UNITED NATIONS – NATIONS UNIES
ECONOMIC AND SOCIAL COMMISSION FOR ASIA AND THE PACIFIC

ASIAN AND PACIFIC TRAINING CENTRE FOR INFORMATION AND COMMUNICATION TECHNOLOGY FOR DEVELOPMENT (APCICT)

Academy of ICT Essentials for Government Leaders
South Asia Sub Regional Workshop
14 - 19 April 2008 (Hyderabad, India)

WORKSHOP OUTLINE

Organized by

UN Asian and Pacific Training Centre for Information and Communication

Technology for Development (APCICT) in collaboration with

Administrative Staff College of India (ASCI)

MODULE 1: THE LINKAGE BETWEEN ICT APPLICATIONS AND MEANINGFUL DEVELOPMENT

Facilitator: Dr Usha Reddi

Session Outline: Core content will be covered in four sessions out of eight. Three sessions are devoted to presentations by local experts leading ICT interventions in poverty reduction and on e-Seva. The final session will summarize the module through an open discussion with participants.

DAY 1, Monday, 14 April 2008

SESSION I (10:00-12:30)

1.1 The MDGs in Brief: What they are, their significance, progress so far
- The Millennium Development Goals (MDGs): goals, targets and indicators and the linkages between them
- Regional performance on the MDGs: special focus on South Asia country reports

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Practical Exercise 1.1: (10 minutes of individual/country group work followed by 10 minutes of plenary discussion)

1. Based on your own knowledge and experience, list programmes and initiatives in your country that address the MDGs as a whole as well as particular goals/targets.

2. Discuss ways of achieving these goals.

1.2 ICTs: Scope and Definitions
- Definitions and description of ICTs
- Differences between old and new ICTs; strengths and weaknesses of each

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Practical Exercise 1.2: (10 minutes of group work followed by 10 minutes of plenary discussion)

Form a small group and engage in a 10-minute discussion on how to choose an ICT application.

1.3 Wrap up of session

1.4 Resources/Support Materials:
a) List of the Millennium Development Goals, targets and indicators (handout).
b) Table showing Asia Pacific and country wise progress on MDGs
c) Chart showing different ICTs available for use (handout).
d) Chart describing strengths and weaknesses of ICTs (handout).
e) PowerPoint presentation

SESSION II (14:00-15:30)

2.1 Maximizing Opportunities Provided by Convergence
- Convergence issues

Practical Exercise 2.1: *(5 minutes)*

Individual Exercise: List all media that are available in your country. Which of these media can be converged and which cannot? Defend your choices.

2.2 The Digital Divide
- What is the digital divide and what is its impact?

Practical Exercise 2.2: *(5 minutes)*

Individual Exercise: Identify at least five factors which, in your opinion, are responsible for the digital divide in your country. For each factor, list a strategy through which the divide can be addressed.

2.3 Promoting Universal Access to Bridge the Digital Divide
- Ways to promote universal access
- Telecenters

Practical Exercise 2.3*: (15 minutes of country group work followed by 15 minutes of plenary discussion)*

Form country-specific groups. Identify a location in your country where a pilot telecentre project can be set up and decide what kind of telecentre should be set up. Make presentation to plenary and defend your choice of location.

2.4 Wrap up of session

2.5 Resources/Support Materials:
a) PowerPoint presentation
b) Case study of a working telecenters (handout)
c) Chart showing components of an effective telecenters (handout)

SESSION III (16:00-17:30)

3.1 Applications of ICTs in Development and the MDGs
- Presentation of one case study from each sector
  - ICTs and Poverty Reduction
  - ICTs in Education
  - ICTs and Gender Equality
  - ICTs and Health
  - ICTs and Agriculture
  - ICTs and Mapping Natural Resources
  - ICTs and Governance
  - ICTs and Peace

Practical Exercise 3: *(30 minutes for discussion, 15 minutes for presentation)*

Form country-specific groups. Choose any one sector of development and discuss how this relates to other development sectors. Identify a specific programme you will develop for this sector, and articulate the overall programme aims, specific objectives and strategy to achieve the objectives. Will ICTs help or hinder the programme planning and implementation? Defend your decision.

3.2 Wrap up of session

DAY 2, Tuesday, 15 April 2008

SESSION IV (09:00-10:30)

4.1 Challenges to the Use of ICTs in Development
- Key decision points in deciding the use of ICTs
- ICTs in the project cycle: what makes planning so critical, what works, what doesn't and why

Practical Exercise 4.1: (30 minutes of group work followed by 10 minutes of discussion)

Using the log frame provided, work out log frame for ONE ICT in Dev programme, keeping in mind the key points made in the presentation.

4.2 Wrap up of session

4.3 Resources/Support Materials:
a) PowerPoint presentations
b) Sample log frame worked out for a project

SESSION V (11:00-12:30)

5.1 Special Presentation on Poverty Reduction Programme (NREGA)
- Presentation by Mr. K. Raju, Principal Secretary, Rural Development Department, Government of Andhra Pradesh

SESSION VI AND VII (14:00-17:30)

6.1 Special Presentation on e-Seva
- Presentation by Mr. Suresh Chanda, Secretary, IT Department, Government of Andhra Pradesh

7.1 Field Trip
- Field trip to e-Seva back and front offices

SESSION VIII (17:30-18:30)

8.1 Final Session
- Open discussion and sharing of experiences on Module 1 content

8.2 Wrap up of Module 1

MODULE 2: ICT FOR DEVELOPMENT - POLICY, PROCESS, AND GOVERNANCE

Facilitator: Dr Emmanuel C. Lallana

Session Outline: Core content will be covered in eight sessions. The final session will summarize the module through an open discussion with participants.

