to Taxpayers Services department decreased from 1548 to 1075 for the VAT tax and from 11344 to 7940 for the LTO tax. The launch of a 24/7 call center to provide "around the clock" services for all taxpayers' enquiries meant that visits were substituted by a substantial rise in incoming calls. The number of registered taxpayers and the rate of voluntary compliance rate rose, increasing revenue collection and decreasing the number of cases of disputes.

**Source:** Ministry of Finance

**More information on the project:**

[http://unpan1.un.org/intradoc-  
cgi/ide.cgi\\_isapi.dll?IdeService=GET\\_FILE&dID=35011&dDocName=UNPAN030935](http://unpan1.un.org/intradoc.cgi/ide.cgi_isapi.dll?IdeService=GET_FILE&dID=35011&dDocName=UNPAN030935)

[http://unpan1.un.org/intradoc-  
cgi/ide.cgi\\_isapi.dll?IdeService=GET\\_FILE&dID=35012&dDocName=UNPAN030936](http://unpan1.un.org/intradoc.cgi/ide.cgi_isapi.dll?IdeService=GET_FILE&dID=35012&dDocName=UNPAN030936)

[http://unpan1.un.org/intradoc-  
cgi/ide.cgi\\_isapi.dll?IdeService=GET\\_FILE&dID=35014&dDocName=UNPAN030937](http://unpan1.un.org/intradoc.cgi/ide.cgi_isapi.dll?IdeService=GET_FILE&dID=35014&dDocName=UNPAN030937)

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030938~1.pps>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030939~1.zip>

**More information on the product:**

<http://www.finance.gov.lb>  
[www.finance.gov.lb/NR/ronlyres/A16C4681-4E29-4B9B-8688-  
231E0305B3B8/0/MinistryofFinanceAchievements.pps](http://www.finance.gov.lb/NR/ronlyres/A16C4681-4E29-4B9B-8688-231E0305B3B8/0/MinistryofFinanceAchievements.pps)

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<b>Country:</b>	<b>Malaysia</b>
<b>Institution/Ministry:</b>	National Registration Department, Malaysia
<b>Solution/Application:</b>	<b>Malaysia smart card (national ID card)</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2001

**Summary:**

The Government of Malaysia and the Government of Multi-purpose Card (GMPC), a consortium of five internationally prominent technology suppliers, developed and implemented "MyKad" – a multipurpose digital application card for all citizens over the age of 12. MyKad deployment began in May 1999, and had its official introduction in September 2001. MyKad combines multiple applications:

- MyKad replaces the national identification card and the driver's license.
- Availability of passport information enables quick exit and re-entry of Malaysians at immigration checkpoints (however MyKad does not replace passports for overseas travel).
- Confidential health information - such as allergies, medications, medical history, etc. - ensures immediate medical attention during emergencies, eliminating the need for costly tests prior to treatment and delays caused by paperwork.
- MyKad can be used for payment of tolls on highways; citizens pre-pay and the toll device automatically deducts the proper amount from the smart card. It can also be used for parking and for the public transportation system.
- Citizens can perform ATM transactions with the smart card.
- Citizens can use MyKad as an e-purse for small purchases, pre-paying small dollar amounts and using the smart card to purchase everyday items.
- The Public Key Infrastructure in MyKad, with its digital signature feature, enables secure e-commerce transactions.

As of 2005, with a population of 23 million, Malaysia had issued MyKad to more than 17 million citizens.

**Impact:**

According to Datuk Azizan, "the smart card makes it easier for citizens to deal with any government department. Not only do the citizens get faster services, but government employees are also more productive." The smart card is implanted with a latest technology chip to ensure the data on the card is accurate and secure. Together with a thumbprint image, photograph, and surface information, the cardholder's identity can be verified with a card acceptance device (CAD). This helps prevent forgery and misuse of cards.

**Source:** Unisys Corporation

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022456.pdf>

**More information on the product:**

<http://www.jpn.gov.my> (only available in Bahasa Melayu (Malay))

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<b>Country:</b>	<b>Malaysia</b>
<b>Institution/Ministry:</b>	Self-funded by residents of Subang Jaya
<b>Solution/Application:</b>	<b>The Subang Jaya e-Community Portal</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	1999

**Summary:**

In 1999, residents of Subang Jaya, a suburb of Kuala Lumpur, Malaysia created [The Subang Jaya e-Community Portal](#). This self-funded portal has successfully fostered grassroots democracy, community-building and better local governance. The project arose out of the gulf between the high expectations of new Subang Jaya residents prior to moving to this award-winning 'model township' and the daily realities of traffic jams, clogged drains, unsafe playgrounds and frequent burglaries. Local politicians are hearing the message and adapting their [communication strategies](#).

**Impact:**

The online forums have become the prime public forums in this suburb of 500,000 residents. This online environment encourages the participation of citizens in decisions that affect local governance and community services. An example of the portal's success in working with local media and influence on local decisions was reflected in an October 2004 discussion on the desire for a police station in the area rather than a food court. The flexible system of user-initiated discussion threads, or topics, allows for a dynamic 'bazaar' of ideas and information on a vast range of local issues. As of 28 January 2005, the portal boasted 4,847 members and its forums had generated 3,055 threads and 32,963 posts in just over five years.

This online environment encourages the participation of residents in decisions that affect their locality. These views may not have always had a direct impact on local government decisions, but together they have contributed to the emergence of a local public sphere that the municipal council cannot afford to ignore. Additionally, by pooling their local knowledge, residents were able to make well-informed decisions regarding council rates, building permissions, unkempt public parks, etc.

**Source:** [http://dowire.org/wiki/Community\\_Forums\\_and\\_News\\_in\\_Subang\\_Jaya](http://dowire.org/wiki/Community_Forums_and_News_in_Subang_Jaya)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024458.pdf>

**More information on the product:**

<http://usj.com.my>

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<b>Country:</b>	<b>Malaysia</b>
<b>Institution/Ministry:</b>	National Information Technology Council (NITC)
<b>Solution/Application:</b>	<b>SJ2005 ePublic Services</b>
<b>Theme:</b>	E-participation , Information Access, Citizens' Service Delivery
<b>Implementation Date:</b>	2005

**Summary:**

SJ2005 is a pilot project for smart community building for Subang Jaya. It envisions for the growing and evolving Subang Jaya community to become a smart and knowledge-based community, leveraging on tri-sectoral participation (government, private and community sectors). The notion of a smart and knowledge-based community is a community which understands and makes conscious use of ICT and knowledge to create value.

One of the deliverables is a one-stop virtual community information platform which will allow communities to network, communicate, interact and utilize the products and services available in the SJ2005 portal. The section – e-Public Services Community Corner - is for residents from the SJ2005 residential areas to voice out their concerns regarding events that occur within the respective communities, to the relevant authorities.

**Impact:**

SJ2005 ePublic Services has focused on providing an effective and efficient means for the Malaysian public sector and government to deliver services and information to the residents of SJ2005 residential areas. SJ2005 ePublic Services also serves as a platform for the community to voice their concerns to their local government representatives on matters that affect their respective communities. This open dual communication channel has allowed for quicker resolution of issues that affect the SJ2005 community in order to promote better understanding between the government and the people.

**Source:** <http://epublicservices.sj2005.net.my>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024345.pdf>

**More information on the product:**

<http://epublicservices.sj2005.net.my/section.cfm?id=38>

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<b>Country:</b>	<b>Mongolia</b>
<b>Institution/Ministry:</b>	The Office of the Prime Minister
<b>Solution/Application:</b>	<b>Open Government – The Prime Minister is Listening</b>
<b>Theme:</b>	Government Portal, Information Access, E-participation
<b>Implementation Date:</b>	2000

**Summary:**

The Open Government portal web site provides information on draft legislation, current laws, policies, and parliament's agenda within Mongolia. The site is connected to the Prime Minister's office and facilitates dialogue between citizens and government officials through online chats and forums. Visitors may express their opinion on pending laws and hot issues in the discussion section. This unique service contributes to transparency in government and provides new opportunities for public participation.

**Impact:**

The Open Government website sponsored a highly successful national "Open Talk on Taxes" with the Ministry of Finance and General Department of National Taxation broadcast live on national TV, radio and the internet. Over 600 visitors from five different countries participated through the Internet chat lines and asked 63 questions. A total of 115 questions came through live telephone lines. There were 142 short text messages with questions and 14 questions from the live audience at the ICT Conference Hall. An estimated number of almost 700,000 Mongolians watched or listened to the program.

**Source:** [www.apdip.net/projects/e-government/capblg/casestudies](http://www.apdip.net/projects/e-government/capblg/casestudies); [www.asiafoundation.org](http://www.asiafoundation.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024832.pdf>

**More information on the product:**

[www.open-government.mn](http://www.open-government.mn)

**Contact:**

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Tel: (976-11) 32 01 23

<b>Country:</b>	<b>Nepal</b>
<b>Institution/Ministry:</b>	Committee for the Promotion of Public Awareness and Development Studies (COPPADES)
<b>Solution/Application:</b>	<b>Solar Power Enabled Online Educational Project</b>
<b>Theme:</b>	E-education, E-inclusion, Information Access
<b>Implementation Date:</b>	2006

**Summary:**

COPPADES has been working as a tech transfer organization of Nepal. It has developed ICT infrastructure for poor resourced rural public schools. Many remote public schools have started formal as well as informal computer education programs from class six to class twelve with the help of COPPADES since 2002. COPPADES is the only organization to go widely to remote schools to develop ICT education and connect them to Internet and Email. COPPADES provides at a minimum 5 computers, 1 printer, a network hub, network cables, modem and related software CDs and has trained at least one teacher of the school participating in the ICT project.

COPPADES has launched a Solarpower Enabled Online Educational Project for those rural schools which do not have connectivity to the electricity grid of Nepal Electricity Authority (NEA). The objective is to provide an all in one ICT access with the coordination of the Alternating Energy Promotion Center (AEPC), which aims to establish solar energy.

**Impact:**

The project is expected to achieve the following results:

- 400 students will be able to learn computer software applications and the use of the Internet. This will repeat annually for an additional 100 students..
- 15 teachers will use computers and the Internet to facilitate improved learning for students.
- The people in the surrounding communities (approx. 500 people) will learn the use of computers and the Internet to acquire information they need for health, agriculture, jobs, and other relevant matters.
- The target school will be a showcase for the use of solar energy operating computers and accessing the Internet. Other schools that do not have access to electrical energy will adopt the method of using the solar energy to light their school facilities.
- Other schools will begin to use the Internet for better educational resources for students and for easy access to information for people in the surrounding communities.
- The school will have a website to publish their events and information.
- The students will use the Internet to exchange their views with other people around the world.
- The quality of education in the target school will significantly increase resulting in better educational achievement and better opportunities for students after the completion of their studies.
- 200 community people will be able to get information related to the improvement of their lives through the use of the Internet in the school.
- New employment opportunities will be developed for technicians installing and maintaining solar energy systems.
- Households and businesses in the community will learn the benefits of solar energy systems and purchase smaller-scale systems for their needs.

**Source:** <http://www.globalknowledge.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028032.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028037.pdf>

**More information on the product:**

<http://www.coppades-nepal.org/>

<http://www.renewict.org/>

**Contact:**

Committee for the Promotion of Public Awareness and Development Studies

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<b>Country:</b>	<b>Pakistan</b>
<b>Institution/Ministry:</b>	International development organizations Lahore University of Management Sciences
<b>Solution/Application:</b>	<b>RISEPAK</b>
<b>Theme:</b>	Citizen's Service Delivery, Information Access, E-participation
<b>Implementation Date:</b>	2001

**Summary:**

RISEPAK is an earthquake relief coordination and accountability tool designed to collect, collate and display information about damage, access and relief for rural Pakistani citizens affected by the Oct. 2005 Earthquake on a public portal which was set-up within 12 days of the earthquake. The portal is based on an interactive 'give-and-take' principle. RISEPAK gives all relief providers, government agencies and affectees the following information about the 4,000 affected villages: (a) Demographics and Access: Population, distance from epicenter and distance from a main road; (b) Location: The physical location of village clusters; (c) Access and Disaster levels: Status of access to affected villages, levels of post-Earthquake damage; (d) Relief: Access to relief provided by different organizations (e) Reporting: Summary reports on relief indicators at the village level; and (f) Verified Small Sample Information: Verified information about a small random sample of villages about access, damage, relief and receipt of government compensation is provided by the RISEPAK team.

**Impact:**

The main goals of RISEPAK were to ensure that no affected village is left behind and no affected voice is left unheard in the relief and rehabilitation effort. The project has targeted these goals in 3 steps: 1) RISEPAK has provided a list and all available pre-earthquake information for all the villages affected by the earthquake, so that relief agencies could quickly pinpoint the areas that need help. 2) RISEPAK has worked actively with relief-agencies to systematize their data, allow for easy provision of information to RISEPAK and update the existing database in real-time. 3) RISEPAK has provided an unbiased outlet for all opinions through the notice-board so that praise, complaints and suggestions for relief-actors could be recorded in a non-partisan basis from all affected individuals. There were several milestones: (1) Launch on October 20th, 10 days after the earthquake. (2) Complete overhaul of the front-end of the website based on initial comments and usage details by November 1st. (3) Update information received on more than 900 villages within 2 months. (4) 1,800 notice-board posts within 2 months of setting up.

**Source:** [www.stockholmchallenge.se](http://www.stockholmchallenge.se)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024465.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024466.pdf>

**More information on the product:**

[www.risepak.com](http://www.risepak.com)

**Contact:**

RISEPAK team

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<b>Country:</b>	<b>Pakistan</b>
<b>Institution/Ministry:</b>	Planning & Development Department of Balochistan, United Nations Development Programme
<b>Solution/Application:</b>	<b>Support to Devolution Reform in Balochistan – The Participatory Information System</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2005

**Summary:**

The Participatory Information System (PIS) was developed to address the acute lack of basic up-to-date data in Balochistan and provide the local decision makers with an effective tool for planning and monitoring of public services. Under the project “Support to Devolution Reforms in Balochistan” (SDRB), the Planning & Development Department with the technical assistance of UNDP has developed a powerful District Management Information System (DMIC) using a holistic & participatory approach. The PIS was developed using the Geographical Information Systems (GIS) technology as a decision support system for planning & monitoring of public services at all tiers of local government. Incorporation of sex-disaggregated data across all sectors and involvement of beneficiary communities in the collection, validation and use of data represent some of the most significant features of PIS. The system offers an integrated approach on distribution of public services along with village & household data. Such integration of data provides a powerful tool to monitor the performance of public services and visualize future requirements of a particular community.

**Impact:**

The SDRB project established three full-fledged District Management Information Centers of districts Loralai, Bolan and Ziarat. It also implemented the PIS in five districts of Balochistan (Loralai, Bolan, Jhall Magsi, Ziarat & Barkhan). For replication of the PIS in district Ziarat, SDRB adopted a quick, cost-effective and sustainable methodology with active involvement of district government functionaries, representatives of local CSOs and councilors.

A recent independent evaluation mission mandated by UNDP has appreciated the role and progress of PIS and DMICs and recommended its replication in other districts with increased involvement of the government functionaries. The Government of Balochistan, is committed to utilize the PIS and link it with the provincial PSDP after integration of all DMICs at the provincial level. The use of PIS at the provincial level will become more effective if replicated in all 27 districts of Balochistan.

**Source:**

<http://www.un.org.pk/undp/governance/gov-projects.htm>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024868.pdf>

**More information on the product:**

<http://www.apdip.net/projects/undp/pk07/view>

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<b>Country:</b>	<b>The Philippines</b>
<b>Institution/Ministry:</b>	Philippines Customs Bureau
<b>Solution/Application:</b>	<b>Customs Service Online</b>
<b>Theme:</b>	E-customs
<b>Implementation Date:</b>	1996

**Summary:**

Using an “off-the-shelf” customs application package as the main building block, the Philippines Customs Bureau has developed an on-line system to process clearance of imports, payment of duty, and delivery of release orders for shipments to leave the docks. The Bureau implemented a standard software package ASYCUDA. The system also has become nearly paperless. An encrypted file verifying the payment received at banks is sent to Customs via a gateway. Customs computers match this information with the amount of duties and taxes payable.

**Impact:**

The new on-line system has lessened the cost of trade for businesses, reduced opportunities for fraud, and helped the Bureau to maximize revenue collection. Quick clearance of a majority of transactions has brought down the cost of trade significantly. Cargo is released between four hours to two days, as opposed to eight days in the earlier system. Under the new system, business people also enjoy the greater convenience of making payments at familiar banks, instead of lining up for service at the Customs collection stations.

**Source:** World Bank

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022355.pdf>

**More information on the product:**

<http://www.customs.gov.ph/>

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<b>Country:</b>	<b>Philippines</b>
<b>Institution/Ministry:</b>	Department of Social Welfare and Development (DSWD) of the Philippines Government, Engineers Without Borders (EWB)
<b>Solution/Application:</b>	<b>Sharing Computer Access Locally and Abroad (Scala)</b>
<b>Theme:</b>	Citizens' Service Delivery, E-education
<b>Implementation Date:</b>	2002

**Summary:**

The Philippines faces an alarming youth issue: during the 1990s the out-of-school youth population tripled. The underprivileged youth aged 15 to 24, not employed nor in school, is estimated at a startling 12 million.

In 2002, the National Youth Commission identified an urgent need for these youth to have access to basic services, specifically for programs to help the out-of-school youth return to formal education or be engaged in non-formal vocational and livelihood-earning activities. The organization on the frontline of delivering these programs is the Department of Social Welfare and Development (DSWD) of the Philippines Government, whose mandate is to protect and promote the social rights and welfare of the poor. Engineers Without Borders is working with the DSWD to help them modernize their youth social programming, in particular by adding computer centres and integrated livelihood training to their municipal offices. This program has been named Scala (Sharing Computer Access Locally and Abroad).

The Computer Livelihood Training Centre model developed by EWB and implemented in 28 communities throughout the Philippines has won many awards, including the Global Knowledge Partnership Youth Education award, presented at the UN's World Summit on the Information Society (Geneva, Dec 2003). and was a finalist for the Global Junior Challenge award (Rome, Nov '04). Three characteristics make this model innovative: Low Cost (i.e., the average implementation of a 15-computer centre has been kept quite low), a Holistic Curriculum (i.e., each centre must be customized to the local realities of the youth and the job market), sustainability (i.e., the participatory approach followed helps the DSWD staff to become competent managers, trainers and technicians, therefore ensuring that the centers' impact is long-lasting and sustainable).

**Impact:**

The impact from these centers is both measurable and significant. EWB has created an innovative monitoring and impact assessment structure with the partners to constantly reassess whether the model is achieving the desired outcomes: that the graduates return to formal education or find employment. This assessment includes stakeholder questionnaires, quarterly centre visits, and yearly evaluations.

Results from the first graduates show that, within six months of completion of their training, 23% had found employment and 26% had returned to formal education. According to these figures and with the current output capacity, 1,200 (49% of enrollees) youth will have significantly improved their lives in the next 12 months. Those who do not immediately find employment or return to school still benefit greatly through the life skills education and increased morale and confidence, as well as through discovering new social networks in their community.

**Source:**

<http://www.globalknowledge.org/>  
<http://www.genderawards.net/winners/winners.htm>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027248.pdf>



**More information on the product:**

<http://scala.ewb.ca/>

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<b>Country:</b>	<b>Philippines</b>
<b>Institution/Ministry:</b>	The Office of the President
<b>Solution/Application:</b>	<b>SND A TXT MSG 2 GMA</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2001

**Summary:**

The SND A TXT MSG 2 GMA service allows Filipinos to communicate their concerns to President Gloria Macapagal Arroyo (GMA) via SMS. About 28 million out of the 80 million Filipinos have cellular phones, each sending an average of seven text messages a day. Additionally, text messages currently outnumber voice calls 8 to 1 in the Philippines. That is why cellular phones have been identified as the preferred device for eParticipation in the Philippines. The SND A TXT MSG 2 GMA service, is a 'pioneer' in the use of SMS in government. It is used for complaints about government services, projects, and officials. Most of the text messages are related to new initiatives or programs launched by the President. The SND A TXT MSG 2 GMA service is part of Presidential Action Center (PACE) operated by six persons responsible for the SMS service, which reports to the President via the Executive Secretary. PACE forwards the messages to the appropriate government agency that will then take the appropriate action. PACE also monitors how the named government agencies act on the complaints. Besides that PACE operates within regional offices aligned to the regionalization policy of increasing the poor's access to basic services and to bring the Presidency closer to the people. Regional offices also address clients' requests for assistance, complaints and grievances, which are also received in letter form by mail.

**Impact:**

The pilot-service - TXTGMA campaign - tested in 2001, received 18,000 messages a month in its first year of operation. An example of the impact of this application is the following: On Sept 8, 2003, the Office of the President received a text message from two overseas Filipino workers in Riyadh, Saudi Arabia complaining about maltreatment. After securing their particulars, the Presidential Action Center referred the matter to the Department of Foreign Affairs (DFA) for appropriate action. On Sept 12, the DFA wrote the Office of the President informing the latter that the matter was referred to the Philippine Embassy in Saudi Arabia.

**Source:**

<http://www.apdip.net/projects/e-government/capblg/casestudies>  
[www.asiafoundation.org/pdf/ICT\\_PHSMS.pdf](http://www.asiafoundation.org/pdf/ICT_PHSMS.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024834.pdf>

**More information on the product:**

<http://www.op.gov.ph/txtgma.asp>

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<b>Country:</b>	<b>Philippines</b>
<b>Institution/Ministry:</b>	Department of Trade and Industry
<b>Solution/Application:</b>	<b>Consumer Welfare Center</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access, E-participation
<b>Implementation Date:</b>	2005

**Summary:**

The Department of Trade and Industry (DTI), in partnership with SM Supermalls launched the Consumer Welfare Centers (CWC) initiative, in order to immediately address customer concerns and complaints and to inform customers of their rights and responsibilities as consumers.

CWC is a one-stop service center, which aims at bringing reliable government service closer to the people, particularly in providing the public a central venue for obtaining consumer information and immediate redress of complaints. Strategically located within the mall, the CWCs serves as well as a one-stop-shop where consumers can avail themselves of the basic government services and can access valuable information from the various agencies of the government.

Thanks to the center's interactive facility, customers can also access "I-reklamo", a DTI online system to manage complaints which accepts, verifies, and enables consumers to get speedy feedback on the status of their complaints. CWCs also provide access to additional e-services such as eTIN, the online tax identification number provider, eFPS (Electronic and Filing Payment System), e-broadcasting, e-substituted filing and e-registration from the Bureau of Internal Revenue (BIR) portal. Trained Consumer Welfare coordinators assist customers to go on line to access information and services with government agencies like the DTI, BIR and the Social Security System.

**Impact:**

The CWCs are very handy e-government tools providing benefits for both the consumers and the DTI as well as for businesses. For the citizens the CWCs are an important means to promote citizens' empowerment since they provide the consumers with a free of charge complaint platform, thus connecting them quickly and directly to their government. This advantage is emphasized by the fact that the CWCs are also access-points to the whole range of e-services offered by the DTI. On the perspective of the DTI, thanks to their on-the-spot location, the CWCs are means that allow the government to efficiently and rapidly protect the consumers by monitoring the prices of basic commodities, as well as providing an innovative means to educate the business sector on its responsibilities towards consumers. As for the advantages for the businesses, the CWCs assist them to improve their products and services, by equipping them with adequate know-how on consumer assistance and other business-related concerns thus making them more competitive. The CWC initiative has been successful, thus encouraging the DTI to further improve the 2000 existing CWCs and promote the implementation of 2500 additional centers in other retail points.

**Source:** DTI

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029984.mht>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029985.pdf>

**More information on the product:**

[www.business.gov.ph](http://www.business.gov.ph) - Website currently under construction for enhancement purposes

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<b>Country:</b>	<b>Samoa</b>
<b>Institution/Ministry:</b>	SPREP – a regional organisation of governments of the Pacific Region
<b>Solution/Application:</b>	<b>Pacific Environmental Information Network (PEIN)</b>
<b>Theme:</b>	Information Sharing, Information Access
<b>Implementation Date:</b>	2001

**Summary:**

SPREP is a regional organization established by the governments and administrations of the Pacific region to look after its environment. It has grown from a small program attached to the South Pacific Commission (SPC) in the 1980s into the Pacific region's major intergovernmental organization charged with protection and management of the environment and natural resources. It is based in Apia, Samoa.

The transfer of environmental information to all countries in the Pacific region has proved to be a complex and difficult task. As the countries of the region increasingly commit to regional cooperation across the sectors, the environmental information was also required to be exchanged across the governments of the Pacific Region (PREP) via assigned focal points in each ministry of the respective countries. Unfortunately, despite the good intentions of cooperation in the environmental field, the information was not being provided efficiently or nor provided at all.

The Pacific island governments and administrations saw the need for SPREP to serve as the conduit for concerted environmental action at the regional level. The establishment of SPREP also sends a clear signal to the global community of the deep commitment of the Pacific island governments and administrations towards sustainable development, especially in light of the outcomes of the World Summit on Sustainable Development in the form of the Plan of Implementation, the Millennium Development Goals and Declaration, the Barbados Plan of Action and Agenda 21.

The main aim of PEIN was to increase, improve and upgrade in terms of appropriateness, quality and quantity, the flow of environmental information within 25 SPREP member countries, which in turn will provide the information in a way that would suit the level of all users. As a people's information network, the PEIN is designed to provide environmental information in appropriate forms and languages to all sectors of the community. PEIN interfaces with national networks to provide an information dissemination avenue through the appropriate medium (audio, video, internet, etc). It provides for an information dissemination system which is appropriate to the development status and economic situations of countries in the region and which in the long-term will assist efforts in the direction of sustainable and profitable use of natural resources, improved economic status and social capital development.

**Impact:**

- significant strengthening of environmental information flow to and within, member countries in a variety of print and electronic formats.
- establishment of National Environment Libraries/Information Centers within SPREP Pacific island countries.
- Increased online sharing of information between National Environment Libraries/Information Centers Collection(s) of all National Environment Libraries/Information Centers available and accessible on the Internet.

**Source:**

<http://www.stockholmchallenge.se>

**More information on the product:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027936.pdf>

**More information on the product:**

<http://www.sprep.org> I think it is sufficient if we put only the first one, which is the main one,

[http://www.sprep.org/projects/irc\\_pein.htm](http://www.sprep.org/projects/irc_pein.htm)

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<b>Country:</b>	<b>Saudi Arabia</b>
<b>Institution/Ministry:</b>	Ministry of Hajj
<b>Solution/Application:</b>	<b>Ministry of Hajj Portal</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access
<b>Implementation Date:</b>	n.a.

### Summary:

The Kingdom of Saudi Arabia plays an important role as host to Muslim visitors worldwide who come to perform a ritual pilgrimage to the holy city of Makkah, and to visit Madinah and other sites of religious significance throughout the Kingdom. Issuing visas and provisioning facilities to these travellers is the responsibility of the Saudi Arabian government's Ministry of Hajj. The Ministry manages an average of five to six million Muslim visitors performing Hajj (2.2 million within one month alone) and Umrah each year. A desire to better serve the large, and growing, number of annual pilgrims led the Ministry of Hajj to initiate a plan to improve services to visitors by implementing new services infrastructure.

The Ministry of Hajj portal was then designed to address the entire range of visitors' needs – from obtaining visas and plane tickets, to the accommodations and services visitors will need during their stay. For this reason, the project comprises a mix of government and private sector. The uses of the portal to obtain visas, plane tickets, accommodations and services are limited to approved intermediaries such as travel agents.

The main objectives of the Ministry of Hajj portal are to:

- To serve the Muslim community, service providers and government entities;
- Assist members of the Muslim community worldwide, interested in performing Hajj and/or Umrah, by providing access to necessary services and information;
- Provide an authentic source of information concerning the Islamic faith and the Hajj and Umrah rituals;
- Provide the Muslim community, service providers and government entities with a means for effecting business transactions, and offering a unified and always available access point for information;
- Serve Ministry of Hajj employees, M2E (Ministry-to-Employees);
- Serve business owners (service providers), M2B (Ministry-to-Business);
- Serve government organisations, M2G (Ministry-to-Government);
- Provide unified access to information across various back-end information systems, such as ERP, data warehouse and CRM systems, and pilgrim databases;
- Serve the community, including services for pilgrims, Muslims and non-Muslims, M2C (Ministry-to-Consumer).

