

A tall, textured tower, possibly a monument or chimney, stands on the left side of the page. To its right, a flag with the United Nations logo and a field of stars is flying. The background is a light, cloudy sky.

UNU-EGOV

Project Portfolio

2014 - 2021

This document provides an overview of the main projects and initiatives carried out by UNU-EGOV since its establishment in July 2014.

updated on May 2021



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About UNU-EGOV

The United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV) is part of the United Nations University (UNU). Headquartered in Tokyo, the UNU is composed of several Institutes and Programmes located in more than 12 countries. It was established in 1972 by decision of the UN General Assembly to contribute, through collaborative research and education, dissemination, and advisory services, to efforts to resolve the pressing global problems of human survival, development and welfare that are the concern of the United Nations (UN), its Peoples and Member States. Located in Guimarães, Portugal, since 1 July 2014 (following 10 years in Macau), the organisation is a think tank dedicated to Electronic Governance; a core centre of research, advisory services, and training; a bridge between research and public policies; an innovation enhancer; a solid partner within the UN system and its Member States, with a particular focus on sustainable development, social inclusion, active citizenship, and peace and security.

UNU-EGOV strives to cement its role as an international reference of excellence in this area, bringing together multidisciplinary and multicultural teams around complex problems and emerging challenges. Core activities include bespoke expert and policy analysis and recommendations that are combined with the implementation of frameworks, toolkits, and tailored training on specific topics. Internal know-how combined with a large network of experts from the public and private sector, academia, international organisations, and think-tanks enables UNU-EGOV to deliver a high and unique level of expertise to topics pertaining to IT and technology in different service areas, levels of government, and contexts.

The Operating Unit continues to undertake initiatives to broaden its network and to consolidate its academic programme through the development of the conceptual foundations of policy-driven Electronic Governance and research policy linkage between EGOV and the 2030 Sustainable Development Agenda, in general, and the Sustainable Development Goal 16 in particular, but also the World Summit on the Information Society (WSIS) action lines 1, 2, 7, and 10.

A list of relevant projects and activities of UNU-EGOV since 2014 is enclosed.

A sample list of publications is naturally forwarded upon request.

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Understanding the urban space for better governance: use of non-traditional data for real-time disaggregated decision-making



CLIENT UNU-EGOV

IMPLEMENTED 2020-2021

DESCRIPTION Achieving the UN 2030 Sustainable Development Goals that countries have pledged to requires the stakeholders of the member states to be actively participating in the action plans set forth by individual governments. Understanding the issues, visualising the challenges, and monitoring the progress is key to achieve these goals. The SDGs are about ensuring quality. Hence, evidence-based data-centric decision making gained traction in the policy frameworks. With the advent of computational capacity, advances in knowledge streams such as machine learning, data mining, statistical inference, and the prevalence of technologies such as social networks and IoT devices, data has become ubiquitous. These rapidly generating data are now getting integrated into the core decision making sphere as complementary mechanisms of traditional data sources.

This project is designed to harness the capability of data and computational science to aid in achieving the SDGs. The project will have both theoretical and practical aspects. Theories of social science, environmental science, and earth sciences will be applied in conjunction with current research in computer science. Publicly available heterogeneous non-traditional dataset and state of the art computational knowledge will be used to formulate methods to address the SDGs. The project will have three distinct goals: conducting research, building capacity, and designing tools to aid data for policy analysis.

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2

The impact of the digital transformation of public services on children

CLIENT United Nations International Children's Fund (UNICEF)

IMPLEMENTED 2019-2020

DESCRIPTION In view of the digital transformation of public services – within the wider context of the UN Sustainable Development Goals – this UNICEF/UNU-EGOV project aims to develop global guidance for governments and UNICEF national chapters on the opportunities and challenges of e-services to achieve results for children. The project activities includes:

- Review of existing academic and "grey" literature from international institutions.
- Exploratory stakeholder interviews in a select number of countries (including Bangladesh, Brazil, Ghana, Sweden, and Timor-Leste).
- Develop 5-9 country profiles based on literature review and interviews.
- Develop 1-2 policy briefs on project findings and recommendations.
- Develop 1-2 academic papers or articles.

