UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)

UNITED NATIONS PUBLIC ADMINISTRATION COUTRY STUDIES

INTRODUCTION TO UN-DPADM, UNPACS AND E-GOVERNMENT

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Mission of DPADM

- **To promote effective, efficient, accountable, participatory and transparent public administration** for the attainment of internationally agreed development goals, including those contained in the United Nations Millennium Declaration and in the outcomes of the major United Nations conferences.

Mandate, Demand and Capacity

- **Our Mandate**
  - **General Assembly**
  - **Economic and Social Council**
  - **Major UN conferences**

- **The Demand**
  - **Emerging Issues**

- **Our Capacity**
  - **Niche and Challenges**

- **Our Focus Areas**
  - **Institution and Human Resource Management**
  - **E-Government Development**
  - **Development Management and Citizen Engagement**

Core functions of DPADM

- **Advocacy and Normative Support**

- **Research and Analysis**

- **Knowledge Sharing and Training**

- **Advisory Services in the Field**

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Results Achieved in 2010

- **Advocacy and Normative Support**

  – At least **4 references/recommendations** were contained in resolutions of intergovernmental bodies in 2010

  – The **outcome document for the MDG Summit***, which was adopted by the General Assembly on 22 September 2010, called for the need to "support more modern ICT applications and greatly increase connectivity, access and investment in innovation and development and the effective use of innovative ICT applications and **e-governance tools**".

  – The Division continues its work in facilitating the implementation of the Tunis Agenda for the World Summit on the Information Society (WSIS), particularly on e-government, Internet governance and enhanced cooperation on public policy issues pertaining to the Internet

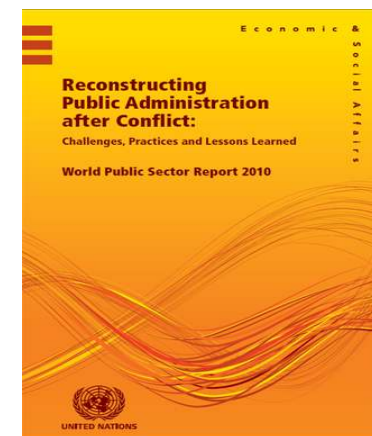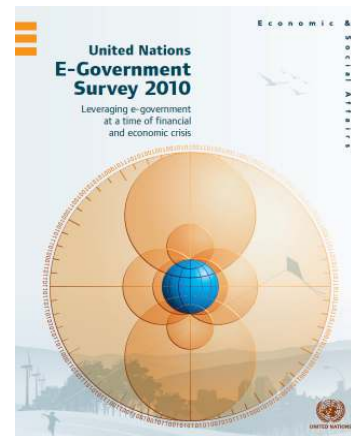*A/65/L.1 - Follow-up to the outcome of the Millennium Summit

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Results Achieved in 2010

- **Research and Analysis**

  - **Two publications were completed and disseminated in 2010:**
    - **UN E-Government Survey 2010**
    - **World Public Sector Report 2010**
      - Reconstructing Public Administration after Conflict: Challenges, Practices and Lessons Learned

  - **The UN E-Government Survey 2010 was the 4th most downloaded publication, out of more than 100 major publications in UNDESA**

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Results Achieved in 2010

- **Knowledge Sharing and Training**

  - **Knowledge sharing and training activities continued to be expedited through**
    - DPADM's website
    - United Nations Public Administration Network (UNPAN)
    - UNPAN online learning centre
    - Training workshops

  - **DPADM's website is ranked 2nd among the 11 Divisional and UNDESA websites, with a 4 per cent increase in visitors in 2010 from 2009**

  - **Nominations for the United Nations Public Service Awards increased by 28 per cent in 2010 and the highest number of awards were conferred since the start of the programme in 2003.**

Results Achieved in 2010

- **Advisory Services at the Field Level**

  - **Capacity building workshops were organized in Africa, Asia and Europe**, with themes encompassing citizen engagement, developing standards of education and training in public administration, developing human resources, ministerial leadership, and promoting innovation in public service delivery.

  - In 2010, the Division undertook a total of **30 advisory missions in 25 countries** in the following regions: Africa, Asia, the Americas, and Europe, to support governments in implementing their strategies and assisting in capacity development in the areas of institution and human resource development, e-government development, development management and citizen engagement.