The next step for the Ministry of Hajj will be an extension of the portal to serve pilgrims directly. Instead of making travel plans through a licensed travel agency, as is currently required, the portal will provide even greater flexibility and convenience by allowing visitors to apply for visas online and book their own travel plans, again, potentially increasing revenue for Saudi Arabian airlines, hotels, and other companies. The new portal is expected to serve nearly one billion Muslims around the world.

### Impact:

The number of pilgrims visiting the Kingdom has increased by 35 percent since the Ministry of Hajj implemented this component of the e-government solution. The portal solution allows Muslims to buy a complete Umrah package, pay for it, and get the visa from the nearest Saudi mission within 48 hours. The following are the key benefits of the portal:

- Visa approvals, which previously could take up to six weeks, can now be completed in two days.

- The Ministry of Hajj can bring new service providers on board to serve visitors more effectively and efficiently, while ensuring and monitoring quality of service levels.
- Travel wholesalers can make data about pilgrims available online to licensed travel agencies, ensuring that visitors get high-level services.
- Improvements in hospitality services allow more Muslims to fulfill religious commitments quickly and easily.

**Source:** United Nations Development Programme

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/undp/unpan022486.pdf>

**More information on the product:**

<http://www.hajinformation.com>

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<b>Country:</b>	<b>Saudi Arabia</b>
<b>Institution/Ministry:</b>	Saudi Arabian Monetary Agency (SAMA)
<b>Solution/Application:</b>	<b>SADAD Payment System</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	October 2004

**Summary:**

The SADAD Payment System is a single 24/7 shared national platform payment system for bills through banks and other means, which aims to centralize and streamline Electronic Bill Presentment and Payment (EBPP). The system has promoted greater efficiency and transparency, since all transactions are electronically completed; minimized fraud thanks to audit trail and data reporting for each transaction; reduced costs by eliminating government subsidies; and last, but not least, boosted the role of women in the job market by employing women to run and operate SADAD. Women constitute more than 60% of the workforce and 100% of SADAD's operational team.

**Impact:**

SADAD's value proposition to customers appears to be time saving and greater convenience but it can also help customers keep track of due bills and payment dates as a value added service. SADAD has reduced cash usage in the Kingdom's economy, lowering costs thanks to reduced transactions. It has introduced a reliable service with a high degree of trust and security and has minimized service interruptions due to payment delays. SADAD can be a catalyst for growth and electronic commerce adoption in the country, increasing productivity due to more efficient processes and minimized time wastage.

**Source:** Saudi Arabian Government.

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030926.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030927.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030928.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030929~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030930~1.pdf>

**More information on the product:**

<http://www.sadad.com>

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<b>Country:</b>	<b>Singapore</b>
<b>Institution/Ministry:</b>	Work Pass Division, Ministry of Manpower (MOM)
<b>Solution/Application:</b>	<b>Integrated Work Permit Online Services</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2005

**Summary:**

The system has built an efficient and responsive work permit mechanism that enables employers to bring into Singapore their foreign manpower quickly to meet their business needs. Through a one-stop portal, employers can perform Work Permit transactions (Application, issuance, renewal and cancellation) online for their foreign workers.

The Ministry of Manpower (MOM) organizes sessions of E-service briefings for business employers and employment agencies to ensure a smooth transition to Work Permit Online.

**Impact:**

In the past, work permit applications were submitted by mail or dropped into deposit boxes at the MOM, and processing time was as long as 14 working days. Today applications are submitted online and employers will know the outcomes by the next working day. Visits to MOM's counters and paperwork are greatly reduced and the use of one common interface for all services allows for greater transparency of MOM's operational policies.

**Source:** Ministry of Manpower

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023398.pdf>

**More information on the product:**

[http://www.mom.gov.sg/publish/momportal/en/about\\_us/MOM\\_Accolades.html](http://www.mom.gov.sg/publish/momportal/en/about_us/MOM_Accolades.html)

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<b>Country:</b>	<b>Sri Lanka</b>
<b>Institution/Ministry:</b>	The Information and Communication Technology Agency (ICTA) of Sri Lanka and the Horizon Lanka Foundation and Enterprise Technology (Pvt) Ltd supported by the United Nations Development Programme's Asia-Pacific Development Information Programme (UNDP-APDIP), the International Development Research Centre (IDRC), of Canada, and the Asia Pacific Network Information Centre (APNIC)
<b>Solution/Application:</b>	<b>The pilot mesh network in Mahavilachchiya</b>
<b>Theme:</b>	Citizens' Service Delivery, E-participation/E-inclusion
<b>Implementation Date:</b>	2005

**Summary:**

Sri Lanka's first outdoor wireless computer network is now up and running. Surprisingly, it is not in a key place, but it was installed in Mahavilachchiya, a little known village, 40 km from the nearest town of Anuradhapura, and surrounded on three sides by the Vilpattu jungle with no terrestrial or mobile phone networks. Mahavilachchiya is part of the rural sector of Sri Lanka that still remains largely unconnected to the Web. Even though there was a high density of computers in the village prior to the pilot, they did not have internet access, nor were they connected to each other.

The pilot mesh network in Mahavilachchiya is a new innovative solution that can provide a low cost communication network to villages in rural areas that are hardest to reach. This pilot project aims at providing high-speed internet access to 30 households and at identifying the key success factors for sustainable services.

It is a joint initiative of the United Nations Development Programme's Asia-Pacific Development Information Programme (UNDP-APDIP), the International Development Research Centre (IDRC), of Canada, and the Asia Pacific Network Information Centre (APNIC). The Programme is administered by the Asian Media Information and Communication Centre (AMIC) and is overseen by a Committee established by all Programme partners.

**Impact:**

Internet access is largely perceived as a way to reduce isolation, provide educational and economic opportunities, and ultimately improve the quality of life. Unfortunately, high capital and operating costs have limited rural access to a handful of heavily subsidized and supported demonstration projects in Sri Lanka. Conceived upon an innovative integrated strategy, and based on existing technology and rural social structures, the pilot mesh network in Mahavilachchiya can address a variety of barriers and ultimately help get large numbers of villagers on the Internet.

Thanks to the pilot, Mahavilachchiya became the first village in Sri Lanka with 24-hour Internet access. Over 400 rural students also received ICT education as part of the project. Mahavilachchiya now has more than 50 PCs and a sophisticated multimedia lab. The majority of the computers are located at the houses of the children attending the Horizon Lanka Academy. These PCs are now connected by using the "Mesh Wireless Technology" giving families direct Internet and email facilities.

**Source:** <http://topics.developmentgateway.org/knowledge/>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024887.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024886.pdf>

**More information on the product:**

<http://www.mahavilachchiya.net/>

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<b>Country:</b>	<b>Sri Lanka</b>
<b>Institution/Ministry:</b>	Information and Communication Technology Agency of Sri Lanka
<b>Solution/Application:</b>	<b>Sarvodaya Information Technology Program</b>
<b>Theme:</b>	Information Access, Citizens' Service Delivery
<b>Implementation Date:</b>	1997

**Summary:**

The Sarvodaya Information Technology Program consists of three main pillars: A Telecenter Program, an IT Training Program, and the Village Information Centers. Telecenters are equipped with computers that have internet connectivity, photocopy machines, printers, fax machines and telephones, scanners, and digital cameras. They are used to provide an IT Training Program to the local youth volunteers. These volunteers therefore run the Village Information Centers, which are established throughout the remote areas where Sarvodaya is active. The main purpose of this project is building information sensitivity and an info-culture at the community level. These centers carry only traditional, non-IT based information services, but do not neglect the introduction of IT tools to these communities. However, they concentrate on establishing information sensitivity at the community level before introducing these expensive IT tools. The volunteers gather, disseminate and maintain information in file-based data bases. The content is primarily based on village needs and frequently contains information related to education, markets, employment, health, environment, sports, foreign information, culture, agriculture, and new technology.

**Impact:**

The Sarvodaya project had started with a one pilot telecenter in 1997 as the pioneering ICT for community development. Since then it has evolved into multiple project elements, including 31 telecenters and 177 offline Village Information Centers (VIC) by 2004. Some VICs have gradually started to become mini-telecentres on their own. One example is the village of Wawinna in Kandy district with a total population of 1,019 belonging to 314 families. The majority of residents make their living through agriculture, cultivating paddy and other crops. An agrarian service center including a government agent working at the village level, cooperative rural bank, public library, sub-post office, vocational training institute, and the government school are the state institutions located in this village. A great problem that both the young and elderly members of the community faced was the absence of a place to quickly obtain the information that is necessary for daily activities. At this stage, a young man from the village participated in a workshop conducted under the Sarvodaya Information Technology program. As a result, the Wawinna Village Information Center was established with the public library as its central base. This center is being maintained by a group of fifteen members and a five-member panel of patrons. They have gathered a vast amount of information under fifty-two main subject areas. The books maintained in this center indicate that about fifty persons come to reap the benefits of this place daily. Fifty percent of them are elderly people while the other beneficiaries mainly consist of school children and government employees.

**Source:** <http://www.apdip.net/projects/e-government/capblg/casestudies;www.sarvodaya.org/users/situ/Contents/Telecentre.htm>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024833.pdf>

**More information on the product:**

[www.sarvodaya.org/users/situ/Contents/Telecentre.htm](http://www.sarvodaya.org/users/situ/Contents/Telecentre.htm)

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<b>Country:</b>	<b>Thailand</b>
<b>Institution/Ministry:</b>	The Revenue Department of Thailand)
<b>Solution/Application:</b>	<b>E-Tax Filing</b>
<b>Theme:</b>	E-taxation
<b>Implementation Date:</b>	2002

**Summary:**

As part of the department's strategy to collect more taxes, it makes paying taxes easier for taxpayers. The idea is simple enough: the easier it is to pay taxes, the more people will do it, and the more money can be collected. Key changes include a comprehensive database, "e-Taxinfo", "e-Service" and online filing for tax returns.

"e-Taxinfo" is a free e-mail news service that sends updates and changes to tax laws, relevant news, and tax seminar information directly to taxpayers' inboxes. At the moment, however, the service is only in Thai.

"e-Service" features important information online – VAT refund for tourists, downloadable forms, electronic payment, customer service via e-mail and most importantly, e-filing.

E-filing has come a long way in a short time: back in 2002 the system failed in the last two days before the tax deadline, and as a result only 69,000 taxpayers managed to file online. The second year of e-filing saw this rise to 259,000 before it jumped to 2 million in 2004.

This application has been awarded the e-Asia 2003 Award.

**Impact:**

In the past, filing taxes was a formidable task. Taxes had to be paid at district departments, which were only open Mondays to Fridays from 8:30 am to 3:30 pm. Anyone with a job had to take time off from work, and the wait could sometimes be three hours or more. Today, however, taxpayers can file online from the comfort of their homes from 6 am until 10 pm. Online filing is not only convenient, it is also error-proof. The system ensures that all calculations are correct and all information has been entered. Another benefit for those who file online is that they receive their refunds as quickly as 15-30 days. According to internal estimates by the Revenue Department, each taxpayer that chooses to file online saves the government more than US\$1 each. This reflects the savings from not having to manually enter data from traditional paper forms, as well as the improvement in the accuracy of the data submitted, and the handling and storage costs of taxpayer data.

**Source:** Price Waterhouse Coopers

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022487.mht>

**More information on the product:**

<http://www.rd.go.th>

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<b>Country:</b>	<b>United Arab Emirates</b>
<b>Institution/Ministry:</b>	Ras Al-Khaimah Government
<b>Solution/Application:</b>	<b>Ras Al-Khaimah Portal</b>
<b>Theme:</b>	Government Portal, Citizens' Service Delivery, Information Sharing
<b>Implementation Date:</b>	2004

**Summary:**

The purpose of this project is to enable a modernized and efficient Ras Al-Khaimah Government. In light of its awareness of the importance to keep up with the advancing technology, Ras Al-Khaimah e-Government looks to embrace and utilize the latest developments in e-Government technology in order to meet the needs of citizens, residents, tourists, businesses, and investors. This project is expected to facilitate the effective delivery of efficient and valued services by implementing high quality information and communication technology solutions within the government. The RAK e-Government project also allows increasing the accessibility of information and services from any place, at any time. By increasing activities and resources, RAK e-Government hopes to make Ras Al-Khaimah a top destination for business, investment, and tourism in the Middle East.

**Impact:**

The RAK e-Government is responsible for providing efficient, cost-effective government services that are both responsive and innovative. These services are not only for the local citizens and residents, but also for tourists, businesses and investors. With its great natural advantages and vibrant economy, Ras Al-Khaimah is ready to be a sought after destination and RAK e-Government is supposed to facilitate this process, although the nature of this project will make it difficult to quantify its actual impact.

**Source:** <http://216.197.119.113/artman/publish/index1.shtml>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027660.pdf>

**More information on the product:**

[http://www.rak.ae/portal/page?\\_pageid=33,72542,33\\_72574&\\_dad=portal&\\_schema=PORTAL](http://www.rak.ae/portal/page?_pageid=33,72542,33_72574&_dad=portal&_schema=PORTAL)

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**Country:** United Arab Emirates  
**Institution/Ministry:** Dubai Municipality  
**Solution/Application:** Government Municipal Services  
**Theme:** Citizens' Services Delivery  
**Implementation Date:** 2003

**Summary:**

Dubai Municipality's e-Government Initiative aims to deliver informational and transactional services to businesses and citizens of the Emirate of Dubai through a 24/7 online platform. The key objectives included the establishment of a new service delivery channel which allows customers to apply for, track the status of service requests and to enhance the provision of relevant information and reduce the time taken for the customer to obtain a service. The internal objectives covered reduction of costs by streamlining of internal processes, through use of online systems for workflow.

**Impact:**

Customers' involvement in the design and development of the various e-services has led to high levels of adoption. Some of the services managed to convert all their customers online, eliminating the need for traditional over-the-counter interaction. DM currently provides about 60 informational and transactional online services and has achieved up to 30% reduction in costs of service provision. By November 2006, 2m transactions had been carried out online and the municipality had reached its target of offering 90% of all services online a year ahead of schedule. The city is now going a step further and giving the public the facility to liaise with the government via their portable handsets.

**Source:** Dubai Municipality

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023394.pdf>

**More information on the product:**

[www.dm.gov.ae](http://www.dm.gov.ae)

[www.dubai.ae](http://www.dubai.ae)

<http://www.cities.lyon.fr/en/initiatives/114.html>

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## EUROPE

<b>Country:</b>	<b>Armenia</b>
<b>Institution/Ministry:</b>	The Ministry of Foreign Affairs of the Republic of Armenia
<b>Solution/Application:</b>	<b>E-Visa</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2005

### Summary:

Armenia was the second country in the world to create and launch an e-visa program (Australia was the first). The demand for Armenian visa requests increases each year – during 2004, visitors from over 90 different countries traveled to Armenia – however, it has not been possible to correspondingly increase the number of Armenian missions issuing visas. An initial solution of issuing visas upon arrival at the Yerevan International Airport was introduced. While it is a more convenient option for some, visitors sometimes end up queuing for more than an hour to obtain the airport arrival visa, with no prior guarantee that the visa will indeed be issued. The Ministry of Foreign Affairs then designed and developed a paperless online visa application process.

An e-Visa is equivalent to a conventional visa, but no paper is inserted in your passport and there is no need for you to visit an Armenian diplomatic mission to submit an application. Applications for e-Visas can be submitted online, verified online, and the reference number will be assigned to enable individuals to check the status of their applications. In most cases, e-visas will be approved and issued online within two business days. Visa number and other particulars are given and will be served as the paperless entry visa. Border guards can verify the existence of the e-visa by crosschecking the arriving visitor's passport number.

The e-visa process was designed to be implemented in phases. During the first phase only a single entry short-term tourist visa (good for a 21-day visit) and only international visitors traveling by air arriving through Yerevan International Airport were eligible to use an e-visa. Subsequent phasing in of the program will include acceptance of e-visas at land borders (for Georgia and Iran), allowing different flavors of e-visas (diplomatic, multiple entry, transit, etc.), and creating applications for student and business visas.

The e-visa procedure for Armenia does not replace other existing options for obtaining visas, either from an Armenian Consulate or at the Yerevan International Airport upon arrival.

### Impact:

Although the e-visa is currently the most expensive option (60 USD, compared with an average price of 50 USD for visas obtained at a consulate, and 30 USD for airport arrival visas), the number of people opting for the e-visa is growing. This is testimony to the fact that people estimate their overall e-visa transaction costs to be lower regardless of the higher one-time payment. For visitors residing in a city or country where there is no Armenian Consulate, the savings are significant with regard to travel time and costs of postal/courier charges back and forth. The latter option is also fraught with the danger of passport loss.

The government's benefits are also significant. Having one or two staff assigned to administering e-visa applications within the Ministry of Foreign Affairs is no doubt less costly than the resources corresponding to the same efforts of several dozen consular or diplomatic agents living and working in a foreign country.

**Source:** United Nations Development Programme (UNDP)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan022486.pdf>

**More information on the product:**

<http://armeniaforeignministry.com/eVisa/>

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<b>Country:</b>	<b>Austria</b>
<b>Institution/Ministry:</b>	Federal Procurement Corporation of Austria (BBG)
<b>Solution/Application:</b>	<b>E-shop</b>
<b>Theme:</b>	E-procurement
<b>Implementation Date:</b>	2006

**Summary:**

In the course of reform events the Bundesbeschaffung GmbH (federal procurement corporation of Austria; abbreviated: BBG) was founded as a 100% daughter of the Austrian state ministry of finances. The reform goals of this association are to create synergy effects through bundling the former decentralized procurement structures, in order to ideally take advantage of the federal procurement position and to give consideration to small and medium sized businesses. In January 2006 the BBG put a web shop into operation, which is unique in Europe. It is a highly modern e-procurement system being used by all federal authorities. Developed by Healy Hudson in cooperation with IBM, this procurement platform finally will be available to about 25.000 employees of the federal authorities – being the biggest procurement platform in Europe. This application received the “E-procurement Award Austria”.

**Impact:**

The e-procurement system especially bears in mind the small and medium-sized businesses. Companies without electronic ERP systems can integrate their products easily into the shop via a pdf document. By e-mail they get informed about orders and via the web portal they can approve them. Especially small companies thus acquire precious know how about electronic business transactions. Suppliers with ERP systems can automatically exchange their data in XML format with the shop. Because of the workflow the companies can make sure all orders are authorized. Regional small and medium-sized businesses are supported by regional filters: A teacher from Tirol sees in “his” shop mainly products of local suppliers. The e-shop thus offers a better chance for small suppliers. Already within a field, test goods worth more than 20 million Euros were processed via this e-shop. More than 300 catalogs are available. Even complex services can be ordered easily. The solution ensures that during any process step the procurement law is observed.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024598.pdf>

**More information on the product:**

<https://bbg.portal.at/> (only in German)

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<b>Country:</b>	<b>Austria</b>
<b>Institution/Ministry:</b>	Austrian Federal Computing Centre
<b>Solution/Application:</b>	<b>E-Generation</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2006

**Summary:**

E-Generation is an e-participation project implemented at the end of 2005 in the Austrian city of Ebreichsdorf. The service was created and built up within the Austrian Federal Computing Centre drawing on their strategy "Participatory E-Government".

The aim of the E-Generation project was the establishment of an interactive planning process for the Austrian city of Ebreichsdorf that would bring the youth in the process and that would therefore have a real outcome in different youth-specific fields, namely: "Education and Work", "Leisure and Sport" and "My City". The procedure consists of a three-step process - two interactive steps and an internal one: (1) Sampling of contributions, (2) Work out of real concepts, and (3) Prioritization of the concepts. More than 1,000 youngsters from Ebreichsdorf, including the surrounding communities, were invited to take part in this project including a Kick-off-event with more than 300 attendants.

**Impact:**

More than 200 out of the 1,084 youngsters invited to participate in the interactive planning process provided at least one valuable contribution. This input was used by the internal commissions to elaborate alternative scenarios to address specific issues. Of all the scenarios developed, the three most valuable ones were included in the official plan for the city of Ebreichsdorf that came into implementation in 2006.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024601.pdf>

**More information on the product:**

[www.e-generation.at](http://www.e-generation.at) (only in German)

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<b>Country:</b>	<b>Austria</b>
<b>Institution/Ministry:</b>	Federal Chancellery of Austria
<b>Solution/Application:</b>	<b>Electronic Law-Making Project (e-law)</b>
<b>Theme:</b>	E-justice
<b>Implementation Date:</b>	2001

**Summary:**

The Federal Chancellery is one of the first public authorities in Europe which has implemented a complete digital law making system. The project has created one continuous paperless electronic workflow from the first draft of a bill to the publication of the law in the Federal Law Gazette, allowing the electronic involvement of all institutional stakeholders and interested parties during a law making process.

Authorized users can read drafts or submit proposals or amendments on-line and the bills can be easily forwarded to parliament for deliberation and approval.

Finally, these texts are officially published in an authentic version in an electronic Federal Law Gazette online ([www.ris.bka.gv.at](http://www.ris.bka.gv.at)).

**Impact:**

The system has facilitated the individual work steps, has integrated the work of the various actors involved in the law-making process and, above all, has clearly speeded up the law making and publication procedure. The implementation of the project has also allowed for financial savings which have exceeded the development costs incurred.

**Source:** Austrian Government

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030951.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030952.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030953~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030954~1.pdf>

**More information on the product:**

[www.ris.bka.gv.at](http://www.ris.bka.gv.at)  
[http://storage02.video.muni.cz/prf/mujlt/storage/1205310341\\_sb\\_g08-barotanyi.pdf](http://storage02.video.muni.cz/prf/mujlt/storage/1205310341_sb_g08-barotanyi.pdf)

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<b>Country:</b>	<b>Austria</b>
<b>Institution/Ministry:</b>	State Government of Styria
<b>Solution/Application:</b>	<b>Digital Parliament -- PALLAST</b>
<b>Theme:</b>	Information Access, E-inclusion, E-environment
<b>Implementation Date:</b>	2005

**Summary:**

The PALLAST project is a multiplatform initiative launched by the state government of Styria on the basis of a parliamentary decision to improve the efficiency, transparency and security of the parliamentary proceedings.

Its aim is to use ICT to reduce to a maximum the use of paper during the parliamentary process, otherwise used in a very large amount and leading to excessive expenses. Therefore, a workflow system was created using international standards, such as XML and digital signature, which secures a worldwide access for the parliamentarian to the data created within the legislative process. All members of the State Parliament of Styria are thus equipped with laptops and a personalized and secure access to the system.

A key part of this project is its website, accessible by all the Parliamentarians, the citizens and the media, which gives access to all public information produced by the Parliament. As soon as the agenda items of a meeting are passed, all relevant content is automatically published on the webpage. A special mobile version for devices like Blackberry, as well as for mobile phone users, is also available. Furthermore, the webpage provides live transmission of parliamentary sessions, as well as access to written and audio archived documents of previous sessions.

**Impact:**

The Digital Parliament initiative is a real innovation since it is the only project which makes the whole legislative process entirely digital.

Its impact is particularly broad for it touches upon key e-government areas and focuses on both the members of the Parliament as well as the citizens. First of all this tool ensures a paper-free parliamentary work process, since parliamentarians use this program from the first day of a legislative phase to the final decision taken by the parliament. This program allows for a considerable decrease of the amount of paper used by Parliamentarians, and leads to savings equal to €200,000 per year. But, in addition, it quickens the legislative process by reducing the amount of time required for passing new laws from two months to two weeks. Additionally, it improves significantly the efficiency and security of the parliamentary proceedings. Finally, by allowing the direct access of the citizens to the information, this project increases the transparency of political decisions. Political processes can be easier followed, understood and accepted by the public due to the provided insight.

The project's innovativeness and impact has been acknowledged by other Parliaments at the federal and local level, both in Austria and Germany.

**Source:** European Commission, Parliament of Styria

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029993.mht>

**More information on the product:**

<http://www.landtag.steiermark.at/> (website only available in German)



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<b>Country:</b>	<b>Belgium</b>
<b>Institution/Ministry:</b>	Federal Public Service Home Affairs
<b>Solution/Application:</b>	<b>Electronic voting in Belgium</b>
<b>Theme:</b>	E-participation/E-voting
<b>Implementation Date:</b>	1991

**Summary:**

The electronic voting system in Belgium is based on magnetic cards and a voting machine with a light pen. The main objectives have been to simplify the voting operations through the establishment of an automatic way, instead of mobilizing thousands of people in a counting operation, in order to enable a faster divulgence of electoral results. The results of the voting within a canton are written on a floppy disk and sent to the Federal Public Service Home Affairs by network file transfer. This way, the Federal Public Service Home Affairs disposes of the results very rapidly after the closing time of the polling stations.

**Impact:**

More than 22,000 PCs have been installed by the involved municipalities. A public-private partnership was set up to assure that field engineers can intervene in a very short time in case of trouble with hardware or software during opening hours of the polling stations. About 3.2 million voters (20 % of voters in Wallonia, 49 % in Flanders and all voters in Brussels) voted electronically during the elections of 13 June 2004. In 62 of the 208 cantons, or 201 of the 589 municipalities, citizens have voted electronically. In general the voters judged the use of the system as "easy" and user-friendly. Since the counting of the votes in those cantons is automated, there is no need of "counting offices".

Since the establishment of the electronic system in 1991, different countries and institutions have asked for information, explanations and demonstrations. They are not only interested in the technical aspects of the system but also in the organizational and legal framework that back it up.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024599.pdf>

**More information on the product:**

<http://www.elections.fgov.be> (only in French and Dutch)

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<b>Country:</b>	<b>Belgium</b>
<b>Institution/Ministry:</b>	Ministry of Health
<b>Solution/Application:</b>	<b>Flemish Vaccination Database (FVD) and Vaccinet</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	1999

**Summary:**

Kind & Gezin (Child & Family) is a Flemish governmental agency with responsibility for young children and families in the Flanders region. The agency is located in Brussels. Its main task is to implement government policy for young children and for families with young children, in particular in the fields of preventive care, child care services, family support, diversity and children's rights. Kind & Gezin operates under the direct authority of the Flemish Minister of Welfare, Health and Family, and works in close co-operation with the Flemish Ministry of Education.

In 1999 Kind en Gezin (K&G) developed and used the Flemish Vaccination Database (FVD), later complemented by the Vaccinet vaccination program, to increase and sustain child vaccination rates across Flanders, Belgium, from about 77% to around 95% in about six years. The FVD and Vaccinet are web-based applications that contain the vaccination requirements and records of all children born in Flanders as well as comprehensive information on stocks and shipping. Healthcare professionals working for K&G have been able to access the FVD effectively to achieve a rapid and sustainable growth in the numbers of vaccinations, and so achieve the public strategy of eliminating and controlling some infectious diseases.

The applications provide an electronic vaccination record for each child; an effective means of vaccination stock control and supply; a rapid, reliable channel of communication to healthcare professionals about changes to vaccination policies, practices and vaccines; a source of data for performance monitoring, and policy and strategy development. In addition, it initiated an eHealth dynamic that will be continuously developed to support the further improvement of the quality of the service and to cater to the data needs of other K&G tasks.

**Impact:**

There are 338 health centers in Flanders where families with young children can consult a team of medical and nursing experts. The nurses and doctors examine and vaccinate children free of charge and offer practical advice. The vaccination rate of young children increased in the first four years of operations from 77% to almost 95%. Recovery from disrupted vaccine supplies is rapid due to transparent information and stock control. Communication to healthcare professionals and nurses on changes in vaccination regimes and procedures is fast, comprehensive and effective. The automated online vaccine ordering and stock control system substantially contributed to overall benefits. The system serves as a catalyst for services beyond K&G to achieve the required vaccination rates.