[+ info](#)

3

SM4DD – The use of Social Media for Digital Democracy: An Empirical Study of Portuguese Local Governments

CLIENT United Nations University

PARTNERS Communication and Society Research Centre (CSRC) – University of Minho, University of Aveiro, and London School of Economics

IMPLEMENTED 2018-2020

DESCRIPTION The project aims at understanding if and how social media can contribute to digital democracy and e-participation. The objective is to investigate the presence and activity of Portuguese local governments on social media, focusing on the uses and purposes of this type of strategic communication with the public, as well as its potentialities for citizen engagement at local level. A combination of quantitative and qualitative methods is employed to address the project's objectives. Regarding outputs, a set of guidelines and best practices to help local officials in implementing the municipalities' social media presence will be delivered. To this end, a workshop is planned to discuss the results of the study. An exemplary Facebook account will serve as a platform to disclose relevant information, guidelines, best practices, and real examples, and also as a public forum for discussion and participation. In addition, a countrywide observatory will provide an overall picture of the local government's investment in the online sphere.

[+ info](#)

4

Smart Cities for Sustainable Development

CLIENT IDRC – International Development Research Centre
IMPLEMENTED 2015-2016

DESCRIPTION The project involved developing an explorative analysis that studied how Smart Cities can advance the United Nations Sustainable Development Goals. The study examined 876 scientific publications, policy recommendations issued by 51 think tank organizations, and 119 Smart City initiatives, and 7 interviews were conducted with urban policymakers, managers, and researchers. The project resulted in a full report that provides a number of policy recommendations and a research agenda framework for Smart Sustainable Cities.

[+ info](#)

Policy Monitoring on Digital Technology for Inclusive Education

CLIENT UNESCO
PARTNERS UNESCO and Ministry of Education of Uganda
IMPLEMENTED 2015-2017

DESCRIPTION The UNESCO Model Policy is currently being applied for developing the Policy on Inclusive ICTs in Education for Uganda (policy for Uganda). The project involved building a digital platform to accompany the UNESCO Model Policy and support the monitoring and evaluation of the recently designed policy for Uganda. Some activities realised in the scope of the project include a research on policy monitoring and evaluation and on accessible technologies, development of initial requirements for the digital platform to support the Model Policy, development of courseware on monitoring and evaluation of policies on accessible digital technologies in education, and delivering such courseware in Uganda.

[+ info](#)

5

Knowledge Societies Policy Handbook

CLIENT UNESCO – United Nations Educational Scientific and Cultural Organization / IFAP (Information for All Programme)

IMPLEMENTED 2015-2016

DESCRIPTION A Handbook was developed to support national, regional, and local public-sector authorities in their work with citizens, businesses, community organisations, and other non-governmental stakeholders in creating, implementing, and updating Knowledge Society Policies. The project resulted in four key instruments: the Knowledge Societies Policy Handbook (a set of conceptual and methodological frameworks, guidelines, and know-how for the development of public policies for Knowledge Societies); the Knowledge Societies Policy Library (a collection of relevant research literature, policies, indicators, case studies, and other resources that are relevant to the development of public policies for Knowledge Societies); the Knowledge Societies Policy Platform (an electronic platform that hosts the content of the Handbook and Library and facilitates the updates and additions to this content by community members through digital devices and channels); and the Knowledge Societies Policy Community (a community of researchers, academics, policymakers, government officials, and other stakeholders who, as part of their contribution to planning, developing, implementing, and evaluating public policies for Knowledge Societies in the national or local context, are willing to use the Handbook, Library, and Platform, sharing the outcomes and their experience for others to learn).

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7

Electronic Governance for Context-Specific Public Service Delivery

CLIENT United Nations University

PARTNERS multiple government agencies in China, Colombia, Georgia, Madagascar, Portugal, Russia, and Uganda

IMPLEMENTED 2016-2017

DESCRIPTION An analysis of relevant academic literature, national and international frameworks for IT, and technology enabled public service delivery was carried out. The outputs of the project include a literature review and gap analysis, a good practices database, and a multi-country and multi-sector comparison. Some activities realised in the scope of the project comprise the development of an implementation and assessment framework, a toolkit and a good practices database for ICT-enabled public service delivery in various contexts and service areas. Also, multiple three-month Government Fellowships for seconded civil servants took place for competence development and project work.

