



Items International Conference
Brussels, November 7, 2011
ICT Sector Unit, The World Bank



Projects with ICT Components are Transformational

- ICT components are critical to achieving the project PDO in about 1/3 of these projects.
- The exact proportion that is “transformational” is not known, but estimated at 20% where transformation is defined as a process that
 - Changes the relationship between government and constituencies in transparency, effectiveness and coverage.
 - Is different from automating an existing process.
 - Improves an existing service or creates a new one
 - Re-used existing know how

**Public investment
and reforms** **Telecoms** **e-Transformation**



1985 1990 1995 2000 2005 2010



ICT applications in all sectors: \$8 Billions+

E-Government for Public Sector Management

Public Sector Administration

- **Public Debt Database/Monitoring System**
- **Judicial systems, Court Administration System**
- **E-voting : Voter Registration**
- **e-Procurement : Supplier registration**
- **Payroll Processing and HRMS: Civil servant registration (teachers, gov employees, SOE, security)**
- **Document & Records Management**
- **eMail and office applications for Government**

Financial Sector

- **Financial Management Information Systems**
- **Public Expenditure Management**
- **Treasury, Budgeting and Fiscal Systems**
- **Electronic Payment Systems,**
- **Tax administration, On-line Tax declaration, tax payer registration**

Trade Facilitation

- **Custom Systems/Trade & logistics facilitation**
- **Single point of entry for Business Registry and Licensing, Inspections. Single window 4 chambers of commerce**
- **Information on laws and regulations & compliance information**

SMEs

- **Access to international information, global supply chain**
- **Logistic support, e-commerce**
- **Business registry and on line licensing**

Human Resource Management

- **Human Resources Management Systems**
- **Employment and wage accounting information**
- **G2G services, score cards, feedback, surveys**

Urban / Lands Management Systems

- **Land/Property Management Systems**
- **Urban planning Systems**
- **Community based information systems & services**
- **Land titling, Registries, Cadastral Systems**
- **Transport Information Systems & GPS Applications**

Environment & Natural Resource Management

- **GIS initiatives**
- **Environmental Protection & Resource Management**
- **Environment/Agriculture Integration Systems**
- **Ecologically-balanced Agricultural Management**
- **Water Resources Management**

Health

- **Hospital Administration systems**
- **Preventive health care, Curative health care**
- **Internet based public health systems, doctors, and patients registration systems**
- **Health Information Systems & Technology Center**
- **Telemedicine, m-Health**

Education

- **Basic, Higher, Professional Educational Systems**
- **Distance Learning, GDLN, etc.**
- **Computers for Classroom, e-learning**
- **Education MIS**
- **On-line registration, student records.**

Social Sector/Service Delivery

- **Social Safety Net, wages, Pension, scholarships, disability payments, food subsidies to registered eligible citizens, refugee resettlement/aid.**
- **Mobile Payments/mobile banking for social benefits**



Ongoing e-Government Projects (in \$Millions)

Year	Country	Project	Total Project	Componets
2004	Sri Lanka	e-Lanka	83.00	eGov, Content
2005	Tunisia	ICT Sector Development	15.37	eGov WAN
2005	Ethiopia	ICT Assisted Development	31.80	eGov, Wan, Services
2006	Vietnam	ICT Development	106.9	Shared Services, eGov
2006	Mongolia	ICT Development	11.85	Capacity Bldg
2006	Ghana	e-Ghana	82.70	Tax, Cust, eGP
2007	Rwanda	e-Rwanda	10.00	eGov, Content
2007	Kenya	RCIP	172.00	Shared Services, eGov
2009	Mexico	eMexico	80.00	ITES
2010	Benin	eBenin	10.00	eGov, Contnt
2010	RCIP, CAB, WARCIP, CARCIP	Regional Connectivity Projects, Central/West Africa, Carribbean, East Asia Pacific	427.00 215.00 250.00	Access, PPPs in connectivity infrastructure
2010	OECS	eCarribbean	27.00	eGov, Content
2011	Moldova	ICT Sector Development	30	eGovernment shared services

