

ANNEX A - Innovative e-Government Practices from All Over the World*

Africa

Country	Service	Description	Who Benefits	Impact
Egypt	Public Access Points	Telecentres that have Internet access, equipped with 10 computers and offers training in a variety of IT-related fields were set up in urban and rural areas of Egypt.	Egyptians without private access to Internet, based in rural areas, children with the establishment of a computer club.	Women and youth empowerment, bridging the digital divide between rural and urban communities
Ethiopia	Adaptive Technology Centre for the Blind	A computer training centre for the blind. Provides training, equipment and software for the visually impaired through the use of Braille technology.	500,000 blind people have access to ICTs through an information resource centre.	The computer centre aided the visually impaired to develop new skills. Improvements on Braille Technology. Internet was opened up to the blind market of Ethiopia.
	CyberEthiopia Initiative	The organization's website offers information relevant to Ethiopians, fosters dialogue and knowledge sharing through e-forums and provides e-services.	Ethiopians.	The use of Amharic language in the web enabling full participation from Ethiopians. Has set an example for other African countries to adapt their own languages and alphabets to the Web.
	Aid Management Platform	An information sharing tool that allows government of developing countries to streamline the handling of international aid, provides a virtual workspace where governments and their donors can share aid info.	Government of Ethiopia (on handling international aid).	Increase in transparency, reduced administrative burden, closer coordination with donors.
Ghana	Health net project	A research centre that has a large database containing the names, ages, illnesses and other related information that is helpful for health care; a digital map to track the information and educate the population; a computer map that shows where planning is being practiced.	Children, citizens in Northern Ghana.	Reduced malaria deaths among children. Better communications and information exchange through computers and modems. Identification of high risk areas that could be avoided to save lives through digital mapping.
	e-Commerce for Non-Traditional Exports	Installation of computers in two districts and has trained farmers and traders in keeping farm records in simple database on the computer at the centre. Relevant information from the database are hosted on the Internet by project staff.	Farmers and traders.	Provides efficient promotion and increased market access. Improved negotiation between small and medium scale producers and traders.
Kenya	AfriAfra: The African Network for Health Knowledge and Management and Communication	A small coordinating hub that disseminates information via e-mail, printed material, diskettes, CD-ROM to seven field centres being used by the communities.	Rural and marginalized Kenyan communities.	Improved communication of health information and has demonstrated practical methods of applying ICTs in rural Kenyan communities.
Mozambique	GovNet (Government Electronic Networking)	Establishment of a government electronic network to stimulate more efficient communication and efficient info-sharing within and between government agencies.	Citizens.	Effectiveness of government operations, improved service delivery, strengthened policy formulation, promoting good governance, combating corruption.
Nigeria	Nigeria Working Group on Globalization, Trade and Sustainable Development	A platform for articulating inputs of Civil Organizations into the Nigerian trade arenas. Establishment of the TSD-Nigeria website.	Civil Society Stakeholders.	Improved communication between the government and civil society through the website.

* Culled from Compendium of Innovative e-Government Practices. United Nations, Department of Economic and Social Affairs. New York. 2005.