**Source:** European e-Health Award

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027918.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027937.pdf>

**More information on the product:**

<http://www.kindengezin.be>

[http://www.kindengezin.be/KG/English\\_pages/default.jsp](http://www.kindengezin.be/KG/English_pages/default.jsp)

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<b>Country:</b>	<b>Belgium</b>
<b>Institution/Ministry:</b>	City of Waterloo
<b>Solution/Application:</b>	<b>Virtual local Councilor - W@tson</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access
<b>Implementation Date:</b>	2007

**Summary:**

Baptized *Watson*, the 'virtual councilor' is available to answer questions asked by the citizens of Waterloo 24 hours a day.

In order to communicate with Watson, users need simply to open the Windows Live Messenger (MSN) and add [watson@waterloo.eu](mailto:watson@waterloo.eu) to their list of contacts. They will then be able to put their questions whenever they wish. Questions concerning matters dealt with by the local authorities can be posed in normal everyday language. Watson is then able to direct users to the relevant information on the Commune's website through an intuitive recognition of key terms. It either gives a straightforward answer or it puts the user in direct contact with the most appropriate person in the town hall.

The virtual agent responds rapidly to the questions asked. It is linked to a dynamic database continuously improved. Unanswered questions are rapidly detected and the database is updated and extended to address the issue in question.

The project has involved several partners, including Microsoft, Wygwam and the Wallonia Agency for Telecommunications (AWT).

**Impact:**

This project is the first initiative of its kind in the public sector in Europe. It provides the citizens 7 days a week and 24 hours a day access to the city administration. The service uses innovative technologies which represent a major contribution to the promotion of greater interactivity between local authorities and their citizens. In particular, the project's main innovative aspect stands out from the fact that it works through a chat instead of a website, so that it perfectly fits the goal of reaching its main target, the young people. Thus, those who are believed to be the most likely to ignore the majority of the public services available in their cities are approached via a communication channel commonly used in their daily interactions and in line with their communication habits.

The project is integrated in the city's broader e-government strategy, which includes a wide range of innovative e-government applications.

**Source:** European Communities

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029962.mht>

**More information on the product:**

<http://www.waterloo.be>

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<b>Country:</b>	<b>Czech Republic</b>
<b>Institution/Ministry:</b>	Insurance Institute
<b>Solution/Application:</b>	<b>IZIP – Web-based electronic health records</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	2002

**Summary:**

IZIP is an electronic health record (EHR) system with Internet access, currently in operation in the Czech Republic. The EHR includes relevant information about all contacts of the citizen with healthcare services, compiled from regular general practitioner visits, dental treatments, laboratory and imaging tests, and healthcare provided by hospital services. Through software modules within the electronic systems of these diverse healthcare providers, interoperability with the IZIP system is assured, and during each visit, with a single “click” new data can be uploaded to the central system. With the consent of the patient, the IZIP system allows doctors to access the central her system at the time and point of care, so that each doctor can resume treatment where the previous doctors have stopped.

The principal role of IZIP is to provide both the technical and the service infrastructure for this comprehensive record integrating medical data from individual healthcare professionals and healthcare provider organizations (HPOs), and assuring full control by the insured citizen. They have the right to access and read their own EHR, but they cannot change it. They can authorize healthcare professionals to view and update their data, converting citizens to an active participant in the healthcare system. They are thus better placed to make responsible decisions about their health, cooperate better with healthcare providers and gain a picture of the technical, resource and financial possibilities and limitations of the proposed or available services and procedures. This is a basic change compared to the conventional system of health record administration, where the HPO, not the citizen, had the power to disclose information.

**Impact:**

The IZIP project has increasingly empowered citizens, who as a result of the IZIP system are now the gatekeepers to information about their own health. Citizens can now have:

(1) instant access to comprehensive patient information independent of the location of the citizen at the time of care, even when he/she is abroad; (2) Full interoperability of core patient data and information among all healthcare providers; (3) Improved communication between healthcare providers and support for continuity of care; (4) Significant reduction in duplicative examinations and tests; (5) Positive net economic benefit to society.

Due to such positive impacts, the number of IZIP beneficiaries increased from 200,000 in 2003 to 2 million by 2006. IZIP had 1,014,645 registered users utilizing its system by 20.7.2007 and there were 8,935 registered healthcare workers eligible to write entries into medical files of patients registered with IZIP. Medical files to this date contain more than 7,089,653 entries.

**Source:**

[www.e-health-impact.org](http://www.e-health-impact.org)

[www.ehealth-impact.org/download/documents/D6\\_2\\_Final\\_Report\\_ext.pdf](http://www.ehealth-impact.org/download/documents/D6_2_Final_Report_ext.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027925.pdf>

**More information on the product:**

<http://www.izip.cz>  
<http://www.izip.cz/index.php?lang=eng&p=0> (English)

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<b>Country:</b>	<b>Denmark</b>
<b>Institution/Ministry:</b>	Ministry of the Interior and Health; Egmont Foundation; The Health Insurance Foundation
<b>Solution/Application:</b>	<b>Psychiatric Centre Little Prince</b>
<b>Theme:</b>	E-health, Information Access
<b>Implementation Date:</b>	December 2004

**Summary:**

With only a handful of ethnic psychiatrists, the 8.2% of Denmark's population made up of emigrants and refugees have to receive psychiatric treatment via translators. Psychiatric Centre Little Prince focuses on providing psychiatric service for refugees and emigrants in Denmark, using telepsychiatry as a way to reach those in areas with resource shortages. The website employs therapists who are able to communicate not only in Danish, but also in Swedish, English, the ex-Yugoslavian languages, Arabic, Kurdish, Persian, Turkish, Somali, Romanian and Polish. The wide range of languages ensures a high accessibility to the emigrant population, providing psychiatric care in the patient's native language.

The 3-year pilot project (2004-2007) involved 45 participants from a variety of countries (e.g. ex -Yugoslavia, Syria, Iraq, Somalia, Poland, Iran, Lebanon and Morocco). Participants completed an average of six sessions, each up to an hour long.

**Impact:**

Results of the participatory survey indicated a high level of acceptance and overall satisfaction with telepsychiatry, regardless of their ethnicity, educational level or previous experiences within the mental health system. Satisfactory rates were equivalent to those of five participants who received face-to-face consultations. The pilot project successfully catered to refugees and emigrants and hopes to promote telepsychiatry to a wide range of Danish patient populations.

**Source:** [ehealthnews.eu/](http://ehealthnews.eu/)

**More Information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan026834.pdf>

**More information on the product:**

<http://www.denlilleprins.org/>

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<b>Country:</b>	<b>Denmark</b>
<b>Institution/Ministry:</b>	Agency of Governmental Management
<b>Solution/Application:</b>	<b>EID-Electronic Invoicing in Denmark</b>
<b>Theme:</b>	E-accounting
<b>Implementation Date:</b>	2005

### **Summary:**

The Danish Ministry of Finance in cooperation with Local Government Denmark and Danish regions, developed the project, its infrastructure and prepared the necessary legal framework for the initiation of e-invoicing in Denmark (EID) as of February 2005. The Agency of Governmental Management under the Ministry of Finance is the responsible institution for its implementation.

As a result of the implementation of EID all public sector institutions have converted their systems and administrative processes of invoices and credit notes from physical to digital processing, and today public institutions in Denmark accept only invoices from suppliers in electronic format. Actually all public sector institutions in Denmark from government institutions to nursery schools do apply only e-invoicing and in 2004 the estimated number of invoices processed electronically was about 15 million invoices per year or 1.25 million per month.

Before 2005 they would get a paper invoice by mail that had to be handled by a number of persons in the organization for approval, entry and filing. Only one person at a time had access to the invoice and for future reference had to go and find it in the basement archive.

When the e-invoicing initiates, the employee states the electronic address of the institution number (EAN). This ensures that the invoice arrives directly into the electronic invoicing system of the respective institution and is subsequently approved online –a process that takes minutes. The invoice can be called in a matter of seconds for future reference.

The new system provides security and convenience for the supplier, because all the invoices to public-sector customers can be sent in a single standard format and furthermore allows for the digitalization of all internal work processes and systems,

### **Impact:**

In the year 2004, e-invoicing provided savings of Euros 120-150 million per year. There are also other significant savings in internal administrative processes.

After introducing e-invoicing public sector institutions have been able to reduce bookkeeping resources by more than 50%. Their services are very spread out geographically and e-invoicing means that civil servants no longer have to send invoices back and forth by post. This is a huge advantage.

For the public sector e-invoicing entails cost-savings, efficiency, improved public service, and environmentally friendly applications.

1. Efficiency of public service. It has reduced the bookkeeping resources of the public sector by more than 50%. The Danish Coastal Authority refers to a cut of cost by the same amount due to the adoption of e-invoicing, where more than 6000 invoices every year are now managed online.
2. Improvement of quality of public service. It has provided for faster and better handling. The municipality of Gentofte does refer to the improved public services in handling almost 80,000 invoices per year, where the 10 minutes time required for the processing of one invoice has been substantially reduced
3. Environmentally friendly public service. It has reduced the amount of paper consumed by the public sector by replacing paper with the electronic means.

For the private sector – greater saving both in cost and time:

E-invoicing saves a lot of time and money. One representative of private sector does refer to a cost of 2Euros per invoice under the paper based system, compared to a cost of 1.2Euros per invoice under e-invoicing in a workload of 16,000 invoices per month to public-sector clients, while a private transportation company does refer to a cost of 1.2 Euros per invoice under the paper based system, compared to a cost of .25 Euros under e-invoicing in a workload of 400 invoices per month to public-sector clients

**Source:** [http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027911.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027910.pdf>

**More information on the product:**

<http://www.oes.dk>

<http://www.oes.dk/sw353.asp>

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<b>Country:</b>	<b>Denmark</b>
<b>Institution/Ministry:</b>	Ministry of the Interior and Health in cooperation with other Public Health Institutions
<b>Solution/Application:</b>	<b>Danish eHealth Portal</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	2003

**Summary:**

The initiative to a public national health portal was launched by the Association of County Councils in Denmark, the Ministries of the Interior and Health, Greater Copenhagen Hospital Board, Copenhagen Municipal Authority, and Frederiksberg Municipal Authority. They were joined by the Danish Pharmaceutical Association in the Spring of 2003.

The overall purpose of the Health Portal is to support the general aims of Danish National Health Service activities, such as improved information and service, quality assurance and development, along with enhanced utilizations of both treatment and care resources

The Danish eHealth Portal constitutes a fundamental element in a number of contexts relative to the introduction of digital administration in Denmark, amongst others the National Strategy for IT in the Healthcare Sector, which stresses the importance of the project as the future framework for electronic communication between the parties involved in the Danish National Health Service and communications with patients. It follows the Danish principle that healthcare problems within the National Health Service must as far as possible be solved at the primary treatment level (typically general practitioners). The portal is intended to facilitate communications between the parties involved in the National Health Service.

- The Danish eHealth Portal provides important features for both health care providers and citizens. Amongst the features available for citizens, can mention the following are noteworthy: (1)E-services: booking, prescription renewal, consultation; (2) Health appointment calendar; (3) Comparison of prices, quality and accessibility; (4) E-commerce pharmacies (5) Waiting list information from hospitals; (6) Health laws and regulations; (7) Preventive medicine; ; (8) Cross-sectorial personal electronic medicine profile; (9) Patients' medical history since 1977; (10) Directory of names and addresses; (11)Contact information; etc.
- The Danish eHealth Portal provides important features for health care professionals, such as (1)Patient appointment calendar; (2)Web access to laboratory data; (3) ICPC search of diagnoses from electronic healthcare program; (4) Patient records; (5) Waiting list information from hospitals, etc.

**Impact:**

The current impacts of the Danish National eHealth Service include the following:

- improved information and service
- quality assurance and development
- utilization of treatment and care resources

The Danish eHealth Portal is intended to give targeted access to the overall National Health Service, affording users opportunities to gain an insight into their own possibilities and treatment at times when they have information and communication needs.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/index.htm](http://www.eipa.eu/eEurope_Awards/index.htm)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027904.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027903.pdf>

**More information on the product:**

<http://www.sundhed.dk/info/english>

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<b>Country:</b>	<b>Denmark</b>
<b>Institution/Ministry:</b>	Ministry of Health, Ministry of Social Affairs and other several public health institutions
<b>Solution/Application:</b>	<b>MedCom</b>
<b>Theme:</b>	Information Access and Information Sharing
<b>Implementation Date:</b>	1980

### Summary:

The history of MedCom -- the Danish Healthcare Data Network (DHDN) -- goes back to the late 1980s, when interest in electronic communication among healthcare providers grew. It is a long-term project that enables the effective data transfer between several actors of the health service, including stakeholders of the community-based social care system. This national network allows for fast information flow in the form of reliable data exchange of EDIFACT or XML-based messages among the respective software systems of the participating healthcare providers.

MedCom is a co-operative venture between authorities, organisations and private firms linked to the Danish healthcare sector. In the 1999 financial agreement between the counties and the central government, it was decided that MedCom would be made permanent, with the main goal *to contribute to the development, testing, dissemination and quality assurance of electronic communication and information in the healthcare sector with a view to supporting good patient progression*. MedCom is financed by:

- The Ministry of Health
- The Ministry of Social Affairs
- The Danish National Board of Health
- Danish Regions
- The Copenhagen Hospital Corporation
- The Association of Local Authorities in Denmark
- The Danish Pharmaceutical Association

### Impact:

The main direct impact of this unique nationwide eHealth system has been in improving communication exchange. Benefits for citizens are derived from faster, more reliable and more efficient communication between healthcare and social care professionals. Other benefits include cost savings on secretarial and clerical services in preparing and sending information to other healthcare services. Pharmacists can receive prescriptions directly and electronically, a faster and more reliable process than paper prescriptions transferred by hand.

MedCom enables healthcare partners to communicate more effectively and reliably towards an improved quality of services:

- (1) Offers significant efficiencies in communication processes and record keeping, thus reducing administrative overhead
- (2) Improves communication between healthcare, community care and social care systems.

The main beneficiaries of the system are healthcare providers, especially general practitioners, who benefit from effective and efficient data transfer and reduced administration costs; social services, which benefit from earlier communication by being better prepared to receive patients, who are transferred to them from the hospital; citizens who benefit from a more efficient and better quality health and social services that can be provided with faster and more reliable communications between healthcare professionals.

**Source:**

[http://www.eipa.eu/eEurope\\_Awards/body\\_results\\_ehealth2004.html](http://www.eipa.eu/eEurope_Awards/body_results_ehealth2004.html)  
<http://www.baltic-ehealth.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027927.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027939.pdf>

**More information on the product:**

<http://www.MedCom.dk> (available in Danish)  
<http://www.medcom.dk/wm109991> (available in english)  
<http://www.medcom.dk/wm110449> (medcom international)  
<http://www.medcom.dk/default.asp?id=110014>

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<b>Country:</b>	<b>Denmark</b>
<b>Institution/Ministry:</b>	Synscenter Refsnæs -- National Danish Service and Support Organization for Blind and Partially Sighted Children and Youth, European Commission
<b>Solution/Application:</b>	<b>RoboBraille</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2004

**Summary:**

The RoboBraille service is an e-mail-based translation service capable of translating documents to and from contracted Braille to synthetic speech. Users submit documents (e.g., text files, Word documents, HTML pages) as e-mail attachments. The translated results are returned to the user via e-mail, typically within a matter of minutes. The service is available free of charge to all non-commercial users, without having to register prior to the use and in 7 European languages.

Concretely RoboBraille uses standard e-mail and web technologies to receive the users' requests and to return translated results to them. An e-mail is received on the RoboBraille mail server from which agents retrieve the translation jobs and reply to users. Braille documents are returned as e-mail whereas audio files are copied to the RoboBraille Web server for subsequent retrieval by the user.

**Impact:**

The project contributes to solving the universal problem of making otherwise inaccessible electronic documents accessible to people with visual or reading impairments. The project's main asset is that it leaves people with reading difficulties better off in terms of independence, access to digital information, and self-sufficiency. The 2007 pilot test conducted by visually impaired users, as well as the subsequent test, confirmed the relevance of the project. The same year the project won the Social Contribution Award of the British Computer Society.

Originally a Danish service, RoboBraille is currently being validated in Ireland, Cyprus, Italy, Portugal and United Kingdom in the framework of a pan-European consortium supported by the European Commission.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029964.mht>

**More information on the product:**

<http://www1.robobraille.org/websites/acj/robobraille.nsf?OpenDatabase>

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<b>Country:</b>	<b>Finland</b>
<b>Institution/Ministry:</b>	The City of Espoo
<b>Solution/Application:</b>	<b>Open Espo</b>
<b>Theme:</b>	E-participation, Information Access
<b>Implementation Date:</b>	2003

**Summary:**

Open Espoo - service is a highly innovative, user friendly and easy-to-use web service aimed at strengthening the participation of the residents of the city of Espoo and other interested parties to the planning processes, which concerns various development projects of the city of Espoo, i.e. city plans, developmental plans of services of the city etc. Open Espoo service also provides everybody with open access to city decision-making process, and thus supports the principle of open government and easy access to official documents.

**Impact:**

Open Espoo - service makes it easy to provide people with accurate information about planning processes. This means that planners can concentrate on planning and customer services can be centralized. The Internet-based service ensures that information is available at any time and not just during office hours. Customer feedback has been overwhelmingly positive. Because of the improved quality and more up-to-date information, citizens are taking an increased interest in their environment and in participating. Additionally, citizens have been able to participate in due time, and thus it has also been possible to shorten the planning processes. A number of indicators for the service were defined and they are closely followed. For example, a statistics program is used to monitor the continuously increasing traffic of the service and the statistics are discussed monthly at project meetings.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024600.pdf>

**More information on the product:**

<http://www.espoo.fi/avoinespoo> (only in Finish)

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<b>Country:</b>	<b>Finland</b>
<b>Institution/Ministry:</b>	Department of Education of Joensuu City in Finland
<b>Solution/Application:</b>	<b>ENO - Environment online</b>
<b>Theme:</b>	E-environment
<b>Implementation Date:</b>	2000

**Summary:**

ENO-Environment Online is a global virtual school and network for sustainable development and environmental awareness. Four environmental themes are studied within a school year on a weekly basis. As of 2007, there were about 400 official ENO schools in 104 countries with about 10,000 active participants, ranging in age from 10-18 years old.

The ENO programme has been running since the year 2000. It is a project of the Department of Education for the city of Joensuu, Finland, coordinated by Pataluoto School.

The project emphasizes the importance of the local environment not only at the local level but also at the global one: act locally-think globally. Information on the environment is gathered from local communities throughout the world and it is being shared globally through the ENO website.

Learning about the importance of the environment and the human role in it, it is student-centered with both online and offline activities. At the end of each theme there is a campaign week during which the results of learning are raised in local communities and on the website. Students eventually become ambassadors for the environment of their respective local communities and regions.

**Impact:**

This application has a wide-ranging impact.

- It has included and deepened environmental themes in education throughout the world
- It encourages online sharing and learning on the environment at an early age
- It provides for global awareness locally, regionally and internationally
- It includes developing countries as active participants
- It supports sustainable development and achievement of the Millennium Development Goals

**Source:**

- EcoG@llery Europe 2000
- IChildnet Awards 2001
- NetDays Project 2001, -02 and -03
- the Stockholm Challenge Awards 2002 and 2004 and 2006
- the Global Junior Challenge 2002 and 2004
- Quality Prize in eLearning, Ministry of Education, 2003
- GKP Youth Awards 2003
- Panda Award 2004

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027915.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027914.pdf>

**More information on the product:**

<http://eno.joensuu.fi>

<http://eno.joensuu.fi/basics/briefly.htm>

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**Country:** France  
**Institution/Ministry:** Regional Council of Burgundy (France)  
**Solution/Application:** e-Burgundy  
**Theme:** Citizens' Service Delivery, Information Access, E-procurement  
**Implementation Date:** 1 January 2005

**Summary:**

E-Burgundy is an electronic platform of services conceived to provide citizens, firms, NGOs, and all public or private organizations the means to simplify, administrative procedures through the internet.

**Impact:**

Burgundy economized in two years more than 3,7 million of administrative paper or 1 hectare of forest ", thanks to electronic tendering service.

“Since two years, we put 10.000 online call tenders. About 600 public agencies used the platform and 7300 companies have registered to an alert system” said Mrs Vandelle in 2008. She added that there were 85.000 downloads of consultation files and “we received 2.500 electronic answers among which 550 were with electronic signature.”

**Source:** <http://www.worldgovforum.com>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan025614.pdf>

**More information on the product:**

<https://www.e-bourgogne.fr/> (only available in French)

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<b>Country:</b>	<b>France</b>
<b>Institution/Ministry:</b>	Regional Council of Nord-Pas de Calais, France
<b>Solution/Application:</b>	<b>DREAM - Les Reseaux au Service de la Participation Citoyenne</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2003

**Summary:**

The project Dream2 is carried by the regional council of Nord-Pas de Calais with the assistance of the European Commission. The purpose of it is making development of E-democracy a local reality in Nord-Pas de Calais. Dream2 is dedicated to making use of ICT for services targeting local democracy and citizen participation. The goal is to create favourable conditions so that the communities, but also the local authorities, can discover these tools and methods, and their utility, and then help some territories to take innovative and exemplary actions. Initial efforts involved seminars, an Internet site and support for five pilot territories. The whole of these actions aimed at capitalizing experience feedbacks, by means of collective exercise learning.

**Impact:**

Even if the pilot initiatives are still very few and do not yet provide all the information necessary to establish long-term impacts, a preliminary analysis shows that when real political goodwill exists, this use of ICT can be, under certain conditions, an important factor for furthering transparency, dialogue, consultation, expression and citizen participation in local public life. By integrating ICT into participation strategies, the number and the variety of active citizens has been increased. Furthermore, qualitative profits could be achieved in the relations between citizens and the local authorities.

**Source:** <http://www.e-democratielocale.info>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024334.pdf>  
(only in French)

**More information on the product:**

<http://www.e-democratielocale.info> (only in French)

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**Country:** France

**Institution/Ministry:** Ministry for the Budget, Public Accounts and Civil Service

**Solution/Application:** AdminH24

**Theme:** Information Access, Citizens' Service Delivery

**Implementation Date:** 2007

**Summary:**

The Administration 24h/24 website was designed to enable French citizens to have an easy access to as many public services as possible at any time, from wherever they wish, and via a single entry point. The portal exists in two versions: one attending the citizens' needs and one the businesses' purposes.

This portal's main feature is the online availability of the services' application forms. The Internet based forms are the same as those approved by the authorities, but they are accessible via the Internet. The forms can be downloaded, filled in and submitted online to the processing offices. The application enables the users to submit forms online and to obtain follow-up procedural information.

**Impact:**

The online forms application is a major innovation since it provides both citizens and businesses with a simple and user-friendly single access point to the most common administrative forms. It is tailored to the users' need: users benefit from a simple and easy to use data entry and of an enhanced interactivity and flexibility of use. Moreover, the portal offers the users the possibility to follow-up on the progress of their application process and of their dossiers via the Internet, through the 'confirmation of registration' and the 'e-mail notification' systems. Thereby, it fulfils the aim of adapting public services to meet user expectations as well as creating productivity benefits for the processing services in a flexible and cost-effective manner. The project's quality and innovativeness has been recognized since it received the 2007 ePractice.eu Good Practice label and was a 2007 e-government award finalist.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029970.mht>

**More information on the product:**

<http://www.administration24h24.gouv.fr/> (only available in French)

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<b>Country:</b>	<b>France</b>
<b>Institution/Ministry:</b>	Région Rhône-Alpes, Chamber of Commerce Nice Côte d'Azur, European Commission, Cybèle Production
<b>Solution/Application:</b>	<b>Memo</b>
<b>Theme:</b>	E-commerce, Information Access
<b>Implementation Date:</b>	2006

**Summary:**

Tourism is the primary industry in the global economy and Europe is the most visited area in the world and most European Internet users obtain travel information via the web. Given these promising facts, the MEMO project validates partnerships between public bodies and Small Medium Enterprises in the tourism industry to better respond to the needs of tourists interested in culture and history.

The MEMO project aims at developing regional tourism in Europe, by creating and commercializing itineraries on the internet for cultural visits. This initiative is being carried out in partnerships between cities, regions and tourism SMEs (tour operators, hotels, tourist guides, transport, etc). The project's website offers the users the following possibilities: to create a personalized route, to choose a cultural route organized by cities or by tour operators or to engage an interpreter-guide for an accompanied visit. The cultural trips will then be presented either by regions to be visited or by themes such as historical eras, historical figures, monuments, etc.

**Impact:**

MEMO brought together skills from various sectors, benefiting from their experience and good practice to build a cross-border cultural tourism support activity with the ambition that the outcome is greater than the sum of the individual contributions. MEMO has become the first French-speaking tourist site on Historical and cultural focus, with 260.000 unique visitors per month, 18 million pages seen per annum and a top Google ranking. Indeed the concept is particularly useful for the development of cultural tourism for short stays and to the development of towns of medium importance as well as of little known regions with a historical heritage to develop.

This innovative concept also corresponds to a real need of European towns to develop cultural tourism. Therefore, the project currently plans to move into the deployment phase with the objective of creating cultural routes for approximately 550 European towns of art and historical interest.

One of the project's major strength lies in the possibility of adapting its platform to any city in Europe and in proposing an innovative semi-automatic translation solution coupled with the MEMO Editor software to publish the content on-line. In 2004, the MEMO site received the prize for the "best technological innovation" at the Tourism@ Awards in Cannes.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029971.mht>

**More information on the product:** <http://www.memo.fr/>

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<b>Country:</b>	<b>Germany</b>
<b>Institution/Ministry:</b>	The German Federal Ministry of Health and Social Security
<b>Solution/Application:</b>	<b>The Virtual Assistant - Clara</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access, E-health
<b>Implementation Date:</b>	February 2004

**Summary:**

When the health reform came into force on January 1, 2004, there were still many questions left unanswered for German citizens. The Federal Ministry of Health reacted to address the lack of available information: virtual assistant Clara has been online at [www.die-gesundheitsreform.de](http://www.die-gesundheitsreform.de) since February to answer questions from citizens unsure of how the new reform will affect them and provide them with information about changes in the health system.

Visitors to the portal can engage in a dialogue with Clara about the questions of the health reform. She answers these questions in a commonly understandable manner and in real-time, exactly as in a real conversation. Questions which cannot be answered by Clara can, upon request, be transferred directly to the citizen telephone. The dialogue then happens with a real conversation partner over a separate window opened by Clara. The user remains (always online) on the Internet. The virtual agent is online and available to answer user questions 24 hours a day. Clara was developed to assist users with disabilities. Her responses are provided in computer-generated speech format for visually-impaired users using a screen reader. Users are provided with barrier-free accessibility as defined in the law of equality for disabled persons.

**Impact:**

Clara has been explaining the new regulations involved in the health reform to online users. Efficiently and successfully: her rapid and comprehensive assistance significantly reduces pressure on call center staff. To date, Clara has dealt with up to 100 concurrent queries by providing standardized responses to the most frequent user questions. She carries out up to 30,000 dialogs per month – 60 percent of which would otherwise be dealt with by call center staff.

**Source:** Novomind Company

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022654.pdf>

**More information on the product:**

<http://www.die-gesundheitsreform.de> (only available in German)

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<b>Country:</b>	<b>Germany</b>
<b>Institution/Ministry:</b>	Federal Archives
<b>Solution/Application:</b>	<b>The Cabinet Protocols of the German Federal Government Online</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2003

**Summary:**

The German Federal Government commissioned the Bundesarchiv (Federal Archives) to publish the minutes of the meetings of the cabinet and its committees following common scientific criteria, and according to accepted scholarly standards. In June 2006 the published volumes covered the years from 1949 to 1962. The publication allows access to a central source for the history of Germany, and the annotations offer information about ministerial records related to the topics of the meetings. The project responds to the aim of the Bundesarchiv to present comprehensive information on its holdings to the public within the framework of the e-government initiative Bund Online 2005 of the Federal Government.