[+ info](#)

8

Electronic Governance for Administrative Burden Reduction

CLIENT United Nations University

PARTNERS multiple government agencies in China, Colombia, Georgia, Madagascar, Portugal, Russia, and Uganda

IMPLEMENTED 2016-2017

DESCRIPTION An analysis of relevant academic literature, national and international frameworks for administrative burden reduction in government was carried out. The outputs of the project include a literature review and gap analysis. Some activities realised in the scope of the project comprise the development of an implementation and assessment framework, a toolkit and a good practices database for administrative burden reduction in various contexts and service areas. Also, multiple three-month Government Fellowships for seconded civil servants took place for competence development and project work.

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9

Accelerating the Digital Transition in São Tomé and Príncipe

CLIENT United Nations Development Programme (UNDP)
IMPLEMENTED 2021

DESCRIPTION São Tomé and Príncipe launched a Programme for the Modernisation of the Justice System (PMJS) focused on aspects which concern the digital transition to summon synergies for a more profound and lasting impact in the São Tomean reality. The elaboration of the PMJS detected gaps and underperformances in the internal organisation of the justice sector and its information management systems, with repercussions on the deficient, or non-existent, sharing of information and coordination between institutions.

To mitigate these findings, increase the effectiveness of the justice system, and improve citizens' confidence in the rule of law, UNDP, in articulation with the Ministry of Justice of São Tomé and Príncipe, launched the project **"Accelerating Digital Transition in São Tomé e Príncipe"**. This project aims to develop a *Process Management System for the Justice Area*. Such a system will enable the digitisation of judicial procedures, the organisation of procedural records in a standardised way, the effective communication among all entities involved, the automatic initiation and monitoring of processes, and the progressive dematerialisation of the judicial procedures at all stages, an effort to be complemented with an integrated police management component. The project also includes the development of a National Interoperability Framework, a key element to enable the achievement of the intended levels of processes integration and systems interoperability required for the dematerialisation of the Justice system of São Tomé and Príncipe.

Application of Blockchain Technology in the Public Service Delivery System of Uzbekistan

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CLIENT United Nations
Development Programme (UNDP)
IMPLEMENTED 2020-2021

DESCRIPTION The assignment “Application of Blockchain Technology in the Public Service Delivery System of Uzbekistan” is part of activity 1.7 of the project “Prototyping Blockchain-based solutions in public service delivery” of the joint project “Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan” by the Ministry of Justice of the Republic of Uzbekistan and the United Nations Development Programme (UNDP), funded by the European Union that aims improving the quality of life of vulnerable sectors of the population in rural areas – such as women, youth and children, the elderly and people with disabilities – by enhancing their access to public services, and the quality of their provision.

The purpose of the assignment is to prepare an analytical on how to introduce Blockchain technology in Public service Delivery for the Government of Uzbekistan. It aims to provide support in the formation of the “Unified Electronic Archive of Civil Status Records” is based on the use of Blockchain technology. Four deliverables will be prepared: **(1)** Report of research on preparing a new approach for Uzbekistan to applying the Blockchain technology in public service delivery system; **(2)** Report on the opportunities for distributed ledger technologies in the transformation of selected public services; **(3)** Draft version of Analytical paper describing the introduction of Blockchain technologies; **(4)** Analytical paper describing the introduction of Blockchain technologies to Public Service.

Assessing the state of the Digital Economy and Society Index in the Western Balkans

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CLIENT Regional Cooperation Council (RCC)
IMPLEMENTED 2020-2021

DESCRIPTION The European Commission (EC) launched the Digital Economy and Society Index (DESI), which is a composite index that summarises all relevant indicators in order to measure the overall digital performance and tracks the progress of European Union (EU) member states in their digital competitiveness. It is published annually by the EC since 2014 and is composed of 37 indicators grouped in five principal policy areas.

