Compendium of Innovative E-government Practices

United Nations

Department of Economic and Social Affairs
Division for Public Administration and Development Management

Compendium of Innovative E-Government Practices

Volume V

United Nations
New York, 2013

DESA

The United Nations Department of Economic and Social Affairs (DESA) and its predecessors have helped countries around the world meet their economic, social and environmental challenges for more than 50 years. DESA's mission — to promote development for all — reflects a fundamental concern for equity and equality in countries large and small, developed and developing.

Within the framework of the United Nations Development Agenda, DESA works on issues ranging from poverty reduction, population, gender equality and indigenous rights to macroeconomic policy, development finance, public sector innovation, forest policy, climate change and sustainable development. The Department also supports the effort to achieve the Millennium Development Goals, a set of time-bound targets, which put the eradication of poverty at the centre of the global partnership for development. At the United Nations, DESA provides the substantive support to intergovernmental processes on development issues in the General Assembly and in the Economic and Social Council, its functional commissions and expert bodies. DESA engages with a variety of stakeholders around the world, including nongovernmental organizations, civil society, the private sector, research and academic organizations and intergovernmental organizations, as well as our partner organizations in the United Nations system. • Analyzes, generates and compiles a wide range of data and information on development issues. • Brings together the international community to address economic and social challenges at conferences and summits • Supports the formulation of development policies, global standards and norms • Monitors and supports the implementation of international agreements. • Assists nation states address their development challenges through engaging in a variety of capacity development initiatives.

http://www.un.org/en/development/desa/index.html.

Note

The designations employed and the presentation of the material in this publication do not imply the expression of any opinion whatsoever on the part of the Secretariat of the United Nations concerning the legal status of any country, territory, city or area, or of its authorities, or concerning the delimitation of its frontiers or boundaries.

The designations "developed" and "developing" economies are intended for statistical convenience and do not necessarily imply judgement about the stage reached by a particular country or area in the development process.

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 the fifth Volume of the series.

Vincenzo Aquaro
Chief of eGovernment Branch
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs
New York, December 2013

Acknowledgements

Executive Summary

In the face of increasing demands from society on governments to become more effective and efficient, coupled with a need to pay more attention to user needs, governments have been forced to rethink their approach to service delivery.

The focus of governments in recent years has been to provide a more participatory and inclusive approach to public service delivery by developing e-service delivery frameworks which empower citizens to create their own personalized services that meet their needs. The challenge for governments worldwide has been to create organizational structures within the public sector, which accommodate a whole-of-government approach (WOG) to service delivery.

Although many countries have implemented one-stop portals, online transactions and e-participation possibilities, developing public value in e-government is still 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 sharing and disseminating innovative e-government solutions, services and products developed and/or adopted by the governments across the world. 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.

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. Volume V of the Compendium covers a wide range of innovative practices, such as applications that increase the efficiency of public sector in finance, health, education, environment and a number of applications that foster citizens' participation through open government platforms and approaches.

The cases of Volume V compared with previous Volumes provide for the following trends on innovative applications of ICT in the public sector: a) extensive innovative use of mobile technologies especially in developing countries to provide for vital public services in health, education, disaster management, environment b) increased efforts to develop and adopt applications that reduce the digital divide for vulnerable groups, such as the elderly, women, the disabled and youth, and c) across region adoption of open government approach in both data and public policy dialogue.

It is our belief that the innovative egovernment practices need and should be shared in a user friendly manner. As such the Compendium serves as an Internet-based vehicle that can be easily accessed at the United Nations Online Network in Public Administration and Finance (UNPAN) portal.

Explanatory Notes

,	A comma (,) is used to indicate thousands
.	A full stop (.) is used to indicate decimals
-	A hyphen (-) between years, as for example 2000-2006, denotes the beginning and ending years
..	Two dots (..) indicate that data are not available
$	Reference to dollars ($) indicates United States dollars

Abbreviations and Acronyms

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

Contents

AFRICA

Eastern Africa

Kenya

Tanzania, Republic of

Uganda

Zambia

Middle Africa

Cameroon

Northern Africa

Egypt

Morocco

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, Latin America and the Caribbean, Arab Countries. The 110 cases including in the Compendium of Innovative Practices Volume V will increase the overall number of innovative practices as previously published in Volumes I, II III and IV to more than 500 innovative practices representing over 100 countries from all the regions of the world.

AFRICA

KENYA

KENYA		Institution/Ministry	Farmchen
		Solution/Application	Angaza Mkulima
		Theme	Information Access, E-agriculture
		Implementation Date	2010

Summary

The Kenyan agricultural company launched in 2010 a website and SMS system called "Angaza Mkulima". The purpose of this system is to reinforce the relation between Farmchen and its clients. The system provides its users with information pertaining to farming technologies, agricultural markets, business models and farming tips.

Farmers and agro dealers in the distribution system can register to this system for free. Registration can be done easily on the website or via SMS by providing the name and phone number. After successful registration, they can access all the information on farming and products. In addition, the system enables farmers to provide feedback on the agricultural products and to find the nearest retailer store.

Impact

In 2012 more than 500.000 farmers and other individuals were registered on the Angaza Mkulima system. The users have access to a wide range of information that allows farmers increased harvests which results in higher profits. Farmers are more flexibility to select the closed agro-dealer and can decide where to spend their money. Based on the feedback provided by the farmers, the organization is able to better respond to their farmers needs and provide them with customized guidance.

Source: http://www.aatf-africa.org/userfiles/ScienceAfria10.pdf - page 16
http://www.e-agriculture.org/content/angaza-mkulima-online-mobile-platform-being-used-farmchem-kenya-ict-and-ag-profile-usaid

We blink: http://angazamkulima.com

KENYA

KENYA	
Institution/ Ministry	Social Development Network, InfoNet
Solution/ Application	Budget Tracking Tool
Theme	e-participation
Implementation Date	2008

Summary

The Budget Tracking Tool is one of the innovations that allow for participation through the increased provision of information shared on how much money has been allocated, and for which projects. This process allows Kenyans to see whether Members of Parliament are following through on their promises.

The Budget Tracking Tool focuses specifically on the Constituencies Development Fund, through which Kenyan Members of Parliament allocate money for various projects. It is a collaborative platform for grassroots communities to actively engage in public resource management and also enables citizens to monitor and track both disbursements and utilization of developments funds.

The project managers conducted surveys to determine the kinds of information that members of the public were interested in knowing and, accordingly, made data available on the total budget allocated to each constituency and how much of that money was invested in basic service sectors, such as health, education, water, and infrastructure. In addition to publishing the data on the Infonet project website, the project disseminates the information over localized SMS; further widening its reach and ease of use.

Impact

The tool has increased transparency and allowed for greater participation of other stakeholders, especially civil society organizations. This is a step forward towards a more open governance system, where the knowledge of all stakeholders are shared and channeled through the governance systems to serve a better future for the country. The public response to the tool has been overwhelming. The website receives more than 5700 hits and between 4000 and 4500 SMS usage per month. Furthermore, committees have been set up representing local leaders, women, youth, and school teachers to oversee budget implementation processes in most constituencies.

Source: www.sodnet.org

More information on the project:
http://transparency.globalvoicesonline.org/project/budget-tracking-tool
http://blogs.worldbank.org/publicsphere/engaging-communities-track-constituency-budget
http://socialtransparency.wordpress.com/page/2/

Contact:
Harambee Sacco Building,
Haile Selassie Avenue,
Box 46682-00100
Nairobi, Kenya.
Phone: 2230015/9

KENYA

KENYA		
Institution/Ministry	Made in Kenya Network Company	
Solution/Application	BungeSMS	
Theme	e-Justice, Citizens Service Delivery	
Implementation Date	2008	

Summary

Due to many obstacles, such as under-developed infrastructure, lack of communication means, and the absence of channels of participation for citizens, a gap between the constituencies and the decision makers in Kenya was growing larger. Corruption was unmonitored and the needs of citizens were not identified by proper authorities.

To address this issue and provide citizens with a participatory channel, Made in Kenya Network, a company founded by the engineer Wainaina, introduced BungeSMS. "Bunge" is the Kiswahili word for "parliament" and therefore, BungeSMS is the SMS service that enables citizens to easily influence the decisions made by their Members of Parliament. Bunge SMS is a mobile phone-based service that combines the internet and mobile telephony with the aim of empowering every Kenyan to influence local governance in their constituencies. People can report corruption, violence and environmental degradation, influence constituency project choices and monitor development activities. This service provides Members of Parliament and other stakeholders in each of the constituencies and counties with a source of timely information on the needs and desires of voters.

Impact

BungeSMS empowers citizens to influence local governance in SMS, their constituency through the use of SMS and web. It intends to strengthen citizen-to-government (bottom-up) communication in governance. An SMS to a Member of Parliament is sent to a designated number and then routed to the BungeSMS website. On the BungeSMS website, it is mapped onto Google Maps using the Ushahidi platform. By sending an SMS to 3454, BungeSMS shifts mGovernance communications path from citizens-to-government (C2G).

Source: http://www.kabissa.org/about/news/member-spotlight-made-kenya-network

More information on the project: http://www.wfs.org/futurist/2013-issues-futurist/july-august-2013-vol-47-no-4/
kenya%E2%80%99s-youth-take-charge
http://mobiles.tacticaltech.org/InteractiveSMSservicestoinfluencelocalgovernance.
html

KENYA

KENYA	
Institution/Ministry	Ministry of Migration, National Registration Bureau, Directorate of e-Government
Solution/Application	e-Service Delivery Project
Theme	Citizens Service Delivery
Implementation Date	2004

Summary

The Government of Kenya established the e-Government Program in June 2004. It has since then committed itself towards achieving an effective and operational e-Government to facilitate better and efficient delivery of information and services to the citizens, promote productivity among public servants, encourage participation of citizens in Government, and empower all Kenyans.

One of the services introduced by the government is a SMS-based service that gives information on progress of identity card by SMS (text 2031) and passport (text 2032) processing. The services available include:

- Tracking progress of passport processing accessible by sending the 9 digit tracking number issued to applicants on application to 2032
- A help menu that enables the user to access user assistance by sending HELP to 2032
- A question posting option by sending a message starting with PPQUEST followed by the question and sending the message to 2032
- A compliment and comment posting option by sending a message starting with PPCOM followed by the compliment or suggestion and sending the message to 2032
  The government and Kenyan ICT Board will expand this service to cover other key areas of service delivery such as land and health; and are working on digitizing content for varies ministries of the government.
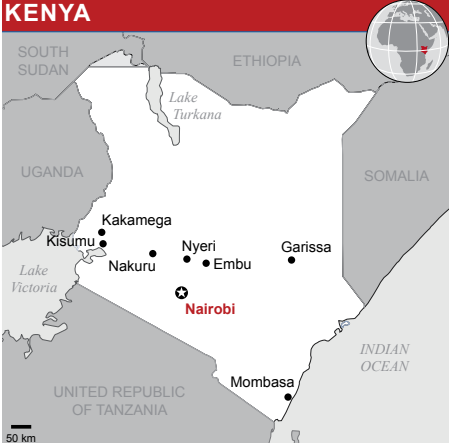
Impact

The website allows users to submit tax returns, access the business licensing registry, apply for public service jobs, access exam results and candidate selection, and report corruption online. The initiative is achieving its goals which consist in better and efficient delivery of Government information and services to the citizens, promoting productivity among public servants, encouraging participation of citizens in Government and empowering all Kenyans in line with development priorities outlined in the Economic Recovery Strategy for Wealth and Employment Creation.

Source: http://www.e-government.go.ke

More information on the project: http://www.immigration.go.ke/

KENYA

KENYA		Institution/Ministry	Department of Manufacturing, Trade Resources and Energy Innovation
		Solution/Application	FIND MY SCHOOL
		Theme	e-Government, e-Education
		Implementation Date	2011

Map of Kenya showing SOUTH SUDAN, ETHIOPIA, Lake Turkana, UGANDA, SOMALIA, Kakamega, Kisumu, Nyeri, Embu, Garissa, Lake Victoria, Nakuru, Nairobi, UNITED REPUBLIC OF TANZANIA, Mombasa, INDIAN OCEAN, 50 km

Summary

Using exam and school location data, the NGO Twaweza has developed an education application called "Find My School" that citizens can use to check relative performance of primary schools in the country. A fascinating portal provides parents with information on how individual schools in Kenya perform in national examinations. The underlying data is presented in a simplified way and visualized to be easily understood and shared.

Students in Kenya take standardized exams at the end of primary and secondary school. The results are big news in the country, but the press coverage usually focuses on just a part of the story such as which schools are top performers and how much they improved. Now starting its second year, the FIND MY SCHOOL PROJECT embedded four developers in media and civil society organizations to work toward making open data available to the public. Still in beta, this application allows users to search for schools by location, name and exam scores. If the performance of a school has been declining, it gives you a report card that you can actually walk into the next schools board meeting with and ask question relevant to schools' performance. The tool empowers parents to be actively involved in the running of the school.

Impact

Since the program launched in 2011 it has brought over 400 data sets related to issues like health, education and water into the public via an online portal. Under the auspices of Code for Kenya, fellows have helped media companies translate this data into stories and services that are relevant to all Kenyans. Further, the fellows helped these media companies open up their own data, sometimes going back decades or more.

New digital applications developed by the media and the civil society are making it easier for Kenyans to find the best schools and hospitals, as well as monitor crime trends and election campaigns. The Internet-based applications were developed and hosted by three media houses, Nation Media Group (NMG), Standard Group and Radio Africa and Twaweza, an NGO under the Code4Kenya project. The project is supported by the World Bank's Innovation Fund in partnership with the African Media Initiative and Open Institute.

More information on the project: http://www.code4kenya.org/
http://findmyschool.co.ke/
http://www.code4kenya.org/?page_id=79
http://odta.net/post/a-deeper-dive-for-open-data-josh-goldstein-on-code-4-kenya

KENYA

Institution/Ministry	Infonet, UN Millennium, African Institute for Health and Development
Solution/Application	HUDUMA
Theme	Citizens Service Delivery
Implementation Date	2012

Summary

Huduma is an interactive, multimedia tool that channels and amplifies citizens' concerns, complaints, and suggestions directly to service providers, policy makers, and budget holders. The purpose of HUDUMA is to inspire the imagination and interest of Citizens to act on their own without intermediaries by leveraging existing national, continental, and international agreements. Huduma places in the public domain, for public use, simple tools that citizens can use to monitor delivery of services by authorities while providing an effective means for feedback on performance from the citizenry.

The actions are expected to create a citizen's agency on service delivery by nurturing a more vibrant, independent and audible citizen's voice leading to greater public services that are more efficient and accountable. The initiative also creates more robust democratization processes through increased grassroots participation in demand for better service delivery. The platform is built on Ushahidi, available online to the public, and incorporates easy visualization and interactive tools for media and citizen engagement. The channels (SMS, Web, radio, TV, churches, mosques) allow citizens to report (for example lack of medicines, potholes, and lack of teachers, broken water point, and so on) to a Huduma channel, mostly an SMS number.

The tagline is "Fix my constituency". The voice of concern is then amplified to the respective authority via Web, e-mail, and SMS while simultaneously being visualized on a Web platform. The overall thematic areas are health, education, and water.

Impact

Huduma's action extends the credibility of data/evidence by involving civil society in verification of citizen's voices while engaging research institutions and academia in conducting periodic surveys and research that aggregates citizens' concerns into information for advocacy and action. Reporting and feedback are mainly managed to the Huduma channels to ensure a historic thread of the conversation until the problem is resolved or deferred.

Source: http://unsdn.org/?p=10726
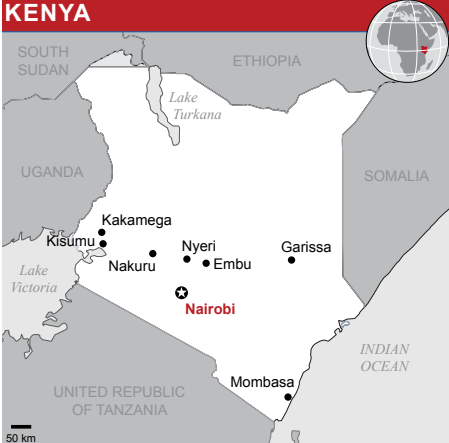
More information on the product: www.huduma.info
http://softkenya.com/huduma
http://www.humanipo.com/news/752/huduma-kenya-kenyan-governments-service-delivery-portal-unveiled/
http://www.socialwatch.org/node/16239

KENYA

KENYA	
Institution/Ministry	Ministry of Information and Communications of Kenya
Solution/Application	Kenya Open Data Initiative (KODI)
Theme	Information access/Government Portal
Implementation Date	2009

Summary

Kenya Open Data Initiative is a new concept of e-government online application aimed at making government data accessible to the people of Kenya (for example, national census data, government expenditure, parliamentary proceedings and public service locations). The data provided improves transparency by unlocking social and economic value, and building Government 2.0 in Kenya.

The website is a user-friendly platform that allows for visualisations and downloads of the data, and easy access for software developers. Indeed, tools and applications have already been built to take this data and make it more useful than it originally was. Kenya's information is a national asset and this site is about sharing it. The goal of KODI is to make core government development, demographic, statistical and expenditure data available in a useful digital format for researchers, policymakers, ICT developers and the general public.

Impact

Kenya is the first developing country to have an open government data portal, the first in sub-Saharan Africa and second on the continent after Morocco. The initiative has been widely acclaimed globally as one of the most significant steps Kenya has made to improve governance and implement the new Constitution's provisions on access to information.

As of December 2011, there are close to 395 datasets that have been uploaded to the site, with a plan currently in place to upload more data over the next years. There have been over 17,500 page views and over 2,500 dataset downloaded and embedded to various websites and portals. There are now over a hundred requests from the public for new datasets, and there is a clear demand for more data to be made available.

Source: http://www.worldbank.org

More information on the product: https://opendata.go.ke/community-apps
https://opendata.go.ke

KENYA

KENYA	
Institution/Ministry	Forum Syd, Youth Alive! Organizations
Solution/Application	Tushirikishe Jamii
Theme	e-Governance
Implementation Date	2009

Map showing Kenya with neighbouring countries SOUTH SUDAN, ETHIOPIA, UGANDA, SOMALIA, UNITED REPUBLIC OF TANZANIA; Lake Turkana, Lake Victoria, INDIAN OCEAN; cities Kakamega, Kisumu, Nakuru, Nyeri, Embu, Garissa, Nairobi, Mombasa. Scale 50 km.

Summary

The Tushirikishe Jamii project, which means Let's incorporate Citizens in Kiswahili, is supported by EC grants and has the objective of increasing the participation of low income and slum communities in constituency development funds decision-making. The project's goal is to improve governance and community influence in constituency development initiatives. It aims to increase the participation of low-incomes/slum communities in the decision making surrounding constituency development funds. In order to achieve this, mobile phones, community radio, and other ICT are used to raise awareness, increase the participation of youth in informal settlements and to engage youth in planning management and monitoring processes of community development initiatives funded by constituency devolved funds.

Various strategies are used to implement the project such as capacity building of partner organizations and communities, participatory community based education, sports and arts, awareness creation and lobbying and advocacy for good governance. Information Communication and Technology (ICT) is used in the Resource Centers and SMS (Short Message Service).

Impact

The project has increased participation of young men and women in low income communities in good governance and development. These community members have also increased their ability to claim rights and to hold government accountable. The knowledge and skills gained are also expected to lead to collective voices influencing development processes at the community levels.

Over 20,000 community members have so been targeted directly and close to 100,000 others indirectly in constituencies in Nyanza and Rift Valley provinces. Forum Syd has been working hand in hand work together with 2 other implementing partners and 30 community based CSOs in order to achieve its objective of increased youth participation in community development.

Source: http://muunganosupporttrust.wordpress.com/2011/12/10/tushirikishe-jamii-project/

More information on the product: http://www.mustkenya.or.ke/index.php/tushirikishe-jamii-project
www.forumsyd.org/templates/fs_articletypea.aspx?ID=24260
http://www.youtube.com/watch?v=TA1L5iUV50g

TANZANIA, REPUBLIC OF

UNITED REPUBLIC OF TANZANIA		
Institution/Ministry	Daraja and Twaweza organizations	
Solution/Application	Raising the Water Pressure (Maji Matone)	
Theme	e-Health, Citizens Service Delivery	
Implementation Date	2010	

Summary

Maji Matone (Raising the Water Pressure) is a program run by Daraja, a civil society organization based in southern Tanzania that updates citizens about rural water supply problems and also allows them to report breakdown in the water supply via text messages, and then forwards the information to the relevant authorities.

This NGO aims to develop tools and encourage citizens to report water point functionality in their areas. An SMS-based feedback mechanism has been developed for citizens to give feedback on the state of rural water supply. Information provided is forwarded to the relevant government authorities, thus enabling them to respond quickly and inform the media. Daraja chose to focus the Maji Matone project in rural districts because they found that there is inequity in water access between rural and urban areas.

The program aims to promote citizens' agency and increase local government accountability, and thus to deliver tangible improvements in the equity and sustainability of rural water supply. The overall goal of this initiative was to increase access to clean and safe water in rural areas of Tanzania, increase the functionality rate of public water points in rural areas, and a more equitable distribution within districts of public investments in rural water supply.
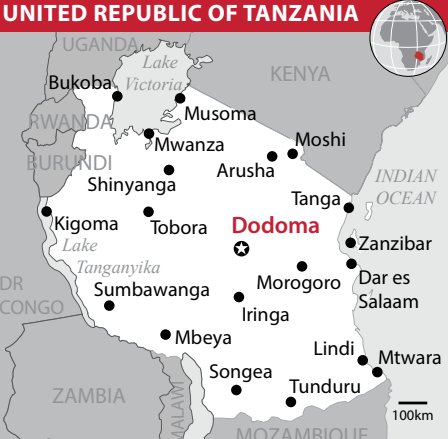
Impact

Twaweza is providing support to Daraja to (a) share information about water point functionality to the public in accessible formats, primarily through the media, and (b) enable citizens to update functionality information in real time via SMS, and (c) analyze and publicize responsiveness of government to citizen notification. Hence, the power of citizens' agency to deliver tangible improvements in rural water supply is demonstrated and recognized.

Source: www.daraja.org/our-work/rtwp

More information on the product: http://transparency.globalvoicesonline.org/project/maji-matone
http://openup12.org/wp-content/uploads/2012/10/Daraja-Maji-Matone-for-OpenUp-2012.pptx
https://mlabsworld.org/fortune/app-showcase/2011/06/maji-matone-raising-the-water-pressure-via-sms/
http://twaweza.org/uploads/files/Daraja%20Monitoring%20Report%202011.pdf

TANZANIA, REPUBLIC OF

UNITED REPUBLIC OF TANZANIA	

Institution/Ministry	Several public institutions
Solution/Application	SmartMoney
Theme	e-Finance
Implementation Date	2010

Summary

The Institute of Development Studies at the University of Nairobi estimates that 70% of Africans possess their own mobile phones (October 2013). In Africa it is much more likely that people have a mobile phone than a bank account. It is estimated that 40% Tanzanians are using their phones for electronic money transfers.

Tanzania introduced in 2010 a mobile money transfer service called SmartMoney following the Kenyan M-Pesa system. Compared to M-Pesa, the SmartMoney solution is more focused on rural communities and main beneficiary groups who are farmers or shop keepers. Most of the population in Africa is rural and thus agricultural companies are providing income to a very large number of rural people.

For example, agricultural companies purchase electronic money, which is then transferred to these companies, which in turn, transfer the money to buying agents. The buyer can then buy crops or other products by transferring money to a farmer. The famers can either cash out his money at a SmartMoney agent or use the stored amount for future purchases. Since most rural people cannot afford to use such a service, it is offered for free to farmers.

Impact

The traditional existing mobile money services are not affordable to rural people; and with this system socially underprivileged people can benefit from the electronic money transfer. Main advantages are that users of Smart-Money are not falling victims of theft of cash money and there is less violence to farmers, workers, and other beneficiaries. Cash handling costs can be reduced since transportation costs for cash money can be economized and there is less expenditure for security systems. All money transactions are recorded electronically which results in increased transparency. This service allows rural people to have an increased access to financial loans and other financial services. The SmartMoney system has been also introduced in Uganda.

UGANDA

UGANDA	
Institution/Ministry	Grameen Foundation, MTN Uganda, Google
Solution/Application	AppLab's Health Tips Application
Theme	Information Access, E-health
Implementation Date	2009

Summary

AppLab Uganda introduced in 2009 a mobile health service application which provides information tips on health care. The application answers in particular questions pertaining to non-communicable diseases, HIV/AIDS, family planning methods, pregnancy, delivery or early infancy. In order to receive information tips, the user can send a text a question to the number 6001. The application will then, in return, send back an answer. Text queries for the health application are for free. The service also offers a Clinic Finder tool, which allows users to locate the nearest hospital, including opening hours and services provided.

The content of the health text messages is made available by the Marie Stops Foundation Uganda, which is a leader in Sexual and Reproductive Health. The main objective of this initiative is to make information available in a timely, accurate and actionable manner. Uganda's population has a strong tie to traditional myths and beliefs, therefore this initiative should comfort the people to make informed decisions.

Impact
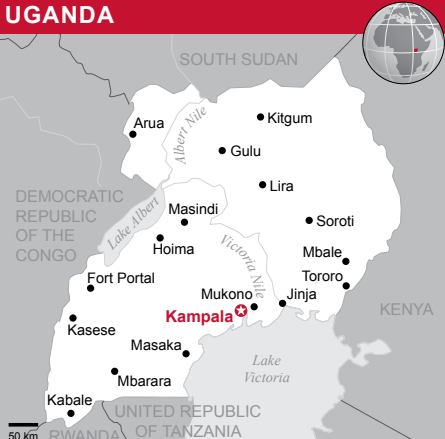
This service enables people living in rural areas to receive information in areas of high interest. Health services are often not affordable to the average population, therefore many people can benefit of this application. The clinic directory helps people to find the closest clinic in operation, which allows to save time and travel costs.

Findings of a pilot study observing the first 18 months show that the number 6001 has received more than 4 million queries by more than 250.000 unique phone numbers. Results of the study also indicate that people have accepted this service and were interested in gaining more knowledge about health issues.

The originators of this application won the "Best Use of Mobile for Social and Economic Development" at the 2010 GSM Mobile World Congress.

Source: http://ictcasestudies.wordpress.com/2012/10/20/mobile-phones-in-health-care-in-uganda-the-applab-study
http://pctechmag.com/2010/06/mobile-phones-in-health-care-in-sub-saharan-africa-the-case-of-applab-uganda
http://healthmarketinnovations.org/program/applab-application-laboratory
http://www.mobileworldlive.com/gsma-announces-winners-of-the-15th-annual-global-mobile-awards-1
http://grameenfoundation.wordpress.com/2011/02/08/applab%E2%80%99s-initial-social-impact-measurement-efforts-pay-off

UGANDA

UGANDA		
Institution/Ministry	Grameen Foundation	
Solution/Application	Community Knowledge Worker (CKW) Initiative	
Theme	Information Access, E-agriculture	
Implementation Date	2009	

Summary

The Community Knowledge Worker (CKW) initiative was founded in 2009 by the Grameen Foundation and aims to offer farming services. Reliable members of the community are trained as CKWs in order to circulate and gather agriculture-related information using high capability mobile phones and modern mobile applications. Services provided by a CKW to the community can comprise agricultural advice, weather forecasts, market prices, information about suppliers and detailed information on farming practices.

The agricultural information and advices are provided for free to rural farmers who live with less than $2 a day. The farmer gets in touch with the nearest CKW who sends a query to the database using his mobile phone. The agricultural information in the database (containing 35.000 tips on 35 crops) comes from agriculture research organizations and experts in the field.

Impact

The initiative supports farmers to receive basic information in the areas of agricultural production and animal husbandry in real-time. The initiative results in better crop yields and increased income for farmers. According to Grameen Foundation, there are 700 CKW working in 15 districts. 400.000 pieces of information have been provided to the farmers and 190,000 famers receive information.

As farmers can also receive information on market prices, they have a better position in bargaining their selling price with the middlemen. The performance of CKW and requests of farmers can be tracked. This information provides authorities with early warning about potential disease outbreaks, and permits to design strategies for increased farming productivity.

Source: http://www.grameenfoundation.org/what-we-do/agriculture/community-knowledge-worker
         http://www.grameenfoundation.applab.org/AppLab-Ag.html
         http://www.globalgiving.org/projects/ckw
         http://www.google.co.uk/intl/en/earth/outreach/stories/grameen.html

Weblink: www.ckw.applab.org

UGANDA

Institution/Ministry	Uganda Bureau of Statistics, UNICEF, GEOIS Working Group, OCHA
Solution/Application	DevTrac
Theme	e-Participation, Information Access, Information Sharing
Implementation Date	2011

Summary

DevTrac is a Ugandan initiative led by a consortium of government and donor agencies: including the GEOIS Working group, OCHA, Uganda Bureau of Statistics and UNICEF to visualize and monitor the status of national services (schools, health centres, water points, etc) and development projects.

Traditional data collection methods often struggle to capture timely, reliable data and display and disseminate it in meaningful ways. Data is seldom shared between organizations, and rarely made public. Even worse, community workers on the frontlines and beneficiaries rarely receive feedback or even have access to this critical information. Through a combination of innovative data collection mechanisms, such as turning mobile phones into community reporting and information management tools, and efforts to improve connectivity to marginalized populations through locally appropriate hardware such as rugged computers and digital doorways, DevTrac will merge traditional and real time data, while providing viewers the opportunity to simultaneously observe, in for themselves and contribute to this knowledge base.

Impact

The government and NGOs will be able to better share information and prioritize interventions, district and national level officials will be able to immediately follow up on issues such as stock outs, and communities can use the tool for advocacy and accountability.
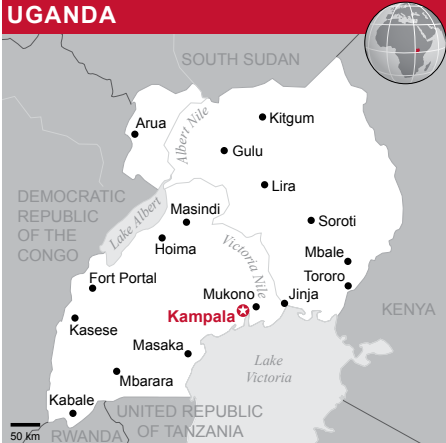
Functionality of DevTrac by merging several layers of information and data has provided the following impacts: (i) a backdrop of basic socioeconomic/demographic data; (ii) key infrastructure points (health facilities, primary schools, water points, etc); (iii) status of key infrastructure data points with real time data (functioning / non-functioning water points); (iv) monitoring reports from communities, local governments, NGO and UN staff; (v) strengthen citizen-led service delivery monitoring; and (vi) support community awareness and demand for basic entitlements. UNICEF Uganda staff have filed over 2,800 reports since DevTrac went live (2012 data), and efforts to bring additional development partners on to the system are underway. In future, and on a global scale, DevTrac could function as a dashboard for worldwide programmes such as the Scaling Up Nutrition (SUN) movement.

