



UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

# E-GOVERNMENT IN ASIA AND THE PACIFIC

**Ann Steward**

Australian Government Chief Information Officer

Deputy Secretary, Australian Government Information  
Management Office

*CIOs, E-GOVERNMENT OFFICIALS AND INSTITUTIONAL FRAMEWORK*



UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

“By 2016, a newer generation of government leaders will measure their IT leaders by the productivity IT brings to the public sector service delivery, rather than just the efficiency of IT.”

Peter Sondegaard, Senior Vice President, Gartner

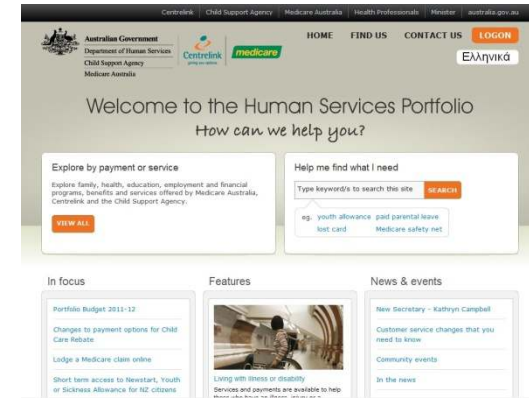
*CIOs, E-GOVERNMENT OFFICIALS AND INSTITUTIONAL FRAMEWORK*



## UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

### Strategic value of ICT

- Supports productivity growth
- Economic and social benefits of innovation
  - Greater connectivity
- Improved service delivery
  - Multiple channels: mobile devices, applications, networks
  - User centric - personalisations



*CIOs, E-GOVERNMENT OFFICIALS AND INSTITUTIONAL FRAMEWORK*



## UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

### CIO as agent of change

- Strategic intent must be articulated
- Executive level endorsement and sponsorship
- Clear roles and accountability
- Decisive implementation and good governance
- Targeted strategic investments in technology



*CIOs, E-GOVERNMENT OFFICIALS AND INSTITUTIONAL FRAMEWORK*