e-Government Best Practices

learning from success, avoiding the pitfalls

Presentation to the The World Bank
Phil Davies – Government Business Development Manager

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Government’s Challenges Today

- Transforming public services to offer **what citizens want** while keeping taxes down
- Delivering public services more quickly, efficiently, effectively, and flexibly
- Building **trust and accountability** with a sceptical public
- Overcoming fragmentation in departments/agencies and processes
Evolution of e-Government by Leading Governments

- **1995**: Presence
  - How Do I...

- **1998**: Interaction
  - Print Forms, Check Status

- **2000**: Transaction
  - Execute Process

- **Now**: Connected Government
  - Cross Agency Boundaries

- **PROACTIVE**
e-Government Maturity Model

**Stage 1: Information**
- Departmental websites
- Public notices
- Online forms
- Personalized portals
- Legislative posting
- Webcasting

**Stage 2: Transaction**
- ePayment
- Citizen self-service
- Dept. solutions (finance, case management...)
- eProcurement
- Integrated information centers
- Online taxes

**Stage 3: Transformation**
- Consolidated administrative services
- Cross-jurisdiction shared services
- Personalization
- Identity management and content security
- Sense and respond for logistics, defense
- Interactive communication
- A Networked Virtual Organization (NVO)

Foundational ICT Investment

1995  2000  2004+

Source: Cisco IBSG, January 2005
Cisco engagement with Government Leaders

Our Challenge:
To identify leading e-Government practices that are relevant to respective roles and country situations
E-Readiness Rankings
Economist Intelligence Unit (EIU) 2007

- E-readiness is the “state of play” of a country’s ICT infrastructure and the ability of ... governments to use ICT to their benefit.
- When a country does more on-line ... the premise is that its economy can become more transparent and efficient.
- Ranking allows governments to gauge the success of their ICT initiatives against those of other countries.
- The e-readiness rankings are a weighted collection of nearly 100 quantitative and qualitative criteria.

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Case Study

India
India – The Challenge

- Lengthy, difficult government processes; little automation; poor service quality
- 600,000 villages; >700 million villagers
- Over 10,000 ICT-enabled kiosks/community centres being run by State Govts./ NGOs/ private entities/ Local Entrepreneurs
  - Viability, sustainability in rural areas uncertain
  - Equitable geographical spread unlikely
  - Rate of growth low
  - Limited range of services
- Response: The Government of India, led by the Department of Information Technology, has developed a balanced framework to address these issues
India - National eGovernance Plan

Vision

“Make all Government services accessible to the common man in his locality, through common service delivery outlets and ensure efficiency, transparency & reliability of such services at affordable costs to realise the basic needs of the common man”
India - National eGovernance Plan

NeGP Major Components

- State Wide Area Networks (SWANs)
- State Data Centres (SDCs)
- 100,000 Common Service Centres (to serve 600,000 villages) as primary mode of delivery
- 27 national, state and integrated mission mode projects involving 14 ministries (e.g. agriculture, land records, etc.)
Broadband and CSCs as Infrastructure for Transformational Outcomes

- Education
- Economy
- Health
- Security
- Social Equity
NeGP Program Framework
Common Service Centres (CSCs)

100,000 villages to be served directly
  Honeycomb pattern - 6 adjoining villages can access CSC
Public and Private Services
  Aggregation of services for viability and to meet local needs
    (including local languages)
  Including collection of payments for government / utilities
  Voice, Data, and Video services
Multi-tier, entrepreneur-based implementation model
To be implemented over 18 to 24 months
Financial Framework

Total cost ~ R5700 Cr (~US$1.5 B) over four years

GOI ~R850 CR (~US$215m)

States ~R800 CR (~US$200m)

Remainder: private sector
Multiple Cisco Roles

Advice on architecture (design of business and technology architecture to create an infrastructure platform for multiple purposes)

Advice on institutional and human resource capacity building

Potential links to Network Academy

Cisco establishing 30 labs covering all the states and one at the national level as part of the SWAN advanced technology enablement programme

To serve as pilot/PoC labs for technology and test bed for applications and services prior to roll-out

Cisco providing networking equipment for 100 CSCs as a part of Connected Village programme