**Impact:**

The established system ensures the world-wide availability of the minutes for scholarly purposes, and simplifies the public access to all kinds of information. It covers a long-term period and is supported by a convenient navigation and a wide range of search options to enable the user to follow the cabinet's decision-making process by linking related topics in the same year, as well as in previous and following years, to encourage research in the ministerial records kept in the Federal Archives.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024604.pdf>

**More information on the product:**

[www.bundesarchiv.de/kabinettsprotokolle/](http://www.bundesarchiv.de/kabinettsprotokolle/) (only in German)

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<b>Country:</b>	<b>Germany</b>
<b>Institution/Ministry:</b>	German Environmental Administration (federal and regional)
<b>Solution/Application:</b>	<b>PortalU</b>
<b>Theme:</b>	Information Access, Citizens' Service Delivery, E-environment
<b>Implementation Date:</b>	2006

### **Summary:**

Following the spirit of the Aarhus-Convention and the EU-Environmental Information Directive, PortalU offers information-services with the goal to make government more transparent, to educate the public about environmental issues, and to enable and enhance public participation in environment-related decision processes.

PortalU is part of the strategy adopted by the German environmental administration to comply with new national and regional environmental legislation on the distribution of, and access to, environmental information. This legislation implements the EU Environmental Information Directive (2003/4/EC – EEID) as a result of the Aarhus-Convention.

PortalU is the central online information portal of the environmental administration in Germany. The portal is the result of a long-term cooperation of the 16 federal states and the federal government. It provides a highly-accessible central access point to publicly-held environmental information and data. All in all, it offers a central access to over 1.000.000 web-pages and database entries from public agencies in Germany as well as links to up-to-date environmental news, upcoming and past environmental events, environmental monitoring data, and interesting background information on many environmental topics. It even provides an environmental thesaurus and a digital mapping tool to compose complex spatio-thematic queries.

### **Impact:**

After only one year of operation, PortalU has already had a strong influence on the development of the environmental information infrastructure on a local, regional and European level. On the local level, municipalities can use the PortalU-technology and know-how to implement information infrastructures that help them to cope with the requirements induced by the EU. On the regional level, a number of federal states in Germany have decided to implement environmental information portals following the example of PortalU. On the European level other European member states have expressed interest in a cooperation with PortalU.

With regard to the citizens' response to the portal, the operation of the portal so far showed that mainly the "interested public" (i.e. members of NGOs, journalists, private sector companies in the environmental business and members of the environmental administration itself) makes frequent use of PortalU. It is difficult to estimate the total number of potential long-term users, but it may be in the range of several million citizens.

In 2007 the project received the 2007 epractice Best Practice Label and was a finalist for the epractice eGovernment Award.

**Source:** European Commission

### **More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029972.mht>

### **More information on the product:**

<http://www.portalu.de/>

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<b>Country:</b>	<b>Germany</b>
<b>Institution/Ministry:</b>	Bavarian State Ministry of the Environment, Public Health and Consumer Protection
<b>Solution/Application:</b>	<b>RZKKA-Online</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2003

**Summary:**

The Bavarian State Ministry of the Environment, Public Health and Consumer Protection (StMUGV) funds the production of small sewage treatment plants with the objective to provide incentives for the production of new small sewage treatment plants and for retrofitting such plants with biological treatment stages.

RZKKA-Online was developed as an Internet-based platform for handling the funding procedure. It is the first e-Government application of the StMUGV in which all parties involved in the procedure are fully integrated without exception and also handle the complete procedure.

**Impact:**

At present, the system is actively used by around 2000 users throughout Bavaria. So far, about 80,000 eligible buildings have been registered, for which corresponding funding will be requested in the subsequent steps.

The project entails three main advantages. Firstly, the electronic handling of the funding procedure considerably reduces the work load for all parties involved in the procedure. As a result, the procedure is accelerated and requires less manpower, not only in the public administration, but also for all the partners involved (local authorities, private experts and administrative authorities). Secondly, this yields for all parties a further advantage, in that the status of the applications requesting for funding can be seen online at any time, thus making the entire procedure more transparent. Finally, the system's user-friendly design enables to better help and serve the users who are not familiar with Web-based applications.

The project also proved to be transferable since the technical basis is used in other areas, such as for the Bavarian State Ministry of Agriculture and Forestry within the framework of the current project "Development of a Bavarian online harvest licensing register".

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029973.mht>

**More information on the product:**

<https://www.rzkka.bayern.de/> (only available in German)

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<b>Country:</b>	<b>Greece</b>
<b>Institution/Ministry:</b>	Greek Ministry of Foreign Affairs
<b>Solution/Application:</b>	<b>E-Vote</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2003

**Summary:**

e-Vote is a bold initiative of the Greek Presidency of the European Union to enhance and expand eDemocracy across the EU. This innovative online voting project aims to use the latest technology to give citizens new ways to participate in ongoing debates and decisions about the key issues facing the Union today, as it prepares to undertake the biggest enlargement in its history. By visiting the website [evote.eu2003.gr](http://evote.eu2003.gr) any citizen can vote on the important issues that affect their everyday lives, share and compare their ideas and opinions with other Europeans in real time, and make specific suggestions about the current and future EU.

**Impact:**

The main objectives of the project have been attained: a remarkably extensive participation of citizens across Europe in the various e-Votes and the sharing of the results at the highest political level in the EU. Thus, the project has demonstrated a unique interaction among people and political leaders. The web site was launched in February 2003 and was originally presented in 11 languages, with an additional eight being added in April 2003. A total of 550,000 unique visitors could be counted and over 175,000 visitors have cast their votes, with over 106,000 taking part in the most popular vote on the Iraq crisis. More than 65,000 visitors have contributed by expressing their own ideas, comments and suggestions, so-called e-Voices. These figures demonstrate the extremely high interest among European citizens in using this type of eDemocracy initiative to express their views and engage in the political process.

**Source:** UNPAN

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan024338.pdf>

**More information on the product:**

<http://evote.eu2003.gr>

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<b>Country:</b>	<b>Greece</b>
<b>Institution/Ministry:</b>	Municipality of Trikala and Ministry of Interior and the Region of Thessaly
<b>Solution/Application:</b>	<b>E-dialogos</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2006

**Summary:**

The project aims at providing a platform for the citizens of Trikala to promote their participation in the decision making processes of the municipality. The project's main innovative feature is the combination of online information, surveys, petitions, deliberative and voting processes. The different processes can run separately but also complement each other efficiently

The e-consultation process, which is initiated by the municipality (top down approach), is implemented through a structured questionnaire that is made available to citizens online through the e-dialogos website, complemented, where needed, by e-mailed forms. The second process is the e-petition process, i.e. the electronic equivalent of the well known petitioning process. The e-petition process is initiated by the citizens themselves (bottom up approach). The objective is to offer an easy and intuitive online platform where citizens can raise issues that they consider important for the municipality, but have been inadequately addressed by it. According to the number of signatures the issues raised can lead to a discussion and eventually to the adoption of specific decisions by the municipal council. The third process is the e-deliberation process, which requires a closer collaboration of the municipal authorities with the citizens in order to formulate better policies and achieve consensus on the important issues of the municipality.

**Impact:**

The success of the project mainly rests on its dedication to cover in the best possible way the online channels of citizen participation in the decision making process of the municipality. Thereby, this project provides an innovative and fully fledged e-participation methodology, which contributes to including a broader amount of citizens in the decision making processes of the municipality. It is also an efficient and easy way for the municipality to collect relevant and important feedback from its constituents on different policy planning or implementation issues.

It is important to note that this initiative is part of an unusually active commitment to the development of e-government initiatives. The municipality of Trikala offers indeed a fertile environment for such experiments, since it provides its citizens free Internet access for all and an advanced strategy and wide array of ICT related projects and services for the community. This effort led to the recognition of Trikala as the first digital city of Greece.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029974.mht>

**More information on the product:**

<http://www.edialogos.gr/portal> (only available in Greek)

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**Country:** Ireland  
**Institution/Ministry:** South Dublin County Council  
**Solution/Application:** Connect  
**Theme:** Information Sharing, Citizens' Service Delivery  
**Implementation Date:** 2006

**Summary:**

This project was initiated to enable a future where all of South Dublin will incorporate internet use to their everyday life, using it as a tool to improve their quality of life and to increase both personal and social opportunities. Connect is working to connect the people of South Dublin across groups and simultaneously sustain and integrate urban communities. By providing online resources and tools, Connect allows local communities to use technology in a way that is more relevant to local interests and needs.

This project is implemented in South Dublin through a variety of strategies. Connect has developed an active e-Citizens platform to facilitate citizens' access to local services and facilities. The project also encourages communities to shape the internet by facilitating networking and information sharing. A system for the monitoring and evaluation of the project's progress is in place which has the purpose to let the project move closer towards the ultimate goal.

**Impact:**

A total 145,000 people visited the Connect website during the year 2006, involving 93 live websites and 40 that are in developmental stages. The Geo-directory database was set in place and included 6,000 businesses and 82,000 residences. The most recent priority has been to train community groups in web design and supporting them on an individual basis to bring their site to a sufficient quality and standard. This project is constantly expanding and has already worked to connect many communities in South Dublin.

**Source:** South Dublin County Council

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027657.pdf>

**More information on the product:**

[http://connect.southdublin.ie/connect/index.php?option=com\\_frontpage&Itemid=1](http://connect.southdublin.ie/connect/index.php?option=com_frontpage&Itemid=1)

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<b>Country:</b>	<b>Ireland</b>
<b>Institution/Ministry:</b>	Information Society Commission (Department of Health and Children), The IBM Corporation, The Irish Computer Society
<b>Solution/Application:</b>	<b>Áit Eile</b>
<b>Theme:</b>	E-health, Information Sharing, Citizens' Service Delivery
<b>Implementation Date:</b>	1996

**Summary:**

Áit Eile is an online community catered specifically toward children with serious or chronic health conditions. The project was launched in 1996 with the aim of creating a safe and supportive online resource for hospitalized children. Aware of the deep and damaging psychological issues suffered by hospitalized children (from being isolated, separated from family, depression, etc.), Áit Eile aimed to ease this pain and create a virtual environment rich in communication, social support, relaxation, entertainment and distraction.

Áit Eile connects children to their families and friends through e-mail, live chat, and video links. This allows children to maintain a connection to the world and feel less isolated. In addition, Áit Eile also connects children to others in similar situations and provides them with information that will ideally help them fight both the medical and emotional challenges that they will inevitably face.

Through this project, children will hopefully achieve at least one of the following goals: Improved Communication, Socialization with Peers, Family and Healthcare Professionals; Improved Self-Esteem and Feelings of Empowerment and Control.

**Impact:**

Áit Eile empowers hospitalized children with resources that they might not otherwise have. It will help reduce psychological strain and increase communication between children and their friends, family, and peers. This project works to increase the psychological health of the young patients, which will ultimately have a positive effect on other aspects of life (such as medical compliance, improved social contact and self-esteem, etc.).

**Source:** [www.eipa.eu](http://www.eipa.eu)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027656.pdf>

**More information on the product:**

[yuriko.cs.tcd.ie/index.asp](http://yuriko.cs.tcd.ie/index.asp)

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<b>Country:</b>	<b>Ireland</b>
<b>Institution/Ministry:</b>	County Fermanagh
<b>Solution/Application:</b>	<b>Kinawley Integrated Teleworking Enterprise (KITE)</b>
<b>Theme:</b>	Citizens' Service Delivery, E-commerce
<b>Implementation Date:</b>	October 1993

**Summary:**

KITE is a teleworking project based in Northern Ireland. The very remoteness of the centre's location makes for a test of the business feasibility and organisational practicality of teleworking. KITE's successes reveal that new small-scale economic enterprises, facilitated by ICT, are feasible, and that these can create jobs for rural dwellers and help sustain rural local economies.

KITE is committed to providing unemployed and underemployed local people with a thorough training in ICT, so that skills are brought to a proficient and competent level. ICT facilities at KITE include:

- network server equipment linking up to fifty workstations
- two computer suites and a multimedia suite
- an ICT training area
- a comprehensive suite of computer software to meet commercial customer specifications
- full Internet capacity available onsite, enabled by an ISDN2 fibre optic connection
- full video conferencing facilities

Also integral to KITE is the provision of childcare facilities, including an after-schools club, a holiday club as well as day-care. This gives mothers wanting to learn new ICT skills and return to work the chance to take-up the economic opportunities offered by KITE. KITE's activities are split broadly into three categories:

- ICT training
- winning and servicing commercial telework contract (thereby generating local employment)
- consultancy and providing leadership on telework and telecentre best practice

KITE has contracts with organizations from a variety of industry sectors in the US, Europe, the Republic of Ireland, and elsewhere in the UK. Approximately half are international. Examples include:

- operating a "satellite shopping point" for Kay's, a home shopping company (a contract maintained for over 5 years now)
- developing and co-ordinating a database of expertise – the Women's Talent Bank – for the European Women's Lobby

KITE's typical workload justifies a workforce of 19 full-time permanent teleworkers (2000), all of whom are Kinawley locals and former KITE trainees. Other part-time teleworkers are employed from time-to-time. The team delivers a range of data management services such as:

- medical data base management
- research and transcription
- telephone handling and customer service
- overnight data processing
- event and conference administration

In 1998 KITE won the 'Most Entrepreneurial Use of Telework' award from the European Telework Awards in Brussels. Business success permitted a company expansion programme (the second phase in KITE's planned development). KITE has also won awards in 1999 and 2000.

**Impact:**



The main benefit of KITE's work is that it has brought new employment, through telework contracts, to the Kinawley area. This is directly contributing to the economic and social health of this very rural, peripheral part of Northern Ireland. There would have been few other options to generate economic development and job opportunities in such an area.

**Source:** <http://www.sustainit.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028066.pdf>

**More information on the product:**

<http://www.kiteltd.com/>

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**Country:** Ireland  
**Institution/Ministry:** Meath County Council  
**Solution/Application:** Meath County Council - Communities Online Together Initiative  
**Theme:** E-participation, Information Access  
**Implementation Date:** 2003

**Summary:**

The objective of 'communities online together' is to build and enhance the community structures through the provision of ICT assisted facilities that both augment and enhance existing communication channels within the community and between voluntary groups or organizations. This is being achieved through the facilitation of 'online web presence facilities' for community and voluntary sector organizations made available through the offices of Meath County Council.

**Impact:**

The established Content Management System CMS enables the community and the voluntary groups to maintain and manage their own websites. Therefore, there is a minimum intervention needed from Meath County Council staff. Further to this a web application has been developed to monitor the compliance of all sites with the acceptable usage policy, thereby reducing the need for manual intervention.

Due to the ease of use of the CMS, training sessions can accommodate a large number of groups and are completed in two three-hour sessions. The time commitment of a dedicated trainer and the trainees is relatively low compared to other IT training courses. The simplicity of the CMS selected allows a disparate group of "non-technical" volunteers to confidently manage their own website, with the minimum amount of training.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024602.pdf>

**More information on the product:**

[www.meath.ie/community/websites.html](http://www.meath.ie/community/websites.html)

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<b>Country:</b>	<b>Ireland</b>
<b>Institution/Ministry:</b>	Government of Ireland
<b>Solution/Application:</b>	<b>Reach -- Framework for Transforming Delivery of Public Services</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2000

### **Summary:**

**Reach Project** was established by a Governmental decision in 1999 and, in May of 2000, was mandated by the Government to radically improve the quality of service to individual and business customers of the Government

REACH provides a single point of access to government and public services in Ireland. It is a crosscutting project set up by the Government to deliver specific eGovernment services in Ireland. Its mission is to improve the quality and efficiency of services offered by public service agencies to one another and to the general public.

Reach operates a portal website, <http://www.reachservices.ie> which is composed of two main elements, a services index and a registration service. The service index contains information on approximately 1400 publicly provided services. It does provide information on the nature of each service, links to respective agency's website, links to other related services and service providers, and contact details. If the service is delivered online or has downloadable application forms, links to these are also provided. The services can be classified in various ways so that they can be searched and accessed by subject, type, service provider, etc. The portal also maintains an index of online services, which comprises those services that can be partly or completely fulfilled online, whether through online applications, interactive lookup or downloadable forms.

Reach offers services to public service agencies and to the citizens. Services to public agencies include the following: (1) provision for the interagency data and document exchange service; (2) provision for an online identity management service; (3) provision for a life events data service; (4) provision for customer relationship management services, and (5) serving as an intergovernmental information portal. Services to citizens include the following: (1) securing online accounts; (2) providing for the call center help desk; (3) serving as a governmental information portal to citizens.

REACH's activities are oversight by representatives of the main public services agencies, such as the Department of Social and Family Affairs, the Department of Justice Equality and Law Reform, the Department of Agriculture and Food, and the Department of the Environment and Local Government, Health Services and Revenue Commission.

### **Impact:**

REACH as an interagency project as well as a citizen's portal does offer several products and services, each of them having several positive impacts. The interagency data exchange has provided for: (i) the elimination of paper and the re-keying of data; (ii) more secure and reliable service provision than paper-based exchanges; (iii) lower cost interagency transactions, which allow diverse computer and business systems to interoperate at a low cost; low cost of entry; and reusable components.

The paye online, an online facility which is operated with the Revenue Commission and provides online payment, has provided for more than 100,000 secure registrations in less than a year. On a weekly basis over 4000 transactions with employees are processed online, resulting in substantive reduction in the workload.

The justice sector online services has estimated that the system allows for considerable-staff savings per annum, while the RASER agriculture revenue has reduced the document processing time for agriculture subsidies from a 7 days cycle to a 24 hours cycle. At the same time, the online identity services as per March 2007 have over 100,000 customers, while life event and death events services have speeded up the procedures lowering substantially the costs.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027932.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027931.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027930.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027929.pdf>

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<b>Country:</b>	<b>Ireland</b>
<b>Institution/Ministry:</b>	Donegal County Council, Library Council of Ireland
<b>Solution/Application:</b>	<b>Taobh Tíre - TaTi</b>
<b>Theme:</b>	E-inclusion, Citizens' Service Delivery, Information Access
<b>Implementation Date:</b>	2002-2006

### **Summary:**

Taobh Tíre is a pilot research program run by Donegal County Council in association with the Library Council of Ireland. It investigates the implementation of new and innovative ways of providing library services in isolated communities across County Donegal. The project team is working in partnership with local stakeholders – community development groups, commercial companies, a Rural Transport Initiative, a Vocational Education Committee (VEC) and others.

The project has set up library service points in a variety of locations across the County from community centers to post offices. A service point consists of a collection of books and a computer with access to the Internet, which in turn gives access to the library's online catalogue and a range of online information resources through the library website. Service points are staffed by the partner organization and supported by the branch library network.

Users can order items on-line and have them delivered directly to their nearest Taobh Tíre site. A van was purchased to support these deliveries and since March 2005 a consistent weekly collection/delivery service is in operation.

### **Impact:**

Fourteen partnerships have been established and fourteen service points are now delivering library services to isolated communities across Donegal. There are 1343 registered Taobh Tíre members.

The project has been a success because it has rightly identified and answered the hunger for cultural services that exists in rural Ireland. Small peripheral communities are keen to access services that are typically the preserve of larger centers' population. The provision of such services as Taobh Tíre helps to underpin the sustainability of the development of marginal communities.

The success moreover lies in the innovative partnership approach between the stakeholders: the community partner organizations deliver library service at the frontline, i.e. they provide the space, their staff registers new members, records issues and returns from the taster collection, and shows new members how to search the online catalogue. The library service provides the computer, the books, the delivery service, the information service and support to the partner organizations.

The potential for replicating Taobh Tíre in isolated communities across the country is enormous. In view of this, Donegal County Council has agreed to mainstream the project as a mainline library service. The research conducted found that Taobh Tíre is a viable mode of service delivery. Recommendations have been made to the Department of Environment Heritage and Local Government to adopt this type of service delivery in a national context.

Taobh Tíre has been cited as an example of best practice in a recently published National Economic and Social Forum report. The project was also awarded a pride of place award for community services outreach by "Co-operation Ireland" in October 2006.

**Source:** European Commission, Donegal County Council

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029976.mht>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029975.mht>

**More information on the product:**

<http://www.donegallibrary.ie/>

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<b>Country:</b>	<b>Italy</b>
<b>Institution/Ministry:</b>	Italian Customs Agency
<b>Solution/Application:</b>	<b>Fully Automated Logical System against Forgery and Fraud in the Italian Customs Information System (FALSTAFF)</b>
<b>Theme:</b>	E-customs
<b>Implementation Date:</b>	2004

### **Summary:**

In the last few years, counterfeiting has become a phenomenon of huge proportions as it seriously threatens international safety and security, consumer health and economic growth. In most of the cases, customs authorities are called to counter any possible infringement or abuse of correct rules of free trade, having regard at the same time to the ever-pressing need for a smooth trade flow.

In such a context, the Project of Fight against Counterfeiting was adopted by the Italian Customs Agency and included in the AIDA Information System (Customs and Excise Integrated Automation of the Customs Agency). The project is called Fully Automated Logical System against Forgery and Fraud (FALSTAFF). It consists of a database of information provided by the firms/business/right holders themselves. The database allows, *inter alia*, to compare features of identified products suspected of being counterfeited with features of identified genuine products. In brief, any firm/right holder applying for customs protection generates information in the database, based on a form provided online. The form contains all technical detailed information identifying each product. Images of the products and a map of their customs routes are also included and made available in the FALSTAFF. Such database is updated continuously.

The system works in two ways. On the one hand, customs officials can query the FALSTAFF and obtain results in real time, whenever they have enough grounds to believe that a counterfeit practice is taking place. On the other hand, the businesses/firms can apply for customs actions/protection when their industry is experiencing unfair competition from counterfeit products. In the case of applications for customs action, they can communicate with experts from trade associations and/or quality certification bodies regarding the products concerned. The database also provides for the Customs Control Circuit and allows for the definition of further risk products giving rise to corresponding actions aimed at protecting trademarks.

The Customs Authority can use the control circuit and screen in real time, all import and export declarations submitted to customs and direct them automatically to the relevant control channels that do match those risk profiles, which are also established on the basis of parameters quoted on the forms by the right holders.

### **Impact:**

The implementation of FALSTAFF has increased the productivity of customs agency by 20% with the numbers (as of 2005) reaching 9000 internal users and 15,000 external users.

The implementation of this project by the Italian Customs Agency is addressing not only increased domestic demand for such protection, but was a response to the most urgent concerns of the first World Congress on the Fight Against Counterfeiting, which requires that customs agencies identify most of the cases of counterfeiting products and practices and take the fastest possible action in this respect.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027916.pdf>

**More information on the product:**

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<b>Country:</b>	<b>Italy</b>
<b>Institution/Ministry:</b>	Tele Radio City s.c. Onlus, Venice Municipality, Region Friuli Venezia Giulia, Region Marche
<b>Solution/Application:</b>	<b>Melting Pot</b>
<b>Theme:</b>	Information Access, E-inclusion, Citizens' Service Delivery
<b>Implementation Date:</b>	2003

### **Summary:**

Melting Pot Europa is part of a project which has the purpose of promoting the rights of citizenship for migrants in Italy. It has been started and is run by Tele Radio City s.c. Onlus, and has the support of the Venice Municipality, of the Italian Regions Friuli Venezia Giulia and Marche, as well as of other public administrations all over Italy.

It consists of a multilingual portal devoted to providing a constantly updated guide to Italian immigration legislation and easy-to-access information to migrants and to all Italian operators in the sector (both institutions and associations). The website also contains multimedia material coming from the project's radio broadcasts, which can be listened to via satellite, streaming and local FM broadcast. Thus the project aims at providing an easy access to information about national and international laws and at giving migrants the support of well-qualified operators who provide answers and consultancy for specific cases.

### **Impact:**

The project has been a reference point for all Italian operators and is one of the most visited websites in the sector since its inception. Currently it has an average of about 150,000 unique visitors per month. In 2007, the website was awarded as the best e-inclusion site by the eContent Award Italy, the national contest of the World Summit Award (WSA) sponsored by the UN in order to select quality e-content and promote creativity and innovation in new media applications in Italy.

One of the project's main features, which certainly contributed in making it a successful practice, is the fact that it is based on a partnership among stakeholders involved at all levels. The prime mover for the inception of this project was indeed a private NGO, co-financed by several public administrations from all over Italy, while several editorial groups from different Italian regions are in charge of the content development of the website. They feed the website with information on national and local matters concerning immigration: from legislation (analyzed and commented), to political and cultural initiatives. Moreover, around ten immigrants associations are currently actively involved in the project, and translations are guaranteed by about 150 volunteers (almost all of them migrants) supported by mailing-list tools.

Thanks to this cooperation the website is helpful for both immigrants and for the relevant administration. Given that the website content is translated in the relevant languages and disseminated via different media, it is tailored to the immigrants' needs, who thus have an easier and more effective information and services access. As for the services provided to the administrative bodies and associations, it is a very important and useful tool to support their operators in providing accurate information and suggestions to immigrants and in helping them to interact and communicate clearly with immigrants.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029977.mht>

**More information on the product:**

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<b>Country:</b>	<b>Latvia</b>
<b>Institution/Ministry:</b>	Soros Foundation – Latvia, Open Society Institute Information Programme, Local Government and Public Service Reform Initiative
<b>Solution/Application:</b>	<b>politika.lv – The Public Policy Site</b>
<b>Theme:</b>	E-participation, Information Access
<b>Implementation Date:</b>	2001

**Summary:**

The public policy website [www.politika.lv](http://www.politika.lv) offers a selection of policy papers, expert reviews, policy documents such as strategies and national plans, draft legislations, and links to national and international internet resources. The website also publishes articles and interviews, intended to stimulate debate on policy issues. There is a special section for the public policy community, featuring methodological issues concerning public policy, funding possibilities, conferences and events, and annotated links to policy institutes in Latvia and abroad.

**Impact:**

Shortly after the October 5th parliamentary elections in Latvia, [politika.lv](http://www.politika.lv) called on influential organizations to submit proposals for the government declaration. After publishing these proposals, [politika.lv](http://www.politika.lv) organized a meeting between NGOs and the new government coalition to discuss the draft declaration. The meeting was highly productive, resulting in the inclusion of many of the suggestions in the final document in addition to a new chapter of the declaration devoted to government cooperation with civil society. This result shows a positive example of e-democracy, where virtual efforts have had a tangible impact on the policy-making process.

**Source:** [www.ega.ee](http://www.ega.ee)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025362.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024870.pdf>

**More information on the product:**

[www.policy.lv](http://www.policy.lv)

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<b>Country:</b>	<b>Latvia</b>
<b>Institution/Ministry:</b>	Ventspils Digital Centre
<b>Solution/Application:</b>	<b>eVentspils</b>
<b>Theme:</b>	E-participation/e-voting, Information Access
<b>Implementation Date:</b>	2003

**Summary:**

The eVentspils portal caters for the citizens of the Kurzeme region of Latvia and includes news and discussions groups, voting as well as public and private eServices. Special care has been taken to include all social groups (minorities, the disabled, the elderly, youth, women, etc) and provide easy access using public internet access points, computers in libraries, schools, homes and mobile devices. eDemocracy is supported by providing discussions on documents and important questions. Other features include a voting system and on-line municipal budget(s). All civil servants and decision makers can be accessed using a built-in public e-mail system.

**Impact:**

The realized eVentspils portal provides the following distinctive features:

- Free authenticated e-mail for every citizen, providing a personal communication channel,
- Built-in messaging system and subscription to active services (automatic notification on mobile phone or e-mail when documents have been processed, when news arrives, etc.),
- User-centric information layout and customization options,
- eLearning programmes for citizens (basic computer skills, internet, e-mail, Word, Excel, PowerPoint, etc.), and
- 24/7 help-desk service for users.

The eVentspils portal has become the channel that citizens typically use to make their voices heard. People can submit their own topics, and any matter for the council is posted on the Web for public comment before a decision is taken. In one instance, the council decided to support the building of a sports stadium because the input of citizens in favor was so significant and visible.

**Source:**

<http://www.egov-goodpractice.org>

<http://download.microsoft.com/documents/customerevidence>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/UNTC/UNPAN018423.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024870.pdf>

**More information on the product:**

<http://www.ventspils.lv>

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**Country:** **Malta**

**Institution/Ministry:** Ministry for Investment, Industry and IT  
**Solution/Application:** **Public Internet Access Points**  
**Theme:** Information Access, Citizens' Service Delivery  
**Implementation Date:** 2001

**Summary:**

This project falls under the objective of the Ministry for Investment, Industry and IT (MIIT) to address the digital divide at all levels in the society, and simultaneously improve and enhance the quality of life of the citizens.