The overall objective of the project is to provide an in-depth analysis of the application of DESI indicators in Western Balkan economies. Specifically, the project aims to elaborate and define the extent to which DESI is implemented in the region; identify DESI indicators used there, defining the classification, frequency and other methodological aspects of data collection, gaps and needs, as well as data exchange among the existing databases in each WB economy. It will also provide expert advice and prepare guidance on the next steps of the data collection process in each economy, as well as steps needed to harmonise the application of the EU DESI methodology and regulatory advancements, surveys, and reporting.

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12

e-Governance and Digital Transformation in Guinea-Bissau

CLIENT United Nations Development Programme (UNDP)

IMPLEMENTED 2020-2021

DESCRIPTION This project responds to a request received by UNU-EGOV from the United Nations Development Programme (UNDP) in Guinea-Bissau for conducting a study to assess and analyse the limits, challenges, and opportunities of digitalisation and digitisation in the Bissau-Guinean governance system. The aim is to define a roadmap for the Digital Transformation of the Governance Sector in Guinea-Bissau. Through this project, the UNDP in Guinea-Bissau and UNU-EGOV will join forces to support the country in understanding the current limits and challenges for digital governance and identifying the best entry points that can lead to transformational change.

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Digital Governance Strategy of Cabo Verde

CLIENT Secretary of State of Administrative Modernisation of the Government of Cabo Verde

IMPLEMENTED 2020-2021

DESCRIPTION The project aims to support the conception of the Digital Governance Strategy of Cabo Verde in the context of the country's agenda for digital transformation. The various phases of the project involve creating a Working Group of UNU-EGOV experts and representatives nominated by the Government of Cabo Verde, which oversees the drafting of the Strategy. Later, there will be a definition and validation of the methodological instruments to support the elaboration of the Strategy, namely regarding the collection, classification, and analysis of data. A third phase will include the work meetings and support for data systematisation and strategy drafting and evaluating, and reviewing the final documents produced by the Working Group. Finally, Cabo Verde's Digital Governance Strategy document will be written.

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Digital Governance Strategy of Georgia

CLIENT LEPL Digital Governance Agency

IMPLEMENTED 2020

DESCRIPTION In 2020, the LEPL Digital Governance Agency started the process of drafting the new Strategy for Digital Governance of Georgia. Following the rules and regulations for the development, monitoring and evaluation of policy documents established by the Government of Georgia, UNU-EGOV is conducting the following activities: desk-research; online workshops and interviews with target groups; collecting baseline data; SWOT analysis; stakeholder consultations (on draft Strategy), and finalisation of the Digital Governance Strategy document as needed.



Guidelines on Accessible Information and Communications Technologies

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CLIENT United Nations Development Programme (UNDP)
IMPLEMENTED 2020-2021

DESCRIPTION Recognising the critical role that information and communication technologies (ICTs) play in enabling and empowering persons with disabilities and in ensuring that they thoroughly enjoy human rights and fundamental freedoms, UNU-EGOV developed a set of recommendations for the Georgian Government to establish rules and regulations on ICT accessibility in compliance with international standards.

With input from Georgian stakeholders and the community of persons with disabilities, UNU-EGOV's assessment will facilitate an update to the current legal, policy, and institutional frameworks related to the UN Convention on Rights of Persons with Disabilities (CRPD) while aligning it to the current European Union and international best practices.

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16

Study of Blockchain Technology implications on the provision of administration e-Services provided by public authorities

CLIENT Spanish Data Protection Agency (Agencia Espanola de Proteccion de Datos)

IMPLEMENTED 2019-2021

DESCRIPTION The result of the study conducted shall identify the limits that blockchain technology presents concerning full compliance with the provisions imposed by the GDPR and a catalogue of recommendations and measures aimed at tackling the challenges arising from the interplay between technology and regulation.