**Public
Sector
Administrati
on**

**Financial
Sector**

**Educati
on**

**Healt
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SMEs

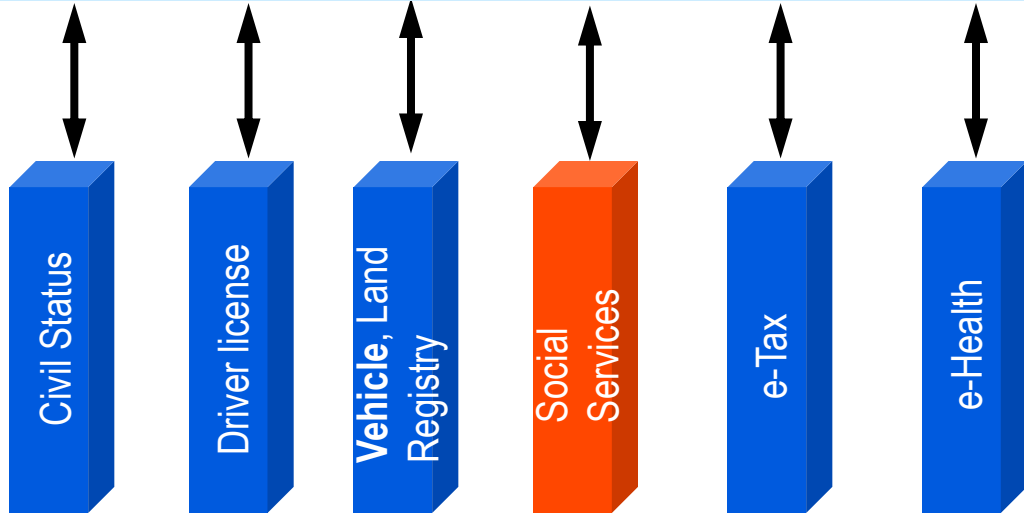
**Urban
Manageme
nt**

**Trade
Facilitation**



Business Unit-Driven Conceptual Framework for G2C transactions and Interactions

Services to Citizens, Interactions Citizen/ Government



Service delivery to Citizens & Businesses.

eID Cross-Cutting Linkages
central-local,
Support/maintenance
Skills development
Enhancements
Scope?

Government need help to think through and implement eGov strategy, help from Private Sector critical for this massive undertaking.

Standards and Enterprise Architecture (SOA)

