Data Collection for DGG Portfolio /Resource Mobilization

E-Governance and Access to Information
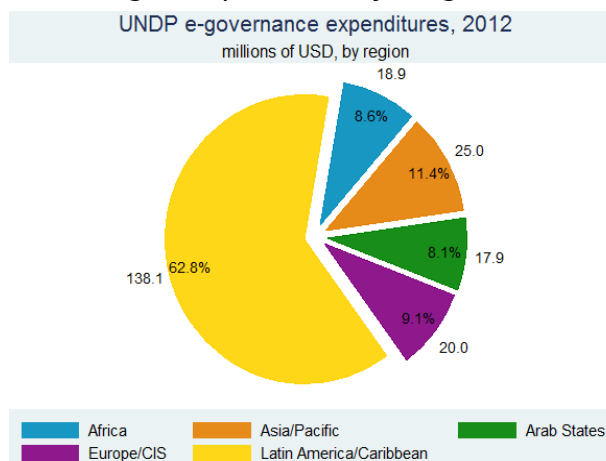
<u>Key areas and focus</u>

Interest on ICT for development (ICTD) and e-governance has substantially increased since the seminal events in the Middle East and Northern Africa -which now have spread to other regions too. Combined with the emergence of innovations stemming from developing countries themselves via a strong contingent of young social innovators, the demand for services has shifted away from traditional e-government to a focus where ICTs are now seen as a key catalyst for enhancing the participation of people in policy and decision-making processes. ICTs for governance (ICT4G) is now a staple in this new context, and one that by promoting open participation in key to enhancing inclusive governance for sustainable development.

The rapid evolution of Web 2.0 platform such as social networks and mobile phones in particular has provided fertile ground for the above. According to latest estimates there are 4.8 billion people in the developing world that has access to a mobile device. Crowdsourcing, open and big data, and open government are all part of this emerging trend which in the end is starting to change the way in which governments can more effectively interact with the people and thus be more responsive, transparent and accountable.

The sub-practice is supporting programmes and projects along these lines through direct funding from the ICTTF) and through its global programme, while policy and technical advice.
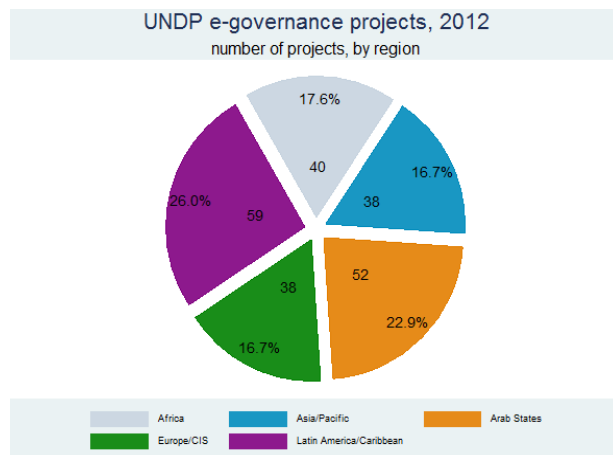
Facts for 2012

According to preliminary e-governance mapping results for 2012, UNDP was

UNDP e-governance expenditures, 2012
millions of USD, by region

supporting 228 e-governance projects in 92 countries. The estimated overall expenditures of these projects amounted to US$221million. E-governance activities have increased from 117 projects in 53 countries in 2007.

In terms of regions, LAC ranked first in terms of expenditures, accounting for $138 million or 63% of the total $221million. Asia-Pacific had a total expenditure of $25 million, 11% of the total expenditures on e-governance.

The distribution of projects is relatively evenly distributed across regions. As expected, largest number in 2012 was in the Latin American, which comprised 26% of the total number of e-governance projects. The geographical distribution of

UNDP e-governance projects, 2012
number of projects, by region

17.6%
40
16.7%
38
26.0%
59
52
38
22.9%
16.7%

| Africa | Asia/Pacific | Arab States |
| Europe/CIS | Latin America/Caribbean | |

e-governance projects has changed significantly since 2007. Five years ago, the regions hosting most e-governance projects were Europe and the CIS as well as Asia Pacific covering 27% and 22% of all projects.

In terms of UNDP development categories, about two thirds of the expenditures ($146 million) have been made in upper middle income countries (UMIC). The distribution among all other categories is quite well balanced ranging from $25 million to $17 million (11% - 6%). One exception relates to NCCs which comprise $3 million or 1% of the total expenditures.

As a cross-cutting components ICT for Development and e-governance programmes and initiatives are not only reported under more traditional democratic governance services lines but are also integral part of the outputs under such corporate outcomes. The table below presents the information in this regard for 2011:

Corporate outcome	# of projects	%
A2I/e-gov	28	12.4%
Access to Justice	19	8.4%
Anti-corruption	2	0.9%
Civil Society	8	3.5%
Elections	15	6.6%
Gender	9	4.0%
Human Rights	12	5.3%
PAR/LG	92	40.7%
Parliaments	11	4.9%
Unit defined corporate outcomes	30	13.3%
Total	**226**	**100.0%**

Most of the e-governance activities are reported under the public administration and local governance corporate outcome (over 40%), followed by undefined corporate outcomes with 13%, access to justice with 8% and electoral support with close to 7%. Of particular interest here is those reported under unit defined corporate outcomes as it shows that Cos have no place to report innovative cross-cutting ICT for Development and e-governance activities.

