Seizing E-Government Opportunities: Assessment, Prioritization, & Action

June 12, 2001
Today’s Topics

- Understanding “E-Readiness”
- Assessing “Readiness” for E-Government
- Learning from Successes
- Prioritizing Actions
- Next Steps
Understanding E-Readiness: Definition and Purpose

What is E-Readiness?
- The capacity to participate in the Networked World

Why Assess?
- Creates an opening for business, government, and organizations to improve a nation’s ability to participate in the digital economy
Understanding E-Readiness: Guiding Principles

Participation – Stakeholder Involvement is Key

Understanding – Culture Considered, Yet Standard Method

Results – Independent, Objective, and Comparable Assessments

Action – Recommendations, Best Practices, Lessons Learned
Understanding E-Readiness: How to Assess

The Networked Approach

Consultation

Feedback

Public & Private Sector Leaders in 120+ Countries

McConnell International
Many Developing Countries Ready for Hi-Tech

Effort needed to be E-ready

Brazil, Chile, Costa Rica Are E-ready
Assessing E-Readiness

5 Attributes:

- Connectivity
- E-Leadership
- Information Security
- Human Capital
- E-Business Climate

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Many governments are taking action, learning from the policy development experiences of developed countries and leapfrogging old technologies.
Connectivity

Are networks easy and affordable to access and to use?

**Elements**
- Availability of communication services, community access centers, and networked computers
- Affordability and reliability of network access
- Underlying infrastructure, including electrical supply
- Ease of importing, exporting, and transporting goods
Connectivity  

Are networks easy and affordable to access and to use?

**Successes:**

- **Hungary:** public-private sponsorship of “telehouses” provides free Internet access

- **Kenya, Tanzania, and Peru:** new Internet access points

- **Korea:** public-private financing for expansion of high-speed fiber-optic network

- **Egypt:** $1 billion spent on telecom infrastructure
EGYPT

- New IT Ministry formed to raise teledensity and Internet penetration

- In 2000, it achieved:
  - 67% increase in Internet subscribers
  - 60% reduction in access fees

- In 2001, plans call for greater private sector involvement for, e.g., networking 3000 post offices
**Elements**

- Priority given by government to promotion of national e-society
- E-government efforts, including automation of governmental processes and creation of e-services portals
- Quality of partnerships between industry and government
- Level of effort to promote access for all citizens
Is E-Readiness a national priority?

Success:
- Brazil: 10 million citizens filed taxes online
- Chile: e-services portal accessible using WAP
- Malaysia, Taiwan, and Korea: government-led investments in state-of-the-art technology hubs
- Estonia: paperless cabinet meetings
ESTONIA: The Early Adapter

“Internet connects people, not computers.”
**Results**

- Priority at the highest level: E-Citizen project
- E-Cabinet with paperless ministerial meetings
- Over 90% of government agencies’ computers are connected to the Internet
- Commitment to partnerships between industry and government in the Estonian Information Policy
- Considering e-voting in 2003 parliamentary elections and EU membership referendum
Information Security  *Can the processing and storage of networked information be trusted?*

**Elements**

- Strength of intellectual property protection
- Extent of efforts to protect electronic privacy
- Strength and effectiveness of the legal framework to address and prosecute computer crimes, authorize digital signatures, and enable public key infrastructures.
Information Security  *Can the processing and storage of networked information be trusted?*

**Successes:**
- Brazil: online privacy certificate program
- Chile: public-private alliance for ISP cooperation
- India: national cyber cop committee
- **Korea:** digital signature leadership
KOREA

- To promote secure e-commerce, the Government joined a private sector initiative to enable digital signatures.

- Expect 10 million users by 2002.

- Government Budget of US$ 4 Million
Human Capital

Are the right people available to support e-business and to build a knowledge-based society?

Elements

- Quality of and participation levels in education system, with an emphasis on ICT training
- Penetration of ICTs in schools
- Societal information sharing and culture of local creativity
- Skills and efficiency of the workforce
- Efforts to retain skilled workers
Human Capital

Are the right people available to support e-business and to build a knowledge-based society?

Successes:

- Malaysia: incentives for skilled expatriates
- Mexico: e-learning for 80,000 students in LA
- Sri Lanka: external IT degree program
- South Africa: SchoolNet program offering training, tech hubs, and networking schools
- Argentina: national education portal
ARGENTINA

- educar a Searchable Portal for all Citizens

- By end of 2001,
  - Internet Access in Every School for all school age Children
  - Curriculum for all Teachers

- Project Budget of US $237 million
### E-Business Climate

**How easy is it to do e-business today?**

### Elements

- Existence of competition between ICT service providers
- Transparency and predictability of regulatory implementation
- Openness to foreign investment in ICT sector
- Ability of financial system to support electronic transactions
- Sponsorship of science and technology parks for new enterprises
- Political stability and financial soundness
E-Business Climate  How easy is it to do e-business today?

Successes:

- **China**: virtual port system
- **Chile**: creating an online SME community
- **South Africa**: smart cards to promote widespread e-banking
- **United Arab Emirates**: state-of-the-art Internet City
- **Bangladesh**: web site for rural access to market info.
BANGLADESH

- Grameen Bank Experience
  - Investment in Women, Micro-Enterprise
  - Village Pay Phone

- New E-Agriculture Web Site
Common Elements of Success

- Public-Private Partnerships
- Focused on Specific, Tangible Goals
- Stakeholder Involvement
Prioritizing Action

UN Supported
ICT Coordinators
Network

Feedback

IT Policy Leaders in
120+ Countries

Consultation
Prioritizing Action

’00 Priorities
• Connectivity
• E-Leadership
• Human Capital
• Info. Security
• E-Biz Climate

’01 Priorities
• E-Biz Climate*
• Connectivity*
• E-Leadership
• Info. Security*
• Human Capital

*Assistance Requested

From the UN-supported Government-to-Government IT Coordinators Network Survey
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Obstacles to E-Government

- Lack of Coordination within Government
- Insufficient Resources and Skills
- Inadequate Regulations, Policies and Legislative Guidance
Country Requests in E-Government

Europe -- e.g., Estonia
Human Capital and E-Services to Citizen

Asia -- e.g., Pakistan
E-Learning and Public Key Infrastructure

Latin America and the Caribbean -- e.g., Panama
E-procurement, E-Health, and HRM

Africa & Middle East -- e.g., Niger
Intra-Governmental Portal
Seizing E-Government Opportunities

**Actions To Be Taken:**

- Support and Expand *infoDev’s* Country E-Readiness Program
- Prioritize Attributes and Program Areas based on Assessments and Country Plans
- Encourage Innovations and Leapfrogging based on Lessons Learned
- Promote and Share Best Practices, Lessons Learned, Standards, etc.
Seizing E-Government Opportunities:
Assessment, Prioritization, & Action

www.mcconnellinternational.com