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Affiliate Organizations of DPADM

- **United Nations Project Office on Governance**

- **Secretariat of the Internet Governance Forum**

- **Global Centre for ICT in Parliament**

- **Secretariat of the Global Alliance for ICT and Development**

UNPACS

United Nations Public Administration Country Studies

Development of UNPACS

- **UNPACS is envisioned as a comprehensive, up-to-date and readily accessible online knowledge-base in public administration**

- **UNPACS will help governments in making evidenced-based decisions by providing country data and global views on conventional and emerging topics related to public administration on all 192 Member States of the United Nations**

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UNPACS – Where we are

- **The technical platform is almost finalized at this stage**

- **Content development**
  - **Content is categorized by countries and regions, and by themes with relevant linkages to the mandate of DPADM and specific goals of the MDGs.**

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UNPACS

- **Content Development**

  First phase of UNPACS will include the following sub-themes:
  - Codes of Conduct
  - Government Agencies for all 192 Member States of the UN
  - Profiles of Chief Information Offices (CIOs) or equivalents
  - E-Government Policies and Strategies
  - Constitutional rights related with citizens engagement in public affairs
  - Economic and Social Councils
  - Freedom of Information Acts
  - Data Protection Acts
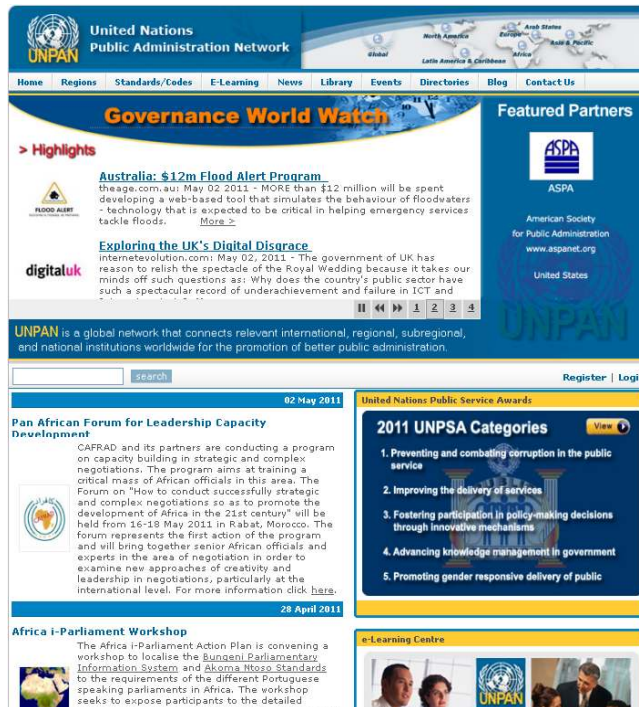 - Agency responsible for openness, privacy and security

- **More information will be provided by the Chiefs of Branches and the UNPAN Management Unit**

UNPACS - Objectives

- Integrate **sources of knowledge** in a **more effective and efficient way** in order to better store, share and transfer knowledge on governance and public administration for the benefit of **Member States**;
- Promote **efficiency**, **effectiveness**, **accountability** and **transparency** in the public sector in order to support the achievement of the internationally agreed development goals including the **Millennium Development Goals**;
- Address **emerging issues** in the public sector;
- Help **refocus the work of the Division** according to thematic areas, and whenever possible towards the MDGs and the emerging issues;
- Promote an **organizational culture** that supports knowledge management within the Division;
- Ensure that DPADM will be transformed to function as a **continuously learning organization** capable of delivering services as the center of excellence on governance and public administration.

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UNPAN is the network/community on Public Administration.

UNPACS

UNPACS is the focused knowledge base of the Division on its work areas

Some of the Major Improvements

- Easier and more powerful search engine
- Easier to add/categorize content
- Single sign on for multiple portals
- Multi-language support
- Link Division products i.e. PSA Awards, e-Learning, Projects, Compendiums etc.
- Clear separation between DPADM Intranet (private) & UNPAN/UNPACS (public)
- Extendible platform to include future work areas, emerging issues, organizations and MDGs

