



Speaker Profiles: National e-Government Strategies (Draft)

Samia Melhem, Senior Operations Officer, CITPO, GICT

Samia Melhem is a member of the e-Government practice group. Her current responsibilities include technical assistance and advisory services on ICT Policies. She is focused on ICT4D in a wide variety of sectors from telecoms policy and regulation to public sector reform, trade, education, knowledge Economy and private sector development. In her last 15 years in the World Bank Group, Samia has held several positions in Africa and Europe and Central Asia regions, Information Solutions Group and *infoDev*. Her expertise is mostly in planning, developing and implementing large scale information systems for governments, and on using ICT as a tool to support public administration reform. Samia also manages GICT's learning and training program. She holds degrees in Electrical Engineering, Computer Sciences and MBA.

Philippe Dongier, Sector Manager, CITPO, GICT

Philippe Dongier is Sector Manager for ICT in the Global ICT Department. Philippe joined the World Bank Group in 1998 and has worked in the infrastructure and sustainable development sectors, in the anchors and in Asia, Africa and Latin America. He was manager for Afghanistan reconstruction (2001-2004), and recently authored a World Bank report entitled *'Infrastructure: Lessons from the Last Two Decades of World Bank Engagement'*

Prior to joining the Bank, Philippe was with McKinsey & Company (1993-1998), advising companies and governments on issues of strategy and organizational restructuring. From 1986 to 1992, he worked in Nepal and Vietnam on decentralized and community-based infrastructure. Philippe holds an MBA from INSEAD and a BA in economics from McGill University.

Laura Samotshozo - USAID

Bill Piatt - CIO, International Finance Corporation.

Bill has extensive prior public and private sector experience developing and implementing eGovernment solutions at the US Federal level and overseas. In the private sector, he worked for well-known firms such as Booz Allen Hamilton, Unisys & CGI, and served as the elected Chair of the Industry Advisory Council, the largest IT Industry association serving the public sector. In the public sector, he served as CIO for the General Services Administration, the Public Building Service and the Peace Corps and was a member of Federal CIO Council's Executive Committee. MBA from Duke University, BA in Psychology from the University of Memphis, CIO Certificate from the National Defense University."

R. Chandrasekhar, Additional Secretary, (eGov) Department of IT, Government of India

R. Chandrasekhar joined the Government of India in 1975 as a member of the Indian Administrative Service, the country's premier civil service. Ever since, he has held a wide variety of key assignments, both in the Government of India and the State Government of Andhra Pradesh. He established the first Department of Information Technology in the country and was Secretary of the department from June, 1997 to December, 1999. From July, 1996 as CMD of AP Industrial Infrastructure Corporation and from June, 1997 as CMD, APIIC and concurrently Secretary, Department of Information Technology and Communications, he masterminded the conceptualization, planning and implementation of various key initiatives in the state in the field of Information Technology. The comprehensive program drawn up

covered, inter alia, creation of requisite infrastructure (HITEC City, etc.), strategic human resources development initiatives (Indian Institute of Information Technology, etc.) and evolving a comprehensive policy framework for adoption of IT in governance. The framework that was evolved was widely regarded as path breaking and catapulted the State to the forefront of IT development in the country. It became a role model for most other states, which sent several teams to study the experience of AP and emulated the ideas and concepts pioneered in the State. The unique program that was evolved powered the IT revolution in the State, attracted global attention and was widely covered in the national and international media. He has a deep understanding of the issues and problems related to IT implementations in Government and experience in finding innovative solutions to such problems in field conditions. He has abundant experience in dealing with the working alongside highly reputed international consultants on major IT projects. He has been associated with a wide variety of organizations like UNESCAP, Massachusetts Institute of Technology and events relating to all aspects of IT as a key resource person, speaker and consultant. He has wide and varied experience in international business negotiations.

Mr. Chandrashekhar received a M.Sc. degree in Chemistry from the Indian Institute of Technology, Bombay and a M.S. degree in Computer Science from the Pennsylvania State University, USA.

Pauline Tan, Senior Director, Infrastructure & Technology Division, Government Chief Information Office, Infocomm Development Authority (IDA) of Singapore. In this capacity, Pauline's division is accountable for setting ICT policies and standards for government-wide ICT infrastructure; conceptualizing, planning and initiating government-wide ICT infrastructure; and project management, deployment and operations of government-wide ICT infrastructure.

She is also the Programme Director for the Singapore Standard ICT Operating Environment (SOE) initiative. The standard ICT Operating Environment will be implemented across all ministries, departments, organs of state and statutory boards to derive significant cost savings while enhancing operating efficiency and corporate identity.