Weblink: http://www.devtrac.ug/node/47
http://www.studiohb.nl/specialprojects/DevTrac

More information on the project: http://www.slideshare.net/tsaexpo/ureportdevtrac
http://www.mountbatten.net/it/clients/unicefuganda.html
http://www.africaontherise.com/innovationsinuganda/
http://domainsigma.com/whois/devtrac.net

More information on the product: http://www.devtrac.ug/

UGANDA

UGANDA		
	Institution/Ministry	Twaweza, SNV (Stichting Nederlandse Vrijwilligers) or Foundation of Netherlands Volunteers
	Solution/Application	CU@School
	Theme	e-Education, Citizens Service Delivery
	Implementation Date	2010

Summary

The CU@School is a pilot project by SNV Netherlands Development Organization in Uganda in collaboration with Twaweza and Makerere University Department for Computer and Information Technology. CU@School uses mobile phones to monitor teacher and pupil attendance and absenteeism in 100 primary schools on a weekly basis by using an SMS-based information system.

Each Friday the head teachers type in attendance figures of boys and girls and of male and female teachers, using a simple pre-loaded form on their mobile phone. At the moment the form is sent, the numbers are automatically entered in a digital database, replacing any paper forms and separate manual data entry. The data is visualized (graphs, tables, geographical maps) real-time on the computers of district officials for their action and reference. To engage school communities, information is also sent to the public domain in the form of a (limited) number of 4-page newspapers and local radio shows. These will not only inform people about the situation in their school, but also provide inspiring examples of actions others have taken themselves to improve their school, or how they engaged with their school management and local leaders. Targeted SMS messages will be sent out as soon the technology allows.

Impact

The first results of this initiative are hopeful. More importantly, informing citizens on their situation and providing them with knowledge and inspiration to take action themselves make the difference. Using mobile phones is an inexpensive means to support such process that can be used in any sector.

The information makes the dynamics around teacher absenteeism transparent and inform district and sub-district government officials for their appropriate short-, medium-, and long-term action, as well as at non-state at (sub) district levels.

Source: www.twaweza.org

More information on the project: www.snvworld.org

ZAMBIA

ZAMBIA	
Institution/Ministry	Agriculture
Solution/Application	MRI Agro
Theme	E-Governance/E-commerce/m-agriculture
Implementation Date	2011

Summary

MRI Agro application system is based on an electronic voucher or card that is provided to farmers after they prepay for the product. Each prepaid card has a unique scratch-off code number that is registered at point of purchase by the input retailer by submitting an SMS together with the farmer's national identification and cell phone numbers. The network then sends an SMS to the farmer validating the product purchased and projected date of delivery. When the seed is available, an SMS is sent to the farmer to notify them of the date and retailer location for pickup. Upon presentation of their corresponding identification to the retailer, the products are released to the farmer.

The platform and network for prepaid vouchers was developed, and is currently maintained, by a private third party IT solutions provider-Zoona. All of the relevant actors (i.e., seed company, farmer, and input retailer) must establish an account with Zoona which enables them to track, administer, and manage their prepaid vouchers via the network. Input supply companies using Zoona are provided with 'real-time' reports on the prepaid products sold.

MRI Agro is uses prepaid vouchers as a means to promote and market their products. Farmers purchase the vouchers to ensure access to inputs when they need them and to benefit from discounts. Increased sales and improved efficiency and planning are the primary incentives for MRI Agro's use of prepaid vouchers. MRI Agro is now exploring the use of prepaid vouchers for other seed crops as well, including soybean where supply and demand is more volatile

Impact

In Zambia, many farmers receive payment for their cash crops in June/July but few think about pre-ordering inputs for the upcoming maize season at that time. Therefore, seed demand is high just before planting (September-October) but availability of seed (especially high-yielding hybrid varieties) is often limited due to inefficient procurement planning and insufficient seed stocks. As an incentive to encourage farmers to prepay for seed and other inputs earlier in the year, MRI Agro offers a10% discount to customers using prepaid vouchers. While the program's impact has not yet been determined, high farmer participation in the pilot suggests the continuation of the program will show a positive impact. MRI is now able to plan their procurement better and make logistical arrangements accordingly. Prepaid vouchers could also be used by companies engaged in outgrowing to facilitate access to inputs for their contract farmers.

Source: http://www.zoona.co.za/home/WhatWeDo/

More information on the project: https://communities.usaidallnet.gov/ictforag/node/381

Contacts:
Judy Payne, ICT Advisor, USAID's manager for the mFarmer Initiative

Email:
(jpayne@usaid.gov).

Mission Contact:
USAID/Zambia
Subdivision 694/Stand 100, Ibex Hill Road
PO Box 32481
Lusaka
Zambia

Phone:
+260 211 357 000

Fax:
+260 211 357 041

Email:
infozambia@usaid.gov

CAMEROON

CAMEROON		
Institution/Ministry		
Solution/Application	egov Cameroon	
Theme	e-participation	
Implementation Date	February 2010 until July 2011	

Map showing Cameroon with labeled cities: Maroua, Garoua, Ngaoundéré, Bamenda, Bafoussam, Buea, Douala, Bertoua, Yaoundé, Ebolowa. Neighboring regions labeled: NIGERIA, CHAD, CENTRAL AFRICAN REPUBLIC, EQUATORIAL GUINEA, GABON, Bight of Biafra. Scale: 100km.

Summary

National Agency for Information and Communication Technologies (NAICT), through its website, provides the gateway to Information and Communication Technologies (ICTs) in Cameroon and relevant information on all aspects of ICT activities, as well as attempts made by the Government to facilitate and accelerate the development, deployment, and exploitation of ICTs to support the social and economic development of the nation.

UNU-IIST, in collaboration with the National Agency for Information and Communication Technology (NAICT) has executed a framework in Cameroon known as the (EGOV.CM). The aim of this project which lasted for 6 months was on Electronic governance which involved the use of information and communication technology to transform how government organizations work, and their relationships with citizens, businesses, and other government branches.

There was need for increasing the capacity of governments, their agencies, and partners to meet socio-economic needs, electronic governance can greatly benefit developing and transition countries. In order to address such challenges, UNU-IIST developed a framework called EGOV. to guide a systematic development of electronic governance for a given public administration. The framework leads through a systematic process from stakeholder analysis and readiness assessment, strategy and program development, to human, organizational and institutional capacity-building.

Impact

The project has gone a long way to enhance the competence of local institutions and their partners for developing electronic governance strategies and programs. It has contributed to the required institutional frameworks and implementation capacity for executing and sustaining the developed programs. This experience has been analyzed and made available in the form of policy guidelines to other governments and international organizations to guide electronic governance strategy and programming.

Source: http://www.vie.unu.edu/project/read/priority-africa/development-electronic-governance-in-cameroon-egov-cm

Weblink: http://www.antic.cm/en
            www.ist-africa.org

Contact:
Njei Check
E-mail: njei.check@antic.cm

EGYPT

EGYPT	
Institution/Ministry	Egyptian Information Centre
Solution/Application	ICT Indicators Portal
Theme	Citizens Service Delivery, Information access/sharing
Implementation Date	2008

Summary

The Egyptian ICT sector suffered from a lack of cohesive and reliable data that truly reflected the state of ICT usage in the country. Indicators suffered inconsistency when published by the Ministry or by its affiliates and there was a problem of unavailability of indicators for measuring the characteristics of using ICT within the households, businesses, government, education and health sectors; which represented a big obstacle for policy makers. Even when indicators and data were available, they were not easily accessible as they were scattered around different departments.

Hence, from 2008 to 2012, the Egyptian Information Centre sought the establishment of a single portal that would offer reliable and accurate data and ICT indices for use by the public, the government, and local, regional, and international organizations. The Information Center within the Ministry of Communications and Information Technology proposed the solution and cooperated with Microsoft to bring success to the project through a Public Private Partnership (PPP). The National Statistical Agency (CAPMAS) also contributed data to the project, as well as the Information Technology Industry Development Agency (ITIDA) and the National ICT regulator (NTRA).

The portal measures ICT usage in different fields: Households, Businesses, Government, Education, Health, IT Clubs and internet cafes; on a monthly, quarterly, and annual basis. It also allows display of indicators by multiple categories and sub-categories both graphically and in tabular forms. Furthermore, the portal is very user-friendly and benefits policy makers, researchers, academia, the media, investors, businessmen and international organizations alike.

Impacts

The project has had a big impact on policy makers because it provided them with necessary tools to draft strategies for ICT development in the country. For example the Ministry of Communications and Information Technology established the "PC for Every Home" initiative, reduced the broadband prices, allowing the broadband subscription rate to surpass 200%, and set new strategies to expand IT Clubs in Egypt in terms of their role and capacity; all based on information and data provided by the ICT Indicators Portal.

Source: http://www.egyptictindicators.gov.eg

More information on the product:
 http://unctad.org/en/Docs/dtlstict2011d6_en.pdf
http://www.amcham.org.eg/resources_publications/publications/business_
monthly/issue.asp?sec=5&im=1&iy=2012

Contact:
Nagwa Elshinawy
Information Center Director
Postal Code: 12577
Giza, Egypt
Telephone/ Fax:
+20235341615/+20235371222
E-mail: nagwash@mcit.gov.eg

MOROCCO

MOROCCO		
	Institution/Ministry	Collective Retirement Allowance System (RCAR)
	Solution/Application	0-Paper
	Theme	Citizens Service Delivery
	Implementation Date	2007

Summary

Before the implementation of the 0-Paper initiative, RCAR faced a difficulty in manually managing the large volume of files due to the increasing number of its clients. In addition to long delays and high costs associated with manual management, processing of paper records presented a safety issue, since archived documents could be lost and operations and transactions were non-traceable.

Thus, this situation led the RCAR to set overall objectives in order to maintain its leadership in the area of welfare, while improving its financial performance and optimizing its management resources.

The 0-Paper initiative aimed at eliminating paper-based work in the RCAR and digitizing all documents. All incoming mail was first sorted and then scanned using Optical Recognition Software. The documents were then stored in the database and given a tracking number for easy reference. As such, a single point of entry for all business documents (registration application, claim, demands, pension claims, etc.) was established with increased processing speed, transparency, and efficiency.

Impact

Upon completion of this project, indicators showed that 90% of services became digital, customer satisfaction with the services provided by the RCAR rose to 82%, and 90% of claims presented to the RCAR were processed within 5 working days.

The full automation of the RCAR's services allowed it to generate an accurate evaluation report to monitor and enhance its performance, focus on a customer-centric service delivery, and increase transparency and security.

MOROCCO

MOROCCO		
Institution/Ministry	General Treasury of the Kingdom
Solution/Application	Platform for e-Procurement
Theme	e-Procurement
Implementation Date	2007-2012

Summary

The process of government procurement in Morocco presented many challenges. At first, companies struggled to identify business opportunities since their only source of information was national newspapers. Information on public procurement was non-exhaustive, unstructured, or not updated. Second, the tools related to the management of public procurement were not suitable to the size of the public procurement needs, valued at approximately 200 billion dirhams in 2010 (about 23.5 billion U.S. dollars). These tools were manual, slow, and very bureaucratic. Third, the system of public procurement presented risks of corruption and illegal practices due to the predominance of personal contact between entrepreneurs and public purchasers.

To remedy this situation, the General Treasury of the Kingdom in its customer-oriented approach implemented a dematerialization initiative, which is a set of free online services dedicated to all Internet users, and mainly to two categories of users: the companies bidding for public procurement (about 30,000 businesses), and public purchasers (about 4,000 contractors).

This initiative allowed government and businesses faster procurement transactions and biddings, by consolidating all offers and demands in a one-stop-shop portal, offering online transactions that are both fast and secure, and created a transparent and efficient channel for procurement.

Impact

Two key figures show the success of this initiative with an average of 200,000 visitors and 6,000,000 page views per month. In terms of impact, the platform of public procurement has reduced the costs of business opportunities for the companies valued at approximately Dhs 25,000 annually per company (about $ 3,000 U.S.), translated into a direct gain of about Dhs 750 million (about 88 million U.S. dollars). Every company is now informed real-time about business opportunities that meet their interests, resulting in a large number of bidders and greater competitiveness; and the General Treasury of the Kingdom can now perform a better quality control and management, and share best practices of contractors.

Source: https://www.tgr.gov.ma/wps/portal

More information on the project:
http://unpan1.un.org/intradoc/groups/public/documents/unpan/unpan022663.pdf
https://www.marchespublics.gov.ma/pmmp/?lang=fr
http://www.oecd.org/countries/morocco/44172038.pdf

Contact:
Aziz Bouazzaoui
Director of Support and
Resource Management
Rabat, Morocco
Telephone/ Fax: +05
37578201
E-mail: aziz.bouazzaoui@tgr.
gov.ma

TUNISIA

Institution/Ministry	Ministry of Interior
Solution/Application	Civil Registry Portal
Theme	Citizens Service Delivery
Implementation Date	2008

Summary

Before the implementation of this initiative by the Tunisian Ministry of Interior, any fact related to civil status such as birth, death, marriage, etc. was manually entered into the Civil Status Registry of the municipality of origin of the person. Also, any extraction of a civil status form was also done manually and was a long process that required traveling for distances and incurring high costs for simple administrative services.

The Ministry of Interior introduced the Civil Registry Portal to all municipalities, adoption a uniform informational system and linking different networks together to enhance data transmission between the various locations; as such, it provided a central database of civil status for all Tunisian nationals as well as foreigners who have fee civil status in Tunisia (birth - marriage - and death).

This portal made it possible to improve the quality of services provided to citizens and shortened the time needed to deliver them. In Addition to security feature that safeguard personal documents and records, the new digital portal allowed retained information to be accurately used for statistical purposes.

Impact

Not only did this portal offer citizens a better service delivery, with a reduction in cost, processing time, and traveling, but it also allowed policy makers the necessary tools to make informed decisions based on census and statistics collected from the Civil Registry Portal (demographics, gender data, age groups, etc)

Consequently, instead of having sensitive and private information lying around in manual books on desks, the system has now secured this information and only users with valid credentials can access them.

Source: http://www.cni.nat.tn/AR/SCRIPT/madania_ar.asp

More information on the project:
http://www.pm.gov.tn/pm/article/article.php?id=26&lang=ar
http://www.mptic.dz/fr/IMG/pdf/DCA.pdf

Contact:
Hasan Selim
Director General
Tunis, Tunisia
Telephone/ Fax:+216 71 353 459
E-mail: uomt@email.ati.tn

TUNISIA

TUNISIA		Institution/Ministry	The National Social Security Fund (NSSF)
		Solution/Application	e-Declaration of Salaries and e-Payment of Benefits
		Theme	Citizens Service Delivery, e-Taxation
		Implementation Date	2009

Summary

Before the implementation of this initiative by the NSSF, the traditional system would require each employer to manually fill out forms published by the NSSF (lists of insured persons) and report to one of its the 45 regional offices to deposit their wages declaration forms and pay the required social security contributions. However, many employers preferred to wait until the deadline before completing these steps, which usually caused considerable congestion at the counters and long queues during the period of payment of contributions. Similarly, the manual processing was the subject of regular debate; the insured employees wanted to make sure they are getting their full benefits, and employers wanted to make sure they are being charged the correct amount.

To fix this outdated procedure and improve the delivery of services to the citizens, the NSSF aimed to improve and modernize its communication with its partners, in particular employers and self-employed individuals, by making available online all declarations related to social security benefits. Instead of providing declarations manually, signed and stamped by the company, customers now have access to forms in digital format and electronically signed papers; greatly decreasing the time and effort needed to declare salaries and pay employees' benefits to the NSSF.

The initiative was also adapted to suit the existing electronic payment methods in the country, and study their adaptability and their compliance with the system, especially that the amount of the transactions is often large. The system was also secured and fitted with digital certificates to ensure transparency and security of information shared.

Impact

This e-service implemented by the NSSF allowed the procedures of reporting wages and payment of contributions to become more streamlined and simplified. It reduced the time needed to complete the processes required, allowed for better management of the declarations and payments in a secure environment, and improved the quality of services provided to customers while reducing processing costs and safeguarding the rights of insured persons.

The employer is no longer required to go the offices of the NSSF and wait in long queues to file his statements. This process can now be done online in his office in 2 minutes The beneficiaries of this system are 120,000 employers and 400,000 self-employed workers who are customers of the NSSF.

Source: http://www.e-cnss.nat.tn/tdspc/

More information on the project:
http://ccitunis-academy.com/web/employeur/articles-tele-services/-/asset_publisher/J6cy/content/adherer-tdspc
http://www.certification.tn/fr/content/e-cnss-le-systeme-de-teledeclaration-des-salaires-et-telepaiement-des-cotisations

Contact:
Hedi Bouker
Director of ICT
Tunis, Tunisia
Telephone/ Fax: +216 71 336 671
E-mail:
 hedi.bouker@cnss.nat.tn

TUNISIA

TUNISIA		
Institution/Ministry	General Directorate for Student Affairs	
Solution/Application	e-Orientation	
Theme	e-Education	
Implementation Date	2007	

Summary

The major issue of concern for the Ministry of Higher Education, Scientific Research and Technology in Tunisia was to manage an overwhelming flow of new graduates, especially during the months of July and August. Previously, the ministry would send an academic counselor to schools to meet with all baccalaureate candidates (around 150,000 per year) and provide them with a comprehensive overview of the education opportunities at colleges to choose from depending on their motivations and interests.

Immediately after the announcement of final results of the baccalaureate by the Ministry of Education and Training, the Ministry of Higher Education would collect this data in order to make the necessary calculations and rankings and edit choice sheets for admissions to degrees.

The twenty four regional educational directorates of Tunisia would then retrieve these cards and give them to candidates. Once the candidates have approved their placements, the process of transferring data from paper format to a processing server begins, with the support a hundred agents specially recruited for the task.

Students who are not satisfied with their academic placement must submit applications for reorientation and eventually return to learn the results of their request and retrieve the written reorientation decision, which was necessary for the admissions process.

The new e-Orientation portal provided students with choices regarding entry programs, declaration of results, application for re-orientation and the results of the re-orientation applications. The initiative also helped familiarize the young Tunisian students and their families with the implementation of new technologies of information and communication to education and the way we can benefit from such technologies with the least possible cost. The system also eliminated human errors in the application process which was a big source of inconvenience for both students and administrators alike.

Impact

This new program has provided stakeholders with a streamlined process that reduced the time needed for applications and enabled graduates to correct any mistakes in their applications themselves and remotely through a login and password provided to them through personal identification data (number of national identity card, date and place of birth, full name). The results were also published online instantly and students had the advantage of initiating their admission process right away, also online.

Source: www.unpan.org

More information on the project:
www.tunisiait.com/article.php?article=5358
http://www.gnet.tn/revue-de-presse-nationale/tunisie-le-guide-dorientation-universitaire-de-2011-en-ligne/id-menu-958.html
http://www.tunisienumerique.com/le-guide-de-lorientation-universitaire-disponible-en-ligne-a-partir-daujourdhui/49266

Contact:
Mohamed Mejatty
General Director of Student Affairs
Tunis, Tunisia
Telephone/ Fax: +216 71 784 054
E-mail:
mohamedmejatty@yahoo.fr

TUNISIA

TUNISIA	

Institution/Ministry	Tunisia Post
Solution/Application	M@ilPost
Theme	Citizens Service Delivery
Implementation Date	2009

Map labels: Mediterranean Sea, ITALY, Tunis, Tastur, Tabursuq, Susah, Tabulbah, MALTA, Sidi Bu Zayd, Sfax, Gabès, Médenine, ALGERIA, LIBYA, 50 km

Summary

With the old postal system in Tunisia, receiving important mail was not always a secure and fast process. Sometimes mail would get lost, delivered to the wrong address, or returned to the sender; which often created a problem for the recipient, especially if the mail was an important administrative or financial notice on which action should be taken.

To keep up with the development of a digital society and telecommunications worldwide, Tunisia Post implemented the M@ilPost program within the scope of the promotion of e-government services and electronic transactions, through the adoption of digital means of exchanges of letters and documents in a reliable and secure manner; accompanied by features such as e-payment, electronic signature, and e-certification. This initiative gave every citizen the opportunity to have a secure digital P.O. Box, connected to their physical address, allowing them to exchange e-mail and receive administrative documents, invoices, mail, correspondences from social funds and schools, etc. In addition, this service also offers the opportunity to be notified via SMS and/or email when mail is received in the Digital Mail Box.

Impact

M@ilPost provides a platform for launching further innovative electronic postal services in a secure environment. It creates a reliable and standardized environment for new services such as electronic postmark, archiving of electronic documents, and allows the expansion of many other electronic services already developed, such as "Fatouranet ", hybrid mail, web telegram, CCPNet, and others. The initiative strengthened the role of The Poste as a trusted third party in the field of trade and electronic certification, ensured the security, authenticity and reliability of electronic transactions, and helped develop e-commerce and online services through access to innovative services with high added value using multi-channel communications.

Source: http://www.mailpost.tn/portail/fr/index.html

More information on the project:
http://www.businessnews.com.tn/details_article.php?temp=1&t=522&a=19298
http://www.turess.com/fr/infotunisie/344

Contact:
Abdelkrim Bouzid
Director of Development and Technology
Tunis, Tunisia
Telephone/ Fax: +216 71839112
E-mail:
 abdelkrim.bouzid@poste.tn

TUNISIA

TUNISIA		Institution/Ministry	Office of Maritime Commerce and Ports
		Solution/Application	One-Stop-Shop for Import/Export Operations
		Theme	e-Commerce, e-Customs
		Implementation Date	2009

Summary

The import and export operations from ports in Tunisia were full of complex and lengthy procedures. Inefficiencies and bureaucratic red tape often meant that there was a lack of standardized operations, and redundant work was common. Goods often had to be delayed for long periods of time at the port, especially during peak hours. All these problems that negatively affected the movement of goods and products in and out of Tunisia were fueled by a lack of communication and integration between the operating systems of different stakeholders, such as the government, businesses, and economic operators.

Hence, the Office of Maritime Commerce and Ports introduced a One-Stop-Shop portal to simplify all the procedures related to import/export processes and standardize documents and e-mails exchanges to streamline the operation. The Office upgraded and integrated different information systems of public and private stakeholders, implemented electronic commerce and paperless procedures, and made sure all formalities were completed before the actual arrival of the ship and cargo.

Impact

This portal had a direct impact on the flow of merchandise at Tunisian ports by shortening the time of transit of goods through the port to three days, and by harmonizing and integrating the different operating systems of stakeholders. The quality of services provided to shippers was improved through fluid operations and transparency.

By allowing shippers to complete all necessary paperwork online, the process became faster and goods were no longer left at docks for a long time. All this contributed to a better organization and management of spaces and port infrastructure; and investments were optimized accordingly. The cost of transit of goods was reduced, which in turn resulted in improved competitiveness of the final product.

Source: http://www.ommp.nat.tn/index2.php?langue=en

More information on the project:
http://www.itstunisie.tn/index.php?option=com_content&task=view&id=276&Itemid=185

Contact:
ADEL MHAMDI
Director – Chief of LIASSE
Transport Project
Tunis, Tunisia
Telephone/ Fax: +216 71735300
E-mail: ommp@ommp.nat.tn

SOUTH AFRICA

SOUTH AFRICA		
Institution/Ministry	Transportation
Solution/Application	Mobenzi Researcher
Theme	E-Governance/E-commerce
Implementation Date	2009

Summary

Mobenzi Intelligence is a software service that empowers people to be rewarded for completing simple tasks on their mobile phones. These tasks involve certain types of problems that are difficult for a computer to solve without assistance from a real person – even someone without expert knowledge of the problem.

Mobenzi provides technology and professional services to organisations involved in research, data collection, logistics and community service delivery. A pilot project was implemented in 2009 we partnering with the Business Trust, through their Shared Growth Challenge Fund to extend the Mobenzi Researcher platform to cater for the completion of human intelligence tasks and to pilot the service with low income people in South Africa's urban poverty nodes.

Impact

Mobenzi platforms have been successfully applied in a broad range of industries including healthcare, agriculture, education, environment, financial services, and retail. Mobenzi solutions are now used in over 30 countries, by many of the world's leading universities, development agencies, donors, and private & public sector entities. Mobenzi's entire creation was born out of finding a solution to address unemployment.

More information on the product:

http://www.mobenzi.com/intelligence/index.php/blog/
http://www.clyral.com/web/pages/services
http://www.rohland.co.za/index.php/2012/05/02/introducing-fogshot-fogbugz-plugin-for-greenshot/

Contacts:
Durban – Head Office
Block A
Torino Court
4 Crooked Lane
Hillcrest 3650
KwaZulu-Natal South Africa

Phone:
+27317653679
Fax:
+27 86 688 3333
Email:
support@mobenzi.com

SOUTH AFRICA

SOUTH AFRICA	
Institution/Ministry	Developed by Rhodes University
Solution/Application	Mobisam
Theme	E-Democracy, Social Accountability, Monitoring
Implementation Date	2013

Summary

Mobisam is a Mobile Social Accountability and Monitoring platform used to increase meaningful citizen participation in local government. MobiSAM allows people to report service delivery problems directly using their phones or computers. Its platform provides mechanisms to support some levels of dialogue, but sometimes you need more space than just a response to a question or an SMS," "The project therefore includes working with media houses and providing training on how to monitor service delivery at local government level.

MobiSAM also facilitates the collection of important data which "can be used for two important tasks by different groups of people: Makana can use it to help them with planning activities such as budgets for future work and citizens can use the information to support evidence based engagement with the municipality.

Impact

This initiative has created a platform to support dialogue between citizens and their municipality by supporting constructive engagement with local government. The technology allows residents to report service delivery problems directly to the Municipality and receive responses via SMS or email. The project goes even further than this by exploring other avenues in improving citizen/government dialogue.

Weblink: http://www.ru.ac.za/latestnews/name,93686,en.html

More information on the product: http://rjr.ru.ac.za/rjrpdf/rjr_no32/Democracy_through_Mobile_Monitoring.pdf
http://lgict.org.za/sites/lgict.org.za/files/documents/2013/hannah_thinyane_-_mobility_research_group_-_using_technology_for_participation_-_16_july_2013.pdf
http://mobility.coe.ru.ac.za/projects
http://www.grocotts.co.za/content/mobisam-takes-stage-22-08-2013
http://www.grocotts.co.za/content/must-online-mobisam-here-help-05-09-2013

Application/solution's website: http://www.mobisam.net/

GHANA

GHANA		
Institution/Ministry	Ghana Ministry of Health (GHS)	
Solution/Application	Mobile Technology for Community Health in Ghana (MOTECH Ghana)	
Theme	e-Health	
Implementation Date	2000	

Map of Ghana showing Burkina Faso, Côte D'Ivoire, Benin, Togo, Lake Volta, Gulf of Guinea, and cities including Bolgatanga, Wa, Tamale, Sunyani, Kumasi, Koforidua, Ho, Accra, Cape Coast, Sekondi-Takoradi.

Summary

MoTeCH is part of the Ghana Health Service delivery for maternal health and explores the potential for health service of information technology. It has two main complementary applications: A Mobile-Midwife Application and a Nurse Application. Mobile-Midwife targets pregnant clients with educational and actionable messages who are tailored to their pregnancy stages. Couples can both access MoTeCH messages via SMS (text) or voice in the local dialect or English. Clients decide the time of day and frequency at which messages are delivered.

A national scaling up of a community-driven approach to health care services was launched by the Ghana Ministry of Health (GHS) in 2000 to reduce maternal and childhood mortality. Known as "CHPS" for the Community-based Health Planning and Services Initiative, the program relocates nurses from clinics to communities and mobilizes evidence-based strategies such as volunteerism and social support to enhance work processes and improve health outcomes. The objective is to develop mobile-phone-based ealth IT and test the proposition that improved health information improves health outcomes.

Impact

Mobile technology for community health (MOTECH) project uses mobile phones to improve maternal and child health in rural Ghana. MOTECHS Mobile-Midwife application delivers vital health information to women in local language voice messages delivered on the mobile phone that are timed to the pregnancy. With over 30,000 women already benefitting, the messages continue through the first year of life and reinforce child positive care practices and vaccination schedules.

The evaluation research has been conducted in collaboration with the Navrongo Health Research Centre assessing changes in health seeking behavior and coverage of essential maternal and child health indicators The innovative mobile technology solution uses voice messaging as well as a Client Data Application for data and analytics. The Client Data Application enables rural health facility nurses to upload client data using "mforms" on their mobile phones.

Source: http://www.wsis-award.org/

More information In the product: http://ghsmotech.org/

NIGERIA

NIGERIA	
Institution/Ministry	Stakeholder Democracy Network (SDN)
Solution/Application	Niger Delta Watch
Theme	e-Security
Implementation Date	2009

Summary

The Niger Delta Watch project enables individuals and organizations in the Niger Delta region to report incidents using SMS messages, which are then verified and displayed on an interactive map on the Niger Delta Watch Website. An accompanied Android application, which sends users a GPS location in the same SMS that contains the report, has also been developed. The Web application reorganizes and stores these coordinates, thus providing accurate location information along with the reports. The interactive map on the website is enriched with the additional overlays that contain data from external source.

The role of Niger Delta Watch is to facilitate the distribution of information from and to those living and working in the Niger delta. This information can then be used to further the aims of communities and organizations working towards a stronger Civil Society. There are many ways in which this information can be used including:

- Monitoring local government projects and holding them to account
- Monitoring the activity of military actors in the region
- Highlighting positive changes in the Niger delta
- Showing the world the positive aspects of the Niger Delta and its culture
- Exposing oil spills and gas flares
- Exposing human rights abuses by authorities

Impact

All kinds of reports about life in Niger Delta are being submitted to Niger Delta. Current categories for reports include: (i) peace building initiatives; (ii) cultural events; (iii) community empowerment (iv)oil spills (v) gas flares (vi) infrastructure projects; (vii) displacements and human rights abuses.

Source: www.nigerdeltawatch.org

More information on the product: https://www.facebook.com/pages/Niger-Delta-Watch/196214347067269

NIGERIA

NIGERIA		
Institution/Ministry	UNICEF
Solution/Application	Rapid SMS for Tracking Malaria Prevention Program
Theme	e-Health
Implementation Date	2009

Summary

RapidSMS was piloted in the first phase of the 70 million Long Lasting Insecticidal-treated Nets (LLINs) distribution campaign of the National Malaria Control Program in Kano and Anambra states in 2009. It aimed to capture data of commodities from the state stores to the Local Government Area (LGA) and distribution points using logisticians in 21 selected LGAs and 4 pilot LGAs for mobilization and distribution of nets. In Borno State, RapidSMS was introduced minimally in June 2009, during the Immunization Plus Days (IPD) of the polio eradication initiative of the National Primary Healthcare Development Agency in 2 pilot LGAs. It was also used to track and respond to non-compliance with reasons, vaccine shortages, and number of children not immunized, as well as capturing data of the number of children immunized.

Similarly, RapidSMS has been deployed in Sokoto and Kebbi States during the Maternal, New born, and Child Health Weeks, as an integrated approach at delivering high impact interventions to mother and child, held in December 2009 capturing Total Net-Cards distributed and redeemed, children immunized for the various antigens, as well as non-compliance scenarios where they arose. RapidSMS is a data tracking tool that collects and collates real-time information using Short Messaging System (SMS) or text messaging for practical analyses, which enables expedited informed decisions, consensus building and response. It uses the familiar mobile telephone SMS to send data on various projects from any and every possible location in Nigeria and is capable of simultaneously domiciling this data in a central location (a dedicated and secure website) where project stakeholders, program managers and critical decision makers can access such vital data for action, monitoring campaigns in real time, coordinating field activities, and analyzing data.