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e-Government Related Themes

- **National strategies and policies on e-government and ICT-led development**

- **Legal and regulatory framework**

- **Chief Information Officers (CIOs) or equivalent - Institutional Framework**

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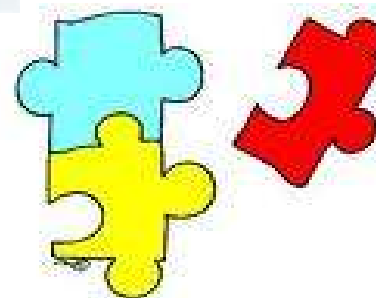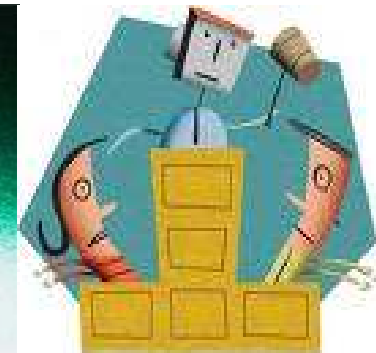
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National Strategies and Policies

- **Collection of existing national strategies and policies on e-Government**

- **Content Analysis, including trends, features and key substance**

- **Preparation of Specific Products, such as Guidelines, Toolkits and other Capacity Development Tools**

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Legal and Regulatory Framework

- **Collection of Legal Documentation on e-government in UN Member States**

- **Availability of sample legislation indexed by subject area**

- **Analysis of key features and provision of tools for guidance and capacity development**

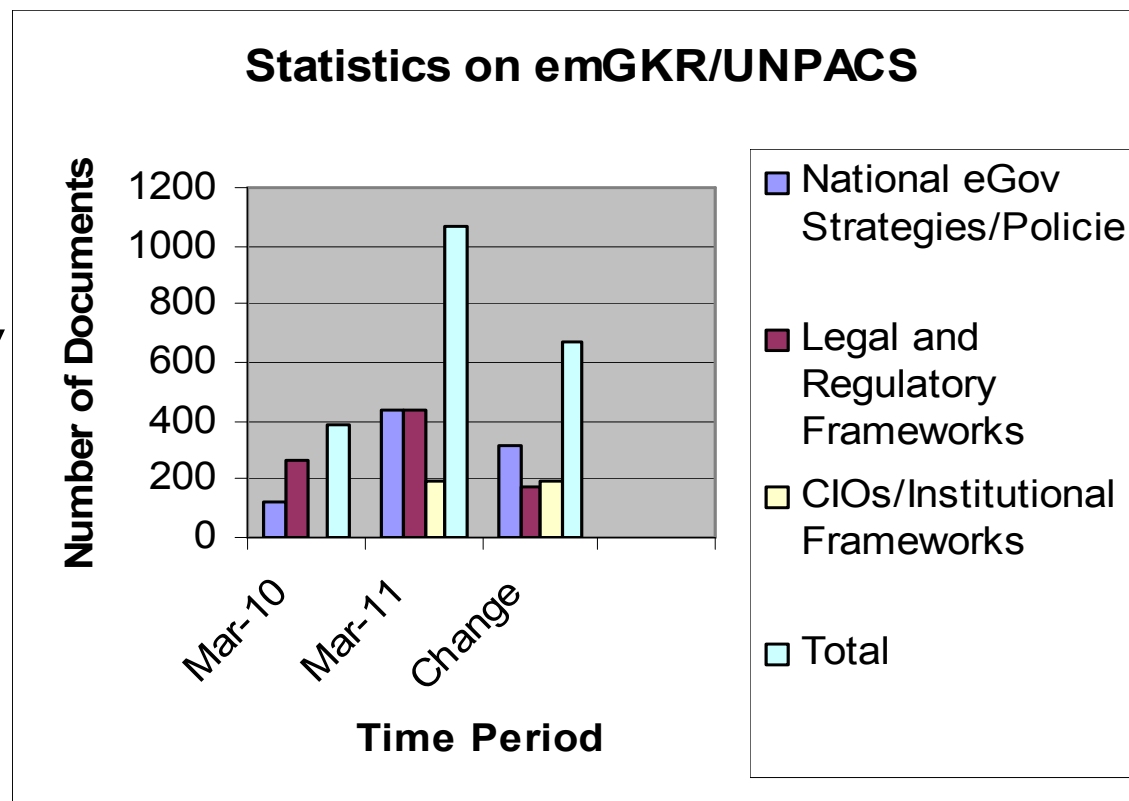http://www.unpan.org/dpadm/

Building CIOs Partnership

- **Database of CIO Profiles (finalized)**

- **Providing and analyzing the national institutional frameworks under which CIOs operate**

- **Working with CIOs to improve U.N. products, i.e. e-Government Survey**

- **Establishing an informal network of CIOs and Regional Forums, backed by existing institutions**