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StratICT: develop a strategy to enhance and sustain the Information and Communications Technology function in the Government of Uganda

CLIENT Ministry of Information and Communication Technology (MoICT) and National Information Technology Authority Uganda (NITA-U)

IMPLEMENTED 2019-2021

DESCRIPTION The StratICT project aims to strengthen ministries, central government agencies, and local authorities in Uganda's pursuit of a sound and sustainable ICT-related public policy. With a focus on the digital transformation of both the public sector and society at large, the project underpins the national development goals set out in strategies to deliver real value to the public through the strategic use of ICT. UNU-EGOV's action is organised based on 15 activities as listed below:

Phase 1: Inception: Task 1. Kick-off Meeting

Phase 2: Situation Analysis: Task 2. Desk Review; Task 3. Stakeholder Consultations; Task 4. International Benchmarking; Task 5. Gap Analysis

Phase 3: Design: Task 6. Visioning and Strategizing; Task 7. Designing the Architecture of the Envisioned ICT Function in Government

Phase 4: Development: Task 8. Developing recommendations for addressing existing gaps in the ICT Framework to be addressed through future consultancies; Task 9. Developing the Terms of References for the approved consultancies; Task 10. Developing the Local and International Collaboration Framework; Task 11. Developing of the Draft Strategy to Enhance and Sustain the ICT Function in the Government of Uganda; Task 12. Validating the Draft Strategy; Task 13. Developing of the Final Strategy

Phase 5: Support the Implementation; Task 14. Building the Human and Institutional Capacity at MoICT&NG and NITA-U to Implement the Strategy; Task 15. Developing a Roadmap for Operationalisation of the Strategy to Enhance and Sustain the ICT Function in the Government of Uganda.

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Digital Governance Strategy and Action Plan of São Tomé and Príncipe

CLIENT Government of São Tomé and Príncipe; The Institute of Innovation and Knowledge (INIC)

IMPLEMENTED 2019-2021

DESCRIPTION The report proposes a national strategy for digital governance that frames and integrates a set of digital transformation initiatives in the different sectors of governance to promote and improve the provision of digital public services focused on the needs and expectations of the citizens. In this way, nine thematic axes of digital services, accompanied by the suggestion of associated implementation measures, are listed based on an analysis of the country's reality and the review of best international practices: Health; Education; Fiscal and taxes area; Social protection; Environment; Tourism; Justice and Citizenship; Work and Employment; Agriculture, Livestock, and Fishing. In the second stage of the project, initiated after approval of the national strategy by the Parliament, UNU-EGOV is defining the Action Plan for the area of "Justice and Citizenship", which constitutes the first step for the implementation of the Strategy.

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Yesser Research Project: Saudi Ministry of Communications and Information Technology

CLIENT Ministry of Communications and Information Technology (MCIT), Yesser Programme Department (Saudi eGovernment Program); Kaizen Institute /Arrowad International Group

IMPLEMENTED 2019-2021

DESCRIPTION The objective of this project is to study the relevant and available literature and provide research findings that will help the Ministry of Communications and Information Technology (MCIT) to improve the online presence of key government entities and the usability and user-friendliness of digital service offers. The research will be accompanied by e-Government assessments and policy recommendations.

As part of the 3-year framework programme (2019-2021), UNU-EGOV and its KSA partner, the Kaizen Institute, will carry the following activities:

- Review and update the Yesser's Assessment Criteria (circa 300 criteria) for a more streamlined and usability focused framework.
- Review the online presence of 10 entities, including their Arabic and English language websites and eServices as per the updated Yesser Assessment Framework.
- Provide draft roadmaps for each of the ten entities and run ten full-day workshops to improve the online presence of the ten entities in the short and medium-term.
- State-of-the-art analysis of key KSA, international and selected country policy documents and academic literature.
- Assess the KSA Yesser strategies, action plans, governance and inter-government cooperation models and mark policy recommendations for short and medium-term improvements.
- Recommend and develop capacity development workshops related to key topics and trends related to the digital transformation of the public sector.
- Advise Yesser/MCIT on strategic eGov issues in the context of the eGov roadmap and action plans.
- Offer a forum for strategic discussions and the exchange of experiences with all parties involved.