With the RapidSMS web interface, multiple users from around the world can simultaneously access the system to view incoming data as it arrives, export new datasets, and send text messages to users. Being "open-source" software RapidSMS is free to download, use, and modify. RapidSMS leverages popular programming languages, and thus is easily integrated into existing ICT systems. RapidSMS ensures data collection, logistics coordination and communication allowing any mobile phone to interact with the web via SMS text messages and has addressed the delays caused by the paper-based system. Besides the obvious advantage of speed and quality of data, the system also creates spreadsheets and graphs, allowing for easy interpretation of the data.

Impact

Over the course of fourteen days, RapidSMS captured data for the distribution of 141,773 coupons, or 283,546 LLINs in total. During this time, 232 stock transfers were tracked, spread out over 226 unique locations. NMCP calculated that RapidSMS directly monitored distributions that met 69 percent of the projected demand in Kano State, or 652,919 beneficiaries. This targeted real time data allowed NMCP to later follow up on vulnerable pockets, delayed shipments and other irregularities.

Source: www.rapidsmsnigeria.org

More information on the product: http://rapidsmsnigeria.org/br
http://unicefstories.org/2012/10/17/nigeria-using-rapidsms-for-birth-registration/
http://healthmarketinnovations.org/program/rapidsms-nigeria
http://unicefinnovation.org/projects/rapidsms-nigeria-0
http://en.wikipedia.org/wiki/RapidSMS

SENEGAL

SENEGAL		
Institution/Ministry	Tostan Organization, UNICEF
Solution/Application	Jokko Initiative
Theme	e-Justice
Implementation Date	2009

Summary

The Jokko Initiative is a collaboration initiative between UNICEF and Tostan, an NGO in West Africa that implements human rights-based Community Empowerment Programs to provide communities with skills and knowledge to improve their lives.

Jokko means "communication" or "dialogue" in Wolof, a national language in Senegal, West Africa. The Jokko Initiative focuses on empowering hundreds of rural African communities to use accessible mobile technology to improve their lives and those of their children. This partnership links UNICEF's reach, resources and technical expertise from Tostan's ground-level experience and understanding of local realities.

In April 2009, Tostan added a new component to its CEP to teach the practical uses of standard mobile-phone functions and SMS. The mobile phone for Literacy and Development" (MPLD) module uses mobile phones as (1) pedagogical tools to teach and reinforce literacy, organization and management skills and as (2) social mobilization tools that help to build consensus around local development initiatives by providing a platform for exchanging information, broadcasting ideas and organizing advocacy efforts, while amplifying the voice and influence of women and girls in community decision-making processes.

Impact

The Center of Evaluation for Global Action at the University of Berkeley conducted an independent evaluation of the pilot phase. Preliminary results on youth participation, social mobilization, and literacy were delivered in September 2010.

The Jokko Initiative has been particularly effective at reaching vulnerable groups like women and youth, reinforcing literacy, improving access to other services and integrating mobile phones into villagers' lives. Through continuous monitoring of the pilot activities in the field Tostan has learned:

- Introducing SMS into literacy programming reinforces motivation for practice during the intervention (classes have grown by average 15% after the beginning of the new SMS sessions);
- Empowering women and youth to use cell phones widens their communication sphere, and allows them to be more effective change-makers and economic actors;

- Using RapidSMS reinforces youth participation and helps make community mobilization and projects more effective.
- Setting up the Community Forum to support local languages like Wolof, Pulaar and Diola with characters such as '?' and 'å' was essential for villagers to communicate in languages they understand;
- Because the target Community Forum users are low-literacy, it was important to design the system for the learning process by giving clear feedback and making best-guess recommendations for mistyped commands;
- At the training session, skits and using local references proved to be especially helpful in explaining the Community Forum. For example, trainers used the visual of a mango tree to help users understand the idea of a phone menu and the transmission of their messages to members of the wider community;
- Allowing villages to decide how they will use the Community Forum for themselves was the key to increasing the volume of messages and growing the network.

Source: http://jokkoinitiative.blogspot.com/

More information on the product:
http://unicefinnovation.org/case-studies/community-forum-using-sms-jokko-initiative-senegal
http://www.dimagi.com/senegal-part-2-the-jokko-initiative/
http://healthmarketinnovations.org/program/rapidsms-senegal-jokko-initiative

Contact:
Guillaume Debar
Project Manager
Tostan International
Tel:
+221 33 8205589

E-mail:
jokkoinitiative@tostan.org

REGIONAL – AFRICA

AFRICA		
	Institution/Ministry	South Africa (Department of Communications)
	Solution/Application	African Network Information Center (AFRINIC)
	Theme	e-Participation, information sharing
	Implementation Date	2004

Summary

The African Network Information Center (AFRINIC) is the Regional Internet Registry (RIR) for Africa, responsible for the distribution and management of Internet resources such as IP addresses and ASN (Autonomous System Numbers) for the African region.

AFRINIC's mission is to provide professional and efficient distribution of Internet resources to the African Internet community to support Internet technology usage and development across the continent, and to strengthen Internet self-governance in Africa by encouraging a participatory policy development. The idea behind the initiative was to adapt the allocation policies applied by the already established RIRs (RIPE NCC and APNIC) to Africa's realities. In 2000 this proposal resulted in a consensus with the setup of AfNOG (the African Network Operators group).

Impact

The allocation of the Internet address space is primarily carried out by the IANA (Internet Assigned Name Authority) under a contract with ICANN (Internet Corporation for Assigned Names and Numbers). IANA allocates IP address blocks to RIRs (Regional Internet Registries) which have the authority to re-allocate them within their respective geographical areas (of continental scope). There are four other RIRs worldwide: RIPE-NCC (serving Europe and surrounding areas), APNIC (serving Asia and Pacific region), ARIN (serving North America) and LACNIC (serving Latin America and the Caribbean).

The amount of assigned IP addresses by AfriNIC is a strong indicator of the estimated internet penetration rate in Africa. . In May 2008 AfriNIC appears to have assigned 16 million IP addresses, of which 5 million were assigned in 2007. It is estimated that over the next three years, the total number of IP addresses assigned is going to exceed 30 million. To anticipate the exhaustion of IPv4 addresses, AfriNIC is already spreading in Africa the IPv6 addresses.

Source: http://www.researchictafrica.net/home.php?h=71

More information in the project: http://www.afrinic.net/
http://www.afrinic.net/en/services

REGIONAL AFRICA, ASIA, LATIN AMERICA

AFRICA, ASIA & LATIN AMERICA		
	Institution/Ministry	Syngenta Foundation; Implementation and support team in Kenya
	Solution/Application	Farmforce
	Theme	Inventory Management, Data Collection
	Implementation Date	2012

Summary

Farmforce is an initiative of the Syngenta Foundation for Sustainable Agriculture and is backed by the State Secretariat for Economic Affairs of Switzerland. It is a mobile service that links smallholder farmers to other actors in the agro-value chain and its strategic value proposition is to reduce transaction costs for contract farming, aid compliance with food standards, improve traceability of goods from the field, and agronomy of scale. The service, led by the Syngenta Foundation, has been developed over the last two years and went live in 2013.

Farmforce is a cloud-based mobile platform that focuses on the agricultural "last mile" and specifically the management of out grower schemes involving rural small holders in the developing world. Farmforce increases management information and transparency, documents compliance with food and sustainability standards (GlobalGAP, FairTrade, Organic), simplifies audits and provides traceability to the field level.

FarmForce gives cooperatives, agribusinesses, and agricultural processors who work with groups of out growers the ability to provide real-time out grower management through a centralized web and mobile platform and promises to reduce the cost for documenting and auditing compliance with any food, fair trade, or sustainability standard, increases traceability and allows to carry out impact assessments.

The platform ensures traceability of crops at the group, farmer, or field level, create growing campaigns in compliance with organizational or customer policies, record and manage the use of agricultural inputs, record and manage harvest activities, manage groups of smallholders, and capture data on field size, location and usage.

Impact

Farmforce aims to link smallholder farmers to formal markets minus the high transaction cost. Using cloud services and a move away from pen and paper, Farmforce has provided an ever increased information management and transparency and is supporting efficient organization and management of a larger numbers of farmers and farmer groups; and also help them manage field staff working with farmers and monitor their performance.

It helps satisfy audit requirements for agricultural standards such as Global GAP or Organic, and makes data collection centralized via its electronic data systems.

Source: http://www.farmforce.com/

More information in the project: https://mobiledevelopmentintelligence.com/insight/MDI_Case_Study_-_Farmforce
http://techmoran.com/farmforce-wants-to-link-smallholder-farmers-to-formal-markets-minus-the-high-transaction-costs/
http://www.scienceafrica.co.ke/index.php?option=com_content&view=article&id=180:innovative-use-of-mobiles-boosting-farming&catid=87:top-stories-in-science-africa&Itemid=586

Application/solution's website: http://www.farmforce.com/

ANTIGUA & BARBUDA

ANTIGUA AND BARBUDA		
Institution/Ministry	Ministry of Information, Broadcasting, Telecommunications, Science & Technology
Solution/Application	E-GRIP/OECS Electronic Government for Regional Integration
Theme	Integrated e-government applications for the efficiency, quality and transparency of public services
Implementation Date	2009

Summary

The implementation of E-GRIP in Antigua & Barbuda is part of a regional approach promoting e-government solutions for better efficiency, quality and transparency of public services. For the country, this initiative is piloted by the Ministry of Information under the umbrella of the E-GRIP Committee. With the aim of modernizing the public sector, the government is responding to citizens' demands for greater responsiveness and availability of public services to them. This framework is a direct link to organizational performance and effectiveness concerned with placing citizens at the center of policy-makers' considerations. Thus, in this nexus, citizens are also agents of change in the co-creation of ownership and accountability.

By combining both vertical and horizontal integrations, this project strengthens policies and processes through the deployment of web-based integrated portals. For instance to facilitate access and use of information, these tools touch core areas of public financial management. They engage customs and procurement, an E-Tax filing system (electronic registration; filing of declarations and returns; electronic payments of taxes, etc.), and access to project management online. By prioritizing these domains, the country has set itself into a systematic pursuit of collaboration between government agencies, non-government organizations, communities and individual citizens.

Impact

From 2009 onward, the progressive roll-out of a 4G broadband network has been a major step in the country. By accelerating its deployment, the government has broadened the scope of electronic governance structures; thus re-aligning the organizational systems of 150 agencies to streamline the provision of government services (accessibility to various forms) and information delivery. It is worth noting that in July 2013, the operationalization of an Open Data Readiness Unit (ODRU) was set in motion to calibrate the creation of government backbones, data centers and intranets to support citizen participation and greater inter and intra organizational collaboration.

As a matter of fact, this multi-pronged approach serving the expansion of internet and mobile technologies also underlines a strong objective of regional integration through functional cooperation. For example, to extend South-South cooperation, in 2003 the government spearheaded the transfer of the Jamaica Customs

Automated Services (CASE) to the Antigua and Barbuda Customs and Excise division. This move anchored their online internet based-system speeding up custom processes to 2-3hrs, thus reducing inconsistencies and frauds, and saving more than US$2 million in research and development.

Source: http://www.antigua.gov.ag/

More information on the project:
http://www.ab.gov.ag/article_details.php?id=2933&category=38
http://www.ab.gov.ag/article_details.php?id=2933&category=38
http://69.57.244.129/pdf/AB_Open_Data_Readiness_Assessment_20130614.pdf

Contact:
Mrs. Karlene Francis
Project Manager for
E-GRIP
The Organization of
Eastern Caribbean States
(OECS) Secretariat
Morne Fortune, P.O.Box 179
Castries, St Lucia
E-mail: kfrancis@oecs.org

THE DOMINICAN REPUBLIC

DOMINICAN REPUBLIC		
NORTH ATLANTIC OCEAN	**Institution/Ministry**	Ministerio de Administracion Publica (MAP)
Puerto Plata •	**Solution/Application**	Open Government Partnerships
San Francisco de Macorís • Santiago • La Vega • HAITI Bonao • San Pedro San Cristóbal de Macorís La Romana Barahona • Santo Domingo	**Theme**	Public Sector Reforms and e-Government to Improve the Government's Productive Capacity
Caribbean Sea	**Implementation Date**	2006

Summary

In 2000 the government of the Dominican Republic had a tremendous capacity gap impeding its ability to conduct its daily affairs and relations with its citizens. The country was dealing with an obsolete model of state management. It presented clear hindrances clogging various administrative units, thus pushing common Dominican citizens far away from a democratic and participative society. In 2006 as various calls from civil society started to grow louder clamoring for greater effectiveness, transparency and accountability with government institutions, the administration of the time decided to implement institutional reforms to improve transparency and accountability.

The government had to model its policies according to international standards with the goal of setting up a more robust public service. This entailed the establishment of practices and standards in line with most recent criterion of New Public Management (NPM). Therefore, e-Government turned-out to be the logical step to support public sector reforms. The implications were to shape a technology perspective. It had to link public administration, information and organization together to overcome differences between technology and society.

In general, a more open and transparent society had to be based on effective operations of government functions to focus more on citizens' demands. This called for the re-organization of internal structures priming ICT as a powerful tool with diverse applications. For instance, policy documents started to spring-out with the emphasis on free access to information, openness in the public sector, and rationalization of service delivery. So, this whole picture gave way to the deployment of government portals as reference points to public procurement processes (Compras y Contrataciones); complaints on corrupt practices or inappropriate behaviors of public officials or state institutions (311.gob.do); or access to information on public bids/recruitment in the public service (Concursos Publicos) just to name a few.

Impact

From 2006 onward, this process of modernization of the public sector has been a work in progress. A good mark is that the seamless integration of public institutions to GOB (the IT platform delivering information of public services) has moved at a steady pace. To date, this electronic interface of government institutions

has helped to broaden a view to Results-Based-Management. Now more than 50 public institutions are engaged in robust strategic planning exercises totaling for 70 percent of the general budget.

However, despite some challenges in the area of accountability, signs of improvements are gradually emerging. For instance it was noted that of 82 public institutions, 62 have improved their compliance with the Access to Information Law, while that in the domain of public procurement, 60 percent have published procurement notices online. Moreover, the launch of Portal de Ciudadano Dominicano (The Citizen's Portal) in 2011 flexed citizens to exercise their rights to information vis-à-vis public expenditure management querying about revenues, budget allocation and execution, and results. Altogether, these breakthroughs have fostered new spaces of interactions with the government as well as high interests (over 210,000 hits) recorded one month after the inception of this portal.

BELIZE

BELIZE			
		Institution/Ministry	The Ministry of Health
		Solution/Application	The Belize Health Information System (BHIS)
		Theme	Electronic Heath Records (EHRs)
		Implementation Date	2008

Summary

By engaging in an ambitious Health Sector Reform project, the Belizean Ministry of Health (MoH) chose in 1999 to decentralize planning and decision-making. This process first triggered the creation of Regional health Management Teams (RMTs). Then to overcome barriers to information among care practitioners the government looked into the most adequate resources to address evidence-based decisions and enhance surveillance and response time.

In a little more than nine years, they came up in 2008 with an adaptive eco-system in health information called the Belize Health Information System (BHIS). BHIS is an electronic health records (EHRs) platform that advances best practices and standards on beneficiaries' satisfaction and the cost-measurement of services to tackle clinical decisions and public education on managed-care.

As a web-based open source environment, the BHIS makes a dynamic combination between interoperability and security connecting modules on admission, transfer and discharge, clinical order entry, laboratory, and supply chain. Some of its merits have been to streamline physician group practices tightly including patients in the care system by linking major sources of information such as the Social Security to strengthen patient-based data.

For every citizen across the country, the reality of EHRs has become part of a widening human development paradigm as the BHIS uses social security numbers to generate unique patient identifiers. This tool has played a crucial role in the understanding of risk adjustment and awareness of wasteful spending, thus enabling the effective coordination of care and the way providers work with each other. It primes an integrated delivery-system providing alerts and reminders to practitioners, in for instance, the monitoring of infectious disease outbreaks, or access to results of public health initiatives such as vaccination campaigns to name a few.

Impact

In light of current developments, the BHIS has brought some tremendous improvements on the value of care. It is worth pointing that the relationship between quality and productivity has increased due to continuous monitoring. This is an enhanced ICT infrastructure that gathers data from patients and health providers making use of management reports to boost accountability and oversight. All these breakthroughs imply that investments on a sufficient scale in the system have helped to calibrate assessments of results and impact.

As an example, the process of determining the significance of functionality and coverage has evolved exponentially documenting in a comprehensive way the drug procurement function. By all accounts in this domain in 2008 the Ministry of Health recorded some outstanding results.

The use of BHIS drug procurement allowed to maximize savings of up to USD 250 000 avoiding along the way wastage of drugs by balancing the usage of available stock. Reducing inequalities in the provision of care is a public policy priority. To this extent, for vulnerable groups, especially for women and children documented disease management of HIV to child transmission had tangible effects seen in the low transmission rate (from 20 per year down to 1 case per year). These results and the rapid diffusion of the technology served the BHIS in 2009 to map 80% of encounters in public health facilities for patients to be easily followed-up.

Source: http://health.gov.bz/www/health-projects/health-information-system/bhis-expansion

More information on the project:
http://health.gov.bz/www/attachments/article/169/BHISBooklet02.pdf
http://mysite.pratt.edu/~mbrow396/documents/belizeegovernment.pdf
http://www.ncbi.nlm.nih.gov/pmc/articles/PMC2636185/
http://www.ncbi.nlm.nih.gov/pubmed/23834838
http://www.caribank.org/uploads/news-events/events/past-conferences-and-workshops/regional-his-workshop/IanSmith_RegHISWshop.pdf

Contact:
Director of Information Technology
Ministry of Health
East Block, Independence Plaza
Belmopan, Belize
E-mail: ismith@health.gov.bz

COSTA RICA

COSTA RICA		**Institution/Ministry**	The Digital Government Office in a joint partnership with the Organization of American States (OAS) and the Canadian International Development Agency
Liberia · NICARAGUA · Caribbean Sea · San Juan · Alajuela · Heredia · Puerto Limón · Puntarenas · San José · Cartago · NORTH PACIFIC OCEAN · PANAMA · 25km		**Solution/Application**	MuNet e-Gobierno Costa Rica
		Theme	Open Government Partnership
		Implementation Date	July 2011

Summary

In an attempt to buttress social progress, the government of Costa Rica has come to see modernization as internal dynamic, requiring adaptive solutions to bridge systems and people together. A core aspect is the way government should respond to citizens to foster faster interactions by integrating public inputs into the policy-making process.

Therefore, institutional responsiveness promoting transparency and accountability has become a major strategic pillar. For the government it means deploying in a timely manner, any innovative solutions by tapping into wider sources of information and perspectives. Thus, by piloting the implementation of MuNet e-Gobierno, the Digital Government Office is responding to the demands of Costa-Ricans for the public sector to shore-up more robust partnerships as guarantees for public integrity, efficiency, and transparency.

MuNet e-Gobierno is a collaborative solution putting a technological viewpoint to cause the systemic transformation of municipal administration online. By taking an ecological approach to change, this framework takes head-on municipal operations. Citizens move around e-government applications to respond to policy interdependence for local management and oversight.

This path takes them directly into the nexus of social innovation and public service giving them a voice to confront the complex challenges of decision-making through local government portals (MuniPortal). For them improving the quality of policy-making is made by applying normative standards using e-government solutions such as Mer-Link to review government procurements, scrutinize the issuance of business licenses (through the Crear Empressa platform), or participate in the development of web sites and municipal services (Muniservi) according to their needs and demands (MuniParticipa).

Impact

By covering 34 municipalities, for this project, the integration of institutions has engaged well over 114 officials and representatives across more than 57 institutions. These stakeholders have been through extensive workshops and seminars with the aim of broadening Digital Governance. Along these lines the establishment of standards improved the guidelines for the development of websites, project management, and the function of inter-operability.

For instance, the creation of the Action Plan for Digital Government came with the validation by 57 institutions. All in all, these breakthroughs have led to significant reduction in the production of various documents (including certificates) and streamlining of digital regulations. For the latter a 50% decrease in costs and time was noticed vis-à-vis the issuance of decree resolutions. Furthermore, in regards to the Electronic Government Project Purchases, this specific domain showed some tremendous progress as the use of this platform by citizens at large has led to a 20% price reduction, and a 50% reduction in processing time bringing more transparency and active participation of small businesses.

Source: http://www.gobiernofacil.go.cr/e-gob/GOBIERNODIGITAL/

More information on the project:
http://www.bnamericas.com/news/technology/government-signs-agreement-with-oas-to-implement-e-government-initiative
http://www.oas.org/es/sap/dgpe/Gestion/Pres/Jalisco_Javier_SC.pdf
http://news.co.cr/open-letter-to-the-digital-government-initiative-in-costa-rica/26113/
http://www.tyngovernments.com/363765-Costa-Rica-busca-la-modernizacion-de-gestion-municipal.note.aspx
http://www.academia.edu/768907/MuNet_a_new_way_to_improve_municipalities

Contact:
Alicia Avendano Rivera
Directora de la Secretaria Técnica de Gobierno Digital
Gobierno Digital
Secretaria Tecnica
Los Altos del supermercado Mas X Menos ubicado en el antiguo Yahoan frente al Hotel Corobici
Crowne Plaza - Sabana. San José
E-mail:
Alicia.avendano@gobierno-digital.go.cr

MEXICO

MEXICO		Institution/Ministry	Secretaria de la Funcion Publica
		Solution/Application	@Campus Mexico
		Theme	
		Implementation Date	2003

Summary

@Campus Mexico is an online portal that offers learning opportunities and skills training to help support the professionalization of civil servants. It was founded by the Secretary of Public Function in partnership with the Canadian Center for Management Development and other Mexican national specialists. @Campus Mexico acts as a form of capacity development by providing a space where civil servants can learn and develop their skills on their own. This is done by facilitating training, skill capacity, and ability levels. @Campus Mexico provides various courses online and coordinating courses within specific governmental departments based on demand, and then provides a physical environment to best host these courses. Through the use of information and communication technologies (ICTs) and access of the Web, this program is able to reach a minimum 50,000 civil servants.

@Campus Mexico uses national universities and prestigious institutions within the country to design and implement the learning processes. This is also done in part by the input of civil servants through their participation in online forums; discussing what training, support and certifications they feel would benefit their careers. It also allows workers to voice concerns and creates a space for them to evaluate the services provided to them. The training programs and skills development offered through the online portal acts to build human capital within civil servants. Workers leave their positions with higher skills and certifications that they can provide to other organizations. The training and skills program available by @Campus Mexico have created a space for career growth, giving civil servants more of an opportunity to move up the ladder with Public Administration.

Through the integration of ITCs capacity development has been able to be realized in the form of self-serve learning services. It has also allowed for the participation of more people within training, skill development and evaluation methods, through being able to actualize these services within restrictions of time and geographical location.

Impact

@Campus Mexico has effectively integrated, and continues to integrate training, evaluation and certification into the workforce. Because @Campus Mexico is provided to all governmental departments it creates a standardization of skills, training processes, and evaluation methods. This has allowed for a developed

understanding of the vision of the public service for civil servants. It also has created a permanent, agile database that can be accessed providing information on universal skills, specified technical skills and managerial skills. This has created a sharing of better practice among the governmental departments. Through this @Campus Mexico has effectively been able to create a model that works to professionalize public services.

Source: http://www.rhnet.gob.mx/camp_1/espanol/bienvenida.jsp

Weblink:
http://www.cca.org.mx/funcionarios/CLAD/htm/02_zonas/02_mexico/p_06_a.htm
http://www.cca.org.mx/funcionarios/emprendegestionpublica/index.html

Contact:
Unidad de Política de Recursos Humanos de la APF
Miguel Laurent No. 235, 1er. Piso
Entre Av. Coyoacán y Roberto Gayol
Colonia Del Valle
México, D.F. 03100

MEXICO

MEXICO		
	Institution/Ministry	Centro de Atención a Emergencias y Protección Ciudadana de la Ciudad de Mexico.
	Solution/Application	Blackberry application to provide seismic alerts in the Distrito Federal Region
	Theme	
	Implementation Date	2011

Summary

Earthquakes hit the City of Mexico many times a year, although usually with little damages. In 1985, a quake was devastating and killed nearly 20 000 people in the Capital City. Based on this event, Mexico City has deployed the Seismic Early Warning System (SAS) which was experimenting as early as 1991. As most earthquakes that are likely to cause important damages to Mexico City originate a few hundred miles away (Pacific coast), enough time is technically given to provide an alert to Mexico City inhabitants in case of high risks.

In 2012, the authorities in charge of the security at Mexico City have launched a mobile-phone application which should provide the alert about one minute before the impending of the quake. The Blackberry application is directly linked to the Centro de Instrumentación y Registro Sísmico (CIRES), the civil association which coordinates the Seismic Early Warning System in Mexico.

Impact

In 2012, 40 000 users have downloaded the application. No alert was emitted as no corresponding earthquake limit (6 on Richter scale) was reached since the launching of the application in March 2012. In the summer 2013, it was decided to lower the earthquake strength limit to which the alert is triggered and transmitted to Blackberry users to 4.8 on the Richter scale.

Source: http://www.caepccm.df.gob.mx/appalertasismica

More information on the project: http://www.caepccm.df.gob.mx/appalertasismica

Contact:
Lic. Norma Solano Rodríguez
Calle Cecilia Robelo N°3
Colonia del Parque
Delegacion Venustiano Carranza
C.P 15970
Mexico Distrito Federal

MEXICO

MEXICO		Institution/Ministry	Secretaria de Medio Ambiente y Recursos Naturales/ Secretary of the Environment and Natural Resources
		Solution/Application	CONAGUA
		Theme	
		Implementation Date	

Summary

The CONAGUA (National Water Commission of Mexico) in accordance with the Federal Law of Administrative, article 69-C, established an online platform for their services and information. This platform works to facilitate applications for various services of CONAGUA as well as provide general information to the public. It has established an online center for electronic applications for over nineteen services and permits, such as permit to discard processed waters, certifications of water quality, and authorization to change the use of national waters. The online portal on CONAGUA also allows for citizens to pay their water bills and application fees online if they are part of a corresponding bank.

Due to the increased speed of response to online applications, CONAGUA has also created a space within their offices for citizens that do not have computer or internet access, to use access the online portal. Within offices, computers with internet access have been set up in order to ensure that the most citizens possible have access to the service. This space has also acted beneficial for people who are not well oriented with new information and communication technologies, allowing them to be properly oriented with the online portal. Through the use of the online portal, CONAGUA has been able to share resources about water culture. This aids in one of their main projects, promoting sustainable water culture to the public. This portal also provides research and information regarding transparency, current programs of the organization, their history and relevant research related to national waters, solutions and environmental concerns such as contaminated bodies of water and sanitation facilities.

Impact

CONAGUA has been able to save time and money through the implementation of this online portal. This has been done primarily through reducing wait times within offices, reducing the amount of service attendants working, and creating higher efficiency through ability to respond to requests over the Web. The online portal of CONAGUA also has made it easier and faster for online applications by providing a personal space to save documents required for their applications. Instead of having to go to and from the office, applicants are provided with a list of documents needed and then submit all of the digitalized documents together at once. CONAGUA has also been able to reduce their paper use, which has allowed them to be more environmentally sustainable, which actually promotes their mandate. Through the online portal of CONAGUA,

communication has been increased between citizens and the National Water Commission of Mexico. Allowing citizens to voice concerns and comment are current methodologies being used by the organization. It has also created an effective platform for CONAGUA to communicate information regarding water resources with the general public.

CONAGUA has also been able to ensure a higher level of security of personal information through the use of FIEL (advanced electronic autograph). FIEL acts as an electronic signature legitimizing the identity of individuals and organizations. Technically it is a set of data attached to an e-mail and application which aims to identify the sender as the legitimate sender.

Source: http://www.cna.gob.mx/

Contact:
Insurgentes Sur 2416 Col. Copilco El Bajo
Delegación Coyoacán
México D.F.
C.P. 04340.
Phone: +52 55 5174 4000.

ARGENTINA

Institution/Ministry	Secretary of Communication and the Ministry of Federal Planning
Solution/Application	@TeDis
Theme	e-accessibility
Implementation Date	2007

Summary

@TeDis is a support technology for people with disability. It is an e-service that works toward universal accessibility of people to e-government services. Its goal is to become used at the national government level by everyone in order to enable ultimate Web accessibility and equal hardware and software support technologies for access. It also aims to use information and communication technologies (ICTs) as a tool of integration for people living with disability, and encourage contact between organizations related to disability. This initiative seeks to support and spread the use of ICTs as tools of integration for people living with disabilities within all levels of government and society.

Within the @TeDis website people and organizations have access to a wide range of services and information which work towards achieving the objectives of @TeDis. Such services and information include application and permit guides, resources that can aid in the inclusion of technology, free application downloads that help in learning how to navigate the internet, other digital settings, and access to the @TeDis YouTube channel which contains informational videos about technology use. This program also offers 19 different courses and training skills aiding in the understanding of the importance of accessibility for everyone within the information society.

Impact

@TeDis helps the government of Argentina through its PSI (Program for an Information Society), achieve greater integration of ICTs. @TeDis has created a greater comfort for people living with disabilities by taking away any physical barriers they may encounter in going and waiting within a governmental department for information and services. It brings these services and information directly into the homes of citizens (if there is access to a computer and Internet), and available through the Web anywhere.

@TeDis through its connection with various organizations working with disability, and its advocacy for greater accessibility has aided in developing equity within the country. This has also provided great networking and increased communication for these organizations. The program has made help and support for people living with disabilities a lot easier to locate, due to the directory for supportive organizations available directly through the website. Also through its advocacy for greater accessibility and information about the

need for accessibility, @TeDis has brought visible the issues of marginalized peoples within the country; ultimately increasing support for these organizations and peoples; and through the availability of courses, has also increased public knowledge on issues affecting peoples living with disabilities.

Source: www.atedis.gov.ar

More information on the project: http://www.tecnoaccesible.net/content/atedis

ARGENTINA

ARGENTINA	Institution/Ministry	Secretary of Communications
	Solution/Application	CIVITAS 2. Applications and services platform for e-government.
	Theme	e-government
	Implementation Date	On-going since 1998

Map showing Argentina with cities Resistencia, Córdoba, Santa Fe, Mendoza, Rosario, Buenos Aires, Bahía Blanca, Comodoro Rivadavia, Río Gallegos. Neighboring countries PARAGUAY, BRAZIL, URUGUAY, CHILE. PACIFIC OCEAN, ATLANTIC OCEAN, Andes. 200km scale.

Summary

CIVITAS 2 is a web-portal developed and managed by Argentina's communications ministry SeCom (Secretaria de Comunicaciones) to facilitate the expansion of electronic government practices among local governments. It is part of the National Plan for Information Society and complements other initiatives developed by the Argentinean administration such as the Social and Financial National Identification System and the Subnational Government Public Sector Modernization Program. The initiative seeks to foster cooperation between government departments and Federal agencies, link provincial government and municipal authorities, and build new distribution channels of information across governmental agencies. In 2009 the Technology Center of Information and Communication (CTIC) in Spain gave the project an award for the most accessible website.

The platform consists of several applications and services that municipal government agencies can easily use and implement, free of charge. It is designed as a content management system (CMS), which means that local agencies can publish, edit and deploy content as well as maintenance from a central interface. It offers important security features that significantly reduce the frequency and impact of security issues. It also allows monitoring and tracking website's visitors and users. In addition, it can be visualized in cell phones. Thanks to this service municipalities have the possibility to offer to its residents a broad range of online services, such as general information, electronic taxes, ID cards, birth certificates, license renewals, discussion forums. It is a communication channel that facilitates the interaction of citizens with sub-national governments.

