- Scoping:

Wisdom of the Crowds
UNDP Madagascar launched an SMS-based platform targeting youth in Sambaina in central Madagascar and Toliara/Tulear on the southwestern coast to get their views and ideas in the development of new policies as well as the production of a policy paper. The project negotiated free text messaging with two national telecom operators.

Over 44,000 youth in the pilot communities participated, submitting their views on human rights, citizenship, and employment. The two telecom operators not only provided t free text messaging but also assisted in collecting over 50,000 text messages. As a result, a lobbying campaign was started in Sambaina to generate awareness around issues affecting the lives of youth and promoting the integration of young people's opinions in policy processes.

e-Government Survey
The UN e-government survey presents an assessment of the UN Members States' use and their potential to use ICTs in the public sector for enhanced effectiveness, transparency, accountability and access to public services.

- Policy and Planning:

Albania:Introducing ICT Applications at Local Level and Enhancing Citizens' Participation
This project which is supported by the UNDP, aims to provide direct support to increase the capacity of local administration in two municipalities in Albania in order to: 1) Ensure better delivery of their services; 2) Enhance the interaction between local governments and citizens; and 3) Increase involvement and participation of citizens in decision-making.
The following ICT tools have been established in two pilot municipalities:
  - *Electronic Document Management System*: By performing some of the daily tasks through the new IT system, municipal staff is delivering services more efficiently.
  - *e-Participation Portal*: In addition to offering more information for citizens, the portals are designed to enable citizens to participate in municipal consultation processes such as budgeting and urban planning and create more opportunities for people to interact with local government. The portals are 'citizen-centric' and have incorporated new kinds of social media such as Facebook and Twitter as means of generating wider engagement.

Republic of Moldova: Building Institutional Capacity of the Ministry of Foreign Affairs and European Integration (maybe not directly relevant so could go out)
Strengthening institutional capacity of the Ministry of Foreign Affairs and European Integration (MFAEI) in Moldova to function more efficiently and fulfill its European Integration commitments. The development of an internal and external communication system is crucial for the success of the MFAEI. The project provides training to the Media and Public Relations Department to help the Ministry communicate with partners and the public at large in a transparent and open manner

through improved publications, regular website updates and media briefings among others

In 2012, the Ministry also supported 5,000 clients, both Moldovan and foreign, through their call center in the country (80%) and abroad (20%), and developed a new online tool for special series registration of foreign vehicles.

- Service Delivery:

Project Mwana, Malawi and Zambia
Project Mwana (RapidSMS) supports Maternal and Newborn Child Health through the fast delivery of HIV test results from the lab to health clinics by SMS and by sending appointment reminders for newborn children. The project also provides free-text 'chat' for health workers and developed a customized web dashboard for reporting and administration. The first project analysis indicated that delivery of results by SMS can increase turnaround times by 50% on average, especially in the rural areas. Furthermore, the majority of births are now registered by community health workers.

Bangladesh: Services for All
Bangladesh early on recognized the potential of ICTs for development. In 2006, UNDP launched the Access to Information Programme (A2I); two years later, a national vision for Digital Bangladesh was developed as a long-term development platform for the country. The programme had a notable impact:

Some of the first citizen e-services have been scaled-up and are running sustainably: the 2011 A2I evaluation indicates that three million users now have access to e-services. To give some examples of these services: approximately 200,000 sugarcane farmers benefitted from SMS based alerts; 30,000 taxpayers assessed their taxes using an online tax calculator and vulnerable groups in certain areas receive early warnings through SMS.

The 4,501 Union Information and Service Centers which were launched as access centres for information and e-services,expanded capacity among youth in the community and the access generated by Centers have had a direct impact on employment. Under the initiative, over 9,000 young people received opportunities for self-employment.
The programme has also reduced time and costs associated with government services, fostering more transparency and trust.

- Monitoring

Ushahidi and FrontlineSMS
Ushahidi platform utilizes crowdsourced information for social activism and public accountability. It started with an initial model of 'activist mapping', which combines citizen's feedback obtained through the web and SMS and GIS information. The main goal of Ushahidi is to offer a platform for data capturing and visualization. Ushahidi offers products that enable local observers to submit

reports using their mobile phones or the internet, while simultaneously creating a temporal and geospatial archive of events.

The Ushahidi platform has been used to monitor elections in India, Mexico and Lebanon. It has also been deployed in the DR Congo to track unrest, Zambia to monitor medicine stock outs and the Philippines to track the mobile phone companies. In 2009, Ushahidi was deployed in combination with FrontlineSMS to monitor the 2009 elections in Afghanistan on an online map.

Results of mobile data collection

eHealth Nigeria trained health facilities on the use of a paper-based data collection system as well as a cell phone based data collection system. Both the paper and the electronic form for data collection were identical. Over a period of three months' time, 155 paper forms were filled in and 157 electronic forms. The table shows the comparison between the two methods of data collection.

	Paper Forms	**Electronic Forms**
Total # of Forms	155	157
# Correct	101	157
# Missing data	54	0
Error Rate	34.84%	0%

Although neither method of data collection collected 100% of the data from the facility, the preferred data collection method was the electronic form as they allowed for fewer errors and a more constant analysis. The evaluation made note of some recommendations: Additional staff is recommended in the larger facilities for record keeping and constant overview to make sure the electronic forms are filled in correctly. "The use of electronic forms, constant oversight, and additional training is a winning combination for obtaining accurate and complete health data."