DAY 3, Wednesday, 16 April 2008

SESSION I (09:00 -11.30)

1.1 Introduction to ICT for Development (ICT4D)

1.2 Developing ICT4D Policy 1
- ICT Policy Development

Practical Exercise 1:
- *Group Discussion on Telecommunications Liberalization in South Asia (30 minutes)*
- *Group Presentation (20 minutes)*

SESSION II (11:30 -12:30)

2.1 Developing ICT4D Policy 2
- Technology and Policy, Legal and Regulatory Reform

SESSION III (14:00-15:30)

3.1 Developing ICT4D Policy 3
- Multi-stakeholder ICT Policy Development

Practical Exercise 2:
- *Group Discussion on Defining Stakeholders (30 minutes)*
- *Group Presentation (30 minutes)*

SESSION IV (16:00-17:30)

4.1 Elements of ICT4D Policy 1
- Developing Human Capital

DAY 4, Thursday, 17 April 2008

<u>**SESSION V (09:00-11:30)**</u>

5.1 Elements of ICT4D Policy 2
- Building the ICT Industry

Practical Exercise 3:
- *Group Discussion on Prioritizing ICT Industry Sectors (30 minutes)*
- *Group Presentation (30 minutes)*

<u>**SESSION VI (11:30-12:30)**</u>

6.1 Elements of key ICT4D Policy 3
- e-Governance

<u>**SESSION VII (14:00-16:30)**</u>

7.1 ICT Governance

Practical Exercise 4:
- *Group Discussion on ICT Governance Principles (30 minutes)*
- *Group Presentation (30 minutes)*

<u>**SESSION VIII (16:30-17:30)**</u>

8.1 Summary and Closing

<u>**SESSION IX (17:30-18:30)**</u>

9.1 Final Session
- Open discussion and sharing of experiences on Module 2 content

9.2 Wrap up of Module 2

MODULE 3: E-GOVERNMENT APPLICATIONS

Facilitator: Dr Nag Yeon Lee

Session Outline: Core content will be covered in eight sessions. The final session will summarize the module through an open discussion with participants.

DAY 5, Friday, 18 April 2008

SESSION 1 (09:00-10:30)

1.1 ICT Applications – An Overview
- Defining e-Government
- Overview of G2C and G2B: Front-Office delivery
- Overview of G2G: Back-Office delivery

SESSION II (11:00-12:30)

2.1 ICT Applications – Pre Design Considerations
- Benefits of successful ICT implementation in e-government
- Critical success factors
- Risk factors

Practical Exercise 1: *(Group discussion 20 minutes; group presentation 25 minutes)*

1. *Using the one e-government application, identify how ICTs can be used to improve the government's work processes.*
2. *Identify the challenges for each of the work process improvement proposed above.*

SESSION III (14:00-15:30)

3.1 e-Government – Various Models
- Future e-government
- Various types of e-Government Model
- Priority areas for e-Government in developing countries

SESSION IV (16:00-17:30)

4.1 e-Governments – The Korean Government Blueprint
- e-Government strategic planning
- e-Government initiatives and Roadmap
- e-Government implementation cost (Budget)
- e-Government implementation and assessment

Practical Exercise 2: *(Group discussion 20 minutes; group presentation 25 minutes)*

e-Government has sometimes been seen as benefiting only the middle and upper-class in developing countries. Do you agree or disagree? Please explain your answer. If you agree, what are the steps towards building an e-Government application that is inclusive of the entire population?

DAY 6, Saturday, 19 April 2008

SESSION V (09:00-10:30)

5.1 Citizen Centric Services and Applications
- G2C Portals
- Tax, Insurance, Resident registration(National ID card)
- Real estate and Vehicle information system

SESSION VI (11:00-12:30)

6.1 e-Government and Finance Applications
- G2B: e-procurement, e-customs, and e-commerce
- G2G: Integrated finance, local e-government

Practical Exercise 3: *(Group discussion 20 minutes; group presentation 25 minutes)*

1. *In the last two sessions, we discussed the five basic citizen services in G2C and G2B and G2G services. Can you identify any other citizen services that you feel are useful?*

2. *Under the category of G2G, list the common services in order of priority and explain which services can be killer applications from the perspective of the citizens?*

SESSION VII (14:00-15:30)

7.1 e-Government Infrastructure
- e-Documents exchange
- Knowledge management system
- e-Government infrastructure
- National integrated computing center, Standardization, and Shared services

SESSION VIII (16:00-17:30)

8.1 e-Government Sectoral Applications
- e-Education and e-Learning
- e-Community center
- Disaster management system

Practical Exercise 4: *(Group discussion 20 minutes; group presentation 25 minutes)*

Discuss the role and importance of capacity building within countries and identify the bottlenecks that impede the rollout of capacity building programmes in your respective countries.

SESSION IX (17:30-18:30)

9.1 Final Session
- Open discussion and sharing of experiences on Module 3 content.

9.2 Wrap up of Module 3