Impact

Thanks to CIVITAS many municipal governments have the possibility to open an official webpage. About 2010 local governments have used this service so far. Local governments can decide how far they want to go in the development and enhancement of the site. Sites can be used to provide static information or can be used as platforms to interact with citizens. Municipal governments can become more transparent and provide more information on public policy and governance. They can create links to archived information that is easily accessible to residents, including documents, reports, laws and regulations. They can deliver online services to enhance the convenience of citizens. The initiative increases horizontal connections among government agencies, vertical connections between central and local government agencies, infrastructure

connections, connections between municipalities and citizens, and connections among stakeholders (government, private sector, academic institutions, and civil society). It opens the door to consider inputs of citizens into the decision-making process.

Source: http://www.civitas.gob.ar/
            http://www.secom.gov.ar/

More information on the project:
Programa Nacional Para la Sociedad de la Información (PSI)
http://www.secom.gov.ar/index.php?pageid=52&secc=1284
http://www.protic.org/proyectos.shtml?x=20169437
http://bigital.com/castellano/files/2009/01/garciaferrari-e-government.pdf
http://www.rucatech-arg.com.ar/docs/civitas2.pdf
http://www.undp.org.ar/docs/Documentos_de_Proyectos/ARG07005-RevisionI.pdf
Some municipalities that use this service
http://www.secom.gov.ar/
http://www.sanjose.gov.ar/
http://www.sacanta.gov.ar/
http://www.coronelpringles.gov.ar/

Contact:
Sergio Rivas
srivas@civitas.gov.ar
Phone: +54 11 43479427
E-mail:
Information@civitas.gob.ar

ARGENTINA

ARGENTINA		
Institution/Ministry	Chief of Cabinet of Ministers
Solution/Application	Digital Signature
Theme	e-government, e-administration
Implementation Date	December 2001

Summary

Digital signature project is an outcome of the Infrastructure of the National Digital signature, already introduced by the Law of Digital Signature. The aim of the project is to obtain signed digital certificates. The process starts when a citizen solicits an official certificate through the use of digital documents and fills a petition. When the petition is accepted by the government, a government official may sign the document using a digital signature. Government officials get their digital certificate from the Sub-secretariat of Coordination and Public Service. Once delivered, the document is of the same legal value as a paper certificate.

Impact

With the implementation of the digital signature, the administrative process for obtaining a certificate has been significantly shortened. Moreover, the costs have been decreased considerably since less paper is used, and people do not have to travel to government institutions anymore. Through the use of digital signature, coordination within the government entities has been facilitated. Citizens can be helped more efficiently, and the government improved his image and productiveness.

Source: https://pki.jgm.gov.ar/app/

More information on the project:
http://www.jgm.gov.ar/paginas.dhtml?pagina=261
http://www.infoleg.gov.ar/infolegInternet/anexos/70000-74999/70749/norma.htm
http://www.elderechoinformatico.com/publicaciones/mtemperini/Firma_Digital_
en_Argentina_Temperini.pdf
http://argentina.isigmaglobal.com/

Contact:
E-mail: informatica@jgm.gob.ar

ARGENTINA

ARGENTINA	
Institution/Ministry	Ministry of Education
Solution/Application	Educ.ar
Theme	e-Education
Implementation Date	1999

Summary

Educ.ar is the education portal of Argentina. It provides a virtual portal for interaction and communication with the educational department of the country. The program uses Information and Communication Technology (ICTs) for educational and national development. Educ.ar uses a three pillar strategy based on connectivity, capacity, and content. The connectivity component aims to provide computer equipment and online access for the 40,000 schools in Argentina.

The capacity-building aspect of the program aims to train 550,000 school teachers about the use and creation of digital content and media-tools within the classroom. The content aspect is the actual Educ.ar online portal which aims to provide education content for teachers and students and filtered access to the Internet. The online portal also acts as a centralized information system and digital network, collecting data and sharing it with users. Educ.ar does not only provide educational content but it also provides Internet services, which has resulted in the operating of an online school network.

The founders of Educ.ar state that Educ.ar is more than education, but that it is also an attempt to address basic problems of inequity that weaken Argentinian society by enabling equal access and equal opportunity for all citizens to the program. Thus the program itself is being used to address fundamental breaches and imbalances in the Argentinian education system. Educ.ar helps in creating a national standard for education, with the ultimate goal of raising the national standard of education. It strives to make the national education system both nationally and internationally competitive. In total the Educ.ar program aims at reaching a target market of almost 12 million people, mainly composed to teachers and students.

The program has been implemented in a very strategic way, attempting to reach more and more schools. The program has ensured that the planning aspect reflects the flexibility of the market and governing obstacles. Educ.ar was designed with the understanding of the need to be malleable; realizing that funding possibly would not be constant. If the program is successful in reaching its planed goals it could become the world leader in student connectivity.

Impact

Through the effort to connect all schools within the country, resources are being brought into communities that normally would not have access. Resources have been both in the form of physical capital such as computers or electricity and human capital through the increase in training and educational resources for teachers. Due to the incorporation of ICTs more teachers have been able to receive necessary and up-to-date training. Because of the extent of the program, Educ.ar has been able to use connections in order to provide training services through means other than the Internet, further expanding its reach. TV-based distance learning programs sponsored by the state-owned television stations have made this possible. Currently the entire national curriculum is available in digital form, both through the internet and on a compact disc. These developments have allowed many people access to resources that was not available before.

Through the implementation of ICTs communication has been increased among educational professionals, students and government bodies. This has allowed for optimal and more efficient use of government resources, and given voice to many students who normally would not have had an opportunity to be heard. Online courses have also allowed peoples to complete learning from a distance if they do not have the opportunity to attend a physical school.

Source: http://www.educ.ar
　　　　http://bigital.com/castellano/files/2009/01/garciaferrari-e-government.pdf
　　　　http://www.wri.org/sites/default/files/pdf/dd_educar.pdf

Contact:
Educ.ar S.E.
Saavedra 789
Ciudad de Buenos Aires
C1229ACE
Tel: 54-11-5129-6500

ARGENTINA

ARGENTINA	Institution/Ministry	National Government
	Solution/Application	E-government/ application guide
	Theme	
	Implementation Date	2005

Summary

The e-government of Argentina was introduced to offer better services to citizens of the country, optimize public management, guarantee transparency within the government, reduce costs of applications, create new spaces for societal participation, incorporate marginalized communities and businesses into the system, and help the country better integrate into the global production market.

Through the creation of the e-government, an internet portal has been set up and used in order to provide information about government practices to citizens. This is in the form of a government website which provides news and information on government practices and decisions to the public. This particular aspect of the e-government was the first step for Argentina in setting up and coordinating their e-government program, because it created a base for all other services and programs it is hoping to provide.

Currently the main service the e-government offers is an application guide. This provides six options in order to realize and effectively organize the acquiring of specific documentation and certificates. This application guide acts as a portal allowing citizens to book their turn for an appointment within the department that corresponds for their needs. This particular service is offered for obtaining your national identity card, passport, and express passport. The portal also books appointments for citizens looking to meet with the Administration of National Social Security. Among other things the portal provides a space where citizens can apply for certifications for things such as; unemployment pay, pension, employment programs and criminal history documentation.

Impact

The use of ICTs has increased within Argentina providing faster and more effective ways of communication. This has been particularly true through the availability of a transfer of information between governmental departments and citizens. The e-government in Argentina has also been able to increase communication and interaction between governmental departments and citizens. This is particularly through the main government website, which informs the public of actions and decisions taken by the government. This website has also been effective in promoting governmental transparency.

The e-government was successful in helping provide better services to citizens through its application guide. The application guide implemented by the e-government of Argentina has made it easier for citizens to acquire their needed documentation. This is largely due to the organization it has provided through its online coordination system. It also has made the documentation easier to obtain through a more efficient system.

Source: http://www.oga.org.gt/images/files/File/egobierno.pdf http://www.tramites.gob.ar/en-linea http://www.jgm.gov.ar/sgp/paginas.dhtml?pagina=98	Contact: gobiernoelectronico@jefatura.gob.ar

ARGENTINA

ARGENTINA		Institution/Ministry	Instituto de Capacitación Municipal
		Solution/Application	Mar del Plata Ciudad Inteligente
		Theme	e-Government
		Implementation Date	2001

Summary

The Mar Del Plata Ciudad Inteligente project is a website created by the municipal government providing information regarding Mar del Plata to the public. The project uses a virtual portal in order to share this information. The portal has information on tourism, the municipality, sports, education, the economy, culture, health and well being, and governmental administration. The website is easy to maneuver and offers up to date news for information within the city, including weather.

The Mar Del Plata Ciudad Inteligente project essentially has created an online headquarters for citizens to go for any information needed associated to the workings of the city. Applications for permits and payments are available online as part of an e-service, as well as information about community projects. The website explains security programs as well as recycling programs. Information is available not just through writing but also in video. This project is part of a plan of the government of Argentina, which is trying to get all cities and municipalities connected and using information and communication technologies (ICT).

Impact

The Mar Del Plata Ciudad Inteligente project has successfully increased accountability and transparency within local government. This was made possible through the sharing of critical information such as spending public funds, within the digital portal, and making it available to the public.

The use of ICTs by the municipality of Mar Del Plata has also increased communication both upward and downward. Citizens now have a space where they can communicate concerns and ideas with local administrations, and the federal government and municipal governments now have a space where they can communicate with local administrations. The Mar Del Plata Ciudad Inteligente also works towards the decentralization of the government. The project gives more authority to local governments in decision making and administrative processes directly related to their city and adjoining municipality.

The Mar Del Plata Ciudad Inteligente has been able to use ICT to increase efficiency and effectiveness of local government offices. Through the online availability of specific applications for permits and services, along with the ability to make payments to the city online, wait times within local offices have been shortened. Also citizens have more comfort and easier access to these applications, making the process much smoother.

Through the sharing of information on the website in both writing and in video it makes for easier accessibility. This ensures that most citizens have access to understanding the information and availability to information.

Source: http://www.mardelplata.gov.ar/	**Contact:** Hipólito Yrigoyen 1627 Mar del Plata Buenos Aires Argentina Phone: +54 223 499 6500

ARGENTINA

ARGENTINA		
Institution/Ministry	Government of San Luis
Solution/Application	San Luis Digital Agenda
Theme	e-government
Implementation Date	1998

Map of Argentina showing cities including Resistencia, Córdoba, Santa Fe, Mendoza, Rosario, Buenos Aires, Bahía Blanca, Comodoro Rivadavia, Río Gallegos, with neighbouring Chile, Paraguay, Brazil, Uruguay, and the Pacific Ocean, Atlantic Ocean, and Andes labelled. Scale: 200km.

Summary

The Digital Agenda of the provincial government of San Luis (Argentina) includes a set of initiatives and policy actions to facilitate digital inclusion and effective use of information and communication technologies, ensuring privacy, security and confidentiality of information. The plan involves a broad range of topics ranging from computers and network hardware, connectivity and education, and training in new technologies. The initiative won an honorable mention in 2010 at the World Information Technology and Service Alliance (WITSA).

The program started in 1998 with the development of a telecommunications interconnection government network. Various communication channels, including fiber optic and radio links, were installed around the entire province. Currently, these channels interconnect over 1200 posts, evenly on the four corners of the province, making the communication system with greater coverage in Latin America. Since 2008 the plan extended to civil society through Wi-Fi wireless connectivity, free of charge, with a total of 644 Wi-Fi antennas installed in 74 locations. During 2013 the government is planning to install 100 additional antennas. Since 2010 these actions were embodied into several federal laws that guarantee free broadband connectivity across the territory and treat "digital inclusion" as a constitutional right.

In parallel a total of 56 Digital Inclusion Centers were created to train citizens in the use of computers, software and Internet. The main target groups of these centers are adults and teenagers who have not finished their compulsory education, as well as professionals and small and medium sized companies. Simultaneously, the government launched a plan to foster the purchase of computer equipment by families. In particular, the government gave credit facilities to families, subsidizing half of the price of computer devices.

Also, all the children and children in primary schools received computers and laptops. More recently, they have started a Digital Identity project to provide digital and electronic signature to all residents, and a document management system to allow residents to operate with certain government services using digital signature. Other recent initiatives include the digitalization of medical records of the province inhabitants.

Impact

Before the beginning of this plan, 31% of homes had a computer; at the end of the plan 70% of homes had a computer. The plan also generated a high Internet penetration rate, reaching more than 90% of the population. Several educational projects have been developed as a result of more digital inclusion of teachers and students in primary and secondary education, such as "Everyone into Robotics" and "Zero Balance", a program to foster environmental responsibility across children and society in general. The plan has tested the one-to-one model in 30 towns of the province with the initiative "All kids online" and has given a computer with learning support software to every child in primary school, from 1st to 6th grade, including those who are handicapped. Moreover, teachers have been trained to work with these children with the help of a notebook.

In total the government has delivered more than 70,000 computers to students and over 2,000 to teachers of primary school in the Province. The plan has trained 95% of teachers in literacy for the future which added Internet access not only at school but also in homes. The reduction of the digital gap has also reached elder people through additional initiatives such as "Grandparents on the network" and "Blogger grandparents".

Source: http://www.sanluisdigital.edu.ar/content/agenda.php
   www.docu.sanluis.gov.ar
   http://www.expedientedigital.sanluis.gov.ar
   http://www.wifi.sanluis.gov.ar/

More information on the project: https://www.facebook.com/UniversidaddeLaPunta
   https://twitter.com/ULPSanLuis
   http://www.witsa.org/awards10/nominees/public/SanLuisDigital_nomination.doc

ARGENTINA

ARGENTINA	
Institution/Ministry	La Punta University, Government of San Luis
Solution/Application	Zero Balance
Theme	E-education, Environment
Implementation Date	On-going 2008-2018

Summary

"Zero Balance" is a regional education program for reducing carbon dioxide (CO_2) emissions and for promoting environmental awareness in young children. The program was launched in 2008, and has received several national and international awards. In 2012 it won a prize at the sixth edition of the International Green Awards. This initiative diverges from standard online education platforms by facilitating specific hands-on learning in math and science. In particular, it is designed to primary school students to help them learn about energy efficiency, forestation, and mitigation of global warning with the use of user-friendly planning support systems. School teachers cooperate with university teachers and environment engineers to teach children.

Children investigate and calculate the energy consumed in each household of their village with the help of a web-based energy calculator. After determining the village's carbon footprint, children determine the number of trees necessary to balance out the annual emissions of carbon dioxide. The final step of their project is to plant trees that best adapt to the environment and climate conditions of San Luis. Once the tree planting process is completed children within each community check and verify the condition of trees during the growing process. For example, in 2009 children from Nueva Galia accounted for 383 tons of CO_2 for domestic use per year. This meant that they had to plant about 9,000 trees in their town.

Impact

The impacts of "Zero Balance" are documented in several papers. Volunteer children, parents and teachers improve their knowledge and skills about multiple environmental issues. The program also contributes to the improvement of the use of information and communication technologies. It also helps children and their parents to become responsible citizens by using more efficiently energy sources.

Since the program works as an afterschool activity it encourages children to expand their interests outside the traditional subject areas, as well as it provides children the opportunity to be few extra hours in contact with educators and educational material in a safe and structured learning environment. Children can directly observe the impacts and significance of their work since the amount of planted trees actually leads to a zero balance two years after plantation.

In 2009, the program reached 30 towns and involved about 14% of all primary students in the Province of San Luis. About 50,000 trees have been planted ever since. The program is being used as a model by primary schools in Germany and other European countries. In particular during 2012 it has been developed in Stirling High School in Scotland and Burlington Danes in England.

Source: http://www.balancecero.gov.ar/BalanceCeroAsp/index.asp

Brochure about the project: http://www.ulp.edu.ar/comunicacion/libros_ulp/balance/index.html

BRAZIL

BRAZIL	
Institution/Ministry	Telefonica S.A.
Solution/Application	Gilat- SkyEdge
Theme	Citizens Service delivery
Implementation Date	2005

Summary

Telecomunicaçóes de São Paulo S.A., a firm of Telefonica, S.A., delivered a variety of telecommunications facilities in São Paulo, Brazil. Telefonica had the responsibility to deliver USO facilities within São Paulo. Gilat was competent to act rapidly to offer a formula fitted for São Paulo State's USO wishes and telecommunications structure. Beside the extensive SkyEdge system that delivered rural areas phone services, Gilat proposed and produced an enclosure that united a VSAT and cohesive rectifier.

Although the instant necessity was to provide phone services, forthcoming proposals were to increase broadband and portable telecommunications facilities. SkyEdge helped as a program for telephony, data, and multimedia telecommunications, accompanying the entire variety of communications requirements. With SkyEdge Telefonica was capable to briefly provide USO requirements. Moreover, it crafted a technique that would operate also for the upcoming telecommunication services.

Impact

Telefonica opted for satellite structures in order to prevent the drawback and cost of mounting telephone wires to rural zones. Telefonica had barely a brief period to generate the procedure and Gilat dedicated to a 3-months plan period, which involved distribution and implementation of turnkey method that met USO requisites.

The SkyEdge Hub in São Paulo connected through distant SkyEdge VSATs. SkyEdge system wasn't only effective, secure and quickly deployable but it additionally delivered exceptional Total Cost of Ownership (TCO). VSATs intended that no land wiring was compulsory, thus considerably decreasing fixed costs. Moreover, SkyEdge offered an efficient system that provided proficient usage of satellite bandwidth. Satellite bandwidth denoted that high quality voice and fax telecommunications was accessible from all phones. Telefonica selected Gilat to invent a turnkey formula that ran on the SkyEdge System with distant locations that joined VSATs, payphones, rectifiers, and solar panels that Gilat delivered in 90 days.

Source: Gilat Satellite Networks
http://www.gilat.com/USO-in-Brazil

Application/solution's website http://www.gilat.com/

CHILE

CHILE		Institution/Ministry	Ministry of the Secretary General to the President
		Solution/Application	Digitalización Municipal
		Theme	E-Government
		Implementation Date	2011

Summary

Digitalización Municipal is part of a national plan for digital development and integration of municipalities. The objective of this plan is to make Municipalities more accessible for citizens without them having to travel from far-away rural to urban sites. The plan has initiated several digital platforms that have to support the accessible character of the municipalities. These include platforms of digital payments to be used for commercial patents, or other taxes, and regional ordinance platforms for commercial purposes. A service platform is implemented to facilitate public service access for citizens, so that all services can be found on one single website per municipality.

Furthermore, the initiative of municipal digitalization requires more transparency from the municipalities. It requires them to publish all significant data, which will also be published at the open data portal datos.gob.cl. A special platform is added in order to facilitate communication and cooperation between the different municipalities.

Impact

The number of municipal patents and paid taxes has increased significantly. Building permits made possible by the regional ordinance platforms have also increased considerably. Hence, the municipalities that have implemented the digitalization platforms and software are performing more efficiently. Software has also been renewed and improved in April this year. Cooperation between the municipalities has intensified due to the special technical platform for the municipalities. However, not all municipalities have fully digitalized their services or upgraded to the special platforms. Thus there is still some work to do by the government in order to improve the electronic functions of the municipalities.

Source: http://www.municipalidaddesantiago.cl/

More information on the project:
http://proyectos.modernizacion.gob.cl/proyectos/servicios-electronicos-municipales-sem.html
http://www.cchc.cl/2013/04/taller-digitalizacion-de-obras-municipales/
http://www.cdc.gob.cl/wp-content/uploads/documentos/Plan_accion_gobierno_alianza.pdf

Contact:
Oscar Díaz Maturana, Asesor
Unidad de Modernización y
Gobierno Digital
Ministerio Secretaría General de
la Presidencia
Phone: +562 2688 2970
E-mail:odiaz@minsegpres.gob.cl

CHILE

CHILE			
		Institution/Ministry	Ministry of Health, National Health Fund (FONASA)
		Solution/Application	Electronic Medical Leave Certificates (EMLC)
		Theme	e-Health
		Implementation Date	On-going since 2011

Summary

The Electronic Medical Leave Certificate (EMLC) is a service provided by the Social Security Department of the Ministry of Health for the beneficiaries of the National Health Fund (FONASA). The solution allows employees to process medical leave documents electronically instead of doing it on paper. EMLC is part of the national e-Health strategy of the Ministry of Health to automate and modernize the public health system.

The solution has an electronic signature by fingerprint, and allows any electronic medical leave certificate being processed to be viewed online at any stage. It connects all participating institutions online, including physicians, primary care centers, patients insured by FONASA, companies, financial organizations such as COMPIN and Compensation Funds, and the Social Security Authority, eliminating paperwork and the patient's need to take it to various places. It provides companies with immediate electronic notification of their workers' absences once the doctor has entered medical leave into the system. Patients are notified by cell phone when payment is available.

Impact

EMLC has numerous visible and high-impact benefits for public health system users, health professionals, public health administrators, and companies. First, thanks to this solution, processing times have been substantially reduced. The number of days from the time a physician grants a patient leave to when the patient receives payment has been reduced from 90 to 15 days. This time is now similar to the time used by private health insurers. It's a nationwide initiative that can directly benefit about 6 Million users who are insured through the public health company FONASA. FONASA handles about 3.6 million leave licenses per year, which represent an expenditure of US$ 800 million. There are two agencies providing medical leaves: i-med and Medipass. To date, over 2 million electronic medical leaves have been processed through this system, with a high level of implementation among providers in the Santiago Metropolitan Region. In 2013, about 12,500 health professionals and 13,300 employers have used the electronic medical leave service. About 25% of the leave certificates are now electronic.

Source: http://www.lme.gob.cl/

Source: http://www.i-med.cl/licencia_medica.html (in Spanish)
http://www.medipass.cl/WebPublic/ (in Spanish)
http://www.salud-e.cl/wps/wcm/connect/e-salud/as_home/as_prensa/as_noticias/licencia+medica+electronica+para+cotizantes+fonasa%2C+un+proyecto+de+gran+impacto+que+avanza
http://www.salud-e.cl/wps/wcm/connect/e-salud/as_home/as_prensa/as_columna/lme+urgente+masificacion
http://www.salud-e.cl/wps/wcm/connect/e-Salud/AS_Home/Inicio

CHILE

CHILE	
Institution/Ministry	National Public Library
Solution/Application	Memoria Chilena, Web Portal for Culture
Theme	e-Culture
Implementation Date	2001

Summary

Memoria Chilena is a cultural portal that offers access to most of the collections of the National Library of Chile. It contains books, press articles, photographs, audiovisual materials and documents that shape the national identity of Chile, thus encouraging its study.

In 2001, the National Library of Chile with the Directorate of Libraries, Archives and Museums (DIBAM) took the initiative of using the internet to disseminate the cultural heritage of Chile. Their aim was to contribute to the recovery, preservation and strengthening of historical memory by giving access to digital copies made readily available to the public around the world, in a user-friendly and appealing platform. By 2010 the site became one of the main components for the Bicentenary Celebrations providing the community with over 2500 books and 57500 press articles.

Nowadays, the website includes new spaces such as Chile Patrimonial which integrates the existing cultural wealth from different regions of the country; Virtual Rooms where the user can find information related to a very specific topic or collection, and Chile para niños an interactive space designed exclusively for children.

Impact

The initiative provides access to remote users, especially in economically vulnerable areas, to the cultural and heritage goods managed by the State, allowing for the decentralization of knowledge and culture. This need is reflected in 5.500.000 downloads that we had the year 2009. At the same time, being a Virtual Library it increases the chance of preservation of the collections.

Source:
http://www.stockholmchallenge.org/project/2010/memoria-chilena-portal-de-la-cultura-de-chile
More information on the project:
http://revistahistoria.universia.cl/pdfs_revistas/articulo_166_1331127834828.pdf
http://arpa.ucv.cl/articulos/memoriachilena.pdf
www.chileparaninos.cl (Only in Spanish)
http://www.memoriachilena.cl/index.asp (Only in Spanish)

Contact:
E-mail :
memoria.chilena@bndechile.cl

CHILE

CHILE		
Institution/Ministry	Ministry of the Secretary General to the President
Solution/Application	Portal de Datos Públicos
Theme	open government
Implementation Date	2011

Summary

The Department of Modernization and Electronic Government, under the authority of the Ministry of the Secretary General to the President, implemented the portal of open data sharing in September 2011. Due to the international initiative of open government, the Chilean government felt the need to share government data on the implementation of different policies from all national ministries.

The Portal functions as a basis for information sharing for all public institutions, corporations, and citizens. It is based on the different legal documents implemented on the participation of citizens in politics, and government transparency. Such a portal provides for easy information access, and for opportunities of individual analysis of public data. Hence the portal should create new opportunities for the development of service industries.

Impact

The initiative of open data sharing was one of the first actual government transparency projects since the implemented transparency law in 2008. Since then government transparency has increased significantly in Chile. The portal has grown from a small website to an information source of 207 institutions, and1210 catalogues.

The initiative of open data sharing has provided a solid basis for the new initiative of Gobierno Abierto or open government that has been implemented in April 2012. Moreover, it is believed by the Commission for Civil Defense and Transparency that corruption has decreased due to increased transparency levels. Hereby, citizen participation in Chilean politics has also increased over the past two years.

Source:
http://www.cdc.gob.cl/wp-content/uploads/documentos/Plan_accion_gobierno_
alianza.pdf
http://datos.gob.cl/noticias/ver/5

More information on the project:
http://repositorio.uc.cl/xmlui/bitstream/handle/123456789/1726/593247.
pdf?sequence=1
http://datos.gob.cl/noticias/ver/15
http://www.cdc.gob.cl/2013/10/02/cultura-de-acceso-a-informacion-publica-crece-
en-nuestro-pais/
http://datos.gob.cl/page/view/inicio

Contact:
Oscar Díaz Maturana, Asesor
Unidad de Modernización y
Gobierno Digital
Ministerio Secretaría General de
la Presidencia
Phone: +562 2688 2970
E-mail:
odiaz@minsegpres.gob.co

COLOMBIA

COLOMBIA		
Institution/Ministry	Ministry of Agriculture and Rural Development	
Solution/Application	Ministry of Agriculture and Rural Development	
Theme	Rural development, e-agriculture	
Implementation Date	On-going	

Summary

Agronet is a technology-based information and communication platform in the agricultural and agribusiness sector. It is promoted by the Ministry of Agriculture and Rural Development and is supported by the United Nations Food and Agriculture Organization (FAO). Its goal is to provide strategic information to the agents involved in agriculture transactions, including policy-makers and small farmers. The service provides statistical and analytical information on a broad range of topics related to agriculture. It articulates several technologies and databases to gain a better understanding of the dynamics in agriculture. For example, it uses Geographic Information Systems (GIS) to map and analyze land uses across municipalities. It also uses the Moodle technology to create a user-friendly environment for virtual training and on-line education courses.

The platform takes advantage of the use and expansion of mobile technologies in rural areas. New technologies and methods of production are introduced to small farmers through virtual online courses and SMS messages. Through a free-of-charge service (Celuagronet) farmers receive news updates, including changes in domestic and international market prices, demand, and weather. Agroclima and Agromapa are applications that can be easily installed in the phone. It also allows small farmers to search for credit information for their farm inputs, market for their products and information of other stakeholders. The platform also offers a digital library and policy documents on standards, food security and sustainable practices.

Interestingly, the platform uses prizes as an incentive to market and promote the modernization in the agricultural sector. It also uses social networks sites and on line communities such as Twitter, Facebook, Google+ and YouTube to market their activities and involve farmers. These tools represent a rich source of information and knowledge. Information on meetings, events, courses is supplied together with best-practices, training videos and other knowledge-content such as techniques to improve the sustainability and profitability of crops, or changes in prices.

Impact

The economic and social impacts of Agronet are multiple. One of the main goals of the platform is to increase the productivity of Colombian farmers and their access to national and international markets. Another goal is to promote social inclusion of farmers by increasing rents, as well as by reducing the digital divide that exists between population in rural and urban areas. It is also a way to reduce gender difference in the use of information and communication technologies. Since women participation in agriculture activities is rather significant,

this kind of initiatives help to improve equality between genders. To judge by the level of involvement in social networks, the platform exhibits a high degree of interest among its users. For example, since 2011, as of October 2013, the network has had about 2,779 likes in Facebook, while 2,917 people are currently following the platform through Twitter.

To quantify the impact of the platform Colombian authorities conduct a "Survey on cropping decisions and productivity". This survey represents one of the main components of the national information system to estimate the existing agriculture supply. The Ministry of Agriculture uses the results of the survey to formulate and follow up policies in the agricultural sector. It allows to forecast in the short and mid-term and to establish technological variables relevant for decision-making.

Source: http://agronet.gov.co/agronetweb1/

More information on the project:
Twitter: @AgronetMADR
Facebook: Agronet MADR
Google +: Agronet
Youtube: AgronetColombia

COLOMBIA

COLOMBIA		
Institution/Ministry	Ministry of Information and Communications Technology (MoICT)	
Solution/Application	Plan Vive Digital, ICT Strategy	
Theme	Citizen Service Delivery, Information Access, e-inclusion	
Implementation Date	2010	

Summary

Plan Vive Digital is Colombia's roadmap for state intervention regarding technology. Its objective is to provide for wider access and use of Internet across the country, along with the development of a digital ecosystem at the national level. Plan Vive Digital came as a response to the serious obstacles in internet penetration and internet usage. Therefore the MoICT regrouped the challenges into 6 groups and provided an overall of 27 solutions.

The process of preparation and adoption of Plan Vive Digital ensured transparency and citizens participation through an online platform where the draft proposal was shared and feedback was provided. The platform incorporated online forums where 5,681 citizens and private entities were engaged in a public discussion leaving a total of 2,023 contributions and comments. Their inputs were taken into consideration when finalizing and implementing the plan. Along with increased penetration rates due to the initial implementation of Plan Vive Digital, the Government of Colombia coupled infrastructure investments with favorable trade policies for imported computers, through tax exemptions aiming to increase internet usage at the same time.

Impact

Plan Vive Digital has had great impacts in digital reform in Colombia since its implementation date in 2010. In a 2 year period, Internet connections expanded by 150%. As per 2012, optical fiber is available in 1078 municipalities compared to 200 municipalities in 2010. As a result of tax exemption policies included in the Plan, Colombia is also the country with the cheapest computers in the region. Finally, an impressive growth (114%) for micro, small and medium size enterprises resulted from their connectivity to Internet.

Source: http://www.gsma.com/publicpolicy/government-programme/government-leadership-award

More information on the project:
http://www.mintic.gov.co/index.php/vive-digital-logros/2010-2012
http://www.mintic.gov.co/index.php/vive-digital-plan/introduccion
www.vivedigital.gov.co

Contact:
E-mail :
memoria.chilena@bndechile.cl

PERU

Institution/Ministry	Ministry of Health
Solution/Application	Colecta Palm
Theme	e-health
Implementation Date	2005

PERU

COLOMBIA
ECUADOR
Tumbes
Sullana   Iquitos
Piura   *Marañón*
Chiclayo   Tarapoto
         Cajamarca   BRAZIL
Trujillo   Pucallpa
Chimbote   Huánuco
             Huancayo
Lima ✪
             Ayacucho
Chincha Alta   Ica
             Juliaca
Arequipa   Puno
   Tacna   BOLIVIA
PACIFIC OCEAN
200km   CHILE

Summary

Colecta Palm was a project that involved the use of PDAs to enhance adherence to antiretroviral treatment and to support safer sex and HIV transmission risk reduction for people living with HIV/AIDS (PLWHA). It is an open source, secure web-based application that delivers Spanish-language surveys via audio on PDAs, was designed to ensure patient buy-in. Colecta-PALM provides behavioral messaging based on risk assessment responses for HIV patients. The application uses a wireless Intranet secure connection to transfer Web survey pages from desktop server to wireless-enabled PDA. Usability testing was undertaken using mixed methods including observation and semi-structured interviews.

