



ReSPA

Regional School
of Public Administration

Seminar on eGovernment / mGovernment and Strategic Planning in PA

27-29 January 2014

Danilovgrad, Montenegro



Background

The overall objective of the three day seminar devoted to eGovernment and mGovernment is to highlight different channels of e-services utilization having in mind that the end user shouldn't have any obstacles in a communication with his/her Government and in accessing services. It will emphasise how efficiency and effectiveness as the overall desired aim in the domain of services, including e-services, can be obtained. Effectiveness imposes several new issues as areas for research and intervention of selected seminar topics. For efficiency the regular conceptualization and implementation of interoperability will be in focus, underlying the importance to distinguish the legal framework from the technical and operational framework of services. Another important issue is obtaining faster changes in the operational and technical aspects of services utilization in parallel with the process of changes to legal frameworks and upgrade. For the latter mentioned processes, harmonization between the legal framework and the needs of final beneficiaries will be ensured. In that respect, the interoperability framework is not the only desired objective, even though it is an important step forward since it defines the modalities of the information exchange within the Government and also within the whole Public Administration.

Having in mind global trends and the current situation (financial crises, reduction of all resources, etc.), there is a necessity to consolidate costs reduction, green IT introduction (the sustainability concept) and the use of cloud computing. Through cloud computing, data exchange will be realized on a more automatic level, thereby relying less on the national interoperability framework. At the same time, however, the national interoperability framework is important if the current system continues to the extent that particular information systems become "separate silos", which is an undesirable situation for everyone.

The respected ReSPA seminar will provide participants with in-depth understanding of the possibilities of an holistic approach to eGovernment / mGovernment, and the role which can be played by different and innovative solutions as responses to current problems in PA, highlighting the anticorruption dimension, sustainability and interoperability. If an holistic approach is implemented in eGovernment / mGovernment, then optimization of vendor solutions on each working station (operational systems, text processors, data basis, etc) is needed, as well the incorporation of high quality electronic services which the PA offers to citizens (G2C), the business sector (G2B) and internally within PA itself (G2G). The present level of eGovernment and mGovernment development in most of the Western Balkan countries (*as identified and confirmed in the ReSPA regional eGovernment comparative study in the WB areas:* <http://www.respaweb.eu/11/library#respa-publications-and-research-18>) is generally below that of the European average, which means that more emphasis on G2G, G2C and G2B complexity reduction is needed. The seminar will also tackle the possible areas of upgrade of G2G, G2C and G2B by focusing on how the accessibility of information and services can be improved, how to install uniformity in all related systems, and how to promote consistency.

Participants will be challenged through group work to think and discuss the realization of common internal G2G services which could be used uniformly by all PA entities. As one of the possible solutions to the latter already mentioned, cloud computing will be also analyzed. Accessibility of information using ICT technologies will be also dealt with as one of the major seminar topics, since citizen centric development and the implementation of PA services is of ultimate importance

According to the ReSPA regional eGovernment comparative study, different government entities have significantly improved their functions through the deployment of ICT. However, major improvements in service quality can only be obtained and embedded once the internal processes of the PA become adequately coordinated at the highest level. In light of the EU integration process (potential candidate and candidate countries), as well as the post accession process (EU member countries e.g. Croatia), changes are necessary and each delay may impose negative implications on the whole society. The EU is developing the information society under its own dynamic, constantly adjusting towards the needs of citizens, the private sector and civil society, and therefore the transfer of know-how from the EU cannot be simply applied without adaptation in the Western Balkans. It requires analysis, readjustment and improvement through a consultative process and in accordance with national and institutional strategic priorities. Free access to information and the transparency of PA institutions will provide a healthy basis for the fight against corruption¹, and ICT coordination and dissemination will strengthen this especially as part of the EU integration/ EU affairs processes. Facing such an uphill struggle against corruption, it is not surprising that governments in the Balkan regions support reformers and anti-corruption agencies and pin their hopes on ICT technology as a potentially flexible tool to help cut the Gordian knot of corruption. Governments in the Balkan region must shake up these entrenched systems of corrupt incentives and interests, and offer real ICT strategies which provide significant prospects for more integrity and accountability. New systematic approaches in using ICT strategies in the fight against corruption might be, and are indeed often, promoted as being one of the answers. By examining the potential functionalities of ICT strategies, governments plausibly expect to be able to address a long list of institutional deficiencies that are believed to foster corruption.