For this project the MIIT transformed about 100 telephone booths into web phones by setting up ADSL telephone lines in every town and village in Malta and Gozo, in squares, public libraries, and in the front offices of Government institutions. These web phones provide access to all e-Government services free of charge, but nominal rates apply to access the Internet for other purposes. Public Internet Access Points provide a dual service: a normal payphone and free access to a specifically designed internet portal from which information and government services, as well as online banking and bill payment options, can be accessed easily and in a time-saving manner.

**Impact:**

The goal of the Public Internet Access Point Project (PIAP) is to expand and stimulate a broader usage of IT tools in Malta and Gozo. Thanks also to this project, Malta has become one of the European champions in the number of public Internet access points and in terms of Internet penetration in private homes.

This initiative has clearly enhanced the usage and the accessibility of modern technologies among different age groups of the population, and thus has enabled an increased access to the various e-government services, including educational opportunities offered online. It has strengthened the diffusion of ICT in Government and among Maltese citizens, and has benefited not only the Maltese population but also the tourists visiting the country.

**Source:** European Union

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029981.mht>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029982.mht>

**More information on the product:**

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<b>Country:</b>	<b>Netherlands</b>
<b>Institution/Ministry:</b>	Rijnland District Water Control Board
<b>Solution/Application:</b>	<b>Rijnland Internet Election System (RIES)</b>
<b>Theme:</b>	E-participation/e-voting
<b>Implementation Date:</b>	2004

**Summary:**

The RIES - Rijnland Internet Election System is an online voting system that was developed by one of the Dutch local authorities on water management, which holds independent elections on water issues. It is a unique voting system, allowing voters to keep track of their own vote in the final poll results. This makes the system completely transparent and the outcome of the elections can be verified.

**Impact:**

The practical experiences with RIES in the two elections for a total of over 2,000,000 voters have shown a good public trust in the system. For both elections, extensive e-mail and telephone Q&A sessions for all voters have been organized during the elections. The voters were highly content with the Internet option. It was clear, trustworthy, easy to use, safe, and contained all the features they rated as important for such a system. This concerns items such as the possibility to check that one's vote has actually been cast. In the first election with RIES, 35% of the voters used the Internet. The other 65% voted by postal-mail. Of the 35% internet voters, 20% stated that they would not have voted if the system would not have been available. RIES was designed to be a system that can be used in any formal government election of any size. It is a sound and solid system with very low cost in development costs as well as usage and organisational costs.

**Source:** <http://www.egov-goodpractice.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024871.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024872.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/un/unpan023650.pdf>

**More information on the product:**

<http://www.rijnland.net/ries>

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<b>Country:</b>	<b>Netherlands</b>
<b>Institution/Ministry:</b>	The Dutch Land Registry
<b>Solution/Application:</b>	<b>Kadaster-on-line</b>
<b>Theme:</b>	E-accounting
<b>Implementation Date:</b>	2003

**Summary:**

Kadaster-on-line collects details about registered properties in the Netherlands, records them in public registers and in cadastral maps and then makes the information available to the public online. The registered properties on line include both immovable properties or real estate (such as houses, apartments and other buildings and structures that are durably fixed to the ground) and moveable properties (such as ships and aircraft). By providing this important public service online, the Kadaster-on-line provides transparency about who owns a property and what are the characteristics of such property.

Based on the legislation, the buying and selling of registered properties are legally bound to be registered to the Kadaster-on-line, accompanied by all required notarised deeds. The deeds of conveyance (transfer of property from the buyer to the vendor) and mortgage deeds are also reflected in the Kadaster-on-line. The public registers contain detailed information regarding the rights related to the registered properties according to their legal status. The system of Kadaster-on-line ensures that the sources, documentation and all information regarding properties are kept up-to-date at all times.

**Impact:**

Kadaster-on-line delivers online access to land registry products through national up-to-date land registry information. It has 6000 registered clients and 45,000 users and provides significant value-adding service extensions.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027913.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027912.pdf>

**More information on the product:**

<http://www.kadaster.nl>

<http://kadaster.nl/english/>

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<b>Country:</b>	<b>Netherlands</b>
<b>Institution/Ministry:</b>	Cities of Apeldoorn, Helmond and Tilburg
<b>Solution/Application:</b>	<b>VirtuoCity</b>
<b>Theme:</b>	E-inclusion, Information Access and Sharing, Citizens' Service Delivery
<b>Implementation Date:</b>	2004

**Summary:**

The Dutch towns of Apeldoorn, Helmond and Tilburg opted for the use of a new technology called VirtuoCity to promote citizens' participation and involvement in city life and projects' development.

Each virtual city is accessible through a web portal and provides a virtual 3D presentation of the city. While navigating in the virtual city, the user is provided with all kinds of multi-media information, as well as with the opportunity to leave remarks in a forum, to chat with other users and stakeholders and to vote for alternative designs. Users are provided with information about city reconstruction plans for which they are also offered to evaluate the past (panorama views) with the present (webcam) and the future (plans). They can also give their feed back and in some cases vote for other alternatives. A recent breakthrough was the application of online voting in Tilburg, whereby citizens could submit binding votes on one of the three designs for the central marketplace. The city council decided to execute the design that received the majority of all votes.

**Impact:**

VirtuoCity is a very interesting tool since it provides for many ways to communicate and interact not only among citizens but between citizens and stakeholders as well. It has been used by the cities as a policy channel through which citizens have been consulted on real-life matters using the highly innovative binding vote facility.

Yet the platforms' strength lies in its multipurpose uses, ranging from communication for urban development to the promotion of citizens' involvement and community-building. Therefore, inhabitants have responded very positively to the Virtual City approach. The project has not only enhanced their involvement in their cities' life but it has also empowered them by making them feel better informed and taking their views and opinions more seriously into consideration.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029983.mht>

**More information on the product:**

The city of Apeldoorn's portal: [www.virtueelapeldoorn.nl](http://www.virtueelapeldoorn.nl) (Only available in Dutch)

The city of Helmond's portal: [www.virtueelapeldoorn.nl](http://www.virtueelapeldoorn.nl) (Only available in Dutch)

The city of Tilburg's portal: [www.virtueelhelmond.nl/en](http://www.virtueelhelmond.nl/en); <http://www.cebra.eu/home1.php?lang=1>

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<b>Country:</b>	Norway
<b>Institution/Ministry:</b>	Ministry of Modernisation
<b>Solution/Application:</b>	<b>E-Handel – the Norwegian Electronic Public Procurement Portal</b>
<b>Theme:</b>	E-procurement
<b>Implementation Date:</b>	2002

### Summary:

Electronic public procurement is a tool for the modernization of the public sector and the realization of benefits both in administrations and businesses. The modernization of the public sector is necessary in order to ensure the future welfare of citizens.

The Norwegian electronic public procurement portal eHandel.no was established in 2002 in order to attain a critical user mass of electronic public procurement

The purpose of eHandel.no is to give public sector entities and their suppliers' easy access to a user friendly and affordable tool for operational e-procurement .

### Impact:

The use of electronic public procurement has benefits for both administrations and businesses, such as:

- Fiscal savings through increased loyalty towards procurement procedures and existing agreements. A better basis for entering into new contracts.
- Improvement of procurement process quality, less bureaucracy.
- Less error handling and increased control through electronic traceability.

For administrations, the use of electronic public procurement will take more time and will entail costs.. Experience from the Norwegian public sector entities indicates a potential for 20-40 % time reductions on the handling of orders, goods receipts and invoices, and between 2-10 % price reductions in operations related procurement expenditures.

The operational e-procurement solutions available through eHandel.no can be accessed by the users via web-based services or through internal procurement or order handling systems. Integration with legacy systems is available both for the public sector buyers and their suppliers. As part of the agreement with the operator of the eHandel.no services, the available functionality is updated frequently on the basis of user input and availability of new software.

The current public sector organizations on eHandel, represent approximately 25 % of the total Norwegian public sector operations related procurement expenditures (€14 billion). There is a huge growth potential in actual use, but the general perception is that a critical mass of users has been reached.

### Source:

[http://www.eipa.eu/eEurope\\_Awards/Winner\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winner_eGov2005.pdf)  
<http://www.egov-goodpractice.eu/>  
<http://www.epractice.eu>

### More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027909.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027908.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027907.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027906.pdf>

**More information on the product:**

<http://www.ehandel.no>

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<b>Country:</b>	<b>Poland</b>
<b>Institution/Ministry:</b>	Warsaw Municipal Government Office Department for Promotion
<b>Solution/Application:</b>	<b>The “Virtual Capital” Warsaw eGovernment Portal</b>
<b>Theme:</b>	Government Portal, Citizen’s Service Delivery, Information Access
<b>Implementation Date:</b>	2003

**Summary:**

The “Virtual capital” project focuses on providing information relevant to the life of the city and is addressed to Warsaw permanent residents and tourists as well as to institutions and to individuals. It covers three thematic areas: A2A (administration to administration), A2B (administration to business) A2C (administration to citizens).

The structure of the project is based on nine main thematic blocks: presentation of the city attractions, information about the activities of the administration, provision of e-services for the citizens, counseling for entrepreneurs, specific information and services for tourists, news and practical information for the citizens, cultural information, and a Warsaw address book integrated with an interactive map.

The portal offers various official documents and forms, information on fees, and on the methods of appeal against administrative decisions. Further services include online registration of companies, supported online registration of vehicles, or an online service which allows citizens for the exchange of municipal flats. The portal also promotes transparency by publishing rental rates for business premises rented from the city and an Online Public Procurement Book listing all tenders announced by the city.

**Impact:**

The “Virtual capital” portal became a popular source of information on the activities of public administration for Varsovians and, thanks to constant dialogue with the citizens, the number of visits to the portal increased from 30,000 to almost two million a month.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025357.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025356.pdf>

**More information on the product:**

<http://www.um.warszawa.pl>

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<b>Country:</b>	<b>Portugal</b>
<b>Institution/Ministry:</b>	Legislative Assembly of the Autonomous Azores Region
<b>Solution/Application:</b>	<b>kNOWing</b>
<b>Theme:</b>	E-inclusion, Information Access, Citizens Service Delivery
<b>Implementation Date:</b>	2007

**Summary:**

According to the law, all information produced during the parliamentary activity of the Legislative Assembly of the Autonomous Azores Region must be made public. The insular reality of the Azores with 9 islands spread in the mid Atlantic Ocean, imposed the internet as the privileged communication channel. The Assembly decided to fulfill this duty by focusing on a user's friendly delivery of the information rather than simply uploading the blunt official documents. At the origin of the project is the Assembly's belief that facilitating the access to information is the first step to approach citizens and draw them to take part in the Assembly's work.

The Assembly's project is based on a very simple idea: thanks to the use of the Google technology as a search engine, users now benefit of a logical and related search of topics, which requires no pre-detained knowledge about the Azorean parliament and on how information is organized on the website. Users only have to enter simple keywords regarding the subject on which they are looking for information and "Google" it as they would do when using google.com as a search engine in conducting any other type of research. This gives them access to all public information the Assembly disposes of, ranging from parliamentary diary sessions, draft laws, specialized commission reports, Government questionnaires, citizen petitions, external public documentation and press releases.

**Impact:**

The innovativeness of this project lies in its use of a very widespread and well-known searching tool thereby facilitating the access to information of citizens, businesses and organizations. Thus it enhances the transparency over parliamentary work and brings citizens closer to their parliament without requiring any special training.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029986.mht>

**More information on the product:**

<http://www.alra.pt>

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<b>Country:</b>	<b>Romania</b>
<b>Institution/Ministry:</b>	United Nations Development Programme
<b>Solution/Application:</b>	<b>The Romanian Presidential Website</b>
<b>Theme:</b>	E-participation, Information Access
<b>Implementation Date:</b>	2002

**Summary:**

The Romanian presidential website features a link that delivers complaints or petitions directly to the President. The new Information Management System which has replaced the paper based filing system, is a relief to staff and provides a replacement for rows of paper files. The new system allows citizens to file an online petition through the presidential portal and to follow-up on its status on the Internet. The presidential Internet site also provides access to information and links for the Romanian administrative authorities.

**Impact:**

In Romania the President is still considered as the ultimate recourse for citizens' problems, and he receives 20,000 petitions on a yearly basis on anything from requests for houses, land, pensions and jobs; complaints about poverty and judicial decisions; requests for help on matters related to war veterans' status, or abuses by the authorities. Most petitions are still submitted on paper, but officials hope that over time the popularity of online petitioning will grow, saving a lot of time in the registering and processing of petitions. The president's team is able to fully process a petition digitally, but only around 7 percent of all petitions are submitted through the presidential website.

**Source:** [www.ega.ee](http://www.ega.ee)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025364.pdf>

**More information on the product:**

[www.presidency.ro](http://www.presidency.ro)

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<b>Country:</b>	<b>Romania</b>
<b>Institution/Ministry:</b>	The City of Bucharest Ambulance Service
<b>Solution/Application:</b>	<b>DISPEC</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	1996

### **Summary:**

In 1996, the DISPEC tele triage and dispatch system was introduced to the Ambulance Services of the City of Bucharest in Romania. Ambulance Service (SAMB). This system is a strategic medical unit registered and operating as a 24 hours available medical emergency service for the people of Bucharest. It does provide: (1) Pre-hospital emergency medical assistance; (2) Emergency medical assistance in case of disaster; (3) Home medical assistance for less acute emergencies; (4) Preventive medical assistance for large events; (5) Medical and non-medical transportation; (6) Transportation of medicines and biological products, such as blood and organs; (7) Issuance of death certificates on weekends and legal holidays.

Up to 1996 a paper based system was in place, with untrained phone operators receiving emergency calls and filling out paper slips with data of the emergency call. A paper slip was carried physically to a coordinating doctor, who then tried to identify adequate resources with the aid of radio operators.

The introduction of the new system DISPEC, developed by a Romanian software company has provided the opportunity to the local government to replace the paper based time consuming services with an online, fast, efficient service. The DISPEC allows the operator to be directly in communication with the person reporting the incident. He identifies the nature and severity of the emergency, and gives first advice. Next, the system automatically generates the best match with the available rescue teams, which are scattered all over the city area. The radio operators allocate an ambulance equipped with the appropriate facilities and staff and then direct the teams to the emergency site. In routine care, the match is controlled by a coordinating physician. Time savings occur from a location reporting system based on GPS, allowing operators to identify free ambulances nearest to the location of the emergency.

### **Impact:**

The system is designed mainly for support in process optimization, the main beneficiaries of which are the citizens in need. They gain over 80% of the benefits.

Citizens in need can expect to receive timely and high quality help. All citizens in Bucharest, some 2.5 million people, benefit from the knowledge that in case of emergency they will be provided with timely access to appropriate care.

SAMB has been able to handle an increasing number of high level emergency calls with the same resources. The initial impacts are as follows:

- Waste of high level resources on low level emergency calls was reduced
- The internal response times dropped dramatically
- The time till arrival at the emergency sites dropped dramatically
- Taking into account the general loss of purchasing power of the Romanian Lei since 1991, SAMB has increased not only productivity, but also maintained the cost-effectiveness of the service.

**Source:** eEurope Award 2003 <http://www.ehealth-impact.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027905.pdf>

**More information on the product:**

<http://www.ambulanta.ro>

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<b>Country:</b>	<b>Spain</b>
<b>Institution/Ministry:</b>	Catalan Regional Government
<b>Solution/Application:</b>	<b>GENCAT – Official Portal</b>
<b>Theme:</b>	Information Access and Sharing
<b>Implementation Date:</b>	2005

**Summary:**

The official portal of the Catalan Regional Government started in September 2005. The content and online features have continuously been improved, increasing substantially the number of visitors every year.

Gencat.cat (the Internet website of the Catalan Regional Government) is an example of a radical redefinition of the e-Government portal concept, and a mass-scale deployment based on transparency and web 2.0 philosophies in Public Administration, fully backed by a policy-driven political strategy focused on an integrated citizen-centric approach. With its 70 million visits/year and more than 1200 million pages served per year gencat.cat is the 6th most-visited website in Catalonia and the 30th in Spain, according to the latest internet-user survey carried out by AIMC (Association for Communications Media Research).

Gencat.cat is a project fully supported and owned by Generalitat de Catalunya (the Catalan Regional Government) which has been carried out under the basis of facilitating rather than imposing a Shared Service Centre approach. Based on an explicit leadership assumed by the Citizen Attention Directorate, a visionary review of taken-for-granted concepts has been carried out, resulting in an impressive convergence of system architectures, technologies and service concepts. The widely by-consensus spread of the envisaged approach by all constituents (institutional departments, social collectives and political groups) has resulted in a dramatic convergence towards proposed objectives. More than 270 almost-autonomous departmental websites have joined a by-syndication portal approach. More than 1 million documents from diverse origins have been indexed by a corporate implementation of a Google search dedicated machine. The policy of converting any potential search into a workable RSS feed has been fully understood and adopted. The result is that all isolated systems supporting the galaxy of websites have been integrated into a single well-dimensioned central system. The strategy is now shared and backed by all operational and political instances. From the political dimension (and backed from the highest Government level) significant effort and emphasis was placed on securing the highest level of transparency and accountability, thus justifying opening all possible means to get the information accessible to all citizens and stakeholders.

**Impact:**

Increased visits to the web page. During 2006 the web page was visited almost 70 million times, which consists of 191,000 visits per day. Instant feedback of impact indicators is in fact a fundamental part of the project, supporting a dynamic decision-oriented-process approach. The measurement system allows getting an instant and automatic analysis of the use of all the offered services and components independently or jointly taken as dynamically reconfigurable groups focused on definable user targets.

The overall growth of the use of the new Web 2.0 approach has resulted in an impressive increase of accesses/day (from 85.000 up to 150.000) and served pages/day (from 1,3 up to 2,4 million). In particular, the use of the RSS-based approach has shown a sustained monthly growth of 10% since its early activation, reaching a current total of 15.000 weekly feeds served. The embedded Google implementation complemented with a severe informational reorganization has improved the website positioning by an order of magnitude. All service offer decisions are currently driven by the available metrics.



**Source:** <http://www.challengeaward.se> (Winner)  
<http://www.epractice.eu/cases/genecat20>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028159.pdf>

**More information on the product:**

[http://www.genecat.net/index\\_eng.htm](http://www.genecat.net/index_eng.htm)

<http://ecatalunya.genecat.net/portal/index.jsp>

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<b>Country:</b>	<b>Spain</b>
<b>Institution/Ministry:</b>	Barcelona City Council
<b>Solution/Application:</b>	<b>IRIS</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2005

**Summary:**

IRIS is the acronym in Catalan for Incidences, Complaints and Suggestions. IRIS Barcelona is a multi-channel e-government program for managing service requests, incidents reports and complaints of the citizens. As part of a wider initiative of Barcelona City Council, called the Civic Behavior Program, the IRIS project aims to increase the consciousness and co-responsibility of the residents for the quality of life in the city, the respect for the rules of living together, and to improve the performance of the council's services.

IRIS allows the citizens (and the council servants through the Intranet and mobile devices) to post more than 1600 categories of incidents, alerts, requests, claims and suggestions by means of a large selection of channels. It enables citizens to follow the requests and claims and receive a response through their channel of choice.

When the citizens get in touch with the City Council, they receive an immediate answer of the cases with a specific commitment of service, for example "We'll repair the street lamp within 24 hours if there aren't technical complications", and a ticket code to trace the request until it is fixed. The order is transmitted automatically to the contracted company responsible for the service and to the operations' control centers of the City Council. When the request has been solved, the citizens who asked for it receive a written reply through the channel of their choice. Most of the responses are done by e-mail, followed by letters and SMS messages. The system includes pre-filled templates to facilitate rapid and efficient answering.

The IRIS system does not only allow for the improvement of services to residents, and their increased participation in the running of the city, but it also results in an improvement in the planning, management and control of the operations, as well as contracts with the service companies. The communications are geo-referenced to a co-ordinate (XY) of the territory, and when dealing with a suggestion or a complaint, the citizens are required to provide their identification. In this way, the IRIS system becomes an effective database for analyzing the state of the city and a very powerful 'sensor' of the life and problems of the communities.

**Impact:**

IRIS is a piece of the Citizen Attention contact centre of the Council which manages almost 30 million contacts per year, of which around 24 million are by the Internet and 4 million by phone. By the end of 2005, its first year of activity, the IRIS application received and solved around 325,000 requests/contacts made by the citizens (almost 1,000 per day). Since the launching of the project in 2003, participation rates have increased by 42%.

At the moment, IRIS allows for immediate response in 60% of the cases. The objective is to achieve service agreements and to reply in first interaction (What does this mean?) in 80% of the cases during 2007. A total of 74% of communications are solved in 48 hours, and the aim is to raise this figure up to 75%. At present, the system responds to 95% of the contacts received and the goal was to answer to any contact by end of 2007.

**Source:**

[http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005.pdf)  
<http://www.egov-goodpractice.org/>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027923.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027922.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027921.pdf>

**More information on the product:**

<http://www.bcn.cat/english/ihome.htm>

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<b>Country:</b>	<b>Sweden</b>
<b>Institution/Ministry:</b>	City of Umea
<b>Solution/Application:</b>	<b>Bibliotek 2007</b>
<b>Theme:</b>	E-education, Citizen's Service Delivery
<b>Implementation Date:</b>	2000 - 2007

**Summary:**

Through Library 2007, which is a new web site shared by libraries in six small municipalities in the Umeå region, all citizens have been given the opportunity to reserve and borrow books, as well as to download e-books, music and films from the Web, 24/7.

With a pointing device and a wireless headset, the visitor can point at the book spine and hear the same information about the title, author and contents that is written on the book cover. Thus the visually impaired can search for books on the shelves themselves at the Umeå Public Library since the books 'talk to the visitor' when they point at the book spine.

**Impact:**

Today, the inhabitants of the Umeå region can borrow from a total stock of 1 million books and return items at any of the libraries in the region thanks to a single library card. Thus, cooperation in the Umeå region has given the participating municipalities a considerable increase in book stock without having to purchase a single book. Borrowers can manage a great deal without even leaving their home, which has made the library a user-friendly environment. Accessibility has increased for borrowers in general, and the disabled in particular, thanks to the Talking Library application.

**Source:** City of Umeå

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030915.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030916~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030918~1.pdf>

**More information on the product:**

[www.minabibliotek.se](http://www.minabibliotek.se)  
[www.umea.se](http://www.umea.se)

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<b>Country:</b>	<b>Sweden</b>
<b>Institution/Ministry:</b>	All County Councils and National pharmacy (Apotek)
<b>Solution/Application:</b>	<b>Sjunet network/eReceipt</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2000

### **Summary:**

The delivery of ePrescriptions is a joint effort between each county council in Sweden and Apoteket, Sweden's national pharmacy. Currently 42% of all prescriptions in Sweden are transferred from the doctor to the pharmacy electronically via Sjunet, the Swedish ICT network for healthcare, or by using web based prescribing.

There are two ways for an eReceipt (electronic prescription) to be transmitted from the doctor to the pharmacy using the electronic Sjunet network. The first is from a primary care electronic record system, which has been supplemented by a new software module to permit sending an eReceipt. The other route is by using secure web-based prescribing, which means that the doctor only needs a computer with Internet access although this is not used often. The prescription form is available only to registered clinicians and, when complete, is securely dispatched through Sjunet.

The 'e' part of the service is that prescriptions are being transmitted directly to the pharmacy from the GP's surgery, and from all hospital facilities for inpatients, outpatients, ambulatory care and A&E departments. All hospital pharmacies are also owned by Apoteket.

The eReceipts are transmitted electronically from a GP surgery or hospital ICT system to the pharmacies through the extranet provided by Sjunet. When the eReceipt is produced, it can either be sent to a specific pharmacy or to the National Mailbox. The mailbox allows all 900 pharmacies in Sweden to pick up an eReceipt so that patients do not have to specify the pharmacist they use for their medicine -- they simply choose the most convenient at the time. The mailbox was introduced in June 2004 and has been a success with all the users, especially patients who enjoy greater flexibility and a wider range of services, such as a 24 hour call centre offering advice and home delivery.

### **Impact:**

eReceipt increases the security and quality of prescriptions because the chain information between the GP's surgery or hospital and the pharmacy (Apoteket) is unbroken. The prescription the doctor writes into the medical record of patients has exactly the same information that the pharmacist uses to dispense the drugs, which has led to a reduction in prescription error both of drugs delivered and suggested dosage by 15%. There are considerable savings of time for health provider organizations (HPOs). The time saved by HPOs can therefore be used more effectively for patient diagnosis and treatment.

ePrescribing in the Stockholm County generated an estimated annual net economic benefit of over € 95m in 2008. By 2005, five years after the beginning of planning and development, there was already a net benefit of approximately € 27m.

Citizens benefit from (i) advice through a dedicated drug information helpline, improving patient knowledge on taking the appropriate medication at the correct times; (ii) a considerable increase in patient safety; (3) flexibility, in that they can obtain the prescribed drugs from any one of the 900 pharmacies in Sweden.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/body\\_results\\_ehealth2004.html](http://www.eipa.eu/eEurope_Awards/body_results_ehealth2004.html)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027933.pdf>

**More information on the product:**

[http://www.e-receptstockholm.se/imcms/servlet/GetDoc?meta\\_id=1008](http://www.e-receptstockholm.se/imcms/servlet/GetDoc?meta_id=1008) (English)

[www.apoteket.se](http://www.apoteket.se)

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<b>Country:</b>	<b>Switzerland</b>
<b>Institution/Ministry:</b>	Statistical office Canton Zurich
<b>Solution/Application:</b>	<b>E-Government Project (e-voting)</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2005

**Summary:**

The system enables people to cast their votes in elections from home or when traveling using an approach similar to that of Internet banking: the canton's citizens receive a user ID and passwords that allow them to cast their electronic ballot on that specific issue. It can cope with entries not only from the internet but also from mobile phones via SMS. The system is adaptable to other contexts and there are plans to implement e-voting nationwide in Switzerland by 2011.

**Impact:**

Switzerland's objective was not for e-voting to replace ballot or postal voting, but to serve as an additional channel which might increase voter turnout attracting a small number of abstainers, mainly among younger people. On the first trial of e-voting in Zurich, out of 16,726 eligible voters, 1,154 cast their vote electronically, of which 243 did so by text message. The canton of Zurich has about 820,000 registered voters; excluding the city of Zurich, many are dispersed in smaller communes, some of which with less than 200 voters. If several communes and cantons implement e-voting together, local processes such as the printing of voting permits and the creation of the voting register could be centralized into the cantonal or supra-cantonal level with substantial economies of scale, so that e-voting could be more cost-effective than postal voting.

**Source:** Canton Zurich

**More information on the project:** <http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030947.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030948~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030949~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan030950.pdf>

**More information on the product:**

<http://www.e-gov.zh.ch/internet/sk/e-gov/de/home.html>  
[http://www.bmeia.gv.at/fileadmin/user\\_upload/bmeia/media/AOes/2Themen/2nd\\_VIE\\_election\\_seminar\\_04/top\\_4/1354\\_top\\_4\\_ch\\_warynski\\_e\\_voting.doc](http://www.bmeia.gv.at/fileadmin/user_upload/bmeia/media/AOes/2Themen/2nd_VIE_election_seminar_04/top_4/1354_top_4_ch_warynski_e_voting.doc)

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<b>Country:</b>	<b>Switzerland</b>
<b>Institution/Ministry:</b>	Health on the Net Foundation
<b>Solution/Application:</b>	<b>Health on the Net Foundation (HON)</b>
<b>Theme:</b>	Citizens' Service Delivery, E-health
<b>Implementation Date:</b>	1995

**Summary:**

Health on the Net Foundation is a Swiss NGO operating with generous support from local government resources. HON has developed online services to protect citizens from false or misleading health and ethical information. A code of ethical conduct (HONcode) for web-site operators is currently in use by 3,600 web-sites. Services for the citizen include an accreditation system for the web-site and a search engine/directory of trustworthy information sources.

HON in the meantime has become one of most respected not-for-profit portals to medical information on the Internet. It is a Swiss foundation, operating out of Geneva with the generous support of local Geneva authorities. The application won the eEurope Award for ehealth in 2004.