In 2005 a pilot project using PDAs for family physicians of the Ministry of Health was launched in six regions of Peru. PDAs were used by family physicians to take patients' clinical information during home visits. Cell-Post is a computer-based system using cell phones and the Internet to enhance adherence to antiretroviral treatment (via SMS reminders) and to support HIV transmission risk-reduction among adult PLWHA in Peru.

The pilot showed that PDAs could be a culturally appropriate way to approach and support PLWHA in Lima, Peru. In addition, low-cost PDAs have been used to collect sexual behavior data based on risk assessment responses for HIV patients. Pambazuko-PALM collects patient risk assessment data, and delivers counseling protocol training and evaluation to nurses involved in HIV care.

Impact

Colecta-PALM was well-received and easily usable by most patients. Computer counseling was delivered and provided great potentials in health assessment and promotion to HIV/AIDs patients, especially considering scarce health personnel resources in HIV Centers.

Source: http://www.proyectopreven.org/portal/index.php

More information on the project:
http://faculty.washington.edu/akurth/docs/PDA_AMIA_07.pdf
http://www.upch.edu.pe/upchvi/oii/noti/noticias153.asp
http://mhealthinfo.org/project/colecta-palm-emulator

Contact:
Dr. Walter H. Curioso
wcurioso@u.washington.edu
http://www.prevenperu.org
UW Biomedical and Health
Informatics

PERU

PERU		
	Institution/Ministry	National Office for e-government and information
	Solution/Application	Portal for citizen and company services
	Theme	e-Administration, e-Government
	Implementation Date	June 2009

Summary

The Portal for citizens and company services allows users to find information on all the procedures for specific institutional requests. Every administrative process and its steps are published and explained for both starting up new businesses and individual requests. All institutional requests can be initiated directly from this one stop shop, without citizens having to access every institutional website separately.

The information is categorized and organized to fit the specific needs of the user. Citizens can for example, apply for benefits, register new-born babies, or renew identification paper while business can apply for registration numbers or request legal information.

Impact

The project has improved the efficiency of the government, since services can now be accessed 24 hours a day. Online initiated requests have increased significantly almost 3000 public services have been registered at the portal. Costs for institutions and citizens have decreased considerably and government procedures have become more transparent.

More information on the project: http://www.serviciosalciudadano.gob.pe/

More information on the project:
http://www.scielo.cl/scielo.php?pid=S0718-27242009000400014&script=sci_arttext
http://www.redgealc.net/sitio/contenido/2425/
http://www.ongei.gob.pe/otros/ONGEI_OTROS.asp
http://www.microsoft.com/publicsector/ww/international-organizations/projects/
Pages/development-of-egovernment.aspx
http://webcache.googleusercontent.com/search?q=cache:2jUHJlHc1FUJ:www.ongei.gob.
pe/eventos/Programas_docu/95/Programa_878.ppt+&cd=4&hl=nl&ct=clnk&gl=nl

Contact:
Calle Francisco de Toledo 219,
Urbanización La Virreyna, Surco
Phone: 634 6000-219 7000
E-mail: ongei@pcm.gob.pe

PERU

PERU		
Institution/Ministry	Presidency of the Council of Ministers - Peru	
Solution/Application	Portal de Servicios al Ciudadano y Empresas (PSCE) – Citizens and Business Services Portal	
Theme	Government portal, Information Access/Sharing	
Implementation Date	2006	

Summary

The Peruvian Citizen and Business Services Portal provides users with a single page to receive information on multiple transactions, including passport services, national identification services, birth certificates, and background checks.

Tens of thousands of forms are uploaded on to the PSCE portal for users to download at their convenience and nearly 400 services are available online, including creating a company, opening an account at the state-owned bank, and changing one's civil status.

Impact

Many of the most demanded services have had over 20,000 individual submissions since the creation of the PSCE. Although this may seem like a low amount, recent data released by Peru's National Office of Statistics and Information suggests that only 25.5% of Peruvian households have internet access. It is estimated that the portal saves each government institution over $2,000 USD per year, while users are able to receive standard-ized paperwork processing and avoid long waits in government offices

Source: http://www.serviciosalciudadano.gob.pe
More information on the project:
http://www.serviciosalciudadano.gob.pe
http://www.telegeography.com/products/commsupdate/articles/2013/07/01/a-quarter-of-peruvian-households-have-internet-access-stats-office-claims/
http://www.redgealc.net/sitio/contenido/2425/

Contact:
Oficina Nacional de Gobierno Electrónico e Informática - ONGEI
Francisco de Toledo 219 – Urbanización La Virreyna, Surco
Phone: +51 1 634 6000
E-mail: ongei@pcm.gob.pe

PERU

PERU		
Institution/Ministry	Presidency of the Council of Ministers	
Solution/Application	Transparency Portal	
Theme	e-information	
Implementation Date	2010	

Summary

The Transparency Portal is based on the Peruvian law on transparency. Its aim is to inform the citizenry on relevant government projects. Information from all government institutions and organizations is integrated and standardized before publication on the portal, so that the information is understandable for all citizens.

The information displayed includes government statistics, organizational structures, government personnel, contracts, official activities and citizen participation.

Impact

In 2011 only the provincial government of Huamanga had fully implemented its website. Nonetheless, the transparency portal has facilitated the access of information on all provincial governments and organizations, even though their separate internet structures are not fully implemented.

Source: http://www.peru.gob.pe/transparencia/pep_transparencia.asp

Application/solution's website
http://giswatch.org/en/country-report/transparency-and-accountability-online/peru
http://www.right2info.org/resources/publications/publications/wb_implementing-rti_peru_2012
http://giswatch.org/en/country-report/transparency-and-accountability-online/peru

Contact:
Calle Francisco de Toledo 219
Urbanización La Virreyna, Surco
Tel: 634 6000-219 7000
E-mail: ongei@pcm.gob.pe

VENEZUELA

VENEZUELA		
Institution/Ministry	National Electoral Council of Venezuela (CNE)
Solution/Application	Gilat Satellite Networks
Theme	E-Voting
Implementation Date	2004

Summary

The National Electoral Council (CNE) of Venezuela wanted to run the 2004 presidential referendum in an electronic way. Consequently, they opted to install products from Gilat Satellite Networks (Skyedge and Gilat) in approximately 3000 sites at polling stations. For the first time in Venezuela, the CNE wanted a transparent and fraudless voting and identification system for the pivotal governmental referendum, and these were provided via Gilat Satellite Networks' products.

CNE faced several challenges regarding the description, execution, and implementation. The technologies had to be connected to both populous areas and small and isolated regions of Venezuela in order to allow e-voting to be permissible among all the citizens. Moreover, if the 2004 presidential referendum proved successful, the deal between CNE and Gilat would endure even in the future. Ultimately using Gilat's products, the CNE managed to proficiently administer an e-vote that was acknowledged impartial and precise by the Carter Center.

Impact

Gilat managed to install its systems within a month, taught and oversaw 600 locals, and installed 400 remote terminals every day. Gilat provided CNE with i) a SkyEdge Satellite network, ii) a hub in Caracas, and iii) overall 3000 remote terminals at polling stations.

In 2004, 9 million Venezuelans contributed in the presidential vote out of which 5.5 million people utilized this new innovative technological system. Every balloting location was furnished with about 5-10 PCs and a thumb-print technological recognition system was installed. Fingerprint data was transported through SkyEdge to a main databank where it was tested to prove that voters had not previously voted in a different place. When confirmation of no previous vote had been received, approval was conveyed back to the voting post.

REGIONAL LATIN AMERICA AND CARIBBEAN

LATIN AMERICA & CARIBBEAN	Institution/Ministry	The Network of e-Government Leaders of Latin America and the Caribbean (RED GEALC)
	Solution/Application	RED GEALC
	Theme	e-government
	Implementation Date	2003

Summary

RED GEALC is a network of e-governments connecting and sharing information between participating countries in Latin America and the Caribbean. It was created through a joint initiative between the Executive Secretary for Integral Development of the Organization of American States and the International Development Research Center, and was later joined by the Canadian International Development Agency and the Inter-American Development Bank. The purpose of the network is to promote horizontal cooperation between the countries involved and create an online space where the exchange of solutions and experts between the two regions.

RED GEALC does not simply function as a static online network. It works to continually mobilize leaders and experts within participating countries in the regions. The network organizes workshops of collaboration and exchange for high ranking civil servants. It creates a newsletter and provides an online library of its publications available to the general public. RED GEALC also has created a prestigious database of e-government experts, with current access to over 300. And it currently has eight virtual working groups such as online training courses for e-government, an e-government monitor system that monitors advances, a program of research and promotion of e-government as well as an information system of e-government applications.

In order to promote development and continual improvement within the network RED GEALC organizes annual awards for excellence in e-government. The network also has at its access the Horizontal Cooperation Fund which is created by RED GEALC in order to help governments continue innovating and improving their e-government portals.

Impact

RED GEALC has produced a standard of best practice through the sharing of e-governments solutions and experts, allowing governments to learn from others on what is actually working. It has acted as a useful tool to identify, through experiences of its members the main challenges for e-governments. In this regard the network has been able to effectively generate and share research evidence between participating countries. Because of the increase in the sharing of knowledge within the network, RED GEALC has also effectively increased communication amongst participating countries. Not only have countries within the network benefited from

the research, but also the International Development Research Center has been able to use the network for researching the ability of information and communication technologies (ICTs) to aid citizens.

Communication between citizens and governments has also been improved through RED GEALC. With governmental information available online to the public, citizens are able to hold their governments accountable. Citizens are also able to make well-informed decisions and opinions through the ability to compare actions and public spending of diverse governmental departments, within the RED GEALC network; which promotes confidence of citizens towards their governments and at the same time promotes governmental credibility. The network also acts as a space for citizens to work with governments to find solutions and identify problems. Due to the use of ICTs, RED GEALC has been able to effectively systemize findings and methodologies, making them accessible in a way that allows them to be replicated by various countries.

More information on the project: http://www.redgealc.net/home/red-gealc/en/
http://www.graphicmail.com/new/viewnewsletter2.aspx?SiteID=72841&SID=0&NewsletterID=934546 (In Spanish only)
http://www.idrc.ca/EN/Programs/Social_and_Economic_Policy/Governance_Security_and_Justice/Pages/ResultDetails.Aspx?ResultID=122

ASIA

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	UNDP, the China International Center for Economic and Technical Exchanges, The General Administration of Customs of China
Solution/Application	China Custom Modernization
Theme	E-customs
Implementation Date	1990

Summary

The long customs clearance process used to be one of the China's Customs Administration's biggest obstacles for a long time. While entry to the WTO brought with it a heightened capacity to engage with the world, the task of coping with the kind of growth in imports and exports, as well as integrating with more advanced economies, had become a hub of China's international trade.

In the recognition of the need to ensure that China would be able to develop its international trade potential, UNDP and the China International Center for Economic and Technical Exchanges launched a joint project in 1990. The project included identifying, selecting and purchasing computer hardware and software, as well as providing training to 40 customs technicians on equipment use and maintenance. Also, a crisis management program and a crisis management team were established. Equipment and systems upgraded for crisis management in order to secure trade, supply chain and social stability.

Impact

Now following a 22 year partnership with the United Nations Development Programme, China's Customs Administration has transformed its technologies, retrained its 50,000-strong workforce and reduced its clearance time from 22 days to just 22 seconds. While customs revenue doubled from 1.88 trillion RMB in 2001 to 4.46 trillion RMB in 2010, staff levels rose by just 6.1 per cent during the same period.

Source: http://www.cicete.org/lhgkfjhzzxm/index.shtml

More information on the project: http://www.undp.org/content/china/en/home/ourwork/povertyreduction/successstories/from-22-days-to-22-seconds--modernising-chinas-customs-administr.html
http://www.undp.org/content/dam/undp/documents/projects/CHN/00043936/PRODOC.pdf

Contact:

Tel: +86 10 8400 0588

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	China Post
Solution/Application	China Post Online Training College
Theme	E-education
Implementation Date	2005

Summary

China Post Group Corporation has 800,000 employees across China. For such a network and labor-intensive enterprise, training of employees has been a major long-term strategy. Since 2005, a distance education and training network for digital learning has been established at China Post with modern information technology. In July 2010, the network was upgraded to China Post Online Training College, a nationwide online education platform that helps with corporate and employee development, as well as the construction of a learning-oriented enterprise.

The curriculum of China Post Online Training College consists of a job training system, a professional skill assessment system, an on-job degree education system, knowledge and skill competition system, a cultural education system, a resource and service system, a consulting service system, and a public service system. The college has one first-tier center, 31 second-tier centers, and a multiple learning stations. The first-tier center refers to the national distance education training center that consists of a distance education training website, a teaching material preparation center, a video conference system, and studios with the functions of live and on-demand course broadcast, course material download, teaching material preparation, teaching management, and system management. Second-tier centers are provincial-level distance education training centers that consist of distance education training websites and distance classrooms with the functions of material sharing, live and on-demand course broadcast, course material download, and organized learning. Learning stations are distance education training stations with multimedia classrooms, computers, and Internet access.

Impact

China Post Online Training College basically realized "three coverages" 1,200 learning stations covering all city-level, county-level, and important township branches; more than 850,000 registered students covering almost all post office employees; more than 2,600 subject resources covering all service areas of post offices. It has targeted the skills of employees and supported the reform and professional operations of China Post, while the informatization of training was an integral part of the development of the China Post company and its employees.

Source: http://www.cpde.cn

More information on the project: http://www.inruled.org/iERD/Publication/
iERD%20in%20China%20for%20eLA%20
(UNESCO-INRULED).pdf

Contact:

China Post Online Training
College

Tel: +86 400-010-1890

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	Ministry of Education (MoE), Northeast Normal University
Solution/Application	Continuing Education Network for Primary and High School Teachers
Theme	E-education
Implementation Date	2002

Summary

After implementing and succeeding in education reforms to improve the quantity of education in China, many efforts have started to move to quality reform, such as reformation of the school curriculum, evaluation methods for students' development, and upgrading of teachers' professional qualifications. The Continuing Education Network for Primary and High School Teachers was launched by Northeast Normal University in December 2002 as approved by MoE, in cooperation with 18 provincial normal universities and colleges. The continuing education network aims at providing continuing education for primary and high school teachers and headmasters.

The program provided an online (public service) platform for different levels of teacher training institutions to develop a basic framework covering the national public service platform for continuing education of teachers, regional teacher network coalitions, county-level learning and resources centers, and a four-level management of school-based training. The platform can accommodate 1 million learners studying online and has strong functions of live and on-demand broadcast and video interaction.

In the meantime, the network allows more than 10,000 people to take exams online at the same time. It has 10 first-layer menu options including teaching center, information center, exchange center, resources sharing, teaching guide, and several side bar options such as article search and online class to meet the diverse needs of different training institutions. To take full advantage of the Internet, the network also provided different exchange platforms such as education forum, teachers' blogs, presidents' blogs, and course presentations.

Impact

By May 2009, the network had sponsored 7 national-level and 35 provincial-level training projects, established 18 provincial-level websites, more than 600 regional learning and resources centers, and more than 60 specialized websites. The platform has been implemented in over 100,000 schools, providing distance training to over 2 million teachers.

Source: http://www.teacher.com.cn

More information on the project: http://www.inruled.org/iERD/Publication/iERD%20in%20China%20for%20eLA%20(UNESCO-INRULED).pdf

Contact:

Tel: +86 010-56961888
Address: Fl 3-5 Building D,
Linglong Mansion, 160 Sihuan
North Road, Haidian Dist.
Beijing, China, 100142

CHINA, PEOPLE'S REPUBLIC OF

CHINA		
	Institution/Ministry	Ministry of Education (MoE)
	Solution/Application	Digital Learning Demonstration Centre project
	Theme	E-education
	Implementation Date	2001

Summary

In rural areas in China, there were always 2 challenges faced by farmers: first, those engaging in agriculture, forestry or product processing need knowledge and skills for farming, plantation, animal husbandry, among other things. Second, those without land and working in local companies or migrating to cities need vocational trainings and education. The MoE launched the digital Learning Demonstration Centre project to target this group of people and to provide trainings and education.

The center mainly contains both online and office resources available to farmers through building digital reading rooms, digital media rooms, and information booths in villages. In addition, a distance education channel was established on the local website of "Beilun Window".

Universities provide technical support to this project. In the case of Beilun, the technical team from School of Distance Education of Zhejiang University is also integrated into the information center of Beilun. For demonstrating the typical applications of Beilun subprojects, they developed a digital resource management platform, an extra-net of the Beilun E-learning service system, and an intranet known as "Open Treasure". The Zhejiang University teams are responsible for the daily technical maintenance of the sites. Daily operations are done by local Adult Education School.

Impact

The impacts could be investigated on the local level. Open e-Learning Public Service System set up a village and township digital learning demonstration center in Zhenluoying, Pinggu District, Beijing. The center consolidated both online and offline resources and trained more than 300 farmers in basic digital learning skills and skills for the improvement of pruning, pest control, and fertilizer application for their peach orchards, and enabled them to check sales information of peaches online.

In Beilun, Ningbo, Open Distance Education Centre, Zhejiang University, Beilun Information Center and local youth volunteers have provided digital resources to Beilun learning center consisting of more than 3000 academic courseware units, covering more than 400 subjects, sourced from more than 20 colleges and universities. Additionally, from non-academic fields there are nearly ten thousand courseware units. Among the various training programs offered by the Learning Center, the most popular17 programs have a total of more than 6000 participants.

Source: http://bl.ningbo.gov.cn/yjbl/shfw/snfw/ncycjy/kjww/aqff/index.shtml

More information on the project: http://www.inruled.org/iERD/Publication/
iERD%20in%20China%20for%20eLA%20(UNESCO-INRULED).pdf

Contact:

New Countryside Project Office
Tel: +86 0574-86782892

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	UNESCO, Shanghai Open University
Solution/Application	Distance education in Shanghai Open University
Theme	E-education
Implementation Date	2003

Summary

Shanghai Open University SOU (previous: Shanghai Television University (STVU)) was founded in 1960 to provide access to education through formal and non-formal modes of learning. In the early stages, the university relied principally on television to transmit lectures and materials. While facing an increasing demand for education from diverse occupations and locations, SOU planned to take advantage of the rapid technological advances and has developed into an open university using modern telecommunication media and devices to offer distance education to a wide spectrum of society, including teachers, civil servants, migrant workers and the elderly, in both urban and rural China. By taking full advantage of technology, an ICT-based learning support system has been established in SOU. The system consists of a network, a teaching platform, and teaching assistance systems (e.g. Online Classes and Faculty Seminars).

The SOU network consisted of four branches connected by four Cisco 7609 routers in a double directional structure with each link in gigabit Ethernet. The linking-load balance and link redundancy were achieved through the use of Open Shortest Path First (OSPF) routing protocols. Equipped with a 100 megabyte exit for the public network, 100 megabyte exit for the education research network, 1,000 megabyte for the main campus network and 100 megabyte to desktops, the institute's network connects more than 50 branch campuses through the Asynchronous Transfer Mode (ATM)/Metropolitan Area Network (MAN)-based virtual private network (VPN).

Network safety is secured by a hardware firewall, the intrusion prevention system (IPS), email gateway and antivirus software. Modern ICT and multimedia technology are the foundations of distance education, online learning and management. Using new technologies, SOU now boasts an online teaching platform supported by MAN. To provide students with a full range of learning support, the platform has integrated teaching, administration, and other teaching assistance systems with different application service systems.

Impact

In 2008, SOU was awarded the UNESCO King Hamad Bin Isa Al-Khalifa Prize for ICT in Education for its project on building digital lifelong learning that reaches 230 communities learning centers in the Shanghai area. The project exemplifies the effectiveness of ICT in breaking through the confines of time and space that have limited traditional teaching and learning practices.

Currently, SOU has a network based on a highly connected information technology (IT) infrastructure that covers more than 50 branch campuses and serves the operational needs of over 100,000 teachers and students. The educational application of information and communication technology (ICT) has been, and will continue to be, a core element in SOU's development.

Source: http://portal.shtvu.org.cn/portal/

More information on the project: http://www.icde.org/filestore/Resources/Reports/ICTforHEUNESCO.pdf

Contact:

Shanghai Open University
Tel: +86 21 25653114
Address: 288 Guoshun Road,
Shanghai, China

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	UNDP, China International Centre for Economic and Technical Exchanges, Ministry of Science and Technology
Solution/Application	Promoting Technology Entrepreneurship for Sustainable Rural Development in China and Other Developing Countries
Theme	Sustainable Development
Implementation Date	2010

Summary

China has made great achievements in its social and economic development at a very rapid rate. However this fast development has also created disparities, especially with regard to the development gap between its urban and rural development. Balancing urban and rural development and reducing this development gap is a very important task for China in sustaining its overall growth.

The Chinese Agriculture Technical Task Force (TTF) initiative is a Government of China program supported by UNDP, representing a new model of agriculture extension services. The term "Technical Task Force," or Keji Tepaiyuan in Chinese, refers to extension practitioners, often skilled technical personnel or professionals with entrepreneurial skills, who are selected to participate in developing more efficient enterprises at farm- and village-level, thereby helping farmers move out of poverty.

Impact

This project has further promoted the reform of China's rural economy and rural technological application system. The impacts can be revealed in different provinces. For example, up to now, Inner Mongolia 5970 TTFs serviced more than 2700 villages and covered 1.5 million farmers.. The Inner Mongolia autonomous region through the implementation TTF entrepreneurial action, promoted 1226 new technologies with new results, and introduced 1659 new varieties, and business promotion projects that the farmers directly tied to 292700 households, with 2.1373 million people involved, increasing the farmers' income by 22.49% on average. Up to now, Inner Mongolia TTFs founded 128 agricultural industry leading enterprises, professional cooperatives and association, absorbing 161000 members.

Source: http://www.cttfs.net	**Contact:**
More information on the project: http://www.cn.undp.org/content/china/en/home/ operations/projects/environment_and_energy/ promoting-technology-entrepreneurship-for-sustainable-rural-deve.html http://www.cn.undp.org/content/dam/china/docs/ ProDocs/UNDP-CH-EE_TTF_prodoc_EN.pdf	CTTFS Tel: +86 010-82106590 Email: webmaster_ktp@126.com

CHINA, PEOPLE'S REPUBLIC OF

Institution/Ministry	Department of Education, Guangdong Province, South China Normal University
Solution/Application	Teaching Ability Training of Guangdong for Primary and Junior High School Substitute Teachers
Theme	e-education
Implementation Date	2009

Summary

There are 52,185 substitute teachers in primary and junior high schools in the Guangdong Province of China; out of which 42,469 are in primary schools (accounting for 81.4%) and 9,716 in junior high schools (accounting for 18.6%). Additionally, there are 35,075 substitute teachers in less-developed regions, representing 67.2% of the total. Substitute teachers are less well-paid and less professional, and are acknowledged to pose a constraint on the development of basic education.

In 2009, Guangdong Province implemented the "Teaching Ability Training of Guangdong for Primary and Junior High School Substitute Teachers". The project was organized by the E-learning College of South China Normal University and aimed at the training of substitute teachers in 15 less-developed cities.

To ensure the successful implementation of the training, South China Normal University conducted field investigations to learn about local opinions and improve the training plan. Learners were trained by reading materials, video watching (computer and TV versions), and through the online training platform on which they could also completed the following tasks: reading; video watching (by playing disks or watching online), BBS discussions, assignments (submitted online or in written), and participation in distance video tutoring and Q&A sessions.

Based on field research, South China Normal University was able to design, develop, and organize the training with regard to user needs. The university revised the relevant hardware, software, courses, and teacher resources to enhance the performance of the training platform; organized training enrollment and provided two service hotlines.

Technical assistants, training managers, and support service assistants were also deployed to help participating teachers log into the platform and answer their questions. With the help of such support services, the participating substitute teachers actively participated in the training and discussions. The college organized eight distance video Q&A sessions and participants absent from these sessions could watch the videos on demand.

Impact

The training was effective. Around 250,000 teachers received training on pedagogy, educational psychology, education laws and teaching skills. 97.81% of participants passed the exam, and 88.6% were satisfied with the training. The training platform received 126,863 visits. Most substitute teachers spent two hours or more per day online to read course materials, watch class videos, or using other learning resources, showing enhanced enthusiasm toward e-learning.

Source: http://www.gdteachers.com

More information on the project: http://www.inruled.org/iERD/Publication/iERD%20in%20China%20for%20eLA%20(UNESCO-INRULED).pdf

Contact:

Tel: +86 020-85215925, 85215409
Email: gdteachers@qq.com

CHINA, PEOPLE'S REPUBLIC OF

CHINA	
Institution/Ministry	MOE, Ministry of Science and Technology, and the Ministry of Agriculture
Solution/Application	The University Agricultural Science and Technology and Education Network Coalition
Theme	E-education
Implementation Date	2003

Summary

A big problem facing farmers in rural areas of China was the lack and severe shortage of accessible information on agriculture. This coalition of agencies established a sharing platform for agricultural information and education, as well as an educational training and science and technology dissemination service system. Further support comes from agricultural science and technology parks, agricultural science research institutes, and rural science and technology promotion agencies. Internet access will be based on the existing distance education network at local primary and junior schools so that the farmers can take advantage of them to attend "day school and evening school". The platform also adopted simple, low-cost and flexible technologies and methods such as TV, satellite TV, set-top box + TV + Computer, etc. for training.

As part of the coalition of agencies and ministries, the E-learning College of China Agricultural University implemented the "New Countryside Construction and Rural Cadre Training" project. The "happy rural household" resources package includes more than 2,600 video programs covering agricultural technology, labor techniques, legal knowledge, entrepreneurial experiences, popular sciences, arts, and knowledge on ordinary life. All the resources are recorded in a little box (HD player) that weighs less than 2kg and has 1,000G of storage capacity. Farmers can watch the programs in the office of the village party committee, schools, or cultural centers, using remote control once the HD player is connected to a TV.

Impact

The coalition has established more than ten demonstration sites, opened a general website and branch websites for cooperating universities and demonstration sites, organized several exchange conferences, lectures, and promotional events at home and abroad, and trained a total of more than 500,000 farmers, officials, and party members. More than 2,600 videos of short stories were distributed to rural areas in the "new countryside community culture digital resources package" under the project specifically for the training. The "happy rural household" resources packages was promoted in 15 counties and townships and 76 villages in Beijing Yanqing Demonstration Site. More than 80,000 people attended more than 3000 broadcast sessions.

CHINA, PEOPLE'S REPUBLIC OF

CHINA		
	Institution/Ministry	Ministry of Education (MoE)
	Solution/Application	Campus Computer Network Construction Project for Universities in Western China
	Theme	E-education
	Implementation Date	2001

Summary

Colleges and universities in western China had always received insufficient input for informatization   and therefore had suffered from deficits such as outdated or non-existent campus network facilities, poor network coverage low level of application, low speed CERNET connection, insufficient talent resources, and poor network maintenance.

In November 2001, the Chinese government and MoE, invested CNY900 million to launch the "Campus Computer Network Construction Project for Universities in Western China", establishing campus network in colleges and universities in western China with access to CERNET. The project followed the principles of standardized planning, design, purchase, and evaluation.

MOE set up a project leadership team to coordinate, manage, and supervise the project. The Ministry also set up a project expert committee to take charge of the overall project planning and the evaluation of feasibility report, as well as providing consultancy, quality supervision, technology and management training, inspection, assessment, and evaluation before project completion.

Impact

The project established campus networks in 143 colleges and universities in western China, and also education MAN (Metropolitan Area Network) in 11 western cities, significantly enhancing the level of informatization in those cities and regions. The project also promoted the construction of informatization in colleges and universities in western China, improved talent training, Research and Development conditions, and the quality of education, teaching and scientific research, such as CERNET-based remote videoconference, and also online education.

Source: http://www.edu.cn/zui_xin_bo_bao_1353/20060323/t20060323_26800.shtml

More information on the project: http://www.inruled.org/iERD/Publication/iERD%20in%20China%20for%20eLA%20(UNESCO-INRULED).pdf

CHINA, HONG KONG SPECIAL ADMINISTRATIVE REGION

HONG KONG, CHINA		
	Institution/Ministry	The Hong Kong Society for the Aged
	Solution/Application	Brain Fitness Gymnasium for the Elderly
	Theme	E-health
	Implementation Date	2007

Summary

In Hong Kong, there are around 1 million people above 60 years old, among whom there is about 72,000 people (7.2%) suffering from mental disease. www.loveyourbrain.org.hk is the world's first website dedicated to promoting the brain health of Chinese elderly.

The website comprises all the information about brain health including basic physiology and functions of brain, tips for a healthy brain, recipes for brain health food, latest news about brain fitness and brain disease, Online Brain Test and Online Brain Training System. In the Online Brain Training System, there are totally 15 brain training games classified into 5 cognitive domains including Memory, Eye-hand Coordination, Attention, Calculation and Judgment. All the games have 3 different challenge levels from beginner to expert level, ensuring all the games are suitable for people with varying cognitive abilities. The brain training system records all the activities and achievements of individual users and have an easy-to-understand performance chart for their reference in order to enable users to manage their own brain health and training progress more easily.

Impact

This is a cost effective and marketable product that benefits the service users and also the provider. Full utilization of the touch screen technology, the usability of the website and the games, as well as users' interest in ICT is largely enhanced. The website has over 11 million visits from 27 countries. The number of registered users has exceeded 4600. Also, many other social institutions in Hong Kong have also implemented the program.

Source: http://www.loveyourbrain.org.hk

More information on the project: http://www.hkictawards.hk/news.asp?menuid=10823&supmenuid=10818

Contact:
Dr. Zhijie Huang
Tel: +00852 3422 3208
Email: Schwinger.wong@sage.org.hk

CHINA, HONG KONG SPECIAL ADMINISTRATIVE REGION

HONG KONG, CHINA

Institution/Ministry	The Hospital Authority
Solution/Application	Community Health Call Centre
Theme	E-health
Implementation Date	2010

Summary

Helping high-risk elderly patients to stay healthy after being discharged from the hospital is always a critical issue in improving social welfare. Community Health Call Centre (CHCC) is an innovative service of The Hospital Authority (HA) to support management of targeted high risk patients leveraging on a validated risk prediction model. CHCC is a client-based web platform enabling telephone consultation and support service to elderly patients discharged from HA.

It covers all 41 HA hospitals, serving more than 43,000 patients each year in the community. The project has extended to management of other chronic diseases including diabetes and mental illness. With the use of evidence-based clinical protocols and integration of huge central patient record database, clinical deterioration of patients were early detected and prevented by providing timely intervention. The application of technology incorporates risk prediction into Call Center operation using ICT. The innovation of ICT includes Telephony & Intelligent Call Routing, Call Logging System, access and leverage on huge patient medical records.

Impact

With the outbound and active approach to care and concern for the elderly patients, the service well achieves a significant reduction in unplanned readmission that means a better support to the health of the elderly patients and a re-allocation of the valuable resources to others in urgent need.

Unnecessary and frequent readmissions to hospital were thus avoided by 25-50%, and this could save up to HK$0.2 billion annually for the HA. A decline in mortality has been consistently observed.