Tim Young, Associate Administrator, Office of E-Government and Information Technology, Office of Management and Budget, U.S.

As Associate Administrator, Tim oversees the Federal Government's planning and implementation of E-Government and information technology priorities including meeting the goals of the President's Management Agenda. Tim previously served as the OMB E-Government Portfolio Manager for the Internal Efficiency and Effectiveness (IEE) Portfolio.

Prior to joining OMB, Tim was a Senior Consultant with BearingPoint's Federal Services Consulting Practice and a Consultant with The EOP Group, Inc., a regulatory and political consulting firm. In addition to his consulting experience, Tim worked for the U.S. House of Representatives and The Heritage Foundation. Tim has a Master of Business Administration from the Kogod School of Business at the American University with a concentration in management of global information technology. Tim also received a B.A. in Political Science from Georgia Southern University.

Artyom V. Shamtsyan, Director, e-Government Center for Excellence, Republic of Kazakhstan

Deepak Bhatia, Manager, ISG e-Government Practice

Deepak Bhatia joined the World Bank in September 1984 and is the Manager of the Informatics Advisory Services Unit in ISG. He is also involved in managing the Informatics components of Bank loans in several countries. The Informatics Advisory Service team consists of 12 partners who have extensive ICT experience from strategy and diagnostics, to specific sectoral applications. IAS also leverages the expertise of other ISG staff. Deepak has varied Bank experience, notable assignments prior to this include manager for the Operations and Resource Management systems for systems renewal, manager for the Information and Document Management team in ISG, and project manager for the sector-theme reclassification project.

Mary Muiruri, President and CEO of [Afrika ICT Strategies Inc.](#)

Afrika ICT Strategies Inc is located in Maryland USA. The company has a subsidiary in Nairobi, Kenya and specializes in empowering African countries to utilize ICT for sustainable economies. Mary has over 20 years experience with USAID, she worked for USAID's Regional Office in Nairobi Kenya for 17 years and established the Regional ICT Department. She managed various ICT policy projects to enhance Internet use in 7 African countries i.e. Kenya, Uganda, Tanzania, Djibouti, Ethiopia, Eritrea and Rwanda. Mary was the lead U.S. Government policy negotiator with the Government of Kenya on the Leland Initiative Project, and the formation of the Kenya Education Network (KENET).

In the early 2000s, Mary was instrumental in assisting various USAID Missions in Africa to integrate ICT in their national strategic plans. Since 2005 with USAID funding, she has been working with African governments on the implementation of e-Government projects. She served as the Project Manager for the World Bank e-Government for Developing Countries Knowledge Map project that was implemented by Internews Network in Washington DC. Currently her company has been contracted by AED to implement the USAID funded e-Legislation Policy Development Initiative for the East African Community. Under this project Mary has overseen the design and development of draft Electronic Transaction Laws for Kenya that will be customized for the East African Community partner states.

She authored the Kenya Chapter of the “Negotiating the Net in Africa, The Politics of Internet Diffusion” book by Ernest J. Wilson III and Kelvin R. Wong of University of Maryland. Mary holds a doctorate in business administration with a major in IT and an MBA in Strategic Planning from Newport University, California USA. Her dissertation topic was “Increasing Job Opportunities in Kenya through Cyber Cafés” with a focus on Business Process Outsourcing and Call Centers.

Nagy K. Hanna, Director, International Center for e-Leadership & Senior Research Fellow, School of Public Policy, University of Maryland

Internationally recognized development strategist with extensive experience in advising developing countries and aid agencies on implementing strategies to leverage information and communication technology in support of national, sectoral and business development. Initiated the E-leadership Forum at the University of Maryland. Led the World Bank's practice in applying ICT for development, as the Bank's first senior advisor on e-strategies, and the founder and chair of the worldwide community of practice on e-development. Over 30 years of diverse development experience across all geographic regions, covering private sector development, knowledge economy, and state modernization. Assisted India in designing its first strategy for software exports in 1990. Pioneered World Bank lending for integrated e-development programs with the e-Sri Lanka operation in 2003. Executive coach, innovator, communicator, and thought leader. Was responsible for developing ICT strategies, strategic management processes, capacity building programs, learning systems, and new lending and advisory services for the World Bank and client countries. Spoke and published extensively on e-development, e-leadership, e-government, national competitiveness, strategic planning, change management, executive education and institutional development. PhD, Wharton, and executive development, Harvard.