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South Africa	Cape Gateway Portal	A government portal that has a structured data model and a content management system to provide efficient service to the citizens.	Citizens.	Increased transparency of government departments, convenience for the citizens, 24/7 portal, simplicity of use, empowerment of the citizens.
Tunisia	Maghrebmed Portal	A one-stop portal of online information about health, medicine and dental care.	Health professionals, public.	Enhanced medical care in the country. Thermal health was promoted to the tourists.
	Virtual University of Tunis	Provides open distance education using multimedia technologies at all educational levels, involved in development of ICTs in Tunisia.	Young professionals, students.	Improved quality of education and enhanced academic skills of Tunisians.
Uganda	SATELLIFE Personal Digital Assistants	The use of personal digital assistants (PDAs) in field surveys by medical practitioners and students.	Health professionals.	Improved health care and reduced costs at the same. Digital divide between health practitioners was addressed through the use of PDAs.
	Telecentre Manager Software	A software package that can generate an auto registration report and an auto daily user report from the user's identification number. Used for managing telecentre business.	Managers at telecentres.	Efficiency in tracking the users' activities in telecentres.
	Documenting Women's Experiences in Situations of Armed Conflict	This project targeted areas that have or are experiencing armed conflict in Uganda. It was accomplished with the full participation of women war survivors and local leaders using appropriate ICT tools.	Women.	Increased awareness on the effects of conflict and the need for peace. The documentaries were used by lobbyist for peace building purposes.
Regional-Africa	APC-Africa-Women	A network of organizations that work to empower African women's organizations to access and use ICTs to promote equality and development. The programme provides information to women about gender and ICTs, conducts research on gender and ICTs and delivers training to women.	African women.	Empowerment of African women through access to ICTs, training, research and information in the field of ICT.
	Multipurpose Community Telecentre Network	The project set up 100 telecentres, developed links with educators and shared their facilities to train users in computer literacy, use of computer applications, Internet and email. The telecentre also provides public telephone, fax, and Internet connectivity.	African women, citizenry.	100 multipurpose telecentres were established in more than 20 countries, created employment opportunities for women as they are the owners and managers of telecentres; provided affordable and easy access of information and telecommunications in the communities.
Regional - Africa	African Online Digital Library	Through the Greenstone's Library software, the project generated 1,300 localized documents (on agriculture, history, science and technology, and government) bundled in 2,000 CD ROMS to be distributed to the marginalized sector. Computers and printers were also provided to educate the public.	Marginalized segments of society.	Availability of public information that can improve their socio-economic positions, and enable participation of the people in the global information society.
	Global e-Schools and Communities Initiative	Established by UN ICT Task Force to facilitate and support ICT4E initiatives and the development of national plans in developing countries.	Citizenry (32 schools, 1,920 teachers, 30,000 students).	Improved education, community empowerment, socio-economic growth, and created Internet-enabled schools in Uganda.

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	High-Tech Weather Services Network	A pilot project of the World Meteorological Organization that seeks to use the network of ham (amateur) radio operators to improve the reporting of meteorological observations to the national meteorological centres in the region.	Citizens, particularly farmers.	Improved quality and quantity of surface observations relating to weather forecasts and climate predictions in Africa region.
Regional-East, West, Southern and Central Africa	Crossing Borders Initiative	A cross-cultural distance learning centre scheme linking young African writers with experienced UK mentors in developing their work through e-mail tutorials.	African writers.	Improved skills of African writers, enhanced their writing prowess. Created a dialogue between Africa and the English-speaking world.
Regional-Sub-Saharan Africa	Acacia Initiative: Communities and the Information Society in Africa	An integrated programme of research and development plus demonstration projects to address issues as applications relating to community needs, infrastructure and policy in the Sub-Saharan African communities.	People in Mozambique, Senegal, South Africa and Uganda.	Increased number of schools with Internet connection in South Africa; in Mozambique, jobs and education were provided by telecentres, number of tourists also increased from the use of the Internet; in Senegal, up-to-date health information was provided; and economic empowerment of women.
Regional-Sub-Saharan Africa	Mapping Malaria Risk in Africa (MARA)	A massive information collection and database project plus malaria research. Provided the first continental maps of malaria distribution and the first-evidence based burden of disease estimates	African researchers, Africans.	Through the use of GIS, MARA has made steps in geographical modelling of malaria. Enabled African researchers to access accurate information efficiently through the developed CD-ROM.
Regional-Middle East and North Africa (MENA)	Virtual Souk	An Internet-based marketplace that provides direct access to international markets for artisans from the MENA region.	Artisans.	Created opportunities for small-scale artisans to go for international markets. Empowerment of local artisans and NGOs through training and access to IT.