Source: http://www.ha.org.hk/

More information on the project:
http://www.hkictawards.hk/news.asp?menuid=17727&supmenuid=17721
http://www3.ha.org.hk/ehaslink/issue48/eng/community.htm
http://www.ha.org.hk/haconvention/hac2012/proceedings/downloads/SPP5.5.pdf

Contact:
Dr. Yam Yin-chun, Loretta
Hong Kong East Cluster/
Pamela Youde Nethersole
Easten Hospital and Wong Chuk
Hang Hospital

KOREA, REPUBLIC OF

REPUBLIC OF KOREA		
Institution/Ministry	Seoul Metropolitan Infrastructure Headquarters
Solution/Application	Anti-Corruption Clear Construction System
Theme	Anti-Corruption, e-Participation, Information Access
Implementation Date	2011

Summary

The Seoul Metropolitan Government has adopted two systems to address problems such as rampant corruption, unpaid wages for workers, vagueness in subcontract amounts, non-payment, weakness in the direct payment scheme, and unsystematic project management in construction area.

1. The New Subcontractor Payment System

The city government of Seoul decided to make separate payments for prime contractors and subcontractors, and also made an online system payment "e-Immediately", to ensure that a prime contractor has paid its subcontractors, materials, and equipment vendors as well as its workers before receiving monthly progress payments from the city government. In collaboration with financial institutions, the monthly payments are made instantly to the prime contractor once all its payables are settled. This new measure can protect the weakest link in the chain, improve construction work efficiency and increase citizens' convenience through easy access to critical information.

Subcontractors registered with the online system can use the funds immediately. The measure will protect numerous subcontract workers who suffer from greater unstable financial conditions than prime contractors. In addition, subcontractors do not have to submit copies of their bankbooks to get access to payment information as they used to do. They can monitor the remittances into their accounts in real time as banks now allow their funds transfer information available to the subcontractors immediately.

2. Construction Allimi & One-PMIS

The city government of Seoul has also established One-PMIS (Project Manager Information System), whereby all stakeholders in one project can monitor project information in real time. The clients, contractors and consulting engineers will post key information on the project such as the project outline and progress reports. Project drawings and documents are all available on this website as well. The status of personnel, materials, and equipment mobilized on a particular site can also be checked. As a result, construction resources can be managed effectively and corruption can be prevented during the project implementation.

The Construction ALLIMI (informer in English) website provides the public with all the necessary information about ongoing projects in the city. The information about one project that the general public needs

to know, such as the project outline, pictures of work in progress and web camera images to check the construction site in real time can be disclosed to the public. This information disclosure obligation applies to all parties involved in the construction project. Also questions about construction projects can be raised and quickly answered on SNS connected to the system.

Impact

The New Subcontractor Payment System is a cost-effective endeavor. This new computerized system makes the payment information available to all parties as soon as a payment is made. This saves the client and prime contractor all hassles over documentation and verification. If citizens have any questions or proposals about this system, they can easily bring them to the attention of the city government through emails, telephone calls or postings on the city's website. Inconveniences with the system are addressed immediately. System improvement suggestions are adopted through planned internal reviews.

Meanwhile, Construction Allimi and One-PMIS are part of the efforts by the municipal government to return project ownership to citizens who deserve to be entitled to know whether the works are being done properly or when they will be completed, as they are the real clients of the public works. Such arrangements are regarded as the groundwork for transparent municipal administration by putting an end to the previous practices that kept work progress and resources information secret, and instead disclosing all the basic information on projects such as the project overview, photos of major processes, and web camera site videos for public viewing. This new system has proved that the government can bring transparency into the private sector, i.e. the construction business, by encouraging communication between interested parties.

In the construction field, the new system has not only improved the payment process but also the overall management of projects, specifically in the areas of financial inputs and resources and materials. As a result, the construction industry in Seoul has become transparent. Citizen's rights to know about changes to the urban environment are respected, and they have recovered their entitlements as related to major undertakings in the city.

Source: http://cis.seoul.go.kr/TotalAlimi/Main.action?cmd=main

Weblink:
http://pmis.eseoul.go.kr/Main/Welcome.action?cmd=normal
http://english.seoul.go.kr/
http://www.koreaittimes.com/story/28932/republic-korea-celebrates-united-nations-public-service-day-receiving-most-prestigious-u

Contact:

Seoul Metropolitan
Infrastructure Headquarters
Construction Allimi
02-3708-2382~6
One-PMIS
02-3708-2510

KOREA, REPUBLIC OF

REPUBLIC OF KOREA		
Institution/Ministry	Ministry of Strategy and Finance	
Solution/Application	Digital Budget and Accounting System (dBrain)	
Theme	e-accounting , Information Access, Open Data	
Implementation Date	2007	

Summary

The Digital Budget and Accounting System (DBAS or dBrain), which has been developed with Korea's own technology, is an innovative platform supporting the management of public finance of Republic of Korea. It aims to better control budgets, renew financial information, improve the transparency and efficiency of information and maintain overall control of the Ministry of Strategy and Finance. This system consists of business support system, central financial information system, financial statistics analysis system and integrated finance system.

The main objectives of dBrain are as the following:
- To manage all processes of implementing national finances
- To improve user convenience through integrated budget management
- To increase accuracy of budget information
- To improve public convenience and prevent corruption

Impact

After adopting the dBrain system, the Korean government has achieved tangible results in enhancing efficiency of national finance management and user convenience. Citizens are now able to gain access to public financial information in an easier and more transparent way for activities that include budget size, execution performance and results of performance evaluation. The system also makes it possible for citizens to review the budget and its settlements, analyze budget and performance as well as the policy implementation of various government departments. Central ministries can efficiently and easily perform national fiscal management plan, fiscal execution, and settlements.

As of now, the system has total 55,000 registrations of government officials (central and local) and public agency users, with 350,000 transactions by 15,000 users each day and payments of about 5.7 trillion Korean Won ($5.2 billion) on daily average (Korea's 2010 budget - 292.8 trillion Korean Won). In addition, the dBrain is connected to 61 related information systems including Bank of Korea, the Ministry of National Defense, and the National Tax Service.

Also the dBrain initiative is gaining favorable responses from many countries planning fiscal innovation and helps contribute to the establishment of better national policies by providing a tool for financial management and analysis.

The Korean government has been putting efforts to share dBrain-related know-how and experience with the international community by means of KSP (Knowledge Sharing Program) project, signing Memorandums of Understandings on technology transfer or various exchange programmes with international organizations and other countries.

Source: https://www.digitalbrain.go.kr/

Weblink:
Result_of_Digital_Budget_Accounting_System.pdf
https://eng.digitalbrain.go.kr/en/view/datacenter/data_view.jsp?brdi_no=000003&curPage=1&code=DB0302
Result_of_Digital_Budget_Accounting_System.pdf
https://eng.digitalbrain.go.kr/en/view/datacenter/data_view.jsp?brdi_no=000005&curPage=1&code=DB0302
dBrain_ Promotion_Brochure.pdf
https://eng.digitalbrain.go.kr/en/view/datacenter/data_view.jsp?brdi_no=000005&curPage=1&code=DB0302
dBrain e-catalog.pdf
https://eng.digitalbrain.go.kr/en/view/datacenter/data_view.jsp?brdi_no=000001&curPage=1&code=DB0302
http://www.kipa.re.kr/language/english/basic_research/basic_research_view.jsp?c=&pagenum=6&seqno=56&boardid=99&typeID=86&tableName=TB_TEST20&refid=

Contact:

Kim Sungjin
Ministry of Strategy and Finance,
Bueoryang-dong, Gwacheon-si,
Gyeonggi-do, Republic of Korea
Phone: +82 +2 6908 8726Email:
ks92@mosf.go.kr

KOREA, REPUBLIC OF

REPUBLIC OF KOREA	
Institution/Ministry	Seoul Metropolitan Government
Solution/Application	Eco Mileage Program
Theme	e-Participation, Sustainable Development
Implementation Date	2009

Summary

The Eco Mileage Program is an innovative online program that drives reductions in energy consumption and carbon emissions in households and businesses of Seoul. If citizens become Eco Mileage members and take part in energy conservation efforts, they can monitor their energy consumption through an online platform that also allows members to track savings over time. Members with good energy-saving records will be rewarded with incentives in goods and facilities, which can be invested towards further energy reductions.

Along with the provision of incentives, the Eco Mileage program promotes two-way communication with citizens. The Eco Mileage website posts citizens' energy conservation tips and experts' advices as well as informs citizens of various new arrangements by the city administration such as the Energy Clinic that pays visits to households or buildings to offer energy diagnosis service.

Impact

The Eco Mileage Program is the first citizen-participating greenhouse gas emission reduction program implemented by a local government in Korea. From the launch of the program in 2009 to April 2013, Seoul has reduced 160,000 TOE of energy consumption and cut 355,000 tons of carbon dioxide (CO_2) emissions. Subscribing membership of the Eco Mileage Program has surpassed 1 million with over 300,000 households and commercial buildings joining the campaign, and more than 10 percent of users have received incentive points for their energy consumption reduction. Also, over the last 42 months since the beginning of this program, the Seoul Metropolitan Government has refunded a total of more than 5 billion KRW (almost 4.2 million in US dollars) to 93,000 households as rewards for their 10%+ energy savings in every period of continuing six months.

Source: http://ecomileage.seoul.go.kr/home/index.do

Weblink:
http://www.c40cities.org/c40blog/seoul%E2%80%99s-%E2%80%98eco-mileage-system%E2%80%99-wins-2013-un-public-service-award
http://english.seoul.go.kr/gtk/news/news_view.php?idx=23589

Contact:

Seoul Metropolitan Government
Kang, Hong Ju
Phone: +82-2-2133-3607

INDIA

INDIA		
Institution/Ministry	Symbiosis International University
Solution/Application	Symbiosis Centre for Distance Learning
Theme	e-education
Implementation Date	2001

Summary

India has the world's biggest education system, while it also has the largest number of illiterate people. Distance education presents a major alternative in reaching out to them and achieving equity in education. Currently, distance education in higher education contributes to about 24% of the total enrollment. However, a lack of proper regulatory frameworks for distance education has resulted in questionable quality and credibility of these distance education programs. It is in this context that the Symbiosis Centre for Distance Learning (SCDL) was established in 2001 to provide quality education through the open and distance mode to students from India and other countries.

The Symbiosis Centre for Distance Learning (SCDL) is a part of the Symbiosis group and is a private distance education provider offering mainly postgraduate programs in various disciplines including management, information technology, education, humanities and law. It is located in a large campus in Pune, Western India. It has state of the art infrastructure with world-class facilities such as video conferencing, an e-communication center, well-equipped laboratories and classrooms, library, audio-visual halls and conference halls. All SCDL centers are connected through a virtual private network. All activities and operations are carried out mainly in a centralized fashion using innovative ICT solutions.

SCDL has not only created a large network of study centers, but it is a pioneer in developing many ICT solutions and facilities to improve the quality, accessibility, delivery and reach of education to thousands of distant learners. SCDL offers blended learning programs combining self-learning material (SLM), e-learning, and faculty-based learning. The use of innovative technology solutions has helped SCDL to achieve academic and operational excellence.

Impact

Today, SCDL serves more than 200,000 students from all parts of India and over 40 different countries pursuing various programs through distance learning. SCDL has some 150 employees and also uses the expertise of over 400 visiting faculty members. The student-satisfaction ratio had increased and dropout rate amongst distant learners enrolled with this institute has decreased. Real-time, accurate MIS reports to management on various aspects of academia, administration and finance are readily available. Relevant data to assist management in taking key strategic and policy decisions from time to time can be easily provided. Systems and processes are dynamic, robust and scalable. Costs and overheads associated with manpower, administration, evaluation, dispatch and postage have

been reduced. Therefore, SCDL has proven that the use of ICT in education has proven effective in improving the quality and delivery of education and the quality of student care services.

Source: http://www.scdl.net	**Contact:**
More information on the project: http://unesdoc.unesco.org/images/0021/002141/214143E.pdf	Pune (Main Campus) Symbiosis Centre for Distance Learning
	Symbiosis Bhavan, 1065 B, Gokhale Cross Road, Model Colony, Pune - 411016 Maharashtra India
	Phone: +91-20-66211000 (Hunting lines)
	Fax: +91-20-66211040/66211041

INDONESIA

INDONESIA		
Institution/Ministry	Ministry of Agriculture
Solution/Application	ePetani
Theme	e-agriculture,
Implementation Date	2010

Summary

Living in an agriculture-based country, agribusiness actors in Indonesia were struggling to obtain sufficient information to remain economically and efficiently sustainable. To solve the problem, the Ministry of Agriculture established the ePetani portal in 2010 to make agricultural information, such as agricultural statistics database, database on agricultural export-import, and agricultural price information available to the public. Accessing the portal agribusiness actors, especially farmers, extension workers and traders, can easily gather information they need in conducting their daily activities. At the same time, using the multimedia portal and other web-links provided by the integrated system, those customers can also share ideas with other users, as well as file e-complaints facilitating the use of online information to improve the quality and efficiency in farming and agricultural trading.

The ePetani system was made available through the online portal mobile ePetani application and conventional phone calling, thus further improving the convenience and applicability of the system. Owing to the factors of underdeveloped infrastructures in the rural area and the absence of a well-organized information sharing system, Indonesian farmers used to have a very elementary knowledge in sustainable farming. The productivity and the economic return of farming in the country were thus fairly low. The implementation of the ePetani system has successfully popularized and facilitated the practice of sustainable farming.

Impact

With close collaboration with regional officials, the portal significantly raised the awareness of agribusiness actors in using digital data and online services. It has also enhanced farmers' accessibility to information, technology, and business partnerships. Over the past year, an average number of 50,000 weekly visitors visiting the portal was recorded, and this number is still increasing. The high popularity and penetration rate of the system greatly empower farmers and farmer organizations in increasing productivity, income levels, and welfare.

Source: http://www.itu.int/wsis/stocktaking/plugin/documents.asp?project=1336445765&lang=en

More information on the project:
http://epetani.deptan.go.id/
https://wbi.worldbank.org/sske/case/ict-agricultural-technology-and-market-information-dissemination-farmers-indonesia
http://www.deptan.go.id/index1.php
http://www.slideshare.net/teni73/epetani-overview

Contact:

Indonesian Ministry of Agriculture
Address: Harsono Road Rm No. 3, Pasar Minggu
South Jakarta, DKI Jakarta 12550, Indonesia
Phone: 021-7822803
Email: webmaster@deptan.go.id

MALAYSIA

MALAYSIA		
Institution/Ministry	Implementation Coordination Unit, Prime Minister's Department
Solution/Application	eKasih
Theme	e-Inclusion
Implementation Date	2008

Summary

The eKasih system is an integrated database system implemented by the government of Malaysia which particularly aims to improve the living standard of people who belong to the low income groups identified by the Poverty Line Income (PLI). By recognizing these indigent households and storing their information in the databank, eKasih allows government agencies to plan, implement and monitor poverty programs more effectively.

By referring to the district office or the Federal Development Office, verified individuals and households will be registered to the eKasih system, where their profiles are created and stored. Information in the databank can be accessed by government bodies and participants in the poverty eradication programs such that the administrative process is more transparent. At the same time, while there are improvements in transparency and cooperation between government agencies, the probability of the appearance of duplicated aid or programs is reduced, and the delivery of benefits to the deprived is ensured.

Using the eKasih system, through modules monitoring and tracking, public service providers can better coordinate and implement more effective strategies to fight poverty. Moreover, the use of complete data in the databank can also influence government in formulating poverty eradication policies.

Impact

The eKasih databank provides a detailed and systematic platform for better social inclusion planning as well as improvements in aid distribution. Before the database system became available, the poor people could hardly find a way to get assistance, while the public service providers were hardly able to recognize those people in need. With the launch of this system, aid distributing and poverty reduction actions become more effective. As of 2011, more than 350,000 heads of households and more than 1.2 million members of households were registered and verified in the eKasih system, and it is expected to grow.

Source: https://ekasih.icu.gov.my/Pages/Default.aspx

Weblink:
http://www.icu.gov.my/pg/1icu.php?pg=sokong&type=faq&list=fekasih

Contact:

YBHG. DATO' SERI AB. GHANI ARIFFIN
Deputy Director General Office, Strategic Development Sector
Phone: 03-8872 3906
Email: ghani@icu.gov.my

SINGAPORE

SINGAPORE	
Institution/Ministry	Ministry of Finance, Infocomm Development Authority of Singapore
Solution/Application	data.gov.sg
Theme	Information Access, Open Government Data
Implementation Date	2011

Summary

Data.gov.sg is an integrated first-stop online portal that allows the general public to search for and access publicly-available government data. Initiated as a key project of the Master plan "Co-creating for higher value," with help from the Singapore Land Authority and the Singapore Department of Statistics, data.gov.sg aims to provide convenient access to government data, to catalyze the private development of innovative applications and services, as well as to facilitate analysis and research. With contribution from over 60 government agencies, the portal now contains more than 7,500 datasets for discovery and this number is still increasing.

Impact

The implementation of data.gov.sg allows the private sector as well as the general public, including academics and students, to conveniently search for government data and metadata, encouraging innovative analyses and application developments. Furthermore, the portal provides co-creation initiatives such as the ideas4apps Challenge and Harnessing Data for Value Creation Call-for-Collaboration (CFC) to further catalyze the public use of government data. Launched in 2012, the ideas4apps Challenge offered the public an opportunity to submit ideas for apps using government data, and have received more than 700 ideas on application development. By August 2013, using the publicly-available data from data.gov.sg as well as from OneMap, 110 apps have been co-created. Examples include StreetSine, a co-broking platform for real estate agents and myENV, a mobile app providing real-time information on Singapore's weather. Issued by the Infocomm Development Authority of Singapore and the Ministry of Finance, the CFC invited companies to submit proposals for five focus areas, such as Business Planning, Conservation, Connecting People, Healthy Lifestyle and Optimized Mobility, for innovative solution that used at least one government data set.

Source: http://www.egov.gov.sg/egov-programmes/programmes-by-citizens/data.gov.sg

Weblink:
http://data.gov.sg/home.aspx
http://www.upsingapore.com/data-in-the-city/#/about

Contact:
Infocomm Development
Authority of Singapore
10 Pasir Panjang Road
#10-01 Mapletree Business City
Singapore 117438
Phone: +65 6211 0888
Email: info@ida.gov.sg

SINGAPORE

SINGAPORE			
		Institution/Ministry	Singapore Government
		Solution/Application	GeBIZ
		Theme	e-Procurement
		Implementation Date	2000

Summary

GeBIZ is an Integrated One-Stop Electronic Business Centre which provides a convenient channel for Public Sector officers to interact with their trading partners for procurement and revenue tender activities, and also enables suppliers to trade with the entire Government.

All the public sector's invitations for quotations and tenders are posted on GeBIZ. Therefore suppliers can search for government procurement opportunities, download tender documents, and submit their bids anywhere and anytime with just an Internet connection. The posting of the tender requirements, the submission of the bid, and the deadline are all controlled by the computer and the results at the end of tender are automatically published for all to see. This leaves little room for corruption or abuse compared to the manual system. To facilitate trading between the Government and suppliers, GeBIZ has two systems in place – GeBIZ Enterprise for the Government on the Government's intranet and GeBIZ Partners for the suppliers on the Internet.

Impact

With approximately 12,000 Government users, 14,000 supplier accounts and 80,000 procurements each year, GeBiz supports a number of procurement methods like small-value purchases (for purchases up to S$3,000), quotations (for purchases up to S$70, 000) and tenders (for purchases up to S$70,000). Since all government agencies are required to post their invitations to tender and quote on GeBIZ, and are also required to publish the schedule of bids and notices of award after the tender or quotation has closed, GeBIZ has played a great role to enhance transparency of Government agencies.

Source: http://egov.eletsonline.com/

Weblink:
https://www.gebiz.gov.sg/
www.pps.go.kr/simpledownload.tdf?fid=PE_06_02_01_26
http://www.unafei.or.jp/english/pdf/RS_No83/No83_17VE_Koh1.pdf
http://app.mof.gov.sg/index.aspx

Contact:

Contact No: (65) 6274 5717
GeBIZ Service Centre
1 Depot Road
Defence Technology Tower A
Singapore 109679
Fax No.: (65) 6274 1321

SINGAPORE

Institution/Ministry	National Library Board Singapore
Solution/Application	Singapore Memory Project
Theme	Citizen Engagement
Implementation Date	2011

Summary

The Singapore Memory Project (SMP) is a whole-of-nation movement that aims to capture and document precious moments and memories as related to Singapore, and such recollections are not merely from individual Singaporeans but also including sources from organizations, associations, companies and groups.

The SMP currently involves partners (academic, research and library institutions, heritage agencies, public agencies, private entities and community organizations) and Memory Corps – volunteers who serve various roles, such as helping individuals with difficulties documenting their memories; connecting the SMP to people with memories of key Singapore events, personalities and places; and enrolling more volunteers to join the SMP cause.

The web portal allows every Singaporean to own a memory account to deposit their memories and stories. Memories can be deposited in the form of texts, audio files, video files or images. The SMP aims to collect 5 million personal memories on Singapore by 2015. It will do so not only through its own efforts but also via partners and agencies embarking on similar collection drives.

Impact

Since its launch in August 2011, the SMP has collected close to 300,000 personal memories and 120 partnerships forged with agencies from the public and private sectors, academic institutions, schools, organizations, clans and communities, as well as niche clubs and interest groups. This project has helped in community bonding by connecting contributors with shared memories and similar experiences. It has also helped draw Singaporeans from all walks of life closer and foster greater social cohesion. The outcome – a People's Memory of Singapore – will be a look back at Singapore's development from the point of view of every Singaporean, and a gift to future generations.

Source: http://www.egea2013.sg/rating.php?catid=5

Weblink:
 http://www.singaporememory.sg/clusters
http://library.ifla.org/214/1/198-tang-en.pdf

Contact:

Tel: +65 6332 3255
E mail: helpdesk@library.nlb.
gov.sg

BAHRAIN, KINGDOM OF

BAHRAIN		
Institution/Ministry	Ministry of Health	
Solution/Application	Elderly Community Health Assessment	
Theme	Citizens Service Delivery, e-Health	
Implementation Date	2011	

Summary

Many elderly people with chronic illnesses and disabilities often have to use multiple medications and seek a variety of clinical services and support in the Kingdom. No comprehensive and cohesive data was available for any of institution, medical errors frequently occurred due to interaction between medications and an inability to have a full list of illnesses and medical conditions of the patients.

Using a Paper based Medical records system further complicated the process and created a difficulty to share patients' information between Health care providers, a difficulty to retrieve data, such as X-ray and diagnostic pictures, and previous notes and prescriptions.

The Ministry of Health initiated the Elderly Community Health Assessment Program by coordinating and linking three projects together:

- Community based mobile unit, providing social and health support for elderly at home.
- InterRAI: an international collaborative to improve the quality of life of vulnerable   persons through a seamless comprehensive assessment system.
- I-Seha: the National Electronic Health Information system for Bahrain.

The interaction and coordination between these 3 components of the initiative has eliminated the lack of comprehensive data about the elderly who seek medical care. During the visits made by the Mobile unit team for the elderly in Bahrain, the information is uploaded to InterRAI; then the information is proactively uploaded on the existing National electronic Medical record system (I-Seha). This data became available to any health care provider and practitioner on both the primary and secondary health care levels in Bahrain.

Impact

The Bahrain Red Crescent Society initiated the services of mobile unit for elderly and now this service, coordinated by the Ministry of Health, provides five mobile units (one for each Governorate , each unit consist of two team) serving 872 elderly persons, through 16469 visits in the year 2011.

The I-Seha initiative is providing individual lifetime health information from Birth to Death to all Bahraini citizens. The data collected can be used for research and comparability purposes with other countries, speed and shorten the time needed to provide the required health care for the elderly, improve skills among health

care workers, alert family members about early signs of changes in the health of their elderly, and help decision makers to create national policies and action plan based on sound scientific data.

Source: iseha.health.gov.bh

More information on the project: www.moh.gov.bh/EN/aboutMOH/ISEHA.aspx

Contact:
Dr. Fawzi Ameen
Ministry of Health
Manama, Bahrain
E-mail:
faameen@batelco.com.bh

BAHRAIN, KINGDOM OF

BAHRAIN		
Institution/Ministry	Bahrain Tender Board (BTB)	
Solution/Application	e-Tender	
Theme	e-Procurement, e-Commerce, Citizens Service Delivery	
Implementation Date	2012	

Summary

The review and approval of tenders was a time consuming process that straddled the work of the Bahrain Tender Board (BTB) and the Purchasing Authorities. Communications were slow as well, and it was difficult to inform all the suppliers about the opened, published and awarded tenders. The process was manual and relied on human work and extensive bureaucracy, which increased the chances of work duplication due to the lack of a streamlined organized process.

Additionally, the process required suppliers to visit their banks in order to issue manager checks and insurance certificates, which meant carrying a large amount of cash at any time, which is both risky and time consuming and presented a security issue that needed to be addressed, especially that the number of suppliers bidding for tenders is increasing day after day. Even the processing and announcements of the results of the tenders were manual, long, and inefficient.

BTB proposed the need for an e-Tendering system to organize the process within the Kingdom in order to ensure efficiency, transparency, and a better management of bids, and create a virtual market that is both transparent and responsive. Tenders became available on the e-Tendering supplier portal and became accessible to everyone instantly; they became secure and private, and their results were announced; thus increasing transparency and becoming more international and competitive.

Impact

BTB achieved a 60% reduction in processing time by streamlining the whole tendering process. It also achieved a reduction in administration cost, paper work, and duplication of work. The announcement of bidding results was also streamlined and digitized to become more efficient. The system also allowed for a better management of the entire process as the BTB has a complete control and overview of the data entered in the system through the generation of various reports which helps in minimizing corruption.

Source: https://etendering.tenderboard.gov.bh/

More information on the project: http://www.tenderboard.gov.bh/

Contact:
Faisal Mohamed
Project Manager
E-mail: faisal.mohammed@
tenderboard.gov.bh

BAHRAIN, KINGDOM OF

BAHRAIN		
Institution/Ministry	Survey and Land Registration Bureau	
Solution/Application	File Tracking & Tracing Management System (FTMS) Using Radio Frequency Identification	
Theme	Citizens Service Delivery	
Implementation Date	2010	

Summary

The Survey and Land Registration Bureau (SLRB) handles large volume of paper files on a daily basis which contain original property papers, maps, deeds and personal and private information that are highly confidential. Hence, the Survey and Land Registration Bureau needed to identify, implement and enable a complete and secure system into its operational framework to protect, secure, track, and retrieve the Muqadama (Introduction) files movement any time during its processing. The registration of such files was done manually, which raised the probability of human errors and misplacement. Delays and bureaucratic issues were common. There was a clear need to provide citizens who are registering their properties with reliable guarantees and protections.

SLRB implemented File Tracking & Tracing Management System (FTMS), based on Radio Frequency Identification Device (RFID), which enabled government employees and customers to track the movement, status, and location of their files and transactions. This process ensured time efficiency, accuracy, productivity, confidentiality, safety and complete data security for its users. SLRB installed an additional security feature which emits loud beeping sounds if a file is removed without authorization from the building premises. The alarm also sends automatically an e-mail notification of violated record as well as an SMS to senior authorities for alerts and necessary corrective actions.

Impact

Through the implementation of this new innovative technology, SLRB is closer to meeting the 2030 Vision of the Kingdom on sustainability, competitiveness and fairness. The initiative ensured higher productivity and better performance, reduced costs and time, and increased security and trust in government work. Moreover, the File Tracking & Tracing Management System reduced the time spent on searching by 30% and is further expected to be reduced by about 40%. Plus, it reduced the processing cycle time for generating of deeds by about 25%.

Source: www.slrb.gov.bh

More information on the project: http://www.slrb.gov.bh/m/En/Sub.aspx?pageID=626

Contact:
Hamid Abualfath
Manama Bahrain
+97317507789
ealmahmood@ega.gov.bh

BAHRAIN, KINGDOM OF

BAHRAIN	

Institution/Ministry	Institute of Public Administration
Solution/Application	iLearn
Theme	e-Education
Implementation Date	2010-2012

Summary

The Institute of Public Administration bears the responsibility for training and development of public sector employees. However, due to limited capacity and resources of the Institute, the percentage of annual training does not exceed 10 % of the total government. Although the vision of the Kingdom for 2030 has included the initiative and training opportunities within the functions of the Institute, but raising the ratio according to the ambition of the current training curricula requires enormous potential, in addition to limited programs and training courses offered by the Institute, which do not cover, according to research studies, all training needs of various ministries.

A research study conducted by the Institute discovered that more than 50 % of the ministries and government institutions complain of limited budget allocated to training. Additionally, the bureaucratic procedures in some ministries act as an obstacle hindering training opportunities for employees. Another study by the Institute concluded that current training programs in some ministries are not relevant to the professional needs of the employees and do not help them develop their skills nor increase their proficiency in the same job or for future jobs.

This initiative implemented by the Institute of Public Administration in 2012 consists of providing training opportunities for public sector employees through an interactive electronic environment that encourages training and is available 24/7. The employee can get training anywhere inside or outside the Kingdom of Bahrain through the Internet. An interesting, interactive, and easy to use electronic environment has been made available on the Home page of the Institute including several courses in Arabic tailored to local needs in collaboration with the private sector, and directly related to the needs of the employees.

These training courses became available to all employees without exception, of all levels, free of charge, and without bureaucratic procedures. Any employee can register online and access the training courses and support. Thus the training costs fell dramatically, accompanied by an increase in the numbers of trainees. The Institute also provides training venues and tools for those who do not have computers or Internet.

Impact

The technical standards and methodology established by the Institute led to products with high specifications being adopted at many levels, represented in the Online Training Committee of the Gulf Cooperation Council (GCC) and the Italian e-Learning Initiative for Europe and the Middle East. As a result, the customer satisfaction exceeded 90%, and the Institute was awarded the Brandon Hall e-Content Award.

Source: www.ilear.bipa.gov.bh

More information on the project:
http://brandonhall.com/excellence-learning.php?year=2012
http://www.bipa.gov.bh/BIPA/bipa_home/indexA.php
http://www.ameinfo.com/bipa-signs-mou-bahrain-egovernment-346143
http://www.zawya.com/story/BIPA_participates_in_the_United_Nations_Public_
Service_Forum_2013-ZAWYA20130625083031/

Contact:
Mr. Mohamad Al Sebaa
First Director
Manama, Bahrain
E-mail:
m.alsabba@bipa.gov.bh

BAHRAIN, KINGDOM OF

Institution/Ministry	e-Government Authority
Solution/Application	Integrated Service Delivery Platform
Theme	Citizens Service Delivery
Implementation Date	2007 -2009

Summary

The kingdom of Bahrain had an initial limited website in 2006 offering basic and minimal online services. This website had low visibility and usage and did not integrate services from other ministries/agencies. Hence, there was a clear need for the implementation of a robust platform for service delivery. This has been made possible by the development of Integrated Service Delivery Platforms for citizens.

These platforms include – A national web portal (www.bahrain.bh), national mobile portal (www.bahrain.bh/mobile), National toll-free contact center (80008001), Common Service Centers (CSC), and electronic self-operated Kiosks. All these channels became integrated and offer services from various government services.

The eGovernment Authority of Bahrain also designed these service delivery portals to be inter-usable. For instance a citizen can make electricity bill payment through the national portal, or mobile portal or Kiosk or even the CSCs. These features make the service delivery channels fully integrated and efficient, providing a 'no wrong door policy' to citizens and businesses alike.