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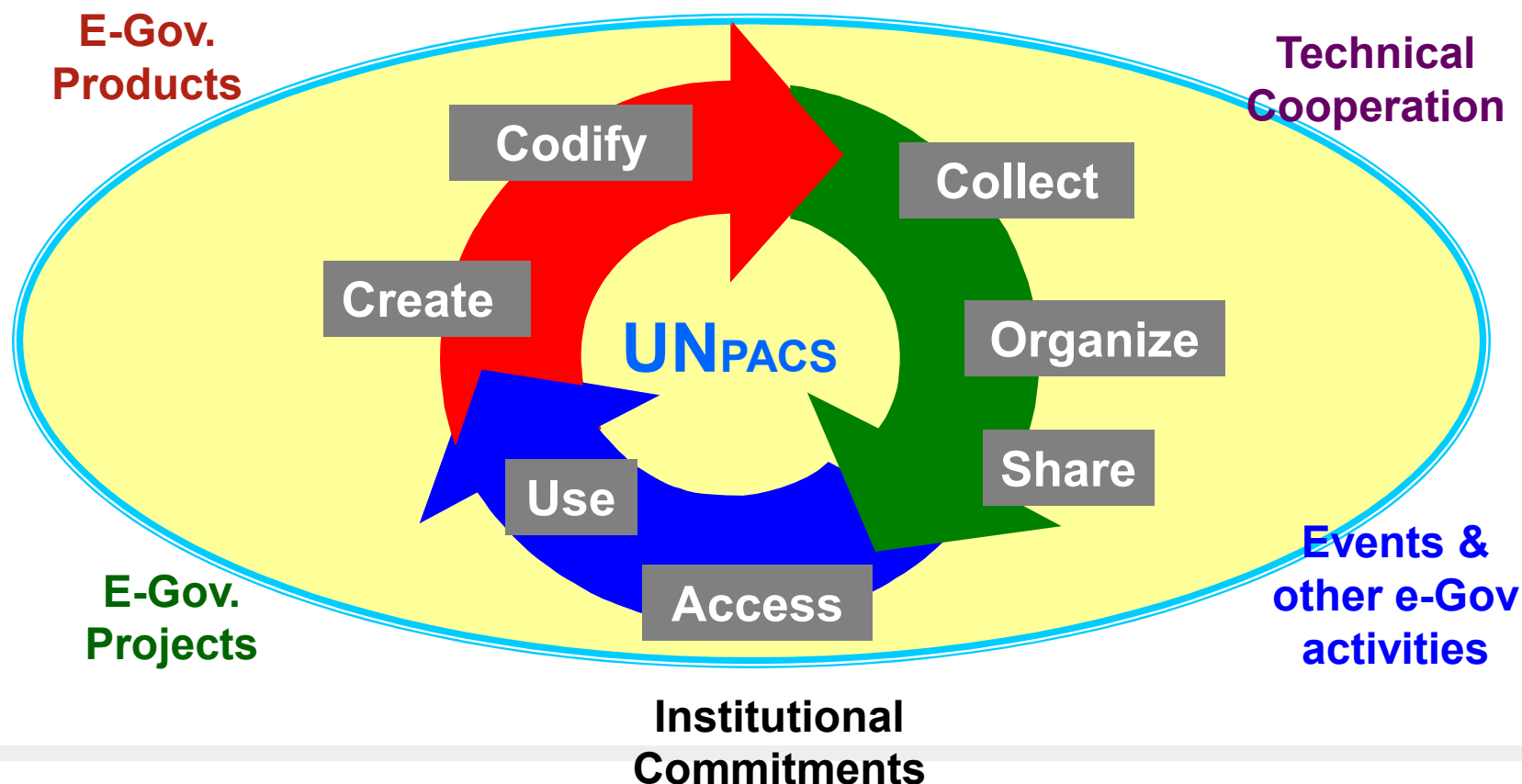
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Current Achievement and Results

- **439 documents on e-government strategies and policies**

- **433 legal and regulatory documents.**

- **192 Member States covered with all existing CIOs profiles**

Statistics on emGKR/UNPACS

Knowledge Value-Added Chain

Sources: field, research, partners, focal points,

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Moving Forward

- **Building opportunities for linking U.N. Normative Framework, Analytical Products and Capacity Development Goals through enhanced e-Government Development**

- **Pursuing concrete operational implications at policy-making and policy implementation level**

- **Networking for Impact and Results, in line with our mandates**

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Thank you for your attention.