¹ *ICT enables the most transparent data collection and analysis increasing the possibility to identify corruption. In addition ICT can support citizen's education and raise awareness of anticorruption measures. The seminar will deal with the process of information sharing and how society can be mobilized to support that process (e.g. establishment of digital platform where citizens can anonymously submit information on corruption occurrences). The expected outcome is the formation of an Open Government coalition with citizens in the fight against corruption.*

Sector wide approaches will ensure that the seminar outputs are not only be seen in terms of knowledge and skills acquisition, but also in producing recommendations for the follow up, especially focusing on how the framework of the ReSPA regional eGovernment study may be used for a monitoring and evaluation process of the eGovernment / mGovernment, identification of best practices, and further improvements of systems in the Western Balkans.

Objectives

The seminar programme is designed to achieve the following objectives:

- To brainstorm with respected participants upon the overall topic of the seminar and formulate recommendations for the follow up initiatives
- To enable participants to get an insight on possible channels of e-services and the importance;
- To identify and confirm the milestones of e-Government / M-Government as modalities of e-services provision;
- To enable participants to obtain insight into best case mobile technology solutions which offer possibilities for citizen to become part of the solution where citizens play a more active role rather than being passive recipients.
- To improve the participants' competences in the use of e-registries as a source of the information;
- To increase awareness of participants in the fight against corruptions in their future development of IT strategies.
- To achieve solutions to the question how to reduce information asymmetries in collaboration between government and citizens so that the latter finds it easier to assert his or her rights without corruption interfering.

Content

The seminar program will elaborate themes focused on:

- Implementation / use of ICT by decision makers
- How to set up organisational design for ICT in PA (mission/vision/strategy / action plan);
- How to prepare overall and specific objectives in ICT strategy development;
- How to choose the optimal methodology to increase efficiency and effectiveness of services delivery and contribute to corruption reduction.
- Understanding of ICT anti-corruption strategy principles;

- Understanding how the systematic approach to developing an ICT strategy can improve efficiency and service delivery to citizens and the business community.
- Understanding the main steps of incorporation of all ICT services (inter and intra institutional planning /adjustment);

Target Group

This 3 day seminar session is designed for practitioners in public administrations responsible for:

- Central Government Institutions responsible for the development of e government solutions,
- Ministry of justice – Unit for normative issues,
- Ministry of finance

Participants should have at least 5years' experience of working and/or they should be involved in the preparation and implementation or development of related national policies or strategies (*organization, law and ICT*).

Preferably, participants should also have a good understanding of electronic services in PA, anti-corruption, work on services and procedures in PA, etc., and who preferably have good English language skills.

Workshop Trainers

PhD. Srdan Nogo, senior program officer and head of department for international cooperation, Agency for identification documents, registers and data exchange B&H-IDDEEA, Sarajevo. Mr. Nogo is currently responsible for leading a team of ICT Specialists in the IDDEEA who are engaged in the design and delivery of a range of HR seminar and consultancy projects in the area of eGovernment. He is also the lead Senior program Officer of the IDDEEA and an accredited Certificate eGovernment trainer for public administrations. He is a member of the Supervisory Team in the eGovernment area for implementation of the Revised Action plan for Public Administration Reform in B&H. He worked previously as a lead Senior Program officer for the project web portal which will provide web services for government institutions (G2G), citizens (G2C) and the business community (G2B) in B&H. He is also engaged as a Professor at the Faculty for Electrical Engineering in East Sarajevo, Department for computer sciences and information technology. He has published 16 papers (as author or co-author) at scientific journal and professional conferences throughout B&H and South East European countries. In addition he has a particular interest and expertise in research, analysis, evaluation and integration of the existing practices related to data

exchange used in public administration in the Balkan region and has excellent expertise and knowledge in the fight against corruption.