Shared Infrastructure, Services / Interoperability

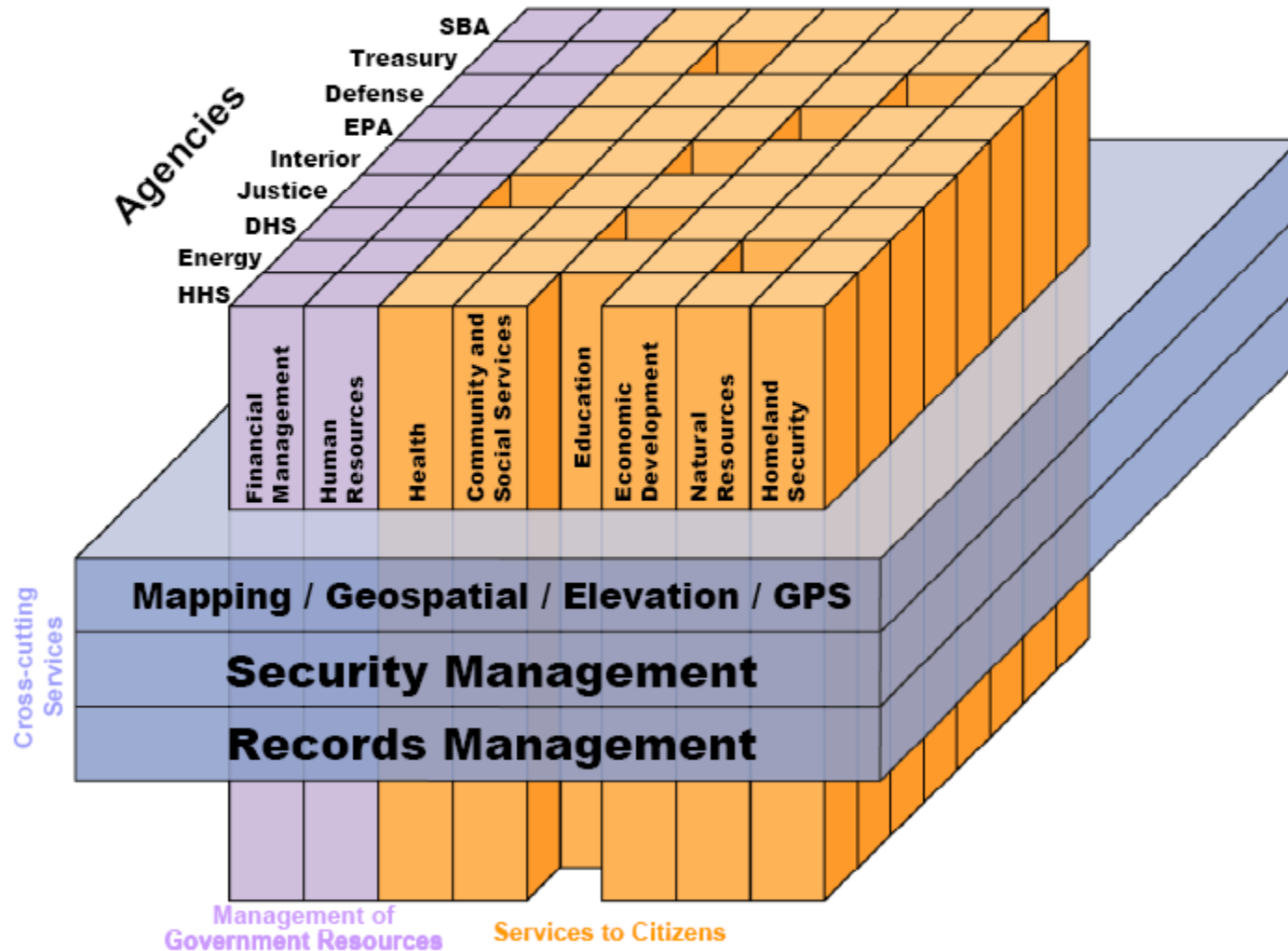
Authentication, Security

Strategy, Policies, Laws, Regulations, Institutional organization, Knowledge



Lines of Business and Services

Source: Dick Burk, Federal Enterprise Architecture, Nov 2005





1. Insufficient awareness of importance and need for specialized ICT support, Internal coding system not adequate

Not about technology

1. ICT considered a 'technical' component, often developed as a separate element with limited integration with project design in isolation.
2. High risk nature of ICT investments frequently overlooked, Massive transformation often not tied to public sector reform and civil service reform
3. Critical skills gap (IT infra, Apps development, Rollout, Change management, LEG)
4. End user often forgotten in all stages of 3.



New Trends/Opportunities for WBG Smart ICT Sector Development

- 2011 Not 1981. Mobile User base > 5 Billions and still growing in Developing Countries. Internet cheaper and faster. Awareness.
- Lots of information/data available (good or bad)
- Lots of Applications available for almost every current need, Cloud model.
- Growing gap between Private Sector readiness and Public Sector . Need for PPPs
- Regional Programs (EU. eAsean, COMESA, etc.)
- Financial Crisis, Demand 4 Social Accountability
- Need: Comprehensive Knowledge Platform



Open Data Program Use of Demand Side (Rwanda, Kenya, Moldova, Morocco, etc.)

**Core
Components**

**Citizen
Engagement**

- Data.gov.md 2.0
- Apps / e-services
- Crowdsourced data

**Open
Data**

- Data.gov.md 2.0
- Challenges/contests
- Agency OGP Plans
- Agency pilot projects
- Local gov data

**Co-Creation &
Innovation**

- Apps Innovation Fund
- Challenges
- Apps store - data.gov.md
- Hackathons, Techcamps, etc
- Visualizations/apps partnerships

Infrastructure

Policies

Standards

Data sets

Technology (Cloud +)

Change Management **Institutional Capacity**



Please look at
www.worldbank.org/edevelopment
www.worldbank.org/ict
Thank you& Q&A

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