HON online tools for citizens include the HONcode accreditation system for online information quality, the HONselect directory, the MedHunt search engine containing resources for over 30,000 health and medical subjects, and WRAPIN (Worldwide Online Reliable Advice to Patients and Individuals).

HON's next-generation search application guides consumers to trustworthy sources, analyzing online medical content to help the users deal with the ever-increasing number of health-related web pages.

MedHunt, HONselect and the HON Code of Conduct (HONcode) are among HON services that actively promote effective Internet use and seek to demonstrate best-in-class implementation and application. The first initiative, MedHunt, consists of an intelligent and specialized search engine designed to locate Internet information related to a given medical and health domain. The second, HONselect, is the first assisted-search facility that integrates heterogeneous databases to offer users a full assortment of healthcare information and resources available on the Web. The third one, HONcode, is an authoritative set of voluntary guidelines designed to raise the quality of Web-based medical and health information. The HONcode is today the most widely endorsed set of ethical guidelines for site developers in this domain.

**Impact:**

For nearly ten years, HON has focused on the essential question of the provision of health information to citizens: how can information providers be incited to respect ethical standards? To cope with the unprecedented volume of healthcare information available on the Net, the HONcode has offered a multi-stakeholder consensus on standards to protect citizens from false or misleading health and medical information.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/index.htm](http://www.eipa.eu/eEurope_Awards/index.htm)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027920.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027919.pdf>

**More information on the product:**

<http://www.hon.ch/>



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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Fahamu Limited not-for-profit organization
<b>Solution/Application:</b>	<b>Fahamu – Network for Social Justice</b>
<b>Theme:</b>	E-participation, Information Access
<b>Implementation Date:</b>	1997

**Summary:**

Fahamu Limited is a not-for-profit organization which supports the struggle for human rights and social justice primarily focused on Africa. Since its establishment in 1997, Fahamu has sought to harness the potential of information and communication technologies to promote a strong and vibrant civil society able to engage in public debate at the local, regional and international levels. Fahamu uses the internet and mobile-phone technologies to help build a participatory base of active citizens able to hold governments and policy makers accountable, and to allow the voices of the most disadvantaged to be heard. Fahamu's activities include:

- Supporting social justice advocacy through the innovative use of information and communication technologies
- Stimulating debate, discussion and analysis
- Distributing news and information
- Developing training materials and running distance-learning courses

**Impact:**

Fahamu has been involved in the development of several online databases of research, news and publications. Furthermore, in conjunction with the University of Oxford, Fahamu has pioneered an ICT-based approach to learning using CD-ROMs, workshops and a learning community mediated by the internet. Eight courses have been developed, in order to support capacity building in human rights and civil society organisations. Fahamu has provided trainings to 297 organisations, with participants from 51 countries.

**Source:** [www.fahamu.org](http://www.fahamu.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025352.pdf>

**More information on the product:**

<http://www.fahamu.org/database.php>; [www.fahamu.org/courses.php](http://www.fahamu.org/courses.php)

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	International Teledemocracy Centre – ITC (Napier University) and the Councils of Bristol and Kingston
<b>Solution/Application:</b>	<b>The E-petitioning System</b>
<b>Theme:</b>	E-participation (e-petitioning)
<b>Implementation Date:</b>	2005

### **Summary:**

The e-petitioning project was part of the “Information, communication and citizenship” strand of the Local e-Democracy National Project, involving English local authorities and funded by the UK Government (Office of the Deputy Prime Minister). It aimed to explore e-petitioning as a way for citizens to raise their own concerns within the formal processes of the local authority. E-petitioning was implemented and piloted by two local authorities, the Royal Borough of Kingston upon Thames, which led the project, and the Bristol City Council.

The e-petitioning tool was developed by the International Teledemocracy Centre (ITC) at Napier University to support the newly instituted Parliament’s aim of enhancing participation in democratic decision-making. The tool would allow visitors to the website to raise a petition, to read petitions underway and sign them if they wished; to read background information provided by the person raising a petition (‘principal petitioner’); and to exchange comments about the petition in a discussion forum.

The two main aims of the e-petitioning system were:

- to outline requirements for the design and management of e-petitioning processes that can stimulate active citizen participation in local communities;
- to trace the path of e-petitions through the committees of the Councils and assess whether or not, and, if so, how input by the public via e-petitioning impacts on decision-making at different levels.

The ITC worked alongside the Councils’ e-Democracy project managers to localize the e-Petitioner tool and embed it in their processes for handling petitions, while ensuring it remained sufficiently generic to be easily adapted to the needs of other Councils. In Kingston this work was coordinated through the IT Department, and in Bristol through the Corporate Consultation team. As well as deploying the system and developing procedures to handle e-petitions, the Councils’ role included promoting the system internally (to Council Officers/Councillors) and externally (to members of the public).

The e-petitioning system has enjoyed strong support from Councillors in both Kingston and Bristol, particularly Kingston, and from the departments which are directly involved in the day-to-day servicing of representative government. The issues raised through e-petitioning are unarguably issues that are important to citizens, and are evidently addressed through local authority decision-making. E-petitions were raised on, for example, road crossings, telecoms masts, and Post Office closures.

### **Impact:**

An Evaluation of e-Petitioning in the Local e-Democracy National Project was carried out in March 2005 by the International Teledemocracy Centre, Napier University. The evaluation found that much had been accomplished in

both Councils over the one year project lifetime, when the E-Petitioner was used by hundreds of citizens in each Councils' area.

At the end of the pilot period (17 March 2005) there were 7 e-Petitions for Kingston, and 9 paper petitions were presented to the Council in the same period. In Bristol there were 9 e-petitions and 22 on paper. The total number of e-petition signatures was 173 in Kingston and 890 in Bristol. Citizens, Officers and Members who took part in the evaluation were almost unanimously in favour of e-petitioning. The website and its associated guidelines on petitioning make both the process and the petition outcomes more visible. The added visibility applies to paper as well as e-petitions, since paper petitions that are presented at Council meetings are also listed on the e-Petitioner page.

Few e-petitions have progressed to a final Council response in either Kingston or Bristol for which reason it is too early to draw conclusions on the impact on decision-making, and the success of the ePetitioner system is perhaps best demonstrated by the fact that both councils are committed to continue to use the system after the end of the pilot funding.

**Source:**

<http://itc.napier.ac.uk/ITC>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023614.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan023616.pdf>

**More information on the product:**

<http://www.bristol-city.gov.uk/item/epetition.html>

<http://e-petitions.kingston.gov.uk/>

**Country:** United Kingdom  
**Institution/Ministry:** East Riding of Yorkshire Council  
**Solution/Application:** My East Riding  
**Theme:** Citizens' Service Delivery, Information Access  
**Implementation Date:** 2006

**Summary:**

This website is a citizen-centred portal that allows users to access a number of council services on-line as well as get news etc. Through simple clicks, an A-Z of council services can be accessed with information on how to access the particular service.

“MyEastRiding” is a website which citizens can use to access personalised services and that supports the initial phase of programme implemented by the Yorkshire Council to bring ICT closer to their communities which consisted of the establishment of fourteen customer service centres, and a fully integrated library and customer service centre located throughout the East Riding which deliver a comprehensive package of services across the whole range of functions of the council.

Information, advice and assistance, progress chasing, complaint handling, even help filling in application forms is provided in person: by e-mail, SMS, by fax, via video conferencing or the telephone. This comprehensive package of services also includes payment facilities. A translation service is available.

**Impact:**

The recent implementation of the project makes it impossible to have exact figures on the actual usage. However, it is expected to increase the benefits already obtained with the establishment of the customer services center where all services offered to the citizens can be offered in one spot. This is leading to higher efficiency and effectiveness of service delivery and to a considerable saving in time from the citizens' perspective.

**Source:** East Riding of Yorkshire Council

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028101.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028102.pdf>

**More information on the product:**

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Lambeth e-Learning Foundation, London Borough of Lambeth
<b>Solution/Application:</b>	<b>Lambeth Link-Up</b>
<b>Theme:</b>	E-inclusion, E-education
<b>Implementation Date:</b>	2004

**Summary:**

The successful introduction of information and communications technology (ICT) into the community can be a successful way of bringing people together. Lambeth Link-Up is a project aimed at increasing web access for Lambeth residents, tackling the digital divide on Lambeth housing estates and addressing quality of life issues. Initially, Lambeth Link-up organised free ICT training courses for residents and developed a community website for each housing estate. The next step was to train "Residents' Champions" -- tenants charged with the task of updating the websites, encouraging residents to take ownership of the sites and ensuring the website content was what the residents wanted and needed.

Computers and the internet can be daunting for those people unfamiliar with ICT, so the technology used in the project is both effective and easy to use. Although it makes great use of standard networked Windows PCs, the primary goal is to get the estate residents onto the internet. Consequently, the training focuses on the basics of computer usage and the internet rather than on specific PC software packages. The project is also trialling cheap, reconditioned PCs which are used as an alternative internet access method. The objective is to enable everybody to get online, particularly the elderly or those with physical disabilities, by providing a low-cost home-based solution.

Lambeth Link-up was an entry in the Digital Inclusion category in the 2004 National e-Well-Being Awards run by SustainIT.

**Impact:**

As residents in Lambeth have found out through the positive impact of this project, ICT not only helps overcoming isolation, it can also play a part in countering crime and anti-social behaviour.

The lesson that can be drawn from this project like this one, which is always more about people than technology, is that people need continuing support for a longer period than one or two-years (which is the usual period that funding enables).

**Source:** <http://www.sustainit.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028103.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028102.pdf>

**More information on the product:**

<http://www.lelf.org.uk/ourprojects.cfm>

<http://www.lambeth.gov.uk/home.htm>

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Local Strategic Partnership (LSP), County of Leicestershire
<b>Solution/Application:</b>	<b>The Community Portals</b>
<b>Theme:</b>	Information Access, E-participation
<b>Implementation Date:</b>	2006

**Summary:**

Emanating from the Leicestershire Rural Partnership and Leicester-Shire e-Government partnership, the Community Portals project was launched on the basis of the assumption that village-based websites improve access to council services and make a difference to village residents.

The Leicestershire Rural Partnership identified a need to provide better access to information in the rural parts of the Leicester-Shire region and beyond. As a result a project was jointly funded and supported to develop a standardized website development tool. This tool allows community members to create community interest websites free of charge.

The collective goal of the Leicester-Shire E-government Partnership is to use technology to provide joined-up services to customers in Leicester-Shire area. The aim is to use ICT to help the local authorities in the City and County to work together to ensure that customers can get access to information about all services in Leicester-Shire.

**Impact:**

The Community Portals tool has been used to produce [Leicestershirevillages.com](http://www.leicestershirevillages.com), a series of local websites for the region. These sites have been developed in a standard template, so that each village in the region, however big or small, can have its own place to publish locally relevant information. Along with local content, Leicestershire Villages also have discussion forums where residents can register to participate or post information about their local community.

**Source:** <http://www.google.com>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan025634.pdf>

**More information on the product:**

<http://www.leicestershirecommunity.com>

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Nord Anglia Education PLC
<b>Solution/Application:</b>	<b>Virtual Workspace</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2004

**Summary:**

The Virtual Workspace is a web portal geared towards high school students (ages 14 to 19). This project was developed by Nord Anglia Education PLC, initiated by the UK government in attempts to motivate and increase learning by encouraging confidence and independence in young students. This virtual learning environment is unique as it provides each student with his or her own private web space, to be used for anything from schoolwork to hobbies. The Virtual Workspace means to carefully tailor information to the learners and to allow for choice and flexibility.

Not only is this project aimed toward improving students' learning skills, but it also seeks to increase teachers' confidence. The Virtual Workspace is highly user's friendly with an online mentoring service, including live communication with human mentors from 8am to 8pm on weekdays, and a 24-hour technical helpline.

**Impact:**

This project has increased the accessibility of resources to students, allowed teachers to better observe students' academic activity and has improved overall student-staff relations. Virtual Workspace has facilitated both teaching and learning and has received positive feedback from teachers and students alike. The Virtual Workspace is currently being used by approximately 21,000 learners and 2,000 educators from 58 schools.

**Source:** Worcestershire County Council

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027661.pdf>

**More information on the product:**

[www.virtual-workspace.com](http://www.virtual-workspace.com)

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Wolverhampton City Council
<b>Solution/Application:</b>	<b>Wolverhampton Partnership Participation Website</b>
<b>Theme:</b>	E-participation/e-consultation
<b>Implementation Date:</b>	2005

**Summary:**

The Wolverhampton Partnership participation website project aims at providing a general online participation facility for the city council of Wolverhampton and as a resource to be used by the individual partner agencies. The online participation facility enables the establishment of an e-panel and pilot online discussions and surveys. Furthermore, it provides information on planned and completed consultations by all partners available as a database for online updating by partners, and for searching by partners and citizens.

**Impact:**

Several hundred citizens have been recruited to the e-panel, and the site is regularly used for a range of e-consultations. Usually these are in parallel with other forms of consultation on the same issues and enhance the range of responses obtained. The e-panel has been particularly effective in engaging sections of the community which tend not to participate in more traditional types of consultation - e.g. young men. Furthermore, inter-agency collaboration has been improved by the partnership approach that targets different agencies and enables e-panels on cross-cutting issues which cannot be effectively dealt with by a single agency such as street crime or poor health.

**Source:** [www.egov-goodpractice.org](http://www.egov-goodpractice.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024605.pdf>

**More information on the product:**

[www.wton-partnership.org.uk](http://www.wton-partnership.org.uk)

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Department of Work and Pensions, in partnership with the Health Department
<b>Solution/Application:</b>	<b>Jobcentre Plus</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2003

**Summary:**

Jobcentre Plus is a government agency, part of the Department for Work and Pensions in the United Kingdom, which aims at supporting people of working age to move from welfare into work, and helping employers to fill their vacancies. Jobcentre Plus does so in line with the main aim of the Department for Work and Pensions to provide opportunities for all through modern and customer-focused public services.

The key objectives of the Jobcentre include the following: (1) increase the effective supply of labour by promoting work as the best form of welfare and helping unemployed and economically inactive people move into employment; (2) Work towards parity of outcomes for ethnic minority customers; (3) Pay customers the correct benefit at the right time and protect the benefit system from fraud, error and abuse; (4) Provide high-quality and demand-led services to employers, which help fill job vacancies quickly and effectively with well-prepared and motivated employees; (5) Help people facing the greatest barriers to employment to compete effectively in the labour market and move into and remain in work; (6) Improve continuously the quality, accessibility and delivery of services to all customers;

The Jobcentre Plus website has been designed to enable users to find the needed information in an easy, fast and efficient manner. The issues of disability and gender equality have been treated with special attention by including in the web page a well designed policy. Continuous progress reports are published in several languages, such as arabic, bengali, chinese, gujarati, punjabi and urdu.

**Impact:**

As of May 2007 the number of people that had used the website for job search had been tremendously increased. In only a single week in March 2007 the Jobcentre Plus website ([www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)) experienced a record 6.5 million job searches conducted by nearly 2.2 million online jobseekers. The site had handled more than 70 million job searches by May 2007, making it the UK's number one recruitment site with more than 14 per cent of the overall recruitment market.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/Winners\\_eGov2005.pdf](http://www.eipa.eu/eEurope_Awards/Winners_eGov2005.pdf)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027938.pdf>

**More information on the product:**

[www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	UK National Health Services (NHS)
<b>Solution/Application:</b>	<b>NHS Direct Online (NHSDO)</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access
<b>Implementation Date:</b>	1998

**Summary:**

National Health Services (NHS) is the main public health institution in the United Kingdom. Since 1998 the NHS developed its Direct Call Centers focused on symptomatic response to users and only to a certain extent on delivering health and healthcare information services. The centers were complemented by a web portal that offers information to citizens regarding the health and healthcare issues relevant to their needs. The new merged product called NHSDO (NHS Direct Online Information Service), was developed to provide citizens and healthcare professionals with access to information about health and healthcare via the Internet.

As for the call centers NHSDO also enables citizens to make better choices about their use of the NHS healthcare services. It is a service in addition, and complementary to, the NHS Direct call centers. Both NHSDO and the NHS Direct call centers are 24 hour services that provide healthcare information to users. Some NHSDO users may not find all they want or need on NHSDO's web pages, and may want further help or clarification after using NHSDO, therefore if need comes they may rely on the NHS Direct call centre service.

With NHS Direct, citizens can phone the NHS Direct number and their enquiries are answered by an operator. The operators are aided by a decision support program. With NHSDO, citizens go online and look themselves for the information they need. There are no phone calls, waiting time for a free operator, or the trouble of finding a General Practitioner on duty at out-of-office hours. These options are still available if citizens need them. This process may not apply to emergencies, but rather to more routine enquiries like advice in case of stomach-ache or minor household injuries.

**Impact:**

Citizens are enabled to use health and healthcare information to make choices about lifestyles. They are empowered to rely more on self help and avoid some visits to General Practitioners for information. In the meantime, costs of the workforce needed for an alternative technology with call centers are avoided, the number of visits to healthcare professionals is reduced, while citizens are empowered through improved health and healthcare information, NHS Direct operates with a lower-cost option.

**Source:** [http://www.eipa.eu/eEurope\\_Awards/body\\_results\\_ehealth.htm?dsid=499&www.e-health-impact.org](http://www.eipa.eu/eEurope_Awards/body_results_ehealth.htm?dsid=499&www.e-health-impact.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027940.pdf>

**More information on the product:**

<http://www.nhsdirect.nhs.uk>

**Contact:**

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	National Health Department
<b>Solution/Application:</b>	<b>National Library for Health</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	2002

### Summary:

The National Library for Health (NLH) is a library and information service for the National Health Service (NHS) available 24 hours a day, 7 days a week.

NLH comprises a comprehensive web resource and a way of linking and developing local library resources. NLH was a way to bring together trusted, authoritative information resources in one place, providing seamless access to the best available evidence wherever and whenever, it is needed. It enables users (NHS staff, students, patients, etc.) to find high quality information quickly and easily to help them make health care decisions. It also supports their continual professional development.

Its main services include the following: (i) specialist libraries-web based collections containing clinical and non-clinical information on the major health priority areas; (ii) clinical information and summaries of evidence to support decision making; (iii) bibliographic databases and content tables to support research; (iv) collections of full text-e-journals and e-books; (v) a comprehensive search engine; (vi) current awareness services; (vii) clinical question answering; and (viii) links to information about new developments and latest thinking to support education, training and professional development.

The mission of NLH is to help patients and professionals use best current knowledge in decision-making. The library consists of three main resources:

1. Firstly, there is the commitment of 1,275 librarians who know the local communities, and their needs and priorities. The plan is for all healthcare organisations to identify a board member to be Chief Knowledge Officer, supported by a librarian acting as Knowledge Manager.
2. The second resource is the national digital knowledge base, a single source of knowledge catalogued, classified and organised so that it is not only easy to find but can be delivered through the media that are now available, for example digital laboratory reports, and e-prescriptions.
3. The third resource is the users, organized in communities of practice, which manage the National Specialist Libraries such as the National Library for Cancer or the National Library for Knowledge Management.

In January 2007, the new front end was launched, providing a number of important new features, notably:

- the National Library of Clinical Knowledge Summaries;
- a wide range of National Specialist Libraries;
- the My Library Service, allowing each user to build his/her own home page;
- the Find a Librarian Service, which allows every healthcare professional to find his/her nearest library service.

**Impact:**

1. Access for All -- Inclusive access to resources and services for everyone involved in the delivery/support of care to NHS patients in the United Kingdom.
2. Easier and transparent access to core NHS knowledge services and resources -- Fewer steps required for customers to find relevant NHS knowledge services and resources -- removing barriers to access.
3. Bringing the best available knowledge closer to decision making -- The facilitation of getting NHS knowledge resources closer to the decision making process, and at the point of need, thus helping to embed knowledge into practice.
4. Provision of consistently high quality knowledge services and resources to NHS staff.
5. Improved value for money -- A co-ordinated approach to procurement offers economies of scale, enhanced collective purchasing power and improved ability to influence providers.
6. More efficient ways of working -- Network based working will avoid unnecessary duplication and increase the service offer to customers. Time saved will mean more tailored services for customers according to prioritised need.
7. Improved knowledge skills in NHS workforce -- Through the provision (virtual, face to face and blended) of effective learning and training activities, NHS staff will develop basic level skills to enable the application of knowledge and evidence.
8. Better recruitment and retention of library workforce -- Through provision of learning and development programme, and development of new roles, health library staff will be encouraged to stay in the NHS.

**Source: European awards****More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028164.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028163.pdf>

**More information on the product:**

<http://www.library.nhs.uk/rss/default.aspx>

<http://cks.library.nhs.uk/>

<http://www.library.nhs.uk/specialistlibraries>

<http://www.library.nhs.uk/knowledgemanagement>

<http://www.library.nhs.uk>

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Office of Government Commerce- Ministry of Treasury
<b>Solution/Application:</b>	<b>E-Tendering online services</b>
<b>Theme:</b>	E-procurement
<b>Implementation Date:</b>	2003

**Summary:**

The public sector can save lots of money by improving how they buy goods and services. The Office of Government Commerce (OGC) in the United Kingdom supports this by encouraging new ways of working, advising on procurement regulations, building supplier relations and opening up government markets to competition.

The Office of Government Commerce (OGC) is responsible for improving value for money by driving up standards and capability in procurement, from commodities buying to the delivery of major capital projects, maximizing the effective use of 60% of Government spending and a £30 billion property estate. OGC is tasked with the transformation of government procurement and with driving up standards and procurement capability across the central Government.

**Impact:**

The Government has targeted £21.5 billion efficiency gains a year by 2007-2008. OGC supports this proactively by measuring and reporting progress, and tackling issues, such as procurement efficiency, relocation and better use of public estates.

**Source:** <http://www.ogc.gov.uk/>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028126.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028125.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028124.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028123.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028122.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028121.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028120.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028119.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028118.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028117.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028116.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028115.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028114.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028113.pdf>

**More information on the product:**

<http://www.ogc.gov.uk/>

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<b>Country:</b>	<b>United Kingdom</b>
<b>Institution/Ministry:</b>	Norfolk Constabulary, Norfolk Criminal Justice Board
<b>Solution/Application:</b>	<b>Welcome to Norfolk Website</b>
<b>Theme:</b>	Citizens' Service Delivery, Information Access and Sharing, E-inclusion
<b>Implementation Date:</b>	2006

**Summary:**

The Welcome to Norfolk website aims to increase community engagement and promote the positive aspects of migration. The site aims to offer practical advice to and make it easier for people coming to Norfolk to live, visit or work from overseas. The fact that the site also offers an online forum enables anyone from statutory bodies to support groups and the wider community to make contact with each other, to promote their events and services and generally offer help and advice. Membership to the forum is free, allowing anyone to ask questions, or post information about services, events, etc.

**Impact:**

Compared to regular welcome packs, the site presents two main innovations: it is one of the few existing web-based welcome packs, as well as one of the few offering web forums for dissemination of community information among members. The addition of the forum was crucial in allowing the team managing the website to contact people not only from the local community but from across Europe and around the world and for interested persons to get in touch with the team.

This project has a very positive impact on migrant communities both in Norfolk and other areas of the UK. The site has thousands of visitors from overseas, which underlines the usefulness of the site to establish contact with people even prior to their arrival. It also allows people from overseas, who seek advice before leaving home to enquire about useful information for their travel and stay. The Welcome to Norfolk website helps to dispel myths or concerns the local community may have regarding their new neighbors and it helps to promote understanding and community cohesion.

Furthermore, since the website is flexible and dynamic but also cost effective, there is interest in corporate sponsorship, thereby involving local businesses in building cohesion and developing integrated communities. The format has also been offered to other Criminal Justice Boards which have expressed an interest in developing their own welcome sites.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029991.mht>

**More information on the product**

<http://www.welcometonorfolk.org.uk/forum/forum.php>

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<b>Country:</b>	<b>Regional</b>
<b>Institution/Ministry:</b>	European Commission
<b>Solution/Application:</b>	<b>Your Voice</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2003

**Summary:**

The European Commission's 'Interactive Policy Making' (IPM) initiative consists of two Internet-based instruments which enable the policy makers to collect feedback directly from the citizens, consumers and businesses in order to better understand how you perceive how policies are perceived and to learn from their experience. This valuable additional knowledge will help the Commission to shape new policies and improve existing ones. Both instruments are available via the 'Your Voice in Europe' web portal, which was developed in the context of IPM and is the Commission's 'single access point' for consultations.

On-line Consultation Mechanism: this enables the creation of on-line, structured questionnaires, which are answered via the Internet and from which policy makers can obtain views and feedbacks on a particular policy-related issue.

The 'Your Voice in Europe' web portal gives access to the Commission's public consultations covering all EU policies. Citizens, businesses and all other interested parties can choose a consultation in a particular area, such as 'Internal Market' or 'General and Institutional Affairs'. They can then participate directly, for example by sending comments or filling in on-line questionnaires. Once a consultation is closed, the results and associated follow-up action are made publicly available.

**Impact:**

'Your Voice in Europe' is the European Commission's single access point to a wide variety of interactive tools (for example online consultations and chat rooms) which allow citizens to play an active role in the European policy making process. More than 10,000 citizens and businesses use this web portal everyday to tell the policy makers what they think.

**Source:** <http://ec.europa.eu/yourvoice>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024335.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024336.pdf>

**More information on the product:**

<http://ec.europa.eu/yourvoice>

**Contact:**

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<b>Country:</b>	<b>Regional - Southern and Eastern Europe</b>
<b>Institution/Ministry:</b>	United Nations Development Programme and the Internet Society of Bulgaria
<b>Solution/Application:</b>	<b>FOSS - Free and Open Source Software [CS]</b>
<b>Theme:</b>	Information Access, Information Sharing
<b>Implementation Date:</b>	2004

**Summary:**

The United Nations Development Programme (UNDP) and the Internet Society of Bulgaria (ISOC-Bulgaria) have launched a project to help municipal governments in South-Eastern Europe use the Internet to better respond to citizens' needs. This is the first e-government project in the region to use Free/Open Source Software (FOSS) applications to enhance government transparency and people's access to municipal services.

The project's development objective is to strengthen people's participation in local affairs, support democracy, generate savings in local budgets, and provide employment opportunities for the local IT sector. This will increase the effectiveness and transparency of public policy through wider and faster replication of effective e-governance instruments within and among communities. The ultimate objective of the project is to support the European integration processes by bridging the existing "digital" divide between Southeastern European states and the European Union at large, by providing new "digital opportunities" to empower communities politically, socially and economically, in addition to the existing commercial e-government tools, and by further promoting intra and inter-sub-regional peer-to-peer networking and cooperation.

**Impact:**

The project's implementation assured a platform for higher cooperation between the local administrations and businesses via the public-private partnership model and the utilization of Free and Open Source software. Initially the support for the applications installed was provided by Internet Society – Bulgaria (which is a public not for profit organization) and several consultants, currently the administrations can choose their own support, which is frequently drawn from young students from Higher Educational Institutions, or pupils from Mathematics schools. Another approach used is to use help from local companies, established in the municipal city in order to receive support and to further expand/change some features. This results in enhanced local cooperation at the business level while raising the level of local IT skills.

**Source:** [www.foss.bg](http://www.foss.bg)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024333.pdf>

**More information on the product:**

[www.foss.bg/foss.php](http://www.foss.bg/foss.php)

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<b>Country:</b>	<b>Regional - Denmark, Estonia, Lithuania, Norway, Sweden</b>
<b>Institution/Ministry:</b>	Public Health Care Institutions
<b>Solution/Application:</b>	<b>Baltic -- eHealth</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	2003

**Summary:**

The objective of Baltic eHealth is to facilitate the use of telemedicine across national borders in the Baltic Sea Region. One of the major results of the project is a secure Internet-based infrastructure -- the Baltic Health Network (BHN) -- which connects all hospitals and many other health care institutions from Denmark, Norway and Sweden (plus the East Central Tallinn Hospital and the Vilnius University Hospital).

The BHN consists of more than 200 hospitals which now very easily (from a technical point of view) can initiate collaborations with one other using the BHN and -- if they wish to -- the applications provided on the network. There are five countries participating in the Baltic eHealth, including Denmark, Estonia, Lithuania, Norway and Sweden. The coordinator and lead partner in Baltic eHealth is the Danish Center for Health Telematics.