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Public Service Quality Index Georgia: a good governance initiative

CLIENT Public Service Development Agency, Ministry of Justice
IMPLEMENTED 2019

DESCRIPTION UNU-EGOV provided consultancy services for elaborating the Public Service Quality Index Concept and Methodology. The UNU-EGOV's experts worked closely with a local counterpart, the beneficiary organisation, the Public Service Development Agency (PSDA) in the Ministry of Justice (MoJ). Activities included: two missions to Georgia to develop an international good practice report plus a policy report recommending a public service index framework for the Government of Georgia. The assignment included client meetings and interviews with over 30 civil servants representing a dozen government entities.

[+ info](#)

21

Measuring the Margins: a global framework for digital inclusion

CLIENT Digital Future Society
IMPLEMENTED 2019

DESCRIPTION While some preliminary work is underway, there is currently no agreed set of clear metrics or standards for the inclusiveness of digital technologies. This report should contribute to advancing preliminary research through a multi-stakeholder consultation, case study exploration and analysis to establish a basis of shared global understanding of digital inclusion metrics. The following research questions should be addressed: How should digital inclusion be measured? What kind of metrics already exist, and how might they be replicated to advance digital inclusion policy globally? Activities include explaining the multiple dimensions of the problem and clarify its scope, consider challenges and opportunities of informed and appropriate solutions in the form of case studies (policy frameworks, tools or initiatives with digital inclusion metrics in practice) from around the world, provide a set of detailed, actionable recommendations for policymakers, and develop recommendations action-oriented and directed to policymakers.

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Local e-Government in Portugal: good practices for government institutions' websites (IPIC)

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CLIENT Portuguese Agency for Administrative Modernisation (AMA)
IMPLEMENTED 2018-2020

DESCRIPTION This project aims at understanding local e-Government in Portugal from the perspective of the local government's web presence and the conditions and resources available in that regard. The objectives and expected outcomes of this project are as follows: 1) conduct the assessment of the websites of the 308 Portuguese local governments, following a careful revision of the methodology to be applied (considering that this is the tenth edition of a series of studies); 2) write and make publicly available the report with the results of the assessment, in which several rankings and analysis are provided; 3) prepare, design, and implement a questionnaire to be answered by the 308 Portuguese local governments about the function of Information and Technology; 4) develop and make publicly available the report with the results of the questionnaire; 5) prepare and make publicly available guidelines for the development and maintenance of websites for public institutions; 6) organise a series of workshops in different regions of the country to present and discuss guidelines and good practices for local governments' web presence.

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India – ICT enabled integration for Green Growth

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CLIENT World Bank Group
IMPLEMENTED 2017-2018

DESCRIPTION The main purpose of this project was to provide content for the Smart Cities Knowledge Portal (“Indian Cities for Green Growth” – www.icities4greengrowth.in) about global smart cities, government agencies, and smart solutions providers, while at the same time facilitating capacity building of Indian smart city stakeholders. Initially, this platform featured only Korean case studies and information, but the World Bank Group decided to expand the Knowledge Portal with case studies and best practices from multiple countries, turning it into a one-stop platform of knowledge resources for Indian smart city policy-makers, facilitating the establishment of partnerships between practitioners and knowledge providers from different contexts. 100 case studies were collected, created, organised, and added to the portal, building on the existing knowledge resources of UNU-EGOV. The content of these case studies showcases specific smart city policies, projects, and activities, as well as the implementation of solutions from multiple organisations in Europe and globally. The portal's content will be utilised as material for future training programmes that are currently being developed and tailored to the reality of the Indian Smart Cities and the needs of their practitioners. The structure of these courses was presented to Indian smart city stakeholders for their feedback during a 3-hour workshop in connection with the Smart Republic Conference in New Delhi, India.

Key Indicators for Measuring the Effectiveness of the Ministry of Justice

CLIENT Ministry of Justice of Portugal

IMPLEMENTED 2018

DESCRIPTION The project described the situation of Portugal in international rankings, studies and reports, and presented the strengths and weaknesses of the national Justice system. An extensive list of producers of indicators and of indicators for the assessment of Justice systems at international level was provided, as well as a detailed qualitative and quantitative analysis of the situation of Portugal, namely through the use of econometric analysis and structural equation modelling. Based on the results of the research, and considering how Portugal is performing at international level, a set of priority indicators was identified with a two-fold strategy: 1) in order to improve internally and therefore contribute for a better position of the country in a certain index or database; and 2) with the aim of emphasising for communication purposes and externally leveraging the position of Portugal in a group of indicators where it is performing positively. In addition, some recommendations were given, considering the implementation of well-grounded and evidence-based strategies, a short time horizon, and the optimisation of existing resources.