By adopting a One-Stop-Shop approach, the Kingdom of Bahrain has at once reduced the duplicity of channels, enabled a wide single sign on/authentication facility and reduced costs associated with online service delivery.

The channels offer high-standard service delivery with quality features including:

- National Web portal which supports all major browsers, with 110 services online
- Mobile Portal available over WAP, SMS, with 35 services
- 20 Kiosks with 20 services online
- 4 centers currently available offering all services on the national web portal
- National contact center: operational and supporting all other channels of delivery

Impact

A satisfaction survey conducted by a third party agency (AC Nilesen) in the year 2009 indicated a customer satisfaction index of 85%. Also, the eGovernment Authority conducts half yearly customer surveys to assess the effectiveness of the program and the customer satisfaction. The recent survey indicated that 85% of the

customers are satisfied with the service delivery channels; these results are in line with the AC Nielsen survey. The portals' impact can also be measured in terms of the volume of their usage by citizens: over 102,000 page views on the web portal, over USD 11 million worth of transactions, over 700,000 financial transactions, and over 10 million hits on the web portal.

Source: www.bahrain.bh

More information on the project:
http://www.academia.edu/1553405/Bahraini_Government_and_the_e-Government_Initiative_an_Assessment
www.bahrain.bh/mobile

Contact:
Feras J Ahmed
Director of Service Delivery &
Channel Enhancement
PO Box 75533
Sanabis
Bahrain
+973 17388335
E-mail: fahmed@ega.gov.bh

SAUDI ARABIA, KINGDOM OF

SAUDI ARABIA		
Institution/Ministry	Public Investment Fund
Solution/Application	SaudiEDI e-Trade System
Theme	e-commerce, e-customs
Implementation Date	2009

Summary

The import and export businesses in the Kingdom of Saudi Arabia were completely manual and inefficient. Companies had to manually type the merchandise manifests, print it, and physically take it to the various controlling agencies for endorsement.

Besides dealing with an overwhelming amount of paper work, there was a redundancy in the data entry because the same information needed to be uploaded into the respective controlling agencies' in-house systems. All corrections to the cargo manifests required additional rounds of paperwork and manual follow-ups by the Shipping agents. Corrections are allowed only within Customs official work hours. Plus, all documents needed to be translated into Arabic, presenting an additional hurdle and time-consuming task.

Customs Brokers representatives had to be stationed at the Customs Kiosk for filing of trade declarations. These kiosks operated within the Customs premises with limited operating hours. Long queues and arguments over delays, inconsistent procedures and penalties, corruption, and non-conformity to regulations and standards were common. All these problems contributed to an increased cost of goods to the consumer, and negatively affected the growth of trade and the inability to compete effectively in the global market.

Hence, the Saudi Public Investment Fund implemented the SaudiEDI program, which is an electronic gateway linking the trade users to Customs Department, Ports Authority and other Government agencies. Trade users are now able to file manifests and declarations, and obtain approvals electronically anytime. Trade and customs processes became paperless and accessible regardless of working hours.

SaudiEDI has also streamlined the documentation, filing and clearance processes and reduced bureaucracy to a minimum. Redundancy in data entry was eliminated and information could bow be shared more easily with all involved parties. Human errors and inefficiencies were also eliminated and stakeholders witnessed higher profitability and productivity.

Impact

The SaudiEDI initiative allowed managers to monitor and track import and export processes, resulting in increased transparencies and enhanced public service. This was translated into lower costs for the consumer and a growth in economic activity within the Kingdom.

According to the 2006 World Bank report "Doing Business across Borders", clearing imported goods into Saudi Arabia took 44 days; and 36 days for exported goods. In the 2009 World Bank report, these numbers were reduced to just 17 days and 18 days respectively. In 2007, Saudi Arabia was ranked 33 in the World Bank's "Trading across Borders" ranking. With the implementation of the SaudiEDI initiative, the ranking of the Kingdom improved to number 16 a year later.

Source: http://www.saudiedi.com

More information on the project:
http://www.crimsonlogic.com/Documents/pdf/resourceLibrary/brochures/tradeFacilitation/
SaudiEDI%20Case%20Study%20(FINAL).pdf
http://www.ameinfo.com/163733.html

Contact:
Faisal Al-Mousa
General Director
Riyadh, Saudi Arabia
Telephone/ Fax: +966 14774488
E-mail: fsmousa@saudiedi.com

SAUDI ARABIA, KINGDOM OF

SAUDI ARABIA	
Institution/Ministry	Ministry of Communications and Information Technology
Solution/Application	e-Government Program (Yesser)
Theme	e-Governance, government portal
Implementation Date	2005

Summary

The Kingdom of Saudi Arabia launched the e-government program or Yesser in 2005 to start the modernization and transformation of government administration and enhance service delivery to public and commercial stakeholders. Yesser has developed a National e-government Strategy and the 1st Action Plan covering the period 2006 to 2010. The e-Government Program - Yesser - was launched with the following objectives:

- Raising the public sector's productivity and efficiency;
- Providing better and more easy-to-use services for individual and business customers;
- Increasing return on investment (ROI); and
- Providing the required information in a timely and highly accurate fashion.

Based on the achievements of the First Action Plan, Yesser developed the Second Action Plan 2012 – 2016 in collaboration with government agencies, universities, private sector, and representatives of the general public, a consulting firm and international consultants.

Impact

The shared infrastructure built by Yesser, consisting of the Government Service Bus (GSB), Government Secure Network (GSN) and the Saudi Government Portal, has provided everyone in the country with access to government services from anyplace and at anytime. Some government agencies have been successful in implementing e-services, delivering over 50% of their e-services as full transactional. Over 875 primary and secondary e-services are now available, including the top-priority services (150) as specified in the 1st Action Plan.

The work of Yesser has been recognized internationally, with both the GSB and the e-transformation measurement winning international awards. Also it garnered ISO/IES2000 certification following completion of IT operation development to conform to the best world practices within ITIL framework (a collection of best practices to manage information technology in order to improve and customize them to business needs).

Source: http://www.yesser.gov.sa/

Contact:
Ministry of Communications and Information Technology, King Abdul Aziz Communication, Complex- Al-Morsalat quarter, Riyadh 11112, Kingdom of Saudi Arabia
Program management:
Tel: +966114522372
Fax: +966114522353
Email: egov@yesser.gov.sa

OMAN, SULTANATE OF

OMAN		
Institution/Ministry	Ministry of Health
Solution/Application	AL-SHIFA
Theme	e-Health
Implementation Date	2009

Summary

In Oman, medical records of citizens were kept manually and each patient had multiple files. Medical information was incoherent and inconsistent, which posed a risk to patients' health and their access to adequate medical services and care.

This situation made it very difficult to get a complete picture of a patient's medical history. The treatment cost was very high due to duplicate diagnosis and prescriptions. The medical staff (Doctors, Nurses and other paramedical staff) faced the time consuming task of providing statistical and administrative reports which were not very accurate, nor easily traceable or audited. There was also a significant lack of raw data available for researchers due to a large number of files getting lost or misplaced.

The Ministry of Health sought to modernize all the medical process by implementing the Hospital Information System initiative. The system maintains an audit trail that records the changes made, the user that made the changes, and the date and time of the changes. Medical information became easily exchanged among health institutions, and an SMS and e-mail services have been integrated to the system to inform and remind patients about their appointment at health care facilities (Appointment management are fully handled by the system).

Additionally, diagnostics test results are uploaded into the system automatically, thus reducing the human data entry error and saving technicians time. The system also includes a Drug expiry Management notification which alerts hospitals and clinics about the quantity of medication in stock few months before their expiry date so the extra quantity can be sent to other institutions for use.

Impact

This initiative allowed medical care providers to keep track of a patient's medical record and history, provide appropriate treatment and follow-up, and share information among other medical professionals as and when needed.

The system is easy to use, flexible, and adaptable; it responds to local needs, it uses up-to-date information technology tools and platforms, and applies international standards for coding.

Mainly, the AL-SHIFA initiative enhanced the quality of health services and made them more accessible to the public. It reduced costs, eliminated duplication, and allowed for the collection of quality data for research and development purposes in the Sultanate. So far, around 80% of the healthcare institutions at all levels are utilizing this application.

Source: moh.gov.om

More information on the project:
http://www.youtube.com/watch?v=-d_aoCfvvCw
http://web.squ.edu.om/squjs/CurrentIssue/COMP070216.pdf

Contact:
Abdul Rahman Al Touqi
Director General of Information Technology
Muscat, Oman
Telephone/ Fax: +968 24604770
E-mail: dg-it@moh.gov.om

OMAN, SULTANATE OF

OMAN		
	Institution/Ministry	Muscat Municipality
	Solution/Application	e-Building Permit
	Theme	Citizens Service Delivery
	Implementation Date	2010

Summary

The Muscat Municipality provides various municipal services to the community, which include approving of building permits for building and construction works in the Governorate.

Before the introduction of the e-Building Permit, the consultancy company had to make at least 4 physical trips to the municipal offices for any service related to obtaining a Building Permit. For example, the building company had to travel to the municipality to submit all required documentations. Another trip is required to follow-up on the status. When the application was approved; a third trip was done for payment and another trip for collection of the hardcopy building permit. Sometimes, additional trips were required in case of missing documents. This process was tedious, time-consuming, and frustrating for all involved parties.

Hence, the Muscat Municipality introduced the e-Building Permit initiative allowing customers to submit all necessary documents online, make payments online, and follow up the status of their applications without the need to physically go to the offices of the Municipality. In general, 8 online services related to building permits were introduced. With an enhanced management of human resources within the Municipality, the initial 41 step process was reduced to 22 steps, and then further reduced to 7 steps, thus cutting application time from 3-4 months to 3-4 days, about 97% reduction in time.

As the required documents became digital, the risk of loss, lack of confidentiality, and mismanagement was reduced to a minimum. All these procedures transformed the handling of building permits from a long and manual task, to a fast, modern, transparent, and digital service. Similarly, many redundancies were eliminated, and a streamlined process was put in place to ensure better service delivery to citizens and businesses.

Impact

Before the launch of the e-Building Permit service, the total number of building permits approved in 2007 was about 919. After its implementation in 2008, the number was raised to 4859; with an increase of 429%.

Additionally, in the International Finance Corporation annual publication "Doing Business", one of the indicators used was the ease of dealing with construction permits. In the 2010 publication, the Sultanate of Oman was ranked 130. In their 2011 publication, when the e-Building Permit initiative was launched, the Sultanate's ranking jumped up to 70. In the 2012 publication, the Sultanate of Oman ranked 64. This

is a clear evidence of the positive impact this initiative, among other e-services implemented in Oman, had on the business environment in general, and on the development of the Omani infrastructure in particular.

Source: www.mm.gov.om

More information on the project:
http://www.doingbusiness.org/reports/global-reports/doing-business-2013

Contact:
Salim Al-Kalbani
Senior Projects Specialist
Muscat, Oman
Telephone/ Fax: +96895308030
E-mail: s.kalbani@gmail.com

OMAN, SULTANATE OF

OMAN		
	Institution/Ministry	Ministry of Education
	Solution/Application	e-Education Portal
	Theme	e-Education
	Implementation Date	2006-2016

Summary

The Sultanate of Oman has around 1050 schools, 42,000 teachers and 550,000 students spread all over the country. There is no link between the schools and the Ministry of Education, no link between schools themselves to share knowledge, thoughts, experiences, and skills; and communication between parents and the educational institutions was weak and limited.

All administrative processes related to education were bureaucratic and paper-based, greatly increasing time consumption, inefficiencies, cost, and inaccuracies. The country lacked a central integrated database to help initiate and implement plans, programs, and projects.

As a result, Technology was still not integrated into the curricula and professional development was oriented towards traditional education and not framed with creative technological education.

The Ministry of Education in the Sultanate of Oman introduced the e-Education Portal to simplify and speed up educational processes. It also provides comprehensive and flexible educational environment for innovated teaching and learning through distance learning, virtual classrooms and self-teaching skills and practices.

This portal has provided many advantages for the students, as well as teachers and parents. Students have now many electronic services at their fingertips and can follow up their learning achievements, attend online classes, and exchange knowledge and ideas through the portal as a means of online interaction. Learning materials became available online at any time, and students are able to access them anywhere.

Teachers can interact with students through e-learning, which is a virtual classroom. They can benefit from the electronic services to trace and enhance students' performances, and keep parents up to date about their children's work through email or SMS. Teachers also have access to chatting rooms and forums to communicate with each other and exchange ideas and best practices in an easy and effective way.

Impacts

304 schools became connected to the portal, with 112,807 students and 6,855 teachers using this service. Progress became measurable in quantitative and qualitative terms, information became more accurate and easy to share, emails and electronic means of communication replaced outdated paper-based correspond-

ences, and all teachers were provided with training and given the necessary tools to use ICT in producing e-content for their classrooms.

Source: moe.om

More information on the project:
http://www.omanwebawards.org/winner07.shtml#education
http://home.moe.gov.om/english/showpage.php?CatID=27&ID=209
http://www.youtube.com/playlist?list=PLBDF92A3D1414ABCE

Contact:
Khalid Al-Siyabi
Director General of Information Technology
Muscat, Oman
Telephone/ Fax: +968 24773232
E-mail: khalid@moe.om

OMAN, SULTANATE OF

OMAN	
Institution/Ministry	Ministry of Housing
Solution/Application	e-Land Applications Service
Theme	Citizens Service Delivery
Implementation Date	2008-2011

Summary

The Land Applications Service is one of the services provided by the Ministry of Housing for citizens and businesses wishing to obtain residential or commercial land in the Sultanate of Oman, free of charge. The Ministry, from time to time, announces the availability of the land plots in the Sultanate. Citizens and Business can apply for the land depending on eligibility criteria.

Traditionally, the applications were filled and submitted the manually, along with the required documents to the Ministry of Housing in its various regional offices in 7 regions and 2 governorates. This was a difficult and time consuming process for applicants since they often had to travel long distances to apply, follow-up on their application status, and eventually know the result; not to mention the lack of full transparency in the process, and the length it took to complete the applications (the manual applications for residential land took 4-6weeks to be completed and commercial land applications 4-6 months).

To remedy all those problems, the Ministry of Housing implemented the initiative e-Land Applications Service, offering citizens electronic forms for their applications. First, citizens or businesses were asked to create a profile on the website of the Ministry, and then offered authentication credentials to log in. All applications and required documents can be uploaded online and the system automatically checks the eligibility conditions and validates the application and attachments.

If the application is found valid, the application is posted and a confirmation SMS is send to the user with this application ID. The citizen can login any time to check the status of his application. Moreover, if some data is missing, the system alerts the customers through SMS, and the customer can login and fill the missing data or upload the missing attachment.

To increase the visibility, the Ministry outreached to 550 SANAD offices and post offices where citizens who don't have access to IT resources can apply online. Each such office had unique authentication credentials to the online system so that they can login and post the applications.

Impact

This initiative greatly reduced the time needed to complete an application and travel to the Ministry's headquarters to apply. Fees for online applications were also reduced to encourage citizens to use the service. The

fee for an online submission is 1 O.R (USD$2.6), and for an application through the post office, the fee is 1.5 O.R (USD$3.8). With greater transparency, more efficiency and ease, the Ministry received 40,000 new online applications within 60 days of implementing the initiative.

Source: www.housing.gov.om	**Contact:** Siham Al-Harthy Director General Muscat, Oman Telephone/ Fax: +968 24681509 E-mail: nasra.al-omairi@ housing.gov.om

OMAN, SULTANATE OF

OMAN		Institution/Ministry	Royal Oman Police
		Solution/Application	e-Police
		Theme	Citizens Service Delivery
		Implementation Date	2008

Summary

There are 17 police directorates in Oman. 7 out of these 17 directorates offer services to citizens with no single access point. Citizens or residents had to carry out any transaction or claim with the police at the station during business hours, which was inconvenient and unproductive for both citizens and police officers. Additionally, financial transactions were manual and subject to errors and malpractices.

With the implementation of the e-Oman strategy, The Royal Oman Police sought the use of IT to enhance their services, streamline and automate their internal processes, share information among the many directorates instantly, and embark on the provision of electronic services to the general public.

The integrated e-Police web service portal is developed and implemented by the Directorate General of Information Technology and Public Relations in collaborations with the various directorates which include Operations, Criminal Investigation Department, Customs, Passports, Civil Defense, Traffic, and Civil Status.

The e-Police initiative, the first integrated electronic service with e-payment capability in Oman, became an effective way to connect better with the citizens and provide efficient services. The bilingual Portal offers many benefits that help all citizens and residents in Oman and abroad to access a huge range of user friendly services, including e-payment of traffic tickets, online visa application, visa status enquiry, and lost documents follow-ups.

Impact

Since the launch of the e-Police portal, the amount of traffic fines collected online was about 60.6 million OMR (USD 157.6 million). In 2008, only 4% of the fines were paid online; however, in 2011 the amount of traffic fines collected online increased to 42%, a benefit to the government, as well as the citizens since they don't have to physically go to a police station to pay.

In addition, with the introduction of online visa application in July 2008, a total of 10.5 million applicants had applied for their visa online (new and renewal); the time taken for approval has been reduced from 3 to 5 days to 1 working day.

Source:: www.rop.gov.om

More information on the project:
http://www.ifg.cc/index.php?option=com_content&task=view&id=27719

Contact:
Yahya Al Hamaimi
Head of Public realation
Muscat, Oman
Telephone/ Fax: +968 24521203
E-mail: yahya010t@hotmail.com

OMAN, SULTANATE OF

OMAN		
	Institution/Ministry	Ministry of Regional Municipalities and Water Resources
	Solution/Application	INJAZ Hall
	Theme	Citizens Service Delivery
	Implementation Date	2007

Summary

The Ministry of Regional Municipalities and Water Resources (MRMWR) oversees the provision of municipal services, infrastructures and water resources to 44 municipalities in 9 governorates in the Sultanate of Oman. These services include approval and renewal of various permits such as building permits, rent contracts, shop licenses, issuing of health permits and water resource management as well as collection of revenue from the various licensing activities.

Citizens and business owners had to make multiple physical trips over long distances to the respective municipality offices to request services, follow-up on their requests, and provide feedback. For example, to obtain a permit to build a new house, the citizen would have to make at least 4 trips to the Municipality offices, and the transaction would be complete in no less than 30 working days.

In addition, there were no standardized procedures to process the various municipality services. Each municipality carried out the processes of issuing permits and licenses differently. Hence, this presented a problem of consistency and coherence of data for the Ministry who was unable to implement long term projects and strategic planning. Often, information received was outdated and erroneous. Manual tracking and monitoring of issued permits, as well as financial tracking, were tedious and challenging tasks for the Ministry staff.

MRMWR developed and implemented the one-stop municipal services called INJAZ (Achievement in Arabic) Hall to house all the municipal services under one roof. Applications and approval processes were streamlined and standardized throughout all municipalities. The services available through this initiative include building permit applications and municipal licenses applications. The agents now register all requests and feedback into an IT-based system. The customers are notified by SMS once their requests are accepted, and they can follow-up on the status of their applications via telephone instead of having to travel to the municipality offices.

Through an integrated database system, MRMWR in Muscat is now able to access and retrieve information for planning from various sources across the country. This is essential in providing accurate and reliable data for national development plans in the 9 governorates. With standardized information from all municipalities, data collection and knowledge sharing are simplified and can be accurately used in further planning and strategic development.

Impact

Since the implementation of the INJAZ Hall initiative, the average approval time for each application is reduced from 30 working days to 5 working days (83% reduction in processing time). Customers now have to make only 2 trips to the Municipality offices as follow-up can be done over the phone. Since its implementation, INJAZ Hall has processed and issued about 142,000 Shop Licenses, 10,000 Car Licenses, 134,000 Rent Contracts and 165,000 Building Permits. Previous data was not available as manual records were not stored.

With streamlined and standardized process across all municipalities, the ministry's revenues increased dramatically. As of July 2012, the amount collected in revenue was about 7 million OMR (USD 18 million) which is about 15 times the amount collected in 2008; an increment of 1429%.

Source: mrmwr.gov.om

More information on the project:
http://www.itu.int/wsis/stocktaking/scripts/documents.asp?project=1356499032

Contact:
Adil Al Qasmi
Deputy Director
Ministry of Regional Municipalities and Water Resources
Muscat, Oman
Telephone/ Fax: +968 24692567
E-mail: deputyit@mrmwr.gov.om

UNITED ARAB EMIRATES

UNITED ARAB EMIRATES		Institution/Ministry	The Executive Council of Dubai, Dubai eGovernment
		Solution/Application	The Integrated Portal of Dubai Smart Government
		Theme	e-Transparency, e-Service
		Implementation Date	2009

Summary

The official webpage of the Department of Smart Government (DSG) of Dubai is an integrated online portal that aims to provide Electronic Shared Services (ESS) to people in the emirate, particularly those who belong to the professional groups. Functioning as an important supplementary website to the general e-service portal (www.dubai.ae), and in close corporation with 56 government entities in Dubai, this portal uses the whole-of-government approach in enhancing the breadth, the quality and the efficiency of government service delivery.

The official webpage of the Department of Smart Government (DSG) of Dubai is an integrated online portal that aims to provide Electronic Shared Services (ESS) to people in the emirate, particularly those who belong to the professional groups. Functioning as an important supplementary website to the general e-service portal (www.dubai.ae), and in close corporation with 56 government entities in Dubai, this portal uses the whole-of-government approach in enhancing the breadth, the quality and the efficiency of government service delivery.

Impact

The establishment of the integrated portal has greatly encouraged the creative and innovative thinking of the people as they are allowed to make suggestions and contributions to government policies. At the same time, since e-complaints can be easily filed and the processing of the complaints is both guaranteed and monitored, there is an increase in transparency of government services and thus lowering the chance of corruption.

Also, when most of the government services go electronic, there is a reduction in carbon emission since people no longer have to drive to public institutions for their services, proving that the implementation of the integrated portal is an environmental friendly decision as well. As a result of an improved government performance, there are better satisfaction and recognition of the Dubai government.

Not only making national impacts, the successful implementation of the ESS has also raised other nations' awareness of utilizing ICT in providing government services. The Dubai eGovernment is regularly visited by delegations from other Arab countries that wish to learn how to create a better centrally managed ESS.

Source: http://www.ameinfo.com/266375.html

Web-link: http://www.dsg.gov.ae/en/Pages/default.aspx

More information on the project:
http://www.futuregov.asia/
http://esuggest.dubai.ae/
http://ecomplain.dubai.ae/

Contact:
Dubai eGovernment
Phone: 00971-4-3533334
Fax: 00971-4-3532988
Email: info@deg.gov.ae
Mr. Wesam Lootah
Assistant Director General,
Dubai eGovernment
Email: unpsa2013@deg.gov.ae

UNITED ARAB EMIRATES

UNITED ARAB EMIRATES			
		Institution/Ministry	Emirates Identity Authority (EIDA)
		Solution/Application	UAE ID
		Theme	Citizens Service Delivery
		Implementation Date	2010

Summary

In order to keep up with the international trends and advancement in IT related services, the government of the United Arab Emirates has launched the UAE ID program to provide their citizens with state of the art multi-purpose smart ID cards. The Emirates Identity Authority, an independent federal government organization, was given the task to develop a national identity management infrastructure for the country.

The infrastructure is envisaged to support e-government progress and strategic planning and decision making for the Emirates. One of the key components of the infrastructure includes producing national identity cards to all population in the country; citizens and legal residents, that will act as the primary means through which people's identities will be identified and authenticated (i.e., through a unique identification number, smart card, and biometrics). The card has three excellent identity theft and fraud protection features to ensure the security of its users: the card itself, a four-digit pin code, and finger prints.

The ID card has become mandatory for all citizen and legal residence. The identification and verification are up to International Standards to protect individuals' identity; and can be used to access many secure e-services. The procedure has also become more simplified. Citizens and residents can make an appointment at any of the more than 53 ID registration centers across the UAE where they can present their application and supporting documents, have their pictures and finger prints taken, and pay the fees. They will then receive the new smart card by mail.

This project by EIDA includes the establishment of a modern population register in order to facilitate government service delivery to citizens, as well as to provide the required information for supporting decision making, strategic planning, and the allocation of resources in all vital sectors in the UAE. Through the smart ID card, EIDA is also able to verify and confirm the identity of each individual through the personal number and the smart card related to the biological features of the individual.

With 144K memory smart card contact and contactless data access, the new smart ID card was mandated as a primary identification document to access or benefit from government services, was integrated with law enforcement agencies, could be used at airports through e-Gates, and could be used for e-Voting.

Impact

The modern security features of the ID card have made it impenetrable to identity thieves and fraudulent users. All personal data is stored and secured, and can be easily shared among various government agencies to avoid duplication and redundancies. EIDA was able to create a complete, comprehensive, and up to date population register that would help give accurate census data on the population, their characteristics, and their needs.

Through the re-engineered enrollment process, the application time was reduced down to five minutes to present the necessary documents and the biometric information. The previous application process needed 30 minutes to be completed. This dramatic reduction in time saved EIDA 5 million working hours that could be invested and used more efficiently.

The population enrollment jumped from 7% in 2008, to 44% in 2012. Additionally, each enrollment presented a cost saving of $8, totaling $100 million in cost reduction. In the Dubai Courts, the use of card readers shortened data entry process from 10 minutes to 5 seconds as 1 million card readers were distributed to public institutions.

Source: http://www.id.gov.ae

More information on the project:
https://www.abudhabi.ae/egovPoolPortal_WAR/appmanager/ADeGP/Citizen?_nfpb=true&_pageLabel=p_citizen_departments&did=114&lang=en
http://www.thenational.ae/news/uae-news/emirates-id-system-aids-growth-in-digital-economy
http://www.slideshare.net/alkhouri
http://sdk.emiratesid.ae/
http://www.uaeinteract.com/docs/Emirates_ID,_UN_sign_MoU_to_develop_digital_identity_projects/57755.htm

Contact:
Mohamed Bin Zayed City -
Mayzad Mall Tower 37th Floor
P.O. Box: 47999
Abu Dhabi, United Arab Emirates
Tel: +971 2 4955555
Fax: +971 2 4955550
Email: contactus@emiratesid.ae

EUROPE

FINLAND

FINLAND	Institution/Ministry	Finnish Tax Administration
	Solution/Application	VIV (Tax Return Online)
	Theme	e-governance, e-participation
	Implementation Date	2009

Summary

In 2008 Finnish Tax Administration introduced e-return service through website www.vero.fi/veroilmoitus/. The new system enabled taxpayers to make modifications to their taxation statements faster and more accurately, as compared to the traditional paper forms.

Tax Return Online (VIV) combines the best practices in the Finnish way to tax citizens. Finnish Tax Administration (FTA) collects data electronically at the source: 95% of the data that employers and other payment makers fill in comes in an electronic form.

With these back office procedures, Finnish Tax Administration is able to offer customers their tax return as complete as possible. Tax payer only needs to check the information entered by the Administration and fill in the missing items. If the information is already correct and complete, the tax return has been filled and nothing else needs to be done.

Impact

In 2009, the service was used by 272 000 taxpayers, which represents approximately 24% of the total number of potential users of this service (out of the 1,4 million annually doing and 1 million electronically able to). The number of adopters increased from the previous year and the target was achieved by approximately 80%. In Uusimaa region, the goal was achieved by 93% and even as high as 109% in Helsinki region alone.

Source: http://www.vero.fi/en-US
http://epractice.eu/en/cases/viv

More information on the product: http://epub.lib.aalto.fi/fi/ethesis/pdf/12257/
hse_ethesis_12257.pdf

Contact:
PRH – Finnish Tax Administration
Business Information System
PO Box 2000
00231 HELSINKI
Finland

FINLAND & SWEDEN

FINLAND & SWEDEN	
Institution/Ministry	Local administrations in cooperation with and co-founded by the European Commission
Solution/Application	Open Kvarken
Theme	e-governance, open data
Implementation Date	2008

Summary

In Finland and Sweden, there is an uncertainty when it comes to Open Source solutions. There is also a lack of knowledge that Open Source is a philosophy and not a technology or; one that is implemented in technology by choice of an open license. These two things are hindering development.

In bringing about change to status quo, Open Kvarken project was launched in 2008. In cooperation between universities, IT sector and public sector, Open Kvarken was aiming to deploy Open Source solution alternatives in the public sector. During the project, different Open Source solutions were tested, introduced and marketed in the region so that local companies and municipalities could benefit from it.

Some of the most interesting solutions have already been commercialized in companies and municipalities in both Finland and Sweden. One of the most successful solutions, OpenMeetings, a web based conference system that does not require any installations, runs on Open Kvarken servers in both Finland and Sweden and is available to the public for testing.

Impact

Open Kvarken Project has shown that Open Source can be used in any segment in society. The project has been marketed regionally, nationally and even gotten attention in Brussels. Several Open Source projects have been commercialized and new jobs have been created. The project has shown significant success in the direction of increased awareness on this type of software towards the public sector. This was made possible by continuous dissemination through workshops and handouts, in parallel to the examination of open source products for use by the public sector.

Source: http://www.openkvarken.fi/index.html
http://epractice.eu/en/cases/openkvarken
More information on the project: https://joinup.ec.europa.eu/elibrary/case/finland-and-sweden-collaborate-using-open-source

Contact:
Rainer Lytz
Project Manager
rainer.lytz @ puv.fi
Tel. +358 40 841 2805
Fredrik Granström
Project Manager
Tel. +46 70 656 6656

CROATIA

CROATIA		
Institution/Ministry	Darda Municipality in cooperation with Croatian Employment Agency	
Solution/Application	RECiPE (Computer Education Against Marginalisation)	
Theme	e-inclusion, e-learning, e-participation	
Implementation Date	2011	

Summary

The loss of major industry in the region in war-affected regions like Osijek-Baranja County in North-Eastern Slavonia in recent years has contributed to high unemployment levels. In this region, the Municipality of Darda was keen to address long-term unemployment, especially amongst Serbian, Hungarian, and Roma minority groups.

In partnership, the Municipality of Darda and the Osijek office of the Croatian Employment Agency formed the Computer Education Against Marginalisation (RECiPE) initiative, through which they decided to provide special training to obtain ECDL certification (European Computer Driving License). Under the RECiPE initiative, Croatian IT Society provided ECDL training and testing to candidates with Serbian, Hungarian and Roma minority background. Equipping these demographic groups with basic ICT skills was identified as an ideal opportunity to increase their employability.

ECDL training was designed with three stages of various difficulty levels. The entry level ECDL training was offered to all participants. Those who performed highest in the first stage were offered to proceed and obtain ECDL Advanced certification. Finally, a number of successful ECDL advanced candidates were given the opportunity to become certified trainers, which greatly increased their employment prospects as they could immediately start teaching beginners.

The overall goal of the Computer Education Against Marginalisation was to increase employment opportunities for the long-term unemployed and socially excluded individuals in the Osijek-Baranja county in North-Eastern Slavonia. The project targeted 120 adult learners, both employed and unemployed.

Impact

The ICT training providers were very impressed by the level of motivation amongst candidates. Based on previous experience of ECDL being offered free of charge, there were concerns that there might have been a high drop-out rate and disinterest among candidates.

However, to the surprise of the trainers, the candidates were more enthusiastic than those who paid privately for ECDL training and testing. In addition, the average pass score was around 80%, above the national average (75%).