A quick glance at these projects indicate that this is indeed the case.

Examples of COs directly supported in 2012

In **Madagascar**, an e-governance project harnesses the power and reach of mobile technologies to enable the youth of Madagascar to have a voice in policies and strategies that govern their future. Working in collaboration with three major telecom operators, the project has registered about 43,000 youth, who have sent in their opinion and thoughts on several key topics that have impact on their future.

In **Costa Rica** UNDP is supporting the National Social Security Agency (CCSS) to modernize its internal structure and deploy new and innovative ICTs to enhance the

provision of health services to a population of over 4 million people, all of which have access to such services. CCSS Board of directors has endorsed a feasibility report report UNDP completed and will start implementation with UNDP support.

In **Southern Eastern Europe (SEE)**, UNDP is supporting work on e-accessibility in which is a key part of the UN Convention on the Rights of Persons with Disabilities. Working together with 10 countries in the sub-region, UNDP completed a report which provided policy recommendations on enhancing support for this area. SEE Ministries involved in the process are now ready to move forward along UNDP's suggestions and good practices from around the globe,

In **South Africa**, UNDP is supporting the Department of Communication e-skills programme. Taking a decentralized approach, the programme has created regional nodes in one and every province of the country -each of them dedicated to one particular area of specialization. The initiative is developing capacity at the local level to fill the current gap of close of two million ICT-enabled workers that both the public and private sector need to absorb in the short term.

Products developed for COs

In order to position UNDP's role in ICTs for development and to harness and showcase UNDP efforts and various innovations on the ground, the SL publishes reports and discussion papers. In 2012, the SL published the report "Mobile Technologies and Empowerment: Enhancing human development through participation and innovation". The report, which was also translated in French and Arabic, has been downloaded from the dedicated UNDP e-governance portal by almost 100 countries and its being quoted in other publications, World Bank included. The report is useful for Country Offices which are implementing or planning to implement programmes using mobile technologies.

This work along with extensive dissemination of additional knowledge via the sub-practice portal and dedicates spaces in TWs also attracted the attention of BCPR who approach the sub-practice to explore joint work.

Strategic Global Partnerships

Broadband Commission is co-chaired by ITU and UNESCO. At the last Commission's meeting, Helen Clark was requested to be the Chair to the Working Group on Gender and ICTs. On behalf of UNDP, the sub-practice is managing the overall process and produce a report which will be aimed at policy makers and focused on women's empowerment through ICT innovations.

The sub-practice is also engaged in the **Open Government Partnership (OGP)** which was officially launched in New York in September. 2011 UNDP is expected to assist OGP countries in the design, implementation and evaluation of OGP. UNDP Ukraine took the lead on this and the sub-practice completed a case study on the elaboration of open and transparent national OG action plans.

The sub-practice also finalized a partnership agreements with both **Motorola Foundation and Motorola Solutions**. It has received USD 175,000 to support a work plan focused on mobile applications for development. A series of meetings, reports and media campaigns are envisaged as part of the work of the partnership.

The sub-practice is also engaged with other private sector companies such as **IBM and Microsoft** and is expected to complete additional partnerships in 2013.

Continued engagement with **UNGIS** (ITU, UNESCO, UNCTAD among others) and participation in the annual WSIS global meeting in Geneva. As past of this work, the sub-practice got and endorsement of UNDG to mainstream ICTs into the UNDAF process.

Measuring indicators

The service area responded to demands for provided support from over 40 countries in 2012. 25% was provided by direct missions which usually entailed direct HQ follow-up for several months after the mission was completed. In some cases, such support will continue in 2013.

The rest were done via desk support which usually involved email, VoIP and phone conversations. This type of support follows the same pattern as missions since support for requests also demand medium-term follow-up.

Most of the requests for support had a clear policy dimension and demanded critical substantive input -input which was not available either locally or in RSCs. About 30% of the support request also included technical and managerial aspects and demanded clear technology recommendations, the elaboration/revision or ToRs, ProDocs or the identification of local and/or international experts.

According to the latest ROAR data, 85.5% of all related outcomes are ongoing and well on track while 10.2% of the outcomes have been fully achieved. A small percentage (2.2) is off track or without established indicators.

Budget AND expenditures (combined UNDP/UNOPS)

In addition to the ICTTTF, the sub-practice runs two programmes to finance its activities and support for country offices: 1) UNOPS 33805; and 2) UNDP 00039248. The first one started the year with 1.76 million and spent 1 million during the year. The UNDP programme started with 264,705 and managed to spend 67,164. Neither programme received direct funding from either GPIV and DG TTF.

Key results achieved 2012

- Positioning UNDP as a innovative leader in the area of ICTD and ICT for governance and raising the profile of the sub-practice

- Developing innovative partnerships with the private sector to tackle concrete local needs and gaps

- Bringing innovative solutions and approaches to selected UNDP Cos by providing evidence based policy advise and state of the art technical and technological support

- Liaising with BCPR and launching joint work on ICTs, governance and conflict

- Creating a solid e-governance team with a wide variety of expertise to address the various demands and provide agile response to CO requests. In a couple of cases, the sub-practice was able to field missions within days of receiving the request for field offices.