Baltic eHealth has started to promote the use of eHealth in rural areas of the Baltic Sea Region by creating a large trans-national infrastructure for eHealth, the Baltic Health Network. The first years of operations have shown that eHealth is an effective means in increasing access to healthcare of high quality in rural areas and thereby contribute to counteracting rural migration.

The final goal of Baltic eHealth is to bring fully developed eHealth solutions that can be directly put to use by public health service providers throughout the Baltic Sea Region.

**Impact:**

Some of the initial impacts of Baltic eHealth projects are as follows:

1. Test and examination results in the form of image and sound recordings are communicated through the region digitally, typically from the small local hospital to specialists at a university hospital. In this way, the health professionals at the local hospital can obtain an expert assessment of the results. Examples of communication topics in eHealth are digital images as ultrasound scans.
2. Regardless of whether the patient can undergo a complete treatment process at the local hospital or might have to be transferred to another hospital, eHealth may mean that quality assurance of the decisive initial action takes place. The quality of healthcare provision is thus substantially raised.
3. The regional cooperation in eHealth is helping in making employment in the health service in outlying areas more appealing. It becomes easier to attract the right personnel and this too may boost the quality of the available public health services.

**Source:** \_European eHealth award

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027902.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027901.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027900.pdf>

**More information on the product:**

<http://www.baltic-ehealth.org/>

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<b>Country:</b>	<b>Regional – European Union</b>
<b>Institution/Ministry:</b>	European Commission
<b>Solution/Application:</b>	<b>ePractice.eu</b>
<b>Theme:</b>	Information Access and Sharing, Citizens' Service Delivery
<b>Implementation Date:</b>	2007

**Summary:**

EPractice.eu is a portal created by the European Commission which offers a new service for the professional community of eGovernment, eInclusion and eHealth practitioners. The project involves practitioners from all 27 Member States, EU-member candidate states and EFTA countries, but the project also welcomes practitioners from other countries outside the EU. The portal offers relevant content, information and insight in various areas of interest such as eParticipation, eInclusion, eHealth but also administrative burden, pan-European services, high impact online portals, open source and standardization, customer centricity, organizational change and leadership, service delivery, laws and regulations.

E-Practice.eu is based on the participative nature of web services. It goes beyond the exchange of cases and facilitates the exchange of advice, experiences, events and stories. It also combines online activities with frequent offline exchanges in the form of workshops, face-to-face meetings and public presentations. Moreover, the portal offers a wide array of simple tools and sources of information such as a weekly newsletter, country fact sheets, an online library, practitioner profiles, and an events calendar.

**Impact:**

For its record, epractice.eu has 11,500 members from 43 countries and 25,000 monthly visitors. It lists 701 cases and close to 200 events per year, it issues 500 news items and holds monthly face-to-face workshops. The reason behind its success is certainly linked to the innovativeness of ePractice.eu consisting of the common interface with which it presents itself to different types of users. It offers a mix of online and offline service delivery to several communities which include practitioners, European Commission contractors, etc

Thanks to the large knowledge-base of real-life case studies submitted daily by ePractice members from across Europe, ePractice.eu serves as a point of reference for all users. In fact it enables users to share their real-life cases by publishing them on the site, to meet peers from across Europe and to expand their professional networks by creating a personal profile and learning from the experience of others. It is an exhaustive and user-friendly source of information, which provides users with very comprehensive data.

The project's potential for transferability contributed for ePractice.eu to be looked at by the Chinese public administration and approached by professional associations across Europe who want to engage in joint partnerships.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029967.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029968.mht>

**More information on the product:**

<http://www.epractice.eu/>

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European Commission

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<b>Country:</b>	<b>Regional – European Union</b>
<b>Institution/Ministry:</b>	European Commission
<b>Solution/Application:</b>	<b>eTwinning</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2005

**Summary:**

The eTwinning portal is the European hub for eTwinning action of the EU's eLearning program, **which** enables schools in the 27 member states to work together using ICT. Concretely, **eTwinning supports online**-based projects between at least two schools from at least two different European countries. Schools form a project and use ICT to carry out their work.

The scheme is based on a central Europe-wide portal called Central Support Service (CSS), backed up by a network of National Support Services (NSS) whose aim is to promote the eTwinning scheme at the national level and to provide pedagogical support and help monitor and evaluate projects. The eTwinning scheme very flexible since it provides a range of tools through each school's own private TwinSpace, including a shared calendar, forums, chats and bulletin boards and the ability to upload and share resources, as well as the facility to build its own project web pages. Moreover, as schools communicate and collaborate via the Internet, there are no grants or administrative conditions connected to the scheme and face-to-face meetings are not required.

The eTwinning action's main distinguishing feature compared to other education programs is that it provides schools with a simple and safe infrastructure for collaboration, tools, training and advice free of charge and without burdensome administrative procedures for the participants. Thus, this scheme encourages schools to form all types of partnerships in any subject area, which is an effective way to foster the use of ICT, language and intercultural skills in school education.

**Impact:**

This project has been very successful as recent figures show that approximately more than 35,500 had decided to participate in the project. In less than a year, over 11,000 primary and secondary schools registered on the eTwinning portal, and close to 2,000 of them were already participating in collaborative projects. These cover pupils of all age groups, all subject areas, and all of the official languages of the EU. The scheme benefits the pupils as it increases their motivation by giving them an audience for their work, it enhances their ICT, communication and foreign language skills and it provides them with a greater cultural awareness through direct contact with peers in other countries. Furthermore, the school staff gain awareness in terms of teaching and management approaches used in other countries and they acquire the ability to share their own professional expertise thanks to the direct contact with educational professionals from other countries.

**Source:** European Commission

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029969.mht>

**More information on the product:**

<http://www.etwinning.net/ww/en/pub/etwinning/index2006.htm>

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## **NORTH AMERICA AND THE CARIBBEAN**

<b>Country:</b>	<b>Bahamas</b>
<b>Institution/Ministry:</b>	State Office, Government of São Paulo State
<b>Solution/Application:</b>	<b>Bahamas Government Online Initiative (BGOL)</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	October 2006

### **Summary:**

The Bahamas Laws On-line is the result of an ongoing commitment of the Government of the Commonwealth of the Bahamas, through the efforts of the Law Reform and Revision Commission, in conjunction with the Bahamas Government On-line Initiative, to provide access to the laws of the Bahamas. The BGOL project seeks to modernize government services and the business of government using information and communications technology.

Users of this website may view the consolidated laws which are current up to April, 2002 as well as selected Acts and Statutory Instruments from 2002 onwards. The contents of this website are provided for information purposes only and for users to have easy access to the laws of the Commonwealth of The Bahamas.

### **Impact:**

The Attorney General has said that the laws online will be of special benefit to students and the business community, and will allow them to become more aware of what the laws are and how it affects them.

**Source:** <http://www.jonesbahamas.com>

### **More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028035.pdf>

### **More information on the product:**

<http://laws.bahamas.gov.bs/>

### **Contact:**

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<b>Country:</b>	<b>Canada</b>
<b>Institution/Ministry:</b>	Canada Border Services Agency (CBSA)
<b>Solution/Application:</b>	<b>Border Clearance Service – CANPASS Air</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	March 2003

**Summary:**

CANPASS Air facilitates efficient and secure entry in Canada for pre-approved, low-risk travelers. This program allows members to meet their border clearance obligations by simply looking into a camera that recognizes the iris of the eye as proof of identity. When entering Canada at participating airports, approved CANPASS Air members are allowed to use the self-service kiosk embedded with iris-scanning technology – deemed by many to be the most accurate way to verify a person's identity. Travelers can avoid the regular customs and immigration line-ups, and pay duties and taxes more easily.

The CANPASS system is purely voluntary. Travelers will have to apply, undergo a background check and pay an annual CAN \$50 fee for the pass. The membership is valid for one year. The CBSA will re-assess eligibility when renewing a membership.

As of February 2006, CANPASS Air is available at seven international airports across Canada, and will soon be available at Macdonald-Cartier International Airport, Ottawa.

**Impact:**

The CANPASS Air achieves its dual mandate: to facilitate the movement of people and at the same time ensure the safety of Canadians. Since the system is tailored to the frequent international flyer, who travels a great deal but shouldn't be the primary focus of customs agents, it enables these travelers to be processed safely and securely through Customs and Immigration in seconds. By fast-tracking these low-risk passengers, Canada Customs will be able to concentrate their efforts on higher- and unknown-risk passengers and goods.

**Source:** Canada Border Services Agency

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022652.pdf>

**More information on the product:**

<http://www.cbsa-asfc.gc.ca/travel/canpass/canpassair-e.html>

**Contact:**

Tel: 1-800-461-9999 (within Canada)  
204-983-3500 or 506-636-5064 (outside Canada)

**Country:** Canada  
**Institution/Ministry:** Ministry of Foreign Affairs Canada  
**Solution/Application:** Canadian International Policy eDiscussions  
**Theme:** Information Access, E-participation  
**Implementation Date:** 2003

**Summary:**

Beginning in 2003, Foreign Affairs Canada (FAC) invited Canadians to provide their views on a range of foreign policy issues through an online discussion group. The target audience was Canadian citizens, consisting of non-governmental organisations, academics and students. The structured “eDiscussions” encourage Canadians to submit up to 750 word statements on select foreign policy topics. The Canadian International Policy website hosted its first eDiscussion group on "Renewing Multilateral Institutions" on Nov. 3, 2004 which highlighted the use of [Netcast interviews](#) with 6 experts on international institutions. Topics included: UN Reform, the IMF, the World Bank, the G8 and the WHO.

The project was based on a strategic plan. The plan was developed through:

- A series of interviews conducted with Stakeholders and End Users,
- A review of the current foreign policy content on the FAC web site,
- A comparison of the foreign policy content on other governments Web sites,
- FAC's eCommunications reports.

**Impact:**

The success of the first eDiscussion included 68 people signing up to participate with, 20 approved submissions ranging from broad stakeholder participation, 400 people receiving e-mail news alerts on “Policy eDiscussions” and 22,000 visits to the site through the duration of the eDiscussion (up from 10,000 visits during a similar period the month before). A discussion summary circulated within the department to senior policy planners led to a formal department response on the website. Preliminary reaction from policy planners found this to be a beneficial process providing an outside voice to the issue of multilateral reform.

**Source:** [http://dowire.org/wiki/Canadian\\_International\\_Policy\\_eDiscussions](http://dowire.org/wiki/Canadian_International_Policy_eDiscussions)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024457.pdf>

**More information on the product:**

<http://www.dfait-maeci.gc.ca/cip-pic/participate/menu-en.asp>

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<b>Country:</b>	<b>Mexico</b>
<b>Institution/Ministry:</b>	Administración Pública Federal, Secretaría de la Función Pública
<b>Solution/Application:</b>	<b>Declaranet</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2001

**Summary:**

Declaranet has been established for the purpose of facilitating the online completion and submission of patrimonial declarations of public servants. Declaranet provides an electronic space to present a sworn declaration regarding public servants patrimonial situation (i) within the 60 day period following the date upon which the public servant entered public service, (ii) within the 60 day period following the date upon which the public servant concluded his or her term of public service, and (iii) for each year the public servant is in public service. The goal of Declaranet is to exploit state of the art digital technology and to automate administrative practices to curb public sector corruption and impunity, reduce costs, and improve the delivery of government services.

**Impact:**

The average number of public servants administratively sanctioned for reasons related to their patrimonial declarations has, since the 2001 inception of the Declaranet system, dropped from the 1990-2000 rate of 52.65% to a current rate of 21.3%.

Furthermore, the realization of Declaranet has led to the following benefits:

- Conservation of Scarce Resources
- Expedited Process for the Submission of Present and Subsequent Declarations
- Improved Efficiency for Remote Filers
- Enhanced Protection for the Personal Data of Public Servants:
- Generation of an Accurate and Dynamic Database
- Mandating the Use of the Declaranet System Drives Federal Public Administration's Adoption of ICT
- Subsequent Publication of Patrimonial Information Promotes Transparency and Accountability

**Source:** [www.declaranet.gob.mx](http://www.declaranet.gob.mx)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/UNPAN/UNPAN007621.pdf>

**More information on the product:**

[www.declaranet.gob.mx](http://www.declaranet.gob.mx) (only in Spanish)

**Contact:**

Declaranet

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<b>Country:</b>	<b>Mexico</b>
<b>Institution/Ministry:</b>	Administración Pública Federal, Secretaría de la Función Pública
<b>Solution/Application:</b>	<b>CompraNet</b>
<b>Theme:</b>	E-procurement
<b>Implementation Date:</b>	1996

**Summary:**

The Electronic System for Government Procurement, called compraNET, aims to automate the different stages in the procurement process of the Federal Government through the linkage of the purchasing units and suppliers or contractors, as well as other actors that participates in the process. Project development and implementation was motivated by the Mexican government's desire to:

- Remove opportunities for private-sector procurement surcharges through the disintermediation (eliminating intermediaries or middlemen in the supply chain) of the public-sector tendering
- Open up government procurement to a wider range of potential suppliers by making procurement processes less costly and more accessible
- Improve the efficiency, competitiveness, and transparency of public-sector procurement

**Impact:**

CompraNet facilitates approximately US\$25 billion in procurement transactions for over 250 federal agencies and numerous municipalities. In 1999, the system received the Bangemann Challenge Prize for the best e-commerce Internetportal (see [www.challenge.stockholm.se](http://www.challenge.stockholm.se)).

**Source:** [www.compranet.gob.mx](http://www.compranet.gob.mx)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024464.pdf>

**More information on the product:**

[www.compranet.gob.mx](http://www.compranet.gob.mx) (only in Spanish)

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United States of America

**Country:** United States of America  
**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>

**Contact:**

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<b>Country:</b>	<b>United States of America</b>
<b>Institution/Ministry:</b>	New York City Police Department
<b>Solution/Application:</b>	<b>Real Time Crime Center</b>
<b>Theme:</b>	E-justice, Citizens' Service Delivery
<b>Implementation Date:</b>	July 2005

### **Summary:**

When New York City detectives respond to a homicide, any piece of information can be critical to solving the crime. And not only do detectives rely on the information, they need it fast. Quickly providing police with essential data is the goal of the city's new Real Time Crime Center. The \$11 million Real Time Crime Center, which first opened in July 2005, conducts rapid analysis of homicides and shootings citywide in order to provide a real-time assessment of emerging crime, crime patterns and potential criminal suspects as well as an up-to-date picture of police resources and their availability throughout the city.

The crime center is staffed by a complement of detectives and civilian analysts 24-hours a day, 7-days a week. The Center's staff uses a Web-based system to access such information as 911 calls and arrest records, to assist detectives in the field with investigations. The center also has a two-story video system that can display information, maps and other data. The Real Time Crime Center gives detectives a picture of what's going on in the city, providing a situational overview and allowing police to construct a more coordinated strategy.

The Center gives investigators the jump-start needed in those critical first 48 hours after the commission of a crime, when getting the right lead can mean the arrest of a perpetrator before the trail goes cold.

### **Impact:**

Before the creation of the Real Time Crime Center it would take hours or days or even weeks to collect evidence and analyze it because of the difficulty in finding information from several different databases. The data warehouse now provides immediate access within minutes to all those records – probation and parole records, complaints, 911 call histories, and state and federal crime records – by searching one database.

The Center supported detectives in the investigation of a wide array of homicides, which helped detectives solve 74% of all homicides in 2005. As a result of this success, in February 2006 the expansion of the Center included: the addition of all NYPD arrest records dating back to 1995, new search capacities that combine multiple keyword and narrative text requests, and new visualization technology for graphical reporting of criminal incidents including linking of descriptive details associated with the suspect and incident location. In addition, 175 new wireless laptops will allow detectives remote access to this warehouse of invaluable data as they investigate crimes throughout the five boroughs. It is also expanding the scope to cover all major and violent crimes including rapes, robberies, stabbings, kidnappings, and missing persons. According to New York City Mayor Bloomberg, the expansion of the Center to include additional serious crimes ensures that our detectives have the most sophisticated resources at their disposal to stop crimes before they become trends and catch criminals before they strike again.

**Source:** IBM, IBM Corporation New Orchard Road Armonk, NY 10504U.

### **More information on the project:**

<http://www.nyc.gov/html/nypd/html/dpci/RTCCRevisedFINALWEB.htm#slide0055.htm>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan022488.pdf>

**More information on the product:**

<http://www.nyc.gov/html/nypd/>

**Contact:**

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The police headquarters building  
8<sup>th</sup> Floor  
One Police Plaza  
New York, NY



**Country:** United States of America  
**Institution/Ministry:** City of Seattle  
**Solution/Application:** Seattle's Online Civic Engagement Initiative  
**Theme:** E-participation  
**Implementation Date:** 2001

**Summary:**

In 2001, the City of Seattle created a "democracy portal" through a multi-stakeholder group called the Seattle Commission on Electronic Communications. Building on eight years of cable television experience, an expanded Seattle Channel was created based on the Community Groups and Technology Survey Results of March 2001. Currently, 87 percent of Seattle Channel viewers have Internet access, and there is an increasing demand for new technologies, such as video on demand, increased interactivity and web services. The Seattle Channel has enhanced its features to increase public awareness, understanding and participation in government, community and cultural affairs.

**Impact:**

The Seattle Online Civic Engagement Initiative has created a two-way communication between city government and citizens through programming that informs, educates, enlightens and encourages participation in government activities and decision-making. Seattle seeks e-consultation on a variety of issues: The most important issue would be the annual city budget process, which involves numerous public hearings as well. The city has created a central e-mail account that can be accessed by all council members and various members of the budget office and executive department to review the comments received. The public and the staff are encouraged to use this system through televised programs, and in person, during hearings. The city has been able to determine that it hears from many more people electronically than it did in the past when this method was not available. The potential is there for this type of consultation to affect change in the outcome of budget decisions.

**Source:** [http://dowire.org/wiki/Seattle%27s\\_Online\\_Civic\\_Engagement\\_Initiative](http://dowire.org/wiki/Seattle%27s_Online_Civic_Engagement_Initiative)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024460.pdf>

**More information on the product:**

<http://www.seattlechannel.org>

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<b>Country:</b>	<b>United States of America</b>
<b>Institution/Ministry:</b>	Civic Alliance to Rebuild Downtown New York and the Port Authority of New York and New Jersey
<b>Solution/Application:</b>	<b>Listening to the City Online Dialogues</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2002

**Summary:**

In July 2002, The Civic Alliance to Rebuild Downtown New York, the Port Authority of New York and New Jersey in association with non-profits Web Lab and America Speaks created Listening to the City Online Dialogues with a budget of \$60,000. The dialogues focused on two things: Plans for re-development of the World Trade Centre site and the surrounding business district and neighbourhoods of Lower Manhattan, plus the creation of a permanent memorial for the victims and heroes of 9/11. The goal of the online discussions was to complement the 5000 person-to-person consultation and provide a means for citizens to have their views heard and reflected in the decision-making process.

**Impact:**

The Listening to the City Online Dialogues employed an innovative Web-based communication technology in the service of deliberative democracy, enabling New York-area residents to discuss rebuilding on the World Trade Center site, revitalizing Lower Manhattan and creating a 9/11 memorial. The resulting recommendations directly influenced public policy decisions. During the two-week discussion, 808 participants working in 26 parallel discussion groups posted more than 10,000 messages and responded to 32 polling questions. [Listening to the City](#) had an impact on guidelines for new designs, the invitations to world-class architects to participate in a design competition, and the final design. A final poll found that 84% of the participants said they were satisfied with the dialogue and they indicated the chance to "have their say" and the mix of "people and perspectives" were the top reasons.

**Source:** [http://dowire.org/wiki/Listening\\_to\\_the\\_City](http://dowire.org/wiki/Listening_to_the_City)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024459.pdf>

**More information on the product:**

<http://dialogues.listeningtothecity.org>

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<b>Country:</b>	<b>United States of America</b>
<b>Institution/Ministry:</b>	U.S. Small Business Administration in partnership with 21 federal agencies
<b>Solution/Application:</b>	<b>Business.gov</b>
<b>Theme:</b>	E-commerce
<b>Implementation Date:</b>	2004

**Summary:**

Business.gov is the official business link to the U.S. Government, a link that is managed by the U.S. Small Business Administration (SBA) in a partnership with 21 other federal agencies. This partnership, known as Business Gateway started as a Presidential E-government initiative. It aims to provide one single access point to government services and information, covering 13 areas of business in 17 types of industries.

Navigating the Federal government's hierarchy with its maze of rules and regulations presents one of the greatest challenges facing businesses. Federal regulatory agencies publish information to help business comply with Federal regulations; however, each agency organizes its information differently. Such systems while providing transparency, still make it somehow difficult to find compliance assistance. This is because the users of such information had to either know which agency to contact, or navigate millions of documents returned from general web directories and search engines.

The Office of Management and Budget estimated that in fiscal year 2003, it took businesses and citizens approximately 8.2 billion hours at a cost of \$320 billion to fill out paperwork and comply with government regulations. Therefore the U.S. Government launched in 2004 the business.gov, a link that aims to serve businesses better by focusing on helping them comply with Federal regulations, a need that was not being met by any other Federal government program.

The core service of business.gov consists of its unique, state-of-the-art "vertical" search engine, which intelligently locates, organizes and retrieves compliance assistance information published on Federal agency websites. Businesses may search for compliance assistance information across all Federal agencies, or they may search within a specific business area (e.g. Human Resources), or within a specific industry (e.g. Pharmaceuticals and Biotechnology).

**Impact:**

Business.gov does saves businesses a substantial amount of valuable time by providing a definitive, one-stop source to compliance assistance resources from all Federal regulatory agencies.

Businesses no longer need to navigate the government hierarchy to find mission-critical, regulatory compliance information. The timing and resources of businesses saved by the use of business.gov can go to finance their growth rather than being spent on searching for compliance procedures.

**Source:** <http://www.business.gov/>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027874.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027873.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027872.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027871.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027870.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027869.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027868.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027867.pdf>

**More information on the product:**

<http://www.business.gov/>

<http://www.sba.gov/>

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Business Gateway

Program Management Office

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<b>Country:</b>	<b>United States of America</b>
<b>Institution/Ministry:</b>	Library of Congress
<b>Solution/Application:</b>	<b>Global Legal Information Network (GLIN)</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	1991

### Summary:

The Global Legal Information Network (GLIN) is a public database of official texts of laws, regulations, judicial decisions, and other complementary legal sources contributed by governmental agencies and international organizations.

GLIN is a reflection of similar needs shared by government organizations around the world for a lawmaking process based upon knowledge of the laws and regulations of other jurisdictions. GLIN's mission is to acquire, store, and provide timely access to this body of critical research and reference material.

The GLIN members contribute the full texts of their published documents to the database in their original languages. Each document is accompanied by a summary in English and, in many cases in additional languages, plus subject terms selected from the multilingual index to GLIN. All summaries are available to the public, and public access to full texts is also available. GLIN members (governmental agencies and international organizations) contribute original-language, officially published, full text documents in electronic format. The summaries that accompany each document are for reference and retrieval purposes and should not be relied upon for legal counsel. GLIN is a searchable online database containing the following categories of legal documents for jurisdictions spanning the globe, such as (i) Laws; (ii) Judicial Decisions; (iii) Legislative Records; (iv) Legal Literature.

Most of the material in GLIN is freely accessible to the public and the system does not require a user ID or password for search purposes. GLIN membership is not required to search for information in GLIN.

### Impact

1. Provides a comprehensive global list of legal documentation across the world. The GLIN database contains statutes, regulations, court decisions, and related legal materials from countries in Africa, Asia, Europe and the Americas.
2. Promotes increased intergovernmental exchanges through contribution to the data-base. Governments or their designees contribute primary sources of law from official texts.
3. Provides timely and free access to an increasing collection of legal documentation across the world to the general public in a user-friendly way.
4. Organizes a sustainable process of information entries through establishment of increasing contributing organizations,

**Source:** <http://www.ictparliament.org/>  
[http://www.ictparliament.org/index.php?option=com\\_content&task=view&id=68&Itemid=163](http://www.ictparliament.org/index.php?option=com_content&task=view&id=68&Itemid=163)

### More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028041.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028042.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028043.pdf>

**More information on the product:**

<http://www.glin.gov>

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<b>Country:</b>	<b>United States of America</b>
<b>Institution/Ministry:</b>	The Department of Veterans Affairs
<b>Solution/Application:</b>	<b>Veterans Health Information Systems &amp; Technology Architecture (VISTA)</b>
<b>Theme:</b>	E-health
<b>Implementation Date:</b>	1996

### **Summary:**

VISTA-(Veterans Health Information Systems and Technology Architecture) at the U.S. Department of Veterans Affairs was initially introduced in 1996 with the main aim of creating an automated environment to support day-to-day operations at the Department of Veterans Affairs (VA) health care facilities and improve the health public services provided to veterans. VISTA is built on a client-server architecture, which ties together workstations and personal computers with graphical user interfaces at Veterans Health Administration (VHA) facilities. It also includes the links that allow commercial off-the-shelf software and products to be used with existing and future technologies.

Health Information Technology at the U.S. Department of Veterans Affairs (VistA) maintains a patient's electronic health care history that substantially improves efficiency, reduces costs and improves clinical decision-making. Patient files are readily available, easily searchable, and proactive in that they alert providers to vital patient information

The Department of Veterans Affairs' (VistA) model system of electronic health records has been developed with extensive involvement of front-line health-care providers. Outside of VA, because patient records are not readily available, one out of seven Americans ends up hospitalized when outpatient care is all that's needed. For the same reason, one out of five lab tests is needlessly repeated outside the VA system. And while the costs of healthcare continue to soar for most Americans, the VA is reducing costs, reducing errors, and becoming the model for what modern health care management and delivery should look like.

The VA is accomplishing this through a program called VistA, (Veterans Health Information Systems & Technology Architecture), an electronic medical record project that makes preventative care the norm. The system is designed and continually improved by front-line clinicians in the VA's 1,400 health care facilities nationwide. "The involvements of front-line providers, use of performance measures and universal use of electronic health records have enabled VA to set the national benchmark in quality of care. VistA is an essential part of VA's commitment to providing every patient with safe, effective, efficient, compassionate health care. The complete adoption of electronic health records and performance measures by the U.S. Department of Veterans Affairs has resulted in high-quality, low-cost health care with high patient satisfaction VistA is one of seven government initiatives receiving the 2006 Innovations in American Government Awards.

### **Impact:**

The cost of maintaining the system is \$80 per patient per year, less than the cost of one unnecessarily repeated lab test. In the past 10 years, VistA's efficiencies have offset cost increases associated with a 100 percent increase in the number of veterans receiving VA health care. For example, VistA has helped the U.S. Veterans Department to save 6,000 lives by improving rates of pneumonia vaccination among veterans with emphysema, cutting pneumonia hospitalizations in half and reducing costs by \$40 million per year. Patient waiting times have declined while customer service has improved, and access to care has increased because of on-line availability of health information.

In addition to saving money, VistA saves lives and ensures continuity of care even under the most extreme circumstances. Many of the thousands of residents who fled the Gulf Coast because of Hurricane Katrina left behind

vital health records. Records for the 40,000 veterans in the area were almost immediately available to clinicians across the country, even though the Medical Center in Gulfport, Mississippi, was destroyed and the New Orleans Medical Center was closed and evacuated. Veterans were able to resume their treatments, refill their prescriptions, and get the care they needed because their medical records were immediately accessible to providers at all other facilities across the country. A recent study found that VistA outperformed all other sectors of United States health care across the spectrum of 294 measures of quality in disease prevention and treatment. Electronic health records also provide numerous other benefits in cost, quality and access to care.

