



eGovernment in the Commonwealth A way Forward

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Agenda



- eGovernance Framework
- Singapore's eGovernment journey
- eReadiness Assessment
- ICT Statistics
- Challenges in the Caribbean
- Opportunities
- A Way Forward



eGovernance Framework



Emerging a web page and/or an official website. Much of the information is static and there is little interaction with citizens.

Enhanced links to archived information that is easily accessible to citizens, as for instance, documents, forms, reports, laws and regulations, and Newsletters.

Interactive users are able to contact agencies through web sites or do self service

Transactional users (including customers and businesses) can complete entire transactions

Transformative (Connected) organisations transform the current operational processes to provide more efficient, integrated, unified, and personalized service.

Costs

Low

Level of Sophistication

High

Complexity

Source: UN eGovernance Framework



Singapore's Infocomm Journey (2/10)



Year	National InfoComm Plans	Government Infocomm Plans
2010 -2015	iN2015 Leveraging Infocomm for innovation, integration, and Internationalisation	iGOV 2010
2006-2010		
2003-2006	Infocomm 21 Developing Singapore as a Global Infocomm capital, e-Economy and e-Society	E-Government Action Plan II
2000-2003		E-Government Action Plan I
1992-1999	IT 2000 Transforming Singapore into an Intelligent Island	Civil Service Computerisation Programme
1986-1991		
1980-1985	The National Computerisation Plan Civil Service Computerisation Programme Developing IT Industry and IT Manpower	

