CARIBBEAN WORKSHOP ON E-GOVERNMENT BEST PRACTICES

Port of Spain, Trinidad & Tobago, July 26-28, 2005
E-Government Initiatives for the Caribbean

Barbara-Chiara Ubaldi
United Nations Department of Economic and Social Affairs, New York
Regional Cooperation on e-Government: Why?

- E-government not equally pronounced within region
- Risk that inequalities may further increase
- High cost of e-government implementation
- Need to improve government services to trade, industry and citizens
- Need to accelerate and enhance government reform, democratization and development
Regional Cooperation on e-Government: Why?

Specific challenges of Caribbean countries:

- Physical dispersion and smallness
- Human resources limited and difficult to retain
- Difficulty in accessing donor funding at the country level
- Little impact on international negotiations
The Benefits from Regional Cooperation (1)

- **Effectiveness**
  Interdependent benefits and risks
- **Efficiency**
  Split development costs
- **Inventiveness**
  Sharing experience
The Benefits from Regional Cooperation (2)

- Raise awareness
- Facilitate dialogue
- Build political consensus
- Develop common vision
- Identify bottlenecks
- Address inequalities in critical success factors
The Benefits from Regional Cooperation (3)

• Social capital development
• Overcome market size, reach critical mass and economies of scale
• Resource mobilization and pooling of resources
• Stronger voice in international negotiations
Components

- Awareness raising
- Readiness assessment
- Development of regional strategy and plan
- Networking infrastructure
- Project development and fund raising facility
The Process of developing e-Government

- Understanding key factors
- Assessing readiness
- Setting strategic goals
- Involving key stakeholders
- Secure sustainable funding
- Establishing implementation plan
- Monitoring and evaluation
UNDESA Caribbean Initiatives (1)

- Regional Ministerial Consultations
- Establishment of Caribbean e-government Working Group
- E-government readiness assessments at the country level
- Formulation and adoption of common strategy and plan of action
- Establishment of a regional Technical and Advisory Support Facility on e-government
UNDESA Caribbean Initiatives (2)

• Implementation of E-Government for Development Initiative
## E-government readiness

<table>
<thead>
<tr>
<th>Core Areas</th>
<th>Enabling Factors</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Institutional Capacity</strong></td>
<td>- Administrative Structures</td>
</tr>
<tr>
<td></td>
<td>- Civil Service Reforms</td>
</tr>
<tr>
<td></td>
<td>- Policy and Implementation Coordination</td>
</tr>
<tr>
<td><strong>Cultural and Human Resources</strong></td>
<td>- IT Education and Outreach programs</td>
</tr>
<tr>
<td></td>
<td>- New Managerial Skills in the Public Sector</td>
</tr>
<tr>
<td></td>
<td>- Citizen-centric Public Administration</td>
</tr>
<tr>
<td><strong>Information Conditions</strong></td>
<td>- Communication environment</td>
</tr>
<tr>
<td></td>
<td>- Technological Infrastructure</td>
</tr>
<tr>
<td></td>
<td>- Information and Knowledge Management</td>
</tr>
<tr>
<td><strong>ICT Capacity</strong></td>
<td>- Committed and visionary Leadership</td>
</tr>
<tr>
<td></td>
<td>- Citizen participation</td>
</tr>
<tr>
<td></td>
<td>- Good Governance</td>
</tr>
</tbody>
</table>
E-government strategy and plan of action: Elements

- Political willingness, leadership
- Harmonization and convergence of legislation, regulations, policies
- Organizational processes
- ICT infrastructure (connectivity)
- Human resources (education)
E-government strategy and plan of action: the “how to”

• Need for national contextualization
• Involving all stakeholders in planning
• Sequencing
• Scaling
• Achieving quick wins
• Taking a staged approach
When fully operational, TASF will offer the following products:

- Caribbean e-Government Observatory
- Database of e-Government Projects implemented at Regional and National level
- Caribbean Forum on e-Government
- Internet-based Portal of the Caribbean E-government Action Plan
E-Government for Development Initiative

- Financed and supported by the Government of Italy
- Jointly implemented by UNDESA and the Italian Ministry for Technology and Innovation
- Builds upon the results so far accomplished
- Aims at improving efficiency and transparency of PA
- Concrete projects at national level
- Specific focus on e-Accounting: Planning, Quantifying and Monitoring Public Finances
What services can DESA provide to support e-Government development?

- Build e-government capacity of public sector officials through training and professional enhancement
- Support development of regional cooperation projects for knowledge sharing
- Promote resource mobilization and partnership building in support of project implementation
- Support development and implementation of national and sub-regional strategies and action plans
- Support e-government readiness assessments at the country level
UNDESA publications on e-Government:
- e-Government Readiness Assessment Methodology, United Nations, New York, 2003 (published on line)
- Understanding Knowledge Societies, United Nations, New York, 2005

For more information please log on to

<www.unpan.org>