As well as advancing the digital skill-set of candidates, a significant infrastructural legacy remains in Darda: the Municipality of Darda has set up an information stand to promote the benefits of ECDL and to co-ordinate the formation of future groups of candidates.

Source: https://portal.ecdl.org/media/DardaMunicipality_Croatia_SocialInclusion_ Final1.pdf
http://www.epractice.eu/en/cases/ecdlcroatiainclusion

More information on the project: http://www.ecdl.org/index. jsp?p=2280&n=2282&a=4329
http://www.ecdl.hr/o_ecdl-u (only in Croatian)

Contact:
CITA - Croatian Information Tech Association (Hrvatski Informatički Zbor)
Ilica 191 E/II
10000, Zagreb
Croatia Email:info@ecdl.hr
Phone:+ 385 1 2222 722
Fax:+385 (1) 2222 723

PORTUGAL

PORTUGAL		
Institution/Ministry	Portuguese government, municipalities	
Solution/Application	Citizen's Card	
Theme	e-government, e-inclusion, Citizens Service Delivery	
Implementation Date	2007	

Map labels: Viana Do Castelo, Braga, Braganca, Porto, Vila Real, Aveiro, Viseu, Guarda, ATLANTIC OCEAN, Coimbra, Leiria, Santarem, Castelo Branco, Lisbon, Portalegre, SPAIN, Setubal, Evora, Beja, Faro, 50km

Summary

The Citizen's Card as a modernizing project, a part of the Public Administration modernization policy, set out in the XVII Constitutional Government's Political Program me.

The Citizen Card is an easy to use, physical and electronic document that allows the identification of citizens on several communications channels (face-to-face or data/voice-only) to contact the Public Administration and Private Entities.

In concrete, the Card facilitates citizens' everyday life by serving as a) physical ID, b) digital authentication document, c) digital signature document. As a physical ID, it visually identifies the citizens, exactly as a traditional ID Card. As a digital authentication document, Citizen's Card allows a person to identify and authenticate himself/herself in communication with government administrations in a secure and fast manner. As a digital signature, the Card allows a person to sign documents with a legally valid electronic signature. It also serves a practical document that combines and replaces the existing taxpayer card, National Health Service user's card, Social Security card and voter's card.

The Citizen's Card project seeks to guarantee citizens' rights concerning the collection, storage and computerised treatment of information about personal data, particularly when it comes to the development of e-commerce and e-transactions. The aim of the project was to provide all Portuguese with these Citizen's Cards by the end of the decade.

Impact

There have been numerous public services available online and thank to the deployment of the Citizen's Smart Card, procedures that would normally take hours take few minutes now. Electronic authentication and digital signature were enabled thank to two IT platforms that were implemented to handle the whole process of authentication and management of data.

Since 2007, when the requests for Citizen's Cards became available to the public, and until the end of February 2012, more than 7 million cards have been issued. The electronic authentication with the Citizen's Card it's an added value to the Citizen but also to the public entities, since it guarantees the authenticity of a citizen's request for an online service, de-materializing processes and reducing costs.

In order to make Citizen's Cards functional, there was a whole new technological infrastructure implemented, based on which many other services can build and further enhance e-governance.

Source: http://www.cartaodecidadao.pt/index.php%3Flang=en.html
           http://epractice.eu/en/cases/citizencard

More information on the project:
http://secureidnews.com/news-item/portugal-launches-smart-card-for-electric-car-charging-network/
http://www.gemalto.com/brochures/download/portugal_eID.pdf

Contact:
Cartão de Cidadão
Telefone: 707 20 11 22
(+351) 21 154 44 75
E-mail:
cartaodecidadao@dgrn.mj.pt

PORTUGAL

PORTUGAL		
Institution/Ministry	Portugese Local Governments	
Solution/Application	My Street portal	
Theme	e-participation, e-governance, e-inclusion	
Implementation Date	2009	

Map of Portugal showing cities: Viana Do Castelo, Braga, Braganca, Porto, Vila Real, Aveiro, Viseu, Guarda, Coimbra, Leiria, Castelo Branco, Santarem, Lisbon, Portalegre, Setubal, Evora, Beja, Faro. ATLANTIC OCEAN to the west, SPAIN to the east. Scale 50km.

Summary

Portugal has adopted a new ICT strategy aiming to improve the efficiency and effectiveness of the public investments. One of the goals of the strategy was to improve the mechanisms of governance and enhance administrative modernization by increasing the citizen's engagement and cooperation.

My Street portal was one of the first projects within the strategy, through which Portuguese government aimed at strengthening and improving the communication and collaboration between the public administration and the citizens. My street portal allows citizens to greatly participate on decision-making over investments and improvements in their area. Online platform was inspired by the British version Fix My Street through which citizens come up with their suggestions and ideas on what should be improved in their neighborhood. The site is interconnected with local authorities who are then better informed on what action need to be done. The reporting process goes in the following order: a citizen goes to the portal and describes online what the problem is, and possibly attaches a photo, the message gets forwarded and reported and to the respective municipality which consequently takes measure to address and fix the problem. The citizen who initiated the information and the request is later informed about the progress on his/her reported issue.

Impact

The portal allowed effective communication and coordination of local needs between Portuguese Public Administration and civil society. My Street project also enhanced greater transparency, cost-efficiency and citizens participation. There has been over 9000 issues reported so far and the number keeps rising as Portugese citizens explore the benefits of the My Street site. Portuguese government has already announced that more local municipalities would be joining the platform. Thanks to the rising popularity of the initiative, wider citizens' engagement is predicted and more efficient local investments should be done.

Source:
http://www.epractice.eu/en/cases/mystreetportal
http://www.portaldocidadao.pt/portal/aminharua/situationReport.aspx
http://imagem-govmun.maps.arcgis.com/apps/OnePane/basicviewer/index.html?ap
pid=b8f75f917792477c9b314b37fd8bc650 (application itself in Portuguese only)
http://imaginationforpeople.org/en/project/fix-my-street/

Contact:
info.portaldocidadao@ama.pt

FORMER YUGOSLAV REPUBLIC OF MACEDONIA

THE FORMER YUGOSLAV REPUBLIC OF MACEDONIA		
Institution/Ministry	Municipality of Resen in cooperation with UNDP	
Solution/Application	Info SMS Messages	
Theme	Information sharing, e-governance, e-inclusion	
Implementation Date	2005	

Summary

Overuse of pesticides amongst orchard farmers in Resen has been proven to be a major cause of pollution in the beautiful but environmentally vulnerable region of the Prespa Lake Basin, threatening the habitat of over 2,000 species of birds, fish and mammals, including many endangered animals unique to Prespa and the ancient freshwater lake.

To tackle this issue, the innovative system of SMS notification was developed with UNDP support by the Faculty of Computer Science of the University of Cyril & Methodius in Skopje. SMS delivers notification and data directly to farmers so they become promptly and instantly informed on when to spray pests. As well as SMS notifications, the solution also makes use of Facebook. The same administrator (a pest control expert) responsible for informing farmers by SMS is also responsible for updating a dedicated Farmers' Association page on Facebook, further expanding the amount and accessibility of timely information. The whole development cost only 1000 US dollars, therefore presents a sustainable cost-effective solution to the problem.

Impact

These efforts have already led to a remarkable 30% reduction in the amount of pesticides used by local farmers each season, which is good news for the environment and good news for farmers who have made substantial savings as a result. Low costs and simplicity of implementation make this system highly suitable for replication in other municipalities across the country.

Source: http://www.mk.undp.org/content/the_former_yugoslav_republic_of_
macedonia/en/home/ourwork/environmentandenergy/successstories/a-
smart-solutuib/

More information on the project:
http://www.undp.org/content/undp/en/home/ourwork/environmentandenergy/
successstories/reaping-the-fruits-of-technology-in-fyr-macedonia.html
http://www.mk.undp.org/content/the_former_yugoslav_republic_of_macedonia/
en/home/ourwork/environmentandenergy/in_depth/

Contact:
8-ma Udarna Brigada 2 1000,
Skopje
tel: + 389 2 3249 500
fax: + 389 2 3249 505
e-mail: registry.mk@undp.org

REGIONAL EUROPE (AUSTRIA, ITALY, NETHERLANDS, SPAIN)

EUROPE		
	Institution/Ministry	Partnership of public institutions with non-for profit and private entities.
	Solution/Application	Mobiguide
	Theme	ehealth
	Implementation Date	November 2011

Summary

The MobiGuide project develops an intelligent decision-support system for patients with chronic illnesses, such as cardiac arrhythmias, diabetes, and high blood pressure. The patients wear sensors that can monitor biosignals (e.g., heart rate, blood pressure); the signals are transmitted to their Smartphone and from there to a powerful "backend" computer.

The MobiGuide decision-support tools, which have access also to the patient's' historical clinical data, such as their hospital records, analyse the data, alert the patient about actions that should be taken, ask the patient questions, in the case that additional information is needed, and make recommendations regarding lifestyle changes or contacting care providers. All recommendations regarding therapy are transmitted to the patients' care providers. The recommendations are based on evidence- based, state-of-the-art clinical guidelines. During the project we intend to focus on the clinical conditions: atrial fibrillation, gestational diabetes and gestational hypertension.

The MobiGuide system involves a mobile device (a smart phone) together with a set of portable or wearable sensors that the patient can wear or carry with them. The kind of sensors used varies depending on which illness the patient is suffering from. The intelligent application running on the patient's mobile phone communicates with a complex "back end" system consisting of a set of servers performing various advanced artificial intelligence functions in order to provide high quality intelligent guidance services to the patient and his care providers to help manage the patient's conditions, follow their treatment and to allow timely clinical decisions. The analysis concerns signal data, hospital data, abstractions identified in the data and events generated by the decision support system.

The MobiGuide system can provide monitoring (round the clock if necessary) together with advice and guidance to the patient 24/7 to help them manage their condition, follow their treatment plan and get appropriate help in a medical emergency. The advice and guidance given to the patient by this complex system works in real time and is based on the latest clinical evidence and best practice guidelines. The system also supports joint decision making between the patient, their family and their medical specialists.

The project is funded by the EU public funding and it is being implemented through Partnerships between administration and/or private sector and/or non-profit sector

Impact

The project through home monitoring, and mobile monitoring in general is increasing patient safety and is resulting in better maintenance of health and hence better health outcomes. A patient in better health should need fewer hospitalisations, which result in great cost savings for the healthcare system.

Source: http//www.epractice.eu/en/cases/mobiguide

More information on the product: http://www.mobiguide.fi/en/start/
http://www.utwente.nl/ctit/research/projects/international/fp7-ip/mobiguide.doc/
http://mobiguide.mobi/
http://mis.hevra.haifa.ac.il/~morpeleg/PKD/MobiGuide.html
http://i-local.org/mobiguide-guiding-patients-anytime-everywhere-case-study/
Application/solution's website: http://www.mobiguide-project.eu/

REGIONAL EUROPE (BELGIUM, CYPRUS, CZECH REPUBLIC, GERMANY, GREECE, ITALY, LATVIA, ROMANIA, SPAIN, SWEDEN, UNITED KINGDOM)

EUROPE	Institution/Ministry	European public administrations
	Solution/Application	OSEPA
	Theme	Information access, open data, e-governance
	Implementation Date	2010

Summary

OSEPA (Open Source Software Usage in European Public Administrations) is a project that was funded through the INTERREG IVC Program and was a partnership of 12 organizations in eleven countries. The aim of the project was to conduct a systematic debate among European public administrations in order to promote the use of Open Source Software. Debate was supported by analysis and exchange of experience on the issue of Free and/or Open Source Software (FOSS).

OSEPA aimed to identify those conditions which could foster the penetration of Open Source Software among public administrations and those factors which explain why Open Source has not yet been adopted widely by administrations. To this direction, OSEPA aimed to promote knowledge and expertise sharing among public administrations. The major objective was to provide to those administrations which were less familiar with Open Source, guidelines on how to proceed with its adoption, based on the experiences of organizations which have already migrated to it.

Last but not least, OSEPA also promoted interregional co-operation as the project rested on the assumption that shared challenges and needs are better addressed at the interregional level. This is where the impact on decision making can have multiplier effects and where strong and influential alliances can be forged.

Impact

The immediate project result was the spread within the members of the consortium and their regional local authority network contacts. The OSEPA message rapidly reached a wider range of audience through the communication and dissemination efforts of partners. In particular through the Project web portal, e-newsletters, brochures, press releases, dissemination of studies and guidelines to numerous identified target groups.

Overall, during the three year period of the project the partners achieved the objectives of communication and dissemination at a satisfactory level. The majority of the project objectives have been achieved making Free and Open Source Software (FOSS) solutions more visible and a viable alternative software offering which is the best way to enhance the durability of project results and to sustain interest in FOSS.

Source: http://epractice.eu/en/cases/osepa
http://www.osepa.eu/index.php

More information on the project: http://innovation.mfg.de/en/projects/current-
projects/osepa-1.2407

Contact:
KOUGIANOS GABRIIL KEDKE
65 AKADIMIAS STR & 8
GENNADIOY STR,
106 78, ATHENS, GREECE

REGIONAL EUROPE (BELGIUM, CZECH REPUBLIC, DENMARK, ESTONIA, GERMANY, GREECE, HUNGARY, ITALY, NETHERLANDS, ROMANIA, SLOVENIA, SPAIN, UNITED KINGDOM, ETC)

EUROPE	Institution/Ministry	Public agencies, research institutions in cooperation with European Commission
	Solution/Application	LAPSI (Legal Aspects of Public Sector Information)
	Theme	information sharing, open government data, e-governance
	Implementation Date	2010

Summary

LAPSI (Legal Aspects of Public Sector Information) 2.0 is a Thematic Network funded by the European Commission under the Competitiveness and Innovation Framework Programme 2007-2013. LAPSI 2.0's objective is to identify the remaining legal barriers and obstacles to access and re-use of public sector information (PSI) on the European content market, and to propose measures and tools to stimulate the progress of the European market towards open data.

In 2010, recognizing the importance of public sector information and its generation, dissemination and collection, as well as all stakeholders engagement in public policy, European Commission initiated a project called Legal Aspects of Public Sector Information (LAPSI). LAPSI aims to remove legal barriers to access and re-use public sector information.

LAPSI is a thematic network where various stakeholders, particularly research institutions and various EU jurisdictions, engage in high-level policy discussions regarding policy actions and strategies on all legal issues related to access and re-use of public sector information.

LAPSI network allows collecting of examples of existing good practices relating to open licensing, enforcement of the PSI legislation, finding a balance between open data and data protection or intellectual property rights, etc. It further supports the creation of position papers and guidelines on how to adapt the legal framework or how to use the law to stimulate open data and the PSI market. Last but not least, via LAPSI, various meetings, workshops and conferences have been organized to disseminate the project results and to raise awareness on the legal obstacles on the PSI market and – most of all – how to overcome them.

Impact

The LAPSI project contributed directly to the i2010 strategy of the European Union. It has built a network of organisations intended to become the main European point of reference for deployment and implementation as well as high-level policy discussion and strategic action on legal issues related to the public sector information. LAPSI succeeded to engage policy makers, public institutions, academics, activists, citizens etc. in a debate and number of policy recommendations, position papers and conceptual frameworks have been produced. LAPSI network addressed areas, with a public interest and which would develop slowly if left only to the current incentives structure of monopolistic operators.

Source: http://www.lapsi-project.eu

More information on the product:
http://ec.europa.eu/information_society/apps/projects/factsheet/index.cfm?project_ref=250580
http://www.epractice.eu/en/cases/lapsi
http://www.communia-project.eu/content/lapsi-project-launches

Contact:
DE MARTIN JUAN CARLOS
Politecnico di Torino - Corso
Duca degli Abruzzi 24
10129 Torino Italy

Tel. 00390115647217
Fax. 00390115647216
E-mail:
coordinator@lapsi-project.eu

REGIONAL (BELGIUM, FRANCE, GERMANY, GREECE, ROMANIA, UK)

EUROPE	Institution/Ministry	Municipalities, local governments
		In cooperation and co-funded by the European Commission
	Solution/Application	EPIC
	Theme	e-governance, information sharing, e-services
	Implementation Date	2010

Summary

The current economic crisis, combined with growing citizen expectations, is placing increasing pressure on European cities to provide better and more efficient infrastructures and services, often for less cost. This trend has contributed to the growing popularity and use of the term 'Smart City.' Definitions of a 'Smart City' vary widely – ranging from the use of discrete new technology applications such as RFID and the Internet of Things through to a more holistic conception of intelligent, integrated working that is closely linked to the concept of Living Labs and user-generated services.

The European Platform for Intelligent Cities (EPIC) is a unique solution for European cities on how to become Smart Cities without spending millions on large IT solutions. EPIC is a so called 'Smart City in a Box' which can help to make a city smarter for as fraction of the cost of traditional IT solutions. It is also much more than just an IT platform - it is a one stop shop where medium-sized Cities in Europe (50.000 – 500.000 inhabitants) can find real, affordable products and services to make the city smarter today without spending millions in the process.

Unlike a typical cloud platform, EPIC is primarily driven by business rules and consolidates unique features by supporting natively semantic languages and IoT (Internet of Things) – making it easier and more efficient for public administrations to harness the innovative potential of Living Labs and other e-Government advancements across Europe to deliver state-of-the-art public services on a pan-European scale.

The platform also allows cities to share and exchange their practices and experience with various ICT solutions, so they can learn from one another. Participating country simply plugs their existing and newly developed web-based services into the open EPIC platform, so that other cities can easily connect to the platform and use them as well.

Impact

Thanks to the EPIC platform, cities have enhanced ability to provide more innovative, efficient and effective services at a reduced cost. EPIC has brought up new business models, enabled new working relationships amongst participating cities as well as improved relationships with citizens and businesses. Citizens on the other hand have gained access to more innovative, efficient and effective services and their ability to help improving public services was enhanced. Finally, through EPIC, small and medium enterprises have gained greater access to local and international markets as well as ability to operate cost-effectively via the cloud platform.

Source: http://www.epic-cities.eu/
http://www.epic-cities.eu/content/smart-cities
http://www.epractice.eu/en/cases/epic

More information on the project: http://www.openlivinglabs.eu/news/cloud-and-city-epic-story-smart-cities
http://www.ibm.com/smarterplanet/us/en/smarter_cities/overview/

REGIONAL EUROPE (BULGARIA, CROATIA, CYPRUS, CZECH REPUBLIC, LATVIA, ROMANIA, SPAIN)

EUROPE	Institution/Ministry	Central and local public administration institutions
	Solution/Application	SEED (Speeding Every European Digital)
	Theme	e-governance, e-participation, information access
	Implementation Date	2011

Summary

Speeding Every European Digital (SEED) is a joint project rooted in the European Commission's Digital Agenda as revealed in 2011. SEED was created to optimize the new technological possibility to change the way traditional administration communicates/interacts with citizens.

The target of SEED is to expand, through the "cloud computing" approach and a very cheap network of Interactive Public Service Advertising (i-PSA) nodes, the positive results of European Inclusive e-Governance initiatives to boost "citizen-centric" e-Gov Services, to reuse as much as possible the European, National, Regional and Local stocks of Public Sector Information (PSI) and to leverage saving costs of e-Government and e-Governance deployments.

SEED service uses Interactive Public Service Advertising (i-PSA) strategies where PSI is transformed into i-PSI message. i-PSI message is advertised and visible in public places, usually at the points where citizens come to inform themselves about public services. For instance, while waiting in a queue at the Municipality, citizen is interactively informed by i-PSA message about e-gov option of online service or about self-service desks so they can avoid queuing.

SEED Consortium wants to highlight the potential to reduce information and communications technology (ICT) costs by virtualizing capital assets into a readily available, affordable operating expense. The overall objective of SEED is to implement realistic conditions innovative e-Government "raising awareness and stimulating End Users engagement" services among citizens across all Europe as well as to demonstrate the technical, organisational and legal feasibility of such services.

Impact

Communicating with citizens using i-PSA strategies has brought an increase in users' awaresss of e-Government services (on 20%) and increase in number of users of these services (on 5%). SEED services and i-PSA approach also generated substantial savings to the Public Sector. Thank to more effective citizens' reach, the cost per citizen for future e-Gov related investments has been decreased.

Source: http://www.seed-project.eu

More information on the project:
http://ec.europa.eu/information_society/apps/projects/factsheet/index.cfm?project_ref=297192
http://ec.europa.eu/information_society/apps/projects/factsheet/index.cfm?project_ref=297192&export=pdf
http://www.youtube.com/watch?v=Yd3Br3uzxcs

Contact:
Benjamín Franklin, 27
Parque Tecnológico de Valencia
Paterna, Valencia
Spain 46980
+34 96 112 40 00

REGIONAL EUROPE (CZECH REPUBLIC, DENMARK, FINLAND, ITALY, NETHERLANDS, PORTUGAL, SPAIN)

EUROPE	Institution/Ministry	In cooperation with and co-founded by the European Commission
	Solution/Application	PReCO
	Theme	e-procurement, e-governance
	Implementation Date	2009

Summary

The public sector in Europe is facing immense pressures for change and local authorities play a key role in implementing public procurement policy and legal framework. A city or a region may therefore become an important test market in implementing new and innovative products and technologies. In this context, there has been an urgent call for action.

PreCo Project was launched to enhance innovation in pre-commercial public purchasing processes and to raise awareness of pre-commercial procurement as such. PreCo is defined as an approach for acquiring Research and Development services which enable public procurers to share the risks and benefits of designing, prototyping and testing of new products and services with the suppliers and other stake-holders, to create the optimum conditions for wide commercialization and to pool the efforts of several procurers.

The overall objective of PreCo is to support public authorities in undertaking pre-commercial procurement actions which stimulate innovation and citizen participations. For this propose, the project established a thematic network for the development and the adaptation of Europe-wide models, frameworks and policy recommendations in two main areas, such as eHealth and eEnergy.

The network will bring together a wide range of stakeholders including public authorities and relevant support actors, in order to encourage practical co-operation, exchange of experiences and knowledge on pre-commercial procurement.

Impact

The PreCo project analysed the European PCP (public commercial purchasing) implementations aiming to have a better understanding of overall PCP landscape in Europe, and to focus the recommendations on areas with the most urgent needs for development and support.

The project significantly increased awareness and understanding of pre-commercial procurement as a tool among the relevant stakeholders. PreCo has also had an influence on competition and innovation policies at national and regional levels. Finally, the project has helped to identify critical success factors for pre-commercial procurement and pre-commercial procurement policy recommendations.

Source:: http://preco.share2solve.org/main/
http://epractice.eu/en/cases/preco\
http://preco.share2solve.org/main/files/2010/12/PreCo_WP4_Policy-
Recommendations-Final-2nd-2012.pdf

More information on the project:: http://www.publicprocurementnetwork.org/

Contact:
Suzan Ikävalko
PreCo Project Co-cordinator
Tel: +358 505834292
E-mail:
suzan.ikavalko(at)culminatum.fi

REGIONAL EUROPE (CZECH REPUBLIC, GREECE, ITALY, ROMANIA, SPAIN)

EUROPE		
	Institution/Ministry	NGOs, universities, schools and others In cooperation with and co-funded by the European Commission
	Solution/Application	TKV
	Theme	e-inclusion, information sharing
	Implementation Date	2011

Summary

The Knowledge Volunteers (TKV) is a project funded by the European Commission, aiming to establish a network of 'knowledge volunteers' representing all ages who would share their experience and skills, therefore contribute to development of more inclusive knowledge society.

TKV aims to promote digital competence amongst elders at risk of exclusion, through intergenerational exchange and relations with young people, and encouraging the active participation of elders in society through voluntary activities. In addition, the voluntary participation, of youth and elders, provides a learning opportunity for both generations to improve their self-esteem and relations, while reducing the risk of social isolation for elders in particular. TKV project conducts dedicated pilot training courses in the European countries with minor involvement of elders in voluntary activities: Italy, Spain, Greece, Czech Republic and Romania.

Didactical inter-generational approach, as an ICT learning methodology, was adopted for the purposes of the project. This methodology is enriched with the application of the peer-to-peer course approach carried out by older experienced volunteers to other new older students. The didactical inter-generational approach is based on the active role of young students, who act as individual teachers or tutors of elders.

Impact

Intergenerational exchange and relations with young people encouraged the elders to learn about using ICT to communicate, stay informed, be autonomous using health services and promoted their active participation in society enhancing their self-esteem. The older learners judged the overall experience positively and were glad about the opportunity to socialize and meet new friends from the younger and the older generation alike. They declared that the experience gave them the feeling they can actively and fully participate in their community in the same way as their younger new friends do.

The project demonstrated that a community-building environment is a key aspect in order to break the time and space barriers in the continuous development of social innovation movements. If applied to a volunteer-based inter-generational model of intervention, the peer-to-peer movement that it can generate is able to promote an active involvement as well as a healthy ageing.

Source: http://tkv.mondodigitale.org/
          http://epractice.eu/en/cases/tkv

More information on the project: http://www.icvolunteers.org/index.
                                    php?what=news&id=432
                                    http://www.emil-network.eu/news/the-
                                    knowledge-volunteers-project

Contact:
Fondazione Mondo Digitale -
Project Coordinator
Annaleda Mazzucato - Project
Manager
mail:
a.mazzucato@mondodigitale.org
skype: annaleda1
Via del Quadraro
102 00174 Roma

OCEANIA

AUSTRALIA

AUSTRALIA		Institution/Ministry	NICTA, ACT Government
		Solution/Application	The Australian e-Government Technology Cluster (eGov Cluster)
		Theme	e-government, e-participation, e-transparency
		Implementation Date	2010

Summary

The Australian e-Government Technology Cluster ("eGov Cluster"), supported by NICTA, is a national cluster of organizations from Government, industry, research and academia. Its members are collaborating to improve and strengthen the use of ICT in the government sector for better public service delivery and advancing ICT industry in Australia.

The eGov Cluster promotes collaboration between the government sector, IT industry and research institutions in finding innovative ICT solutions to address increasingly complex problems as faced by government today. Therefore it has set up one effective mechanism to achieve its goals is by establishing and running collaborative projects that bring together all stakeholders.
The eGov Cluster's mission is to foster Australian ICT innovation in all spheres of Government.
Also eGov Cluster promotes ICT innovation through a number of channels:

- Collaboration projects through which Government identifies, develops and experiments with new technologies;
- Networking events promoting ICT innovation in government sector including eHealth, Open Data, mobility and cloud computing;
- Participation in major conferences and trade shows such as FutureGov and CeBIT
- Brings together Government agencies, industry and the research community to collaboratively advance high-impact Australian ICT innovation in the Government with the bias towards Australian small and medium enterprises (SMEs).

Impact

Until July 2012, the cluster had 80 participating companies and government organizations. It has been conducting several Collaborative Projects bringing together the government, IT industry and research institutions to meet critical needs of government agencies. Such projects include: i) Mobile Canberra Project – developing an app which can help ACT citizens and visitors with finding information about public services in the ACT; ii) Government Data Assets/Digital Transition Policy – aiming to identify possible solutions to challenges posed by the implementation of the Digital Transition Policy; and iii) Government Data Assets/ Cyber Security – exploring the "Digitally Clean" concept in regards to government data.

Source: http://www.act.gov.au/; http://www.nicta.com.au/

Weblink: http://www.egovernmentcluster.org.au/

More information on the project: http://www.egovernmentcluster.org.au/inaction/

Contact:
Michael Phillips
eGov Cluster Manager
michael.phillips@nicta.com.au
(02) 6267 6303

Ana Belgun
eGov Cluster Executive Officer
ana.belgun@nicta.com.au
(02) 6267 6317

AUSTRALIA

AUSTRALIA		Institution/Ministry	Department of Manufacturing, Trade Resources and Energy Innovation
		Solution/Application	SARIG 2020-(SOUTH AUSTRALIAN RESOURCES INFORMATION GEOSERVER)
		Theme	e-government
		Implementation Date	2011

Summary

The SARIG 2020 geospatial web portal is a great example of how governments are using location aware information to inform service design and delivery. With the integration of over 400 spatial datasets from across government and the private sector this online resource is a highly sought after commodity both locally and internationally.

SARIG 2020 is a free online web geospatial portal developed by the Resource and Energy Group within Australia's Department for Manufacturing, Innovation, Trade, Resource and Energy (DMITRE), and provides for the followings:

- Delivers through innovative use of information technology and workflow processes by collating databases into a single delivery portal.
- Used by state, national and international industry stakeholders, resource investors, education institutions, land owners, legal agencies, shareholders and the general public

SARIG 2020 provides up-to-date views of mineral, petroleum and geothermal tenements and other geo-scientific data. One can search, view and download information relating to minerals and mining in South Australia. According to the manufacturer, SARIG is undoubtedly one of the world's finest interactive websites of its kind, providing users with vast amounts of information relating to the state's mineral, petroleum and geothermal exploration. Precisely, one can be able to get information on:

- tenement details
- mines, advanced exploration projects and mineral deposits
- geological and geophysical data
- Publications and reports (including company reports).

The SARIG 2020 geospatial web portal is a great example of how government is using location aware information to inform service design and delivery

Impact

According to evaluators, the launch of SARIG 2020 has brought about a new era of data delivery and online business. SARIG 2020 is currently delivering its most diverse range of geoscientific data, information and products to the exploration and mining community and companies are now utilising new online systems for more streamlined business interactions. Potential investors also now rely on SARIG as a key information source, accessing new State infrastructure, production statistics, and mining and exploration project information.

SARIG 2020 won the Australian Government Excellence in e-Government Award for 2013 in the category of e-Government Geospatial. The SARIG 2020 geospatial web portal was recognised as a great example of how government is using location aware information to inform service design and delivery, integrating over 400 spatial datasets from across government and the private sector. SARIG 2020 is deemed a key element in maintaining Australia's international reputation for online world class geoscientific information.

Source: Government of Australia

Weblink: http://www.minerals.dmitre.sa.gov.au/sarighelp

More information on the project: https://sarigbasis.pir.sa.gov.au/WebtopEw/ws/samref/sarig1/image/DDD/MESAJ061031-037.pdf
https://sarigbasis.pir.sa.gov.au/WebtopEw/ws/samref/sarig1/image/DDD/MESAJ061031-037.pdf

More information on the product: Application/solution's website
http://www.pir.sa.gov.au/minerals/sarig2
An online web application providing easy access to minerals, petroleum and geothermal geoscientific information

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.

The main objective of developing the UN/DESA Compendium of Innovative E-government Practices is to create a venue for promoting innovative e-government solutions, services and products developed by public institutions across the world. 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.

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 citizens service delivery, e-participation, information access, e-health, information sharing/access, crisis management, e-accounting, e-commerce, e-customs, e-petitioning, e-voting, e-education, e-justice, e-procurement, e-taxation, e-inclusion, e-environment, gender equality, government portal, government intranet, sustainable development, open government data, etc.

The UNDESA 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 Compendium, UNDESA aims to provide a venue for the promotion and sharing of these cost-effective, value-added innovative solutions, to hasten innovation and creating public value for the citizenry and to enable South-South and North-South information-sharing.

The publication of the UNDESA Compendium of Innovative E-government Practices on biannual basis is an ongoing project. The Volumes I, II, III, IV, V includes over 600 cases, representing all the regions. At the same time an easy to search online database is established within the UNPAN (United Nations Public Administration Network) at the following link:

http://unpan.org/Library/KnowledgeBaseofEGovernmentPractices/tabid/828/language/en-US/Default.aspx

The UNDESA will continue to solicit and identify innovative practices from all corners of the globe for inclusion in later volumes.