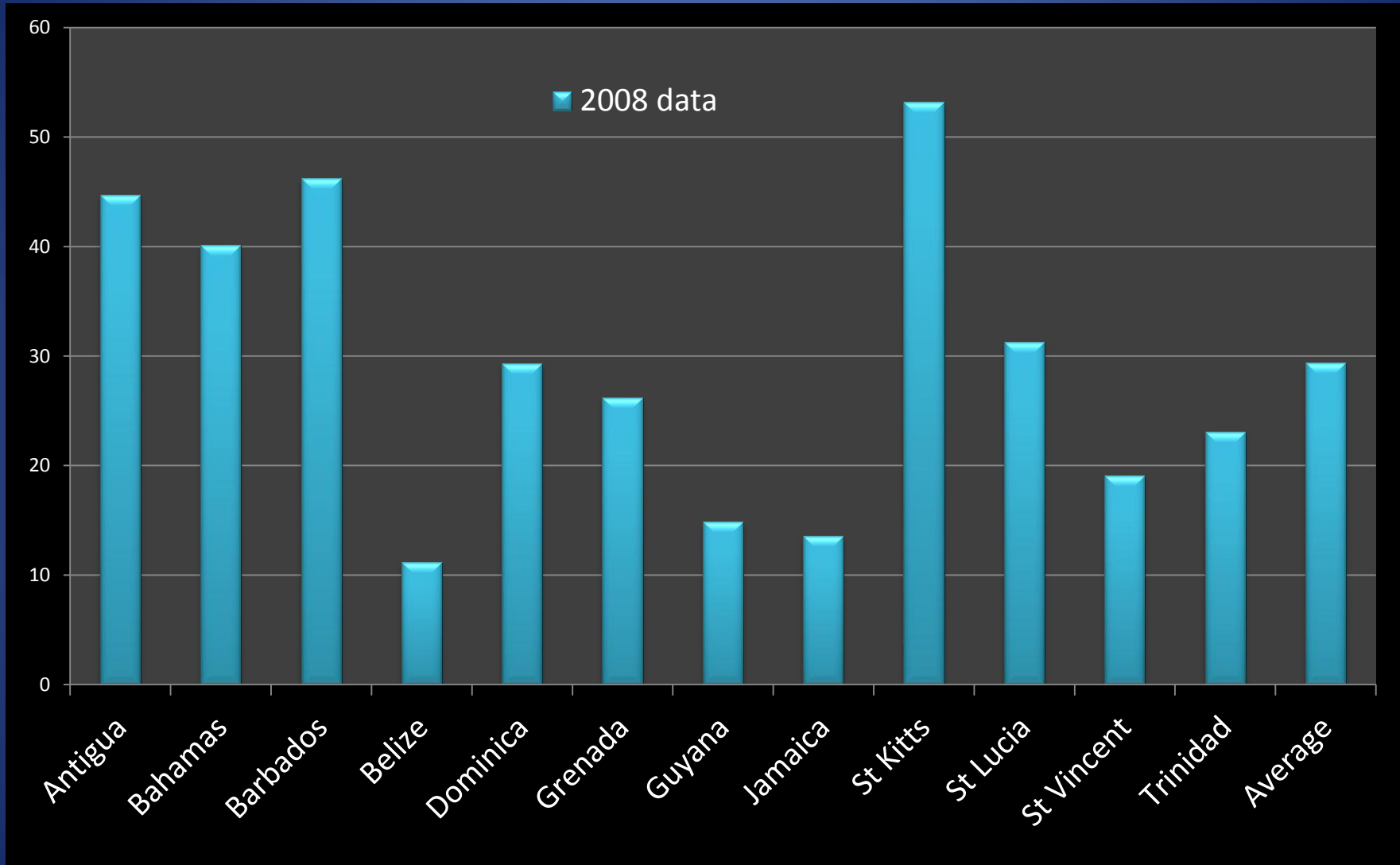


eReadiness in the Caribbean

Indicators	Level of Readiness		
	Low	Medium	High
Compelling Reason for eGov		✓	
Political and administrative Commitment		✓	
Consultation with stakeholders	✓		
Re-engineering Business Processes	✓		
Robust infrastructure and access to technology			✓
Legislative, regulatory and policy components		✓	
ICT Literate society and labour force		✓	
Clear and enterprise wide ICT strategy	✓		
Change and Communications Management	✓		