Asia and the Pacific

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Australia	Information Management Initiative	Information access (and sharing).	Government agencies, citizens.	Public sector is more reliable and efficient. Agencies are linked together in an integrated network, making transactions easier and more efficient through the use of open source technology.
	Brisbane City Council Green Home	Sustainable development.	Administrations, citizens.	The product can be used to create more efficient and environmental friendly buildings and houses. The users designing skills were also sharpened.
Bahrain	Bahrain eVisa System	Security.	Individuals who intend to visit the country, residents of Bahrain looking for multiple re-entry visas.	Acquisition of visa is much faster and easier. Processing of visa requires no human intervention. The process is transparent, efficient, and cost effective.
Bangladesh	Electronic Birth Registration Information System	Citizen's service delivery.	Citizens.	The system eliminated duplication and redundancy from birth/registration records through the centralized storage data. Error rates have also been reduced. Registration and immunization rates have increased.

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China	Tianfu Agriculture Information Network	Information access.	Minority groups in Western China, 3 million farmers.	The network helps farmers access relevant information such as agricultural weather messages, farm-produce supply information and status of demand. A call centre and hotline support was also set up to bridge the gap between people in poor areas and the rest of the world.
	Information Network for the Dissemination of Agricultural Technology	Information access (and sharing).	Farmers.	Used for selling products and attracting investment. Farmers were given access to agricultural information through information centres and its website.
India	Web-based Blood Bank Management System	Health.	Citizens, Department of Health and Family Welfare.	Registration of donors can be done even at home with its online registration, the Department can collect information regarding various blood groups. Updates on blood donation camps can also be received by the citizens.
	Computerized Bus Pass System	Citizens' service delivery.	Bus commuters, Delhi Transport Corporation.	Time in the issuance and renewal of bus passes was reduced, increasing convenience and commuter satisfaction. Possibility of fake and duplicate passes was also reduced. The Corporation also experienced considerable savings in salaries.
	Management Information System for Education	Education.	986 public schools.	Improved efficiency, rapid retrieval of information for efficient policy-making. Updates on employee and school database are also done efficiently.
	Public Distribution Management Systems	Citizens' service delivery.	Public.	Improved management of public distribution systems. Error-free ration cards can be prepared and distributed. All databases can be generated through LAN.
India	Tender Notice Information System	e-Procurement.	Department of Administrative Reforms, citizens.	Easy access, online availability and listing of tender notices by category and department have improved efficiency and benefited the citizens. More competitive prices were also received by the Department as they are published widely on the Internet.
	Gyandoot: Community-Owned Rural Intranet Kiosks	Information access (and sharing).	Farmers, marginalized tribal citizens.	Farmers have more access to market rates. Awareness of computers and IT has increased in rural areas.
Japan	e-Japan Strategy (e-government)	Government portal.	Citizens.	96% of the targeted national procedures could be conducted and completed online.
Korea	Cyber Policy Forum	e-Participation.	Public, youth, government.	Public awareness was raised. Through online discussion, communication between the public and the government improved. Government officials also benefited as time and cost to formulate policies are reduced.
	Government for Citizen Civic Service Innovation System	Government portal, citizens' service delivery.	Citizens, government (A single service window now provides information on all government offices).	Efficiency and transparency in the civic service. Administrative savings as government documents that the citizens must obtain was reduced, and as government offices now share information.

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	Public Procurement Service	e-Procurement.	30,000 public institutions (the service was reorganized from an administration-centred one to customer-oriented one).	Improved efficiency of procurement operations, potential irregularities were prevented, and costs were reduced by 300 billion won a year. Corruption was rooted out.
	Online Procedures Enhancement for Civil Applications	e-Democracy, information access.	Citizens (the system was recognized as good practice at the 9 th International Anti-Corruption Conference in 1999).	Greater transparency of service. Minimized the potential for collusion and municipal bureaucracy. Enabled real-time monitoring of the progress of an application for a permit or license.
New Zealand	Early Childhood Development Website	Information access (and sharing).	Parents, early childhood centres, playgroups, wider community.	Advice, support and information about early childhood and parenting to parents were provided by the website. Cost of contents is reduced as they are shared online.
	Upper Hutt City Council Website	Information access (and sharing).	Upper Hutt residents, The Council.	Services of the council are brought together in the website that has resulted in greater convenience to Upper Hutt residents. Property records and information can be downloaded from the website using XPLOER technology.
Singapore	Car Park Portal	Citizen's service delivery.	Motorists.	Increased customer convenience. Motorists can apply for and renew