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Gov 3.0 Scientific foundations training and entrepreneurship activities in the domain of ICT-enabled governance

CLIENT European Commission

PARTNERS University of the Aegean, United Nations University, Universität für Weiterbildung Krems, SINGULAR LOGIC Cyprus Ltd., National E-Government Kompetenzzentrum, The Lisbon Council for Economic Competitiveness and Social Renewal, Agder University, and PricewaterhouseCoopers Business Solutions SA

IMPLEMENTED 2017-2020

DESCRIPTION The area of Electronic Government has up to now been tackling important problems for administrations and societies, such as service provision, automation in the public sector, interoperability and common standards, information systems, security and authentication, and legal issues. Moreover, researchers and practitioners have started to tackle Open and Collaborative Governance issues, such as Big, Open, Linked Data (BOLD) for Governments, opinion mining and sentiment analysis in Governance, and advanced interoperability infrastructures and systems. This project will go beyond the existing state-of-the-art in analysing developments from the public and private sector towards establishing the new, important scientific domain of Government 3.0 (ICT-enabled Governance).

Gov 3.0 will contribute to the development of ICT-enabled Governance by developing new methods for road mapping research priorities, new curricula for teaching at pre-graduate, post-graduate, and company executive levels, new approaches for fostering entrepreneurship attempts (e.g. Start-up companies based on Open Data) and a novel Massive Online Open Course that will be available and maintained during and after the implementation of the project.

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Oman.om Portal Review and Workshop

CLIENT Information Technology Authority of Oman

IMPLEMENTED 2016-2017

DESCRIPTION The project comprised expert evaluation and a workshop. Based on international best practices and future trends, the expert evaluation and workshop focused on past and present challenges for the www.oman.om and Omanuna portal team, including current strengths and weaknesses of the technical set-up, style-sheet, information architecture, content generation, e-Services, and contact details for relevant authorities (including the UNDESA eGovernment Readiness Survey criteria). Follow-up evaluation work was carried out for the Omanuna portal and six key government websites and their e-Services.

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Mobile Governance for Small Island Developing States

CLIENT Commonwealth Secretariat

PARTNERS Commonwealth Telecommunications Organisation and Vanuatu Office of the Government Information Officer

IMPLEMENTED 2014

DESCRIPTION Pacific island states suffer from a number of unique challenges in relation to geographical remoteness, population size, competence levels, economic growth, and single industry dependence. Based on in-depth analysis of relevant studies and literature, interviews with stakeholder and experts, the project developed a strategy knowledge base on e-Government, ICT-enabled public service delivery (with a focus on mobile platforms) and a practical toolkit for governments to modernize both the front-and back-office. A project spin-off was the development of a Strategy and Implementation Plan for Vanuatu.

28

Education System for Government Technology Leadership

CLIENT Ministry of Information and Communication Technologies of Colombia

PARTNERS UNDP – United Nations Development Programme

IMPLEMENTED 2015-2016

DESCRIPTION The project focused on building institutional capacity for education and peer-to-peer support to Government Chief Information Officers (GCIOs) in Colombia. Key activities comprised: designing a network of universities to deliver GCIO-related education programmes; designing education programmes to build and maintain GCIO-related competencies at different levels; defining, assessing, and recognising various education and career paths that lead to further development of GCIO competencies; and designing a peer-to-peer network for GCIO practitioners to share their experience and know-how.

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Digital Technology, Digital Media and the Regulation of Political Parties

CLIENT OECD – Organisation for Economic Co-operation and Development

IMPLEMENTED 2016

DESCRIPTION The project identified the role and impact of digital technologies and digital media on political parties. It also identified a number of existing international standards and current best practice use to actively engage with various target audiences. The project's findings feed into the revision of the OECD Guidelines on Political Party Regulations published in 2011.