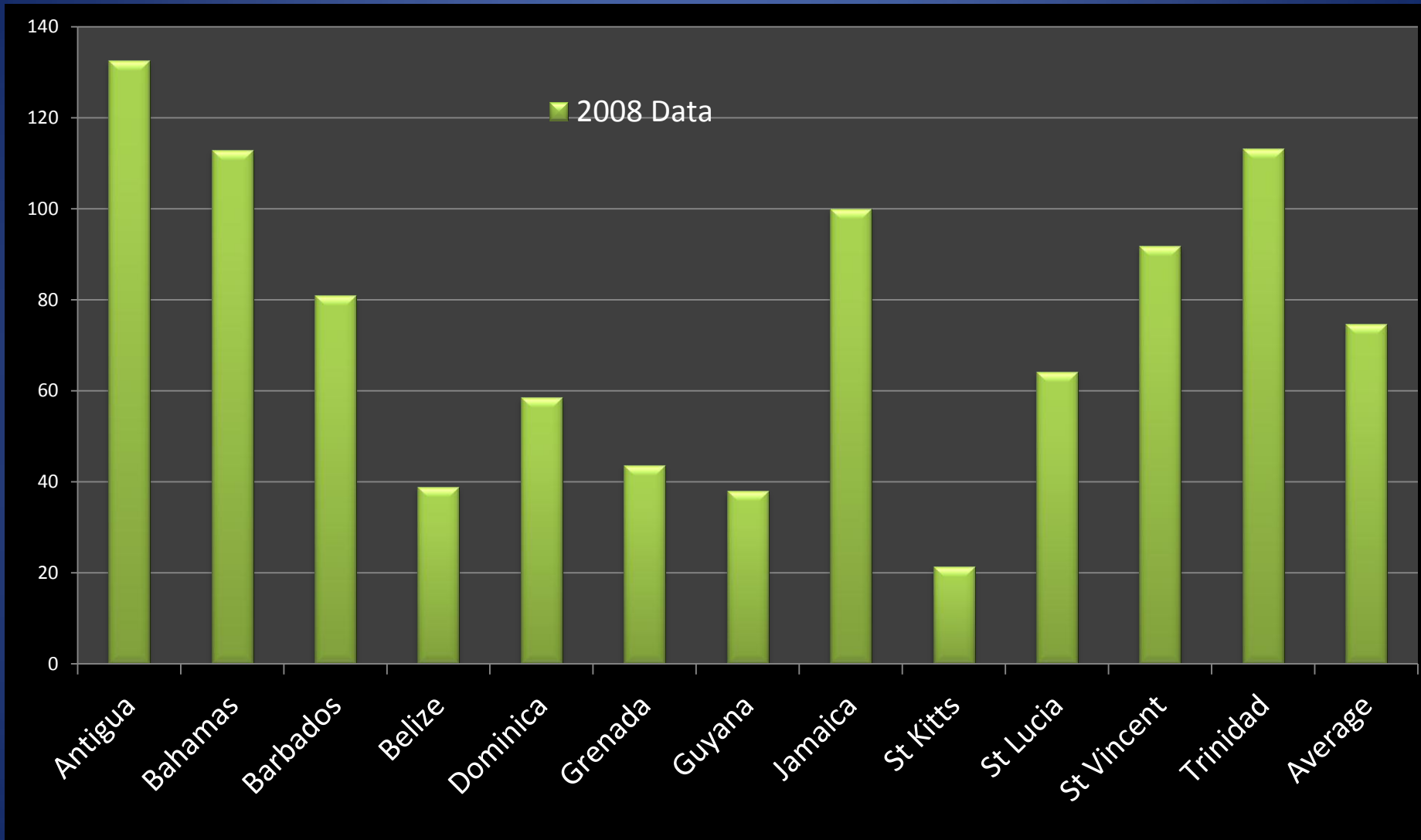


Telephone lines per 100 persons



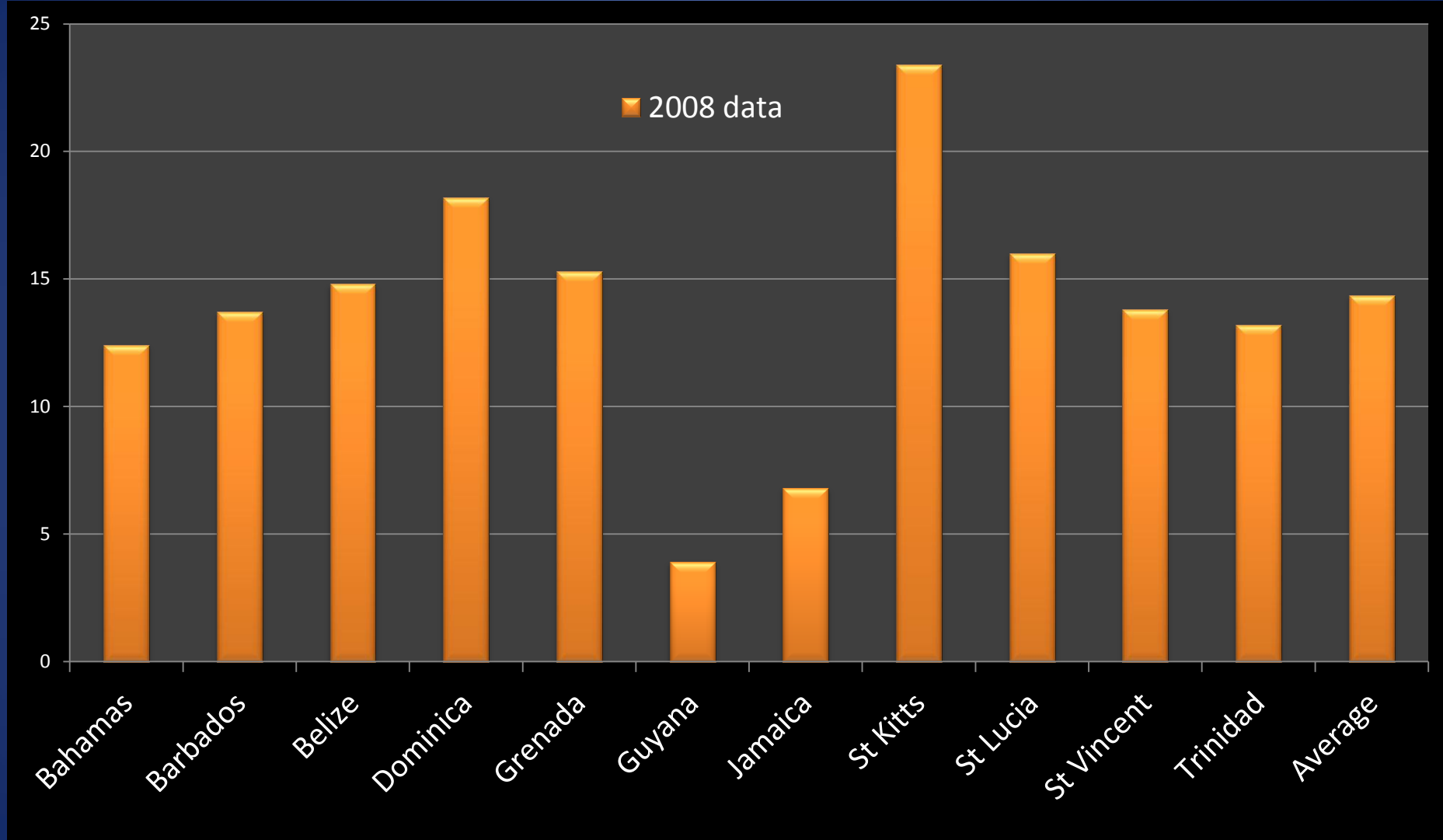


Mobile Subscribers per 100 persons





Personal Computers per 100 persons





Challenges in the Caribbean



- Small population and budgets
- Return on investment on may not be attractive
- Shortage of qualified and experienced ICT resources
- Lack of understanding of ICTs contribution to development



Opportunities

Leveraging what is available

- Best of breed - Malta, Singapore, Mauritius, India,
- EGRIP
- fastforward.tt
- CARICAD / CARICOM