**Source:** [http://www.ashinstitute.harvard.edu/Ash/pr\\_2006\\_Finalists.htm](http://www.ashinstitute.harvard.edu/Ash/pr_2006_Finalists.htm)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027876.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027875.pdf>

**More information on the product:**

[http://www.va.gov/vista\\_monograph/](http://www.va.gov/vista_monograph/)

<http://www.va.gov/>

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**Country:** United States of America  
**Institution/Ministry:** United States Department of Agriculture  
**Solution/Application:** Energy Estimator for Animal Housing  
**Theme:** Information Access  
**Implementation Date:** 2006

**Summary:**

The [Energy Estimator for Animal Housing](#) is designed to inform farmers of the energy cost centers and helps evaluate the energy use and costs associated with heating, lighting and ventilating poultry, swine and dairy housing. This is the fourth energy estimator tool USDA has developed as part of its overall energy strategy to reduce the impacts of high energy costs and to help develop long-term solutions for producers.

The Energy Estimator for Animal Housing has three components -- poultry, swine and dairy – that operate independently. Once the required information has been entered, the animal housing energy awareness tool provides an analysis of estimated energy use and costs associated with various energy management options. The analysis also identifies potential energy savings that can result from applying certain recommendations for swine, poultry and dairy operations.

**Impact:**

By maintaining the ventilation and heating systems regular and using more energy-efficient fixtures and equipment, the ‘animal feeding operations’ can allow producers to save up to \$250 million annually nationwide. An individual producer may realize up to 50 percent savings in energy use by maintaining their ventilation and heating equipment regular.

**Source:** USDA

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan029992.mht>

**More information on the product:**

<http://www.govtech.com/gt/articles/102424>

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## LATIN AMERICA

<b>Country:</b>	<b>Brazil</b>
<b>Institution/Ministry:</b>	Municipality of Ipatinga
<b>Solution/Application:</b>	<b>Ipatinga's Interactive Participatory Budgeting</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2001

### Summary:

In 2001, the Municipality of Ipatinga began using the internet as a tool to extend, enhance, and diversify the process whereby citizens voted on priorities and budgetary allotments for local projects. The Internet component of participatory budgeting is accessible through the municipality's website, where citizens register their priorities and track the delivery of public projects.

Ipatinga's Interactive Participatory Budgeting is an additional channel in the relationship between state and society. The virtual space provides opportunities for participation and social control, whether for the actors who traditionally take part in municipal decisions or for new participants. However, it is during the regional and municipal assemblies that votes, debate and negotiation define where public resources will be used: Online participation allows interaction in certain parts of the process, but the final decision is taken during real meetings.

### Impact:

The introduction of the Ipatinga's Interactive Participatory Budgeting allowed the number of indications of priorities to grow by 44.6% in 2001, the first year when Internet was used in the Participatory Budgeting, by 166% in 2002 and by 125% in 2003. The provision online of the priorities became, in 2003, the main means used by the citizens: Out of the 4,300 feedbacks, 96% were sent via the Internet. These represented 17% of the total feedbacks provided in 2001 and 70% in 2002. According to the municipal government, public prioritization of issues via the Internet has raised the number of participants in regional meetings by approximately 35%. The increase in the participation is registered mostly in the middle class and among people outside of organized groups.

**Source:** [www.ega.ee](http://www.ega.ee)

### More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025353.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan025354.pdf>

(Only in Portuguese)

### More information on the product:

[www.ipatinga.mg.gov.br](http://www.ipatinga.mg.gov.br) (Portuguese)

### Contact:

Municipality of Ipatinga

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**Country:** Brazil

**Institution/Ministry:** State Office, Government of São Paulo State

**Solution/Application:** Relógio de Economia

**Theme:** E-accounting

**Implementation Date:** October 2003

**Summary:**

The Relógio da Economia (the Savings Clock) is a technological tool implemented by the State Office (Casa Civil), in partnership with the Administrative Development Foundation (FUNDAP) and the São Paulo State Data Processing Company (PRODESP), to clarify concisely the savings attained by the Government of the State of São Paulo, following the implementation of its innovations in the way public services are rendered.

The instrument was developed to analyze the services in which there was some kind of innovation, either procedural, administrative or technological, by comparing the costs of the processes at two moments: in their 'traditional' performance and after implementing the innovations. The differential between the costs of the processes is the index that operates the Relógio (the Clock), which will inform from time to time, the amount that the State and the civil society have been saving, due to the use of the new processes.

The results obtained and the methodology adopted to reduce costs can be visualized by accessing the link of each service.

This project was awarded the CONIP Award 2005, the IT & Governance Award 2005 and was one of the finalists for the Mário Covas Award 2005.

**Impact:**

An analysis of the impact produced by the introduction of each new system, or activity, in terms of higher efficacy and efficiency, cost saving, etc, is calculated and posted on the website.

**Source:** Roberto Agune, Fundap / Casa Civil

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027223.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027224.pdf>

**More information on the product:**

[http://www.relogiodaeconomia.sp.gov.br/br/index\\_english.asp](http://www.relogiodaeconomia.sp.gov.br/br/index_english.asp)

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<b>Country:</b>	<b>Brazil</b>
<b>Institution/Ministry:</b>	Government of São Paulo State
<b>Solution/Application:</b>	<b>Ciudadano.sp</b>
<b>Theme:</b>	Government Portal (local)
<b>Implementation Date:</b>	2003

**Summary:**

The website established by the Government of São Paulo gathers information on the 2085 different types of services provided by the 349 units of the local public administration, of which 970 are targeting exclusively the citizens, 120 the businesses and 995 are for both.

The services are organized by type and are searchable by theme, name, alphabetical order, and according to the agency providing it. Through this portal, the citizen and the businesses, obtain updated information on the services, on the documents needed, on the online availability of the service (575 services are currently available, entirely or partially, online), taxes, etc.

Also, information is provided on the laws ruling the single cases, and determining the rights and the protective measures for the users.

**Impact:**

In the single month of December 2006 the site registered 1.49 million visits. Specific data on the usage of the site and services online are provided on the site: [www.cidadao.sp.gov.br](http://www.cidadao.sp.gov.br).

**Source:** Roberto Agune, Fundap / Casa Civil

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027855.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027854.pdf>

**More information on the product:**

<http://www.cidadao.sp.gov.br>

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<b>Country:</b>	<b>Chile</b>
<b>Institution/Ministry:</b>	Sub-Directorate of Public Libraries/Directorate of Libraries, Archives and Museums
<b>Solution/Application:</b>	<b>BiblioRedes</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2002

**Summary:**

BiblioRedes, a project dedicated to enabling low income youth to access the internet, is present in 101 of 121 municipal districts in Chile that are considered to have low connectivity. Through its Digital Equity Fund, high connectivity costs have been subsidized in isolated areas of Chile for the last four years. Its "Digital Literacy" training program is a 14-hour course aimed at developing basic computer skills for users. A more advanced "Complemented Digital Literacy" allows users to gain more in-depth knowledge and training in various IT tools.

Chilean public libraries have traditionally been a space for diffusion and cultural exchange. In the 1980s they became the responsibility of the municipalities, save some libraries that belong to the central government. The Sub directorate of Public Libraries (SBP), a body of the Directorate of Libraries, Archives and Museums (DIBAM) has leveraged a process of modernization of the public libraries (open shelves, thematic corners, traveling book lending and an advocacy model for community participation). The municipalities are responsible for the administration and management of the libraries and the SBP is in charge of the technical support by means of signed agreements between DIBAM and each municipality. However, the greatest modernization effort came in 2002 when the Government decided on the introduction of ICTs in each one of the public libraries throughout the country, mainly, Internet services given through the BiblioRedes project. DIBAM is the administrator of BiblioRedes, which is part of the Digital Agenda and the Digital Literacy Campaign started by the government of President Ricardo Lagos. BiblioRedes has been organized within the context of a National Coordination, which is organized in a functional manner (Technology, Operations, Training, Marketing and Communications and Studies, Administration and Finance).

**Impact:**

This project provides benefits to 3.385.878 Chilean people, with its special emphasis on low income social groups and isolated communities in 13 regions of the country. Women, young adults have preferential access to the BiblioRedes services. Women represent 53.5% of users and men 46.5%.

**Source:** <http://www.challengeaward.se>, <http://topics.developmentgateway.org/special/youth/template30.doc>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027879.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027878.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan027877.pdf>

**More information on the product:**

<http://www.biblioredes.cl> (only in Spanish)

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<b>Country:</b>	<b>Peru</b>
<b>Institution/Ministry:</b>	Ministry of Health in cooperation with several non-governmental institutions
<b>Solution/Application:</b>	<b>Institute of Health and Education Web Page</b>
<b>Theme:</b>	E-education
<b>Implementation Date:</b>	2003

**Summary:**

The Health and Education Institute in Peru uses the Internet to inform adolescents about sexuality and the prevention of HIV-AIDS. By creating websites, young men and women develop technical skills and, at the same time, strengthen their knowledge about sexuality and HIV-AIDS.

Based on the experience of Peru, workshops replicating the project have been conducted with youth in Bolivia, Mexico, Ecuador and the Dominican Republic where similar portals were created. On the national level, individuals living with HIV have been trained to educate their peers about the disease of HIV-AIDS. There are plans to encourage young people from the provinces of Peru to become involved in creating Internet portals to make the project more inclusive of young people from different cultures.

This initiative got under way in 2003, by providing initial basic information in a friendly user way. Given the sensitivity of the issue at hand, and the target group (youth), the content of the portal was provided in an interactive way, including animations and colors. The portal is constantly enriched with graphs, colors and innovative ways to inform the youth about the risks of HIV and how to promote prevention measures.

At a second stage, the portal was enhanced to provide forums of discussion where the young man and women would exchange opinions and experiences regarding the HIV-AIDS. The third stage which is under preparation will provide for exchanges between the adolescents and young people with professional adults.

**Impact:**

The increased numbers of participants amongst different age groups, starting with very young ones has clearly shown that the online youth sexual education is an important preventive measure taken by the Peruvian Government.

**Source:** <http://topics.developmentgateway.org/special/youth/template30.do>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028144.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028140.pdf>

**More information on the product:**

<http://www.puntoj.com.pe/>

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<b>Country:</b>	<b>Regional - Peru, Honduras, Chile, Colombia</b>
<b>Institution/Ministry:</b>	GTZ - Deutsche Gesellschaft für Technische Zusammenarbeit
<b>Solution/Application:</b>	<b>Met@logo</b>
<b>Theme:</b>	Citizens' Service Delivery
<b>Implementation Date:</b>	2004-2006

**Summary:**

The Met@logo project aims at achieving the overall goal of improving the business environment for SMEs in the chosen pilot municipalities in Peru, Honduras, Chile and Colombia. The overall objective of Met@LoGo© is to diminish the digital divide by improving communication and cooperation capabilities between small cities and communities in Latin America and their SMEs by the use of information and communication technologies. The chosen pilot municipalities are in Peru, Honduras, Chile and Colombia.

Met@LoGo© concentrates its direct efforts on improving the quality of services, increasing efficiency and contributing to economic development and ensuring the attractiveness of business locations while the project's process will encourage a more general shift towards increased participation and broader access. To reach these goals, Met@LoGo© seeks to provide 17 local administrations in 5 Latin American countries with a simple tool to build and maintain a basic e-local governance portal for the benefit of local small and medium enterprises (SMEs). The project purpose is to build tools and methodologies so that the results of the project can be passed on to other local administrations, ideally starting a snowball effect of innovation diffusion.

**Impact:**

The Met@logo project (Meta e-Local Governance) was initiated in January 2004 and came to an end in June 2006. So far, the needs of SMEs have been thoroughly analysed regarding their administrations and the processes related to starting up and operating a business. Furthermore, the most important identified processes have been redesigned to be more efficient in terms of time and costs. For example in Honduras the process for registration of a new enterprise has been reengineered in order to decrease the process duration from taking between 2 month and 2 years down to not more than 4 weeks. In the current project phase, the new processes are being implemented in the municipalities, and the eGovernment software will be installed for further developments in the coming months.

**Source:** [www.webagency.de/metalogo](http://www.webagency.de/metalogo)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024468.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024469.pdf>

**More information on the product:** <http://www.webagency.de/metalogo>

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[www.gtz.de](http://www.gtz.de)

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<b>Country:</b>	<b>Regional - Latin America</b>
<b>Institution/Ministry:</b>	Inter-Parliamentary Forum of the Americas (FIPA)
<b>Solution/Application:</b>	<b>Virtual Parliament of FIPA</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2001

### **Summary:**

The Inter-Parliamentary Forum of the Americas (FIPA) is an independent network made up of the national legislatures of those governments who are members of the Organization of American States (OAS). Parliamentarians of the FIPA member countries have indicated an interest in sharing information, harmonizing legislation, and engaging their citizens in innovative ways by working with colleagues in other countries and using information and communication technologies (ICTs).

FIPA's Virtual Parliament Project is designed to help them do so by enabling parliamentarians to discuss issues, develop consensus and identify best practices, as is done in a parliamentary chamber or committee room,, but with the support of electronic communication services in order to overcome physical separation.

The Virtual Parliament (VP) provides tools, information and training services, and experiments with virtual meeting protocols in order to support such work. It enables parliamentarians of the national legislatures to communicate and discuss issues of common interest using technology as a tool. The Virtual Parliament is divided into several working groups, focusing on topics frequently discussed at the Plenary Assembly. These enable parliamentarians to build on the results of the face to face meetings, organized by FIPA throughout the year. The online discussion-group enables parliamentarians to (i) interact with each other; (ii) view and share documents; and (iii) consult documentation related to issues of common interest.

The website is organized to support the work of the three core user-groups of the Inter-Parliamentary Forum of the Americas Virtual Parliament initiative:

- a) The FIPA Executive and Chair: The VP facilitates the work of the FIPA Executive and Chair by providing information on issues, events, activities and resolutions -- with a password protected forum for use by the Executive Committee and the Secretariat;
- b) Parliamentarian Work Groups: The VP supports the work of Parliamentarians participating in FIPA Work Groups by providing information and briefing material related to policy issues, facilitating deliberation and providing communications support -- including a password protected workspace for members of each group;
- c) Interested Parliamentarians: The VP provides general information on a variety of issues, tailored to provide legislators on the Americas, and their staff, with access to information, tools and lessons-learned.

### **Impact:**

The Virtual Parliament has had a beneficial impact by:

- Promoting inter-parliamentary harmonization and cooperation;
- Facilitating understanding among hemispheric parliamentarians;
- Increasing the value of FIPA events, meetings and conferences -- through improved communication between face to face meetings and by following up on recommendations made at the Plenary; and
- Providing an environment for experimentation with new forms of citizen, civil society and parliamentary engagement.

**Source:** <http://www.ictparliament.org/>  
[http://www.ictparliament.org/index.php?option=com\\_content&task=view&id=68&Itemid=163](http://www.ictparliament.org/index.php?option=com_content&task=view&id=68&Itemid=163)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028057.pdf>

**More information on the product:**

<http://www.e-fipa.org>

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## GLOBAL INSTITUTIONS

<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	Food and Agriculture Organization (FAO), Cornell University
<b>Solution/Application:</b>	<b>Access to Global Online Research in Agriculture (AGORA)</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	October 2003

### Summary:

Access to Global Online Research in Agriculture (AGORA) is a program that provides free or low cost access to major scientific journals in agriculture and related biological, environmental and social sciences to public institutions in developing countries. Launched in October 2003, AGORA provides access to 918 journals from the world's leading academic publishers. Led by the Food and Agriculture Organization of the United Nations, the goal of AGORA is to improve the quality and effectiveness of agricultural research, education and training in low-income countries, and in turn, to improve food security. AGORA responds to the demand for scientific literature in developing countries that has gone unfulfilled for many years. For thousands of students, researchers and academics in the world's poorest countries, gaining access to current scientific information is a daily struggle. While students are unable to access the literature and acquire the knowledge they need, researchers and academics are confronted with mounting difficulties in publishing their findings in peer-reviewed journals, updating their teaching curricula and identifying funding. Through AGORA, researchers, policy-makers, educators, students, technical workers and extension specialists have access to high-quality, relevant and timely agricultural information via the Internet.

The AGORA website has been developed in close cooperation between FAO and Cornell University, with funding provided by the Rockefeller Foundation, based on tools and systems developed by WHO for a similar service in health called HINARI.

HINARI-AGORA-OARE are three similar programmes that in September 2006 were linked to the Millennium Development Goals. As publishers commit themselves by making their content available at least through 2015, it is recognized as part of their contribution to the ideals of the UN to create a better world.

### Impact:

Already during its first operational year, since the initiative was launched in October 2003, more than 274 institutions in 51 countries - from the 69 countries eligible - have registered to use these valuable online resources. In addition, eleven new publishers have signed on to the initiative complementing the original group of nine international publishing houses that helped found AGORA. This is making a significant impact on researchers, students and others in the scientific community in developing countries and countries in transition.

AGORA is linked to two other similar programmes, i.e. HINARI and OARE, which in September 2006 were linked to the Millennium Development Goals. The three programs (HI-AG-OA) have initiated a revolution in the way that developing country scientific institutions work, contributing to a reduction of the north-south scientific gap and digital divide. The combined programs jointly develop strategies and coordinate their activities.

**Source:** <http://iseek.un.org>

### More information on the project:

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024940.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024939.pdf>

**More information on the product:**

<http://www.aginternetwork.org/en/index.php>

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	UN Environment Programme (UNEP), Food and Agriculture Organization (FAO) and World Health Organization (WHO), Yale Universities, and others
<b>Solution/Application:</b>	<b>Online Access to Research in the Environment (OARE)</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	2006

**Summary:**

Access to the global scholarly environmental records is limited. To redress this challenge, a partnership of international publishers, universities, the UN Environment Programme (UNEP), the Food and Agriculture Organization (FAO) and the World Health Organization (WHO) have come together to develop the Online Access to Research in the Environment (OARE).

OARE is a digital internet library that provides more than 100 least-developed nations in Africa, Asia, Latin America, the Caribbean and Eastern Europe, with free or very low cost access to leading international scientific literature on the environment. The project follows a model of similar initiatives that have been launched by WHO to allow access to medical and health journals (HINARI) and by FAO for agricultural journals (AGORA).

In September 2006, a main outcome of the HINARI-AGORA-OARE retreat in Amsterdam was the decision to link the three programs to the Millennium Development Goals. As publishers commit themselves by making their content available at least through 2015, it is recognized as part of their contribution to the ideals of the UN to create a better world.

The three programs (HI-AG-OA) have initiated a revolution in the way that developing country scientific institutions work, contributing to a reduction of the north-south scientific gap and digital divide. The combined programs jointly develop strategies and coordinate their activities.

**Impact:**

Launched on 30 October 2006, it is still too early to be able to measure the real impact of the project. However, in consideration of the fact that it follows the model of the two similar initiatives mentioned above, it is likely that it will produce very similar results. In brief, in addition to obtaining direct access to vast quantities of scientific findings heretofore unavailable, developing countries are provided access to the world's most powerful scientific search engines, critical intellectual tools through which one can identify information hidden in tens of thousands of articles from all over the world.

**Source:** <http://iseek.un.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024937~1.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024938.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024939.pdf>

**More information on the product:**

<http://www.oaresciences.org/en/>

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	E-Democracy.Org
<b>Solution/Application:</b>	<b>E-Democracy.Org</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	1994

**Summary:**

E-Democracy.Org is a non-profit, non-partisan, volunteer-based project which has the mission to expand participation and build stronger democracies and communities through the power of information and communication technologies and strategies.

Officially registered as Minnesota E-Democracy, E-Democracy.Org is the name used for new activities outside of Minnesota, including UK initiatives, U.S. election information directory and local chapters. E-Democracy.Org sponsors election year online partnerships to promote citizen access to election information and interaction. E-Democracy.Org is known for hosting online candidate debates.

**Impact:**

E-Democracy has had some external political effects as it has been used as a forum for agenda setting in areas where the activities were concentrated. Local politicians and civil servants have participated and the discussions were often referred to in the local offline press. There is convergence between Minnesota E-Democracy and other media, both according to the participating politicians as well as to interviewed citizens. There are several examples of discussions, not only locally but also at the state level. Minnesota E-Democracy has gained status as an important medium of the political agenda.

**Source:** [www.e-democracy.org](http://www.e-democracy.org)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024462.pdf>

**More information on the product:**

[www.e-democracy.org](http://www.e-democracy.org)

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	e-Parliament
<b>Solution/Application:</b>	<b>e-Parliament</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2005

**Summary:**

The e-Parliament is the first world institution whose members are elected by the people. It links democratic members of parliament and congress into a global forum, combining meetings and electronic communication. Organizations, companies, journalists and individual citizens are all invited to participate.

The "e-Parliament process" involves four stages:

- Polling the world's legislators to enable them jointly to set the priorities for legislation. Citizens and groups are invited to cast "advisory votes" and add any comments on the issue.
- Gathering ideas from experts and organisations on how to implement those priorities, and make them available to everyone through an online Ideas Bank.
- Convening international parliamentary hearings, enabling legislators to assess the ideas and to work together on parliamentary initiatives.
- Supporting legislators taking action in their own parliaments to promote ideas emerging from the hearings, by facilitating expert advice and providing detailed briefing materials.

**Impact:**

On September 14 the US Congress was the scene for a new departure in international politics. A group of democratically elected legislators from ten countries held a joint parliamentary hearing and dialogue about the possible deployment of weapons in space. The meeting was web-cast live to enable participation from journalists and citizens worldwide.

This was the first of many international parliamentary hearings on different issues to be organized by the e-Parliament, a new global forum made up of democratic lawmakers. The aim of the e-Parliament is to enable legislators to form international networks on issues of common interest, and to help spread and implement innovative policy ideas.

Participants in the Washington hearing on space weapons represented differing viewpoints, and included several members of the US House Armed Services Committee, as well as the Chairs of Foreign Affairs and Defense Committees, or other leading legislators, from the parliaments of Australia, Brazil, Britain, Denmark, the European Parliament, Ghana, Italy, Japan, Mexico and Norway.

**Source:** [www.e-parl.net](http://www.e-parl.net)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024337.pdf>

**More information on the product:**

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	Gov2U (non-profit, non-governmental organization)
<b>Solution/Application:</b>	<b>Gov2DemOSS</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2006

**Summary:**

Gov2DemOSS is a practical tool for promoting representative and transparent governance by granting the public access to policy-making proceedings through the use of ICT. Gov2DemOSS is an open source, informative and collaborative e-participation platform that provides an efficient channel for institutions and organizations to keep their communities informed, manage their information repositories, interact directly with their members and to gauge public opinion. The platform, while using and testing new forms and methods of civic engagement can serve a wide range of entities who seek improved channels for communicating with their membership base - from various levels of government, to civil society organizations, political campaigns and even large corporations.

**Impact:**

Gov2DemOSS is a user friendly platform that promotes transparency and enhances citizen participation in the everyday life of communities. It provides an optimal medium to institutions to inform and involve their members in an efficient, transparent and cost-effective manner, to reach a wider audience, and to address accessibility issues (e.g. with the elderly and handicapped). Despite the short time since its creation, expressions of interest in acquiring the Gov2DemOSS platform are being received on an almost daily basis from around the world as ever more institutions catch on to the benefits of the provided tools. Currently, Gov2DemOSS is a core part in a project running in the US and a large project under development in Spain where 31 municipalities will start using the platform.

**Source:** <http://www.egov-goodpractice.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/other/unpan024869.pdf>

**More information on the product:**

<http://www.gov2u.com/ongoing-projects.htm>

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	World Health Organization (WHO)
<b>Solution/Application:</b>	<b>Health InterNetwork Access to Research Initiative (HINARI)</b>
<b>Theme:</b>	Information Access
<b>Implementation Date:</b>	October 2002

**Summary:**

HINARI is a public-private partnership sponsored by the World Health Organization. Partners include the World's leading biomedical publishers, Yale University Library, the International Association of Scientific, the Food and Agriculture Organization (FAO), Cornell University, Mann Library, UNICEF, UNDP, the World Bank, the US National Library of Medicine (NLM). The HINARI program, set up by WHO together with major publishers, enables developing countries to gain access to one of the world's largest collections of biomedical and health literature. Over 3503 journal titles are now available to health institutions in 113 countries, benefiting many thousands of health workers and researchers, and in turn, contributing to improved world health.

**Impact:**

A wide-ranging independent review of HINARI was recently conducted, which showed that HINARI is viewed as an important resource and is making a valuable contribution to research and teaching. As a result of this review, the partners agreed that HINARI should be continued at least to meet the time scale of the United Nations' Millennium Development Goals, and that means that the programme will continue at least until 2015. The review also made several other key recommendations which we will be following up on and working to improve. These included the need for improved authentication processes which would make it easier for users to access the resources available, the need for increased training and promotion, and a more formal organization structure.

The three programs (HI-AG-OA) have initiated a revolution in the way that developing country scientific institutions work, contributing to a reduction of the north-south scientific gap and digital divide. The combined programs jointly develop strategies and coordinate their activities.

**Source:** <http://iseek.un.org>

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024939.pdf>  
<http://unpan1.un.org/intradoc/groups/public/documents/un-other/unpan024936.pdf>

**More information on the product:**

<http://www.who.int/hinari/en/>

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<b>Country:</b>	<b>Global</b>
<b>Institution/Ministry:</b>	UNDP, UNIFEM, ITU, NDI, IDEA
<b>Solution/Application:</b>	<b>iKNOW Politics</b>
<b>Theme:</b>	E-participation
<b>Implementation Date:</b>	2006

**Summary:**

The International Knowledge Network of Women in Politics (iKNOW Politics) is an online workspace designed to serve the needs of elected officials, candidates, political party leaders and members, researchers, students and other practitioners interested in advancing women in politics.

Designed by women in politics and drawing on a database of over 100 experts on women, iKNOW Politics allows users to access an online library of more than 400 reports and training materials in English, French and Spanish from leading international agencies, research institutions, academia and civil society groups. It provides a virtual forum where women can exchange ideas and advice, along with an array of resources on election campaigns, political parties, parliaments, lobbying, budgets, legislation and post-conflict and transitional participation.

It is a joint project of the United Nations Development Programme (UNDP), the United Nations Development Fund for Women (UNIFEM), the National Democratic Institute for International Affairs (NDI), the Inter-Parliamentary Union (IPU) and the International Institute for Democracy and Electoral Assistance (International IDEA).

The need for this resource was clear. Though the number of women in politics has grown in recent years, they are still under-represented and face innumerable obstacles to full participation. In 2006, less than 17% of parliamentarians were women, according to IPU, and elected women head only 13 of the world's 194 states and governments, as reported by the Worldwide Guide to Women in Leadership.

The goal of iKNOW Politics is to increase the participation and effectiveness of women in political life by utilizing a technology-enabled forum. In order to provide the highest possible level of accessibility and ensure wide-scale use, the content and resources on the iKNOW Politics Web site are available in Arabic, English, French and Spanish.

iKNOW Politics members may upload and categorize resources, personalize information and create discussion circles based on their interests in the following regions: the Americas, Asia, Europe, the Middle East and North Africa, and sub-Saharan Africa. Each regional page describes the background and status of women in politics across that geographic area as well as highlights resources, event updates and news pertaining to the specific region.

As a global knowledge network, iKNOW Politics provides a forum for information and knowledge exchange through multiple online tools, particularly discussion circles.

This feature is designed to engage users and members in active dialogue on topics of their choice that address the specific challenges faced by women leaders and candidates. Members are invited to initiate new discussion circles and contribute to ongoing discussions in English, French and Spanish. Additionally, members can use the discussion circles to request information and insight on specific issues from the iKNOW Politics experts

**Impact:**

The iKNOW Politics Web site has been quite successful in empowering women and has had the following positive effects:

- **Accessing resources**, including the online library and the information and expertise of other users, experts and practitioners;

- **Creating knowledge** through mediated discussion forums, information exchange and consolidated expert responses to member queries; and
- **Sharing experiences** by using tools specifically designed to facilitate the exchange of lessons learned and best practices among members of a global community committed to the advancement of women in politics.

**Source:**

<http://www.ictparliament.org/>

[http://www.ictparliament.org/index.php?option=com\\_content&task=view&id=68&Itemid=163](http://www.ictparliament.org/index.php?option=com_content&task=view&id=68&Itemid=163)

**More information on the project:**

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028058.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028059.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028060.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028061.pdf>

<http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan028062.pdf>

**More information on the product:**

<http://www.iknowpolitics.org/>

<http://content.undp.org/go/newsroom/february-2007/virtual-network-women-20070227.en>

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