Digital Transformation Agenda for the Republic of Armenia

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CLIENT Dada6 (funded by the European Union)

PARTNERS Centre for Strategic Initiatives, Digital Armenia Foundation, and Government of the Republic of Armenia

IMPLEMENTED 2017-2018

DESCRIPTION The project consisted of four parts: first, a “think digital” workshop for key Armenian stakeholders (public, private, and civil society), hosted by the Prime Minister and Deputy Prime Minister and the Centre for Strategic Initiatives (CSI); second, a brainstorming and consultation workshop in Yerevan in September; third, in close cooperation with CSI and Digital Armenian Foundation (DAF) and relevant stakeholders (including the cabinet office), development and drafting of the vision, strategy, initial list of initiatives, success criteria and key performance indicators for the Digital Transformation Agenda for the Republic of Armenia 2018-2030 (DTAA); fourth, capacity development and knowledge transfer on a train-the-trainer basis for the local beneficiaries (a team of 5-8 local civil servants). The objective of the project was to design an ambitious agenda for Armenia’s digital transformation, which would be aligned to the country’s development strategy.

The successful implementation of the digital transformation strategy should result in Armenia becoming a fully digitised country that is the centre of the regional digital economy, ready to digitise in the short and long-term, preparing education and training, and becoming a policy and innovation leader in the region.

The DTAA focuses on six pillars: **1)** Infrastructure; **2)** Public sector ICT use for efficiency and effectiveness; **3)** Productivity, innovation, and growth in key private sectors; **4)** Skills and capacity development; **5)** Cybersecurity; **6)** Governance, institutional frameworks, and intergovernmental cooperation.

[+ info](#)

Review and redesign of the CIO Training Course

CLIENT National eGovernance Division and UNDP, India
IMPLEMENTED 2016

DESCRIPTION This project involved the review and redesign of the national CIO (Chief Information Officer) training programmes in India. There was a particular focus on the international exposure component and field trip. The project included a redesign of the training programme's structure, an adjustment of the learning objectives, draft agendas, potential countries, and rationale for visits.

UNU-EGOV Government Fellowship Programme

PARTNERS multiple
IMPLEMENTED 2016 – present

DESCRIPTION As part of its core mission, UNU-EGOV runs a Government Fellowship Programme. It is essentially an internship and in-field training course with the aim of developing the competences of the Fellows through work in multi-disciplinary projects, including: carrying out policy-relevant research; translating research findings into relevant policy instruments; building capacity in localising and applying such instruments within and among governments, the UN system, and academic and other relevant organisations; building and maintaining research and policy networks to share the lessons learnt, foster mutual learning, and bridge research and policy worlds; monitor, evaluate, and disseminate the latest developments in the area. Government Fellows must be full-time civil servants within public administration, government or intergovernmental organisations, holding executive or professional responsibility for public sector technology, modernisation and innovation.

[+ info](#)



ICEGOV Conference Series

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CLIENT United Nations University

PARTNERS multiple

IMPLEMENTED 2007 – present

DESCRIPTION ICEGOV stands for International Conference on Theory and Practice of Electronic Governance. Established in 2007, the conference runs annually and is coordinated by UNU-EGOV. The series focuses on the use of technology to transform the working of government and its relationships with citizens, businesses, and other non-state actors in order to improve public governance and its contribution to public policy and development. ICEGOV brings together public and private sector practitioners, academia, and international organisations in a unique 3 to 4 day conference. Each edition of ICEGOV produced a significant volume of conference proceedings, published by the ACM Press, with more than 1,200 authors and almost 1,000 papers submitted to date. Since 2010, a special journal issue of Government Information Quarterly is published by Elsevier with selected papers from ICEGOV.

Past host countries include Macau SAR, China (2007), Cairo, Egypt (2008), Bogotá, Colombia (2009), Beijing, China (2010), Tallinn, Estonia (2011), Albany, USA (2012), Seoul, Republic of Korea (2013), Guimarães, Portugal (2014), Montevideo, Uruguay (2016), New Delhi, India (2017), Galway, Ireland (2018) and Melbourne, Australia (2019).

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