Think big, start small, scale fast

- Vision
- Pathfinder projects
- Replicate and accelerate

Leapfrog technology gap

- Mobile technology
- Cloud computing
- Multipurpose Access Centres
- Social networks

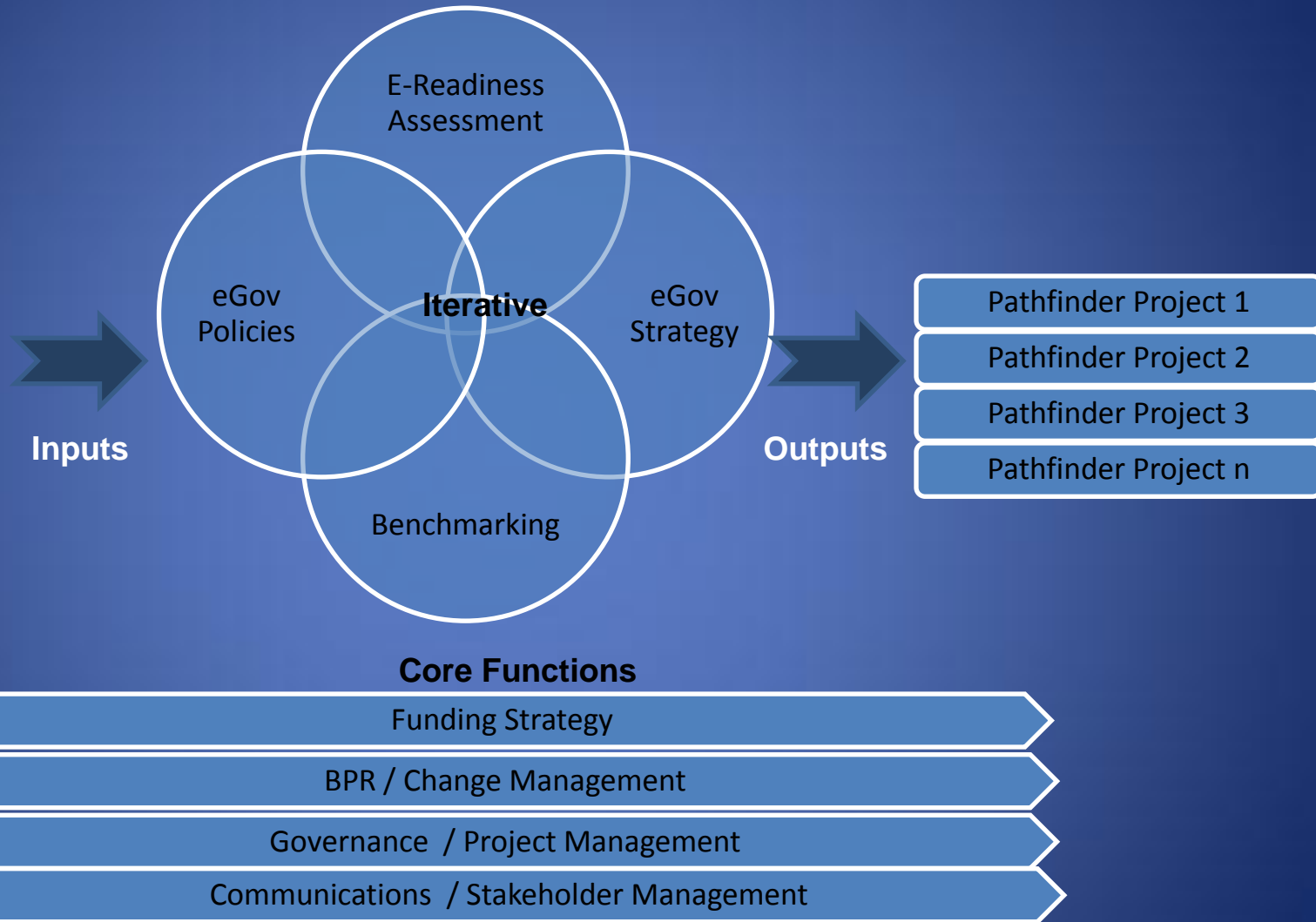
Shared architecture

- Infrastructure
- Lego / modular design
- Information Technology Service Management



A way Forward

Development Objectives





Critical Success Factors

- Senior Minister as strong Sponsor for the initiative and Champions within each Ministry – Singapore Prime Minister;
- Must be directly linked to National Goals and Development Objectives;
- Involve funding organizations as early as possible in the process;
- Viewed and positioned as a Regional / National Development Initiative – not as a Government IT Initiative;
- Broad national engagement involving government, industry, academia and civil society is a must;
- Telecommunications affordability, accessibility and maximum available bandwidth – Liberalized ICT Industry / Market; and
- Robust governance, project management and communication processes.



Thank You