BSc, Ms Rozalinda Stojova, Head of unit for certification and licensing at the Ministry of Information Society and Administration in Republic of Macedonia, Skopje. Ms. Stojova is responsible for projects in the field of eGovernment (G2G, G2C), eEducation and measures within the state Public Administration Reform. She is member of teams for developing eGovernment strategies, policies and bylaws. She is one of the internal trainers for inter-ministerial seminar on eGovernment topics. She has worked as a programme coordinator and seminar manager in donor funded projects, eSchool and Computer for Every Child Project Support, and managing seminar programmes for teachers, principals, government officials. As additional academic activity in her portfolio is conducting classes at the state Faculty of Economy, as guest professor and practitioner, at the department of E-Business. She began her professional career working as a teacher in one of the reputable high schools, and for her work she was awarded with national and international awards. During her career she was author and reviewer of a few textbooks. One-stop-shop, single point of contact and mGovernment are the areas of her interest and engagements, including supporting legislatures, all towards better government for more satisfied citizens.

M.Sc. Igor Todoroski, Assistant Minister, Ministry of Justice and Public Administration, Department of Electronic Government. Serbia, Belgrade. Igor is currently responsible for the Department of eGovernment. His main duties are participation in proposing policies, laws, regulations and developing strategies and action plans in the field of eGovernance. Igor has extensive experience in International cooperation in the field of eGovernance. He participated in the preparation and implementation of numerous strategic projects related to the establishment of official electronic records of citizens (Civil Registry, Single electoral list, Citizens certificates, etc). He is focused on the application of information and communication technologies in order to improve the organization, performance and development of eGovernance in government held administration bodies exercising delegated tasks of the state administration and judicial bodies. Igor strives to promote cost efficient ICT development as part of the overall Justice Reform Strategy, in order to enable the best ICT contribution to the Ministry judicial business objectives. This will lead to allocation of both budget-related and donor-initiated funding enabling resources for the judicial modernisation.

Jeremy Millard, Senior Policy Advisor, Danish Technological Institute, Visiting Research Fellow at Brunel University (London) and Director of the non-profit consultancy Third Millennium Governance, has forty years' global experience working with governments, development agencies, and private and civil sectors, focusing in the last twenty years on how new technical and organisational innovations transform government and the public sector. Recent assignments for the European Commission include studies on administrative burden reduction and on developing business models for ICT and ageing. He also recently led an

impact assessment of the European eGovernment Action Plan, led a large scale Europe-wide survey and analysis of eParticipation, and developed the eGovernment 2020 Vision Study on Future Directions of Public Service Delivery. He has worked on the European eGovernment annual benchmark since 2009, has assisted the EC in planning their research programme for ICT for Governance and Policy Modelling between 2008-2012, and in designing inputs to the Horizon 2020 research work programme 2014-2015 on ICT-enabled public sector innovation. Jeremy has also worked since 2008 as an expert for the UN on their successive global eGovernment development benchmarking surveys, and has undertaken work adapted from the UN approach in Oman, Georgia, China and Russia. He also currently provides inputs to the UN's debate on the post-2015 development agenda in relation to governance issues and how these can be measured, and to the World Bank on digital public sector services. He recently led the assignment for ReSPA on the Western Balkans Comparative eGovernment Study, as well as a survey for the OECD on back-office developments in support of user-centred eGovernment strategies. In the Gulf, he assists Oman develop their eGovernment services, prepared an eGovernment strategy for the six nations of the Gulf Cooperation Council, and has supported the development of the Bahraini eGovernment strategy. He also provides eGovernment support services in India, Malaysia and Brunei.

Methodology

The seminar will be delivered by utilizing a variety of seminar methods:

- Brainstorming
- Presentations and short lectures (PowerPoint presentations, web performance, video input etc.) ,
- Participants will be provided with supporting handout material and details of further reading and references.
- Structured group discussion and practical exercises (work in groups or one-to-one role-play)
- Review of case studies,
- Group assignments,
- Individual assignments for preparation of short presentations,
- Feedback on participants' performance (attitude, voice, gesture, time frame etc.)

SEMINAR PROGRAMME

Day 1 - 27 January 2014

09.00 - 09.15	Opening and welcome by ReSPA
09.15 - 10.00	Introduction <ul style="list-style-type: none">- Learning Objectives and Overview of the Agenda- Participants introductions & expectations
10.00 - 11.30	Understanding planning, design and maintenance of electronic registers <ul style="list-style-type: none">- Defining the purpose of introducing the eGovernment / mGovernment seminar programme (who, what and how)- <i>Assignment:</i> brainstorming on systems, organizational and methodological defects in the process of planning, design and maintenance of electronic registers
11.30 - 11.45	<i>Coffee break</i>
11.45 - 13.00	Strategic planning and design of electronic registers <ul style="list-style-type: none">- Setting the goals which meet the citizens needs- <i>Setting the organizational, systematic and methodological aspects in the process of planning, design and maintenance of electronic registers</i>- <i>Examining the enablers of and conditions for electronic registers, including interoperability, data exchange, data quality, data protection and security</i>
13.00 - 14.30	<i>Lunch break</i>
14.30 - 15.15	Solutions – how to prepare and implement alternative solutions <ul style="list-style-type: none">- Use of vendor solutions (WS technology)- <i>Assignment:</i> case study analysis – example of best practice
15.15 - 15.30	<i>Coffee break</i>
15.30 - 16.00	<i>Wrap up – participant's exercise</i>
16.00 - 16.30	<i>End of the first day – lessons learned</i>

Day 2 - 28 January 2014

09.00 - 09.15	Review of the first day
09.15 - 10.00	E government <ul style="list-style-type: none">- Key concepts, including whole-of-government, user-centricity, simplification and personalisation, new channels like mobile and social media, eParticipation, eInclusion and digital divide, barriers, impacts, open data, co-creation, public service ecosystems with other actors- Global trends examples and results (<i>World and the EU</i>)

10.00 - 11.30	mGovernment <ul style="list-style-type: none"> - The importance of usage of mGovernment technology - Global examples of mGovernment - What are the future challenges of mGovernment
11.30 - 11.45	<i>Coffee break</i>
11.45 - 13.00	mGovernment <ul style="list-style-type: none"> - Case Study Exercise - What are the barriers in public institutions in Balkan Region for development of mGovernment applications services? - Conducted in Teams (group work, three groups, one per each of us) - Individual Feedback and Group Observations
13.00 - 14.30	<i>Lunch break</i>
14.30 - 15.15	Cloud computing <ul style="list-style-type: none"> - Current practice - Possibilities for use in PA for services improvement
15.15 - 15.30	<i>Coffee break</i>
15.30 - 16.00	<i>Assignment:</i> – draft action plan covering both mGovernment and eGovernment <ul style="list-style-type: none"> - Conducted participants in two Teams - Group observation and Debate between two groups about main expected goals of draft action plan - “Merge” the ideas, proposals into one plan together with the both groups
16.00 - 16.30	<i>Wrap up – participant’s exercise</i> <i>End of the second day</i>

Day 3 - 29 January 2014

09.30 - 11.00	eGovernment / mGovernment tool for fight against corruption <ul style="list-style-type: none"> - Key concepts) - open government issues: transparency, participation, and accountability - The potential of systematic approaches in development ICTs strategies to fight against corruption global trends (World and the EU)
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11.00 - 11.15	<i>Coffee break</i>
11.15 - 12.30	ICT strategy for fight against corruption <ul style="list-style-type: none"> - Different forms and approaches (World / EU experience) - Corruption – everywhere and hard to weed out?
12.30 - 13.30	<i>Lunch break</i>
13.30 - 14.30	<i>Assignment:</i> Identification of ICT tools and other Technologies to the rescue against corruption? <ul style="list-style-type: none"> - Conducted in Teams, Presentation of assignments - Individual Feedback and Group Observations
14.30 - 15.00	<i>Coffee break</i>
15.00 - 16.00	The fight against corruption and the code of ethics in public services
16.00 - 16.15	Q&A
16.15	<i>End of the seminar – lessons learned and formulation of ideas for the follow up</i>