



UNITED NATIONS PROJECT OFFICE ON GOVERNANCE

# E-GOVERNMENT IN ASIA AND THE PACIFIC

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*CIOs, E-GOVERNMENT OFFICIALS AND INSTITUTIONAL FRAMEWORK*



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“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 Sondgaard, Senior Vice President, Gartner

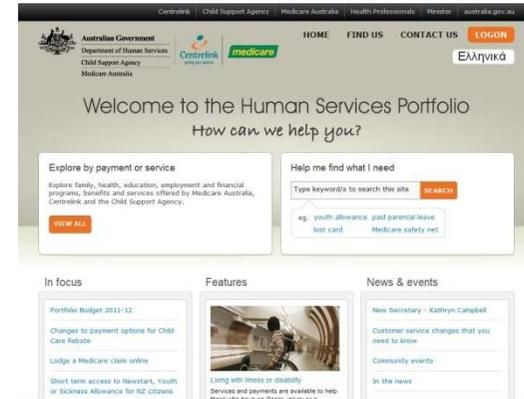
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# Strategic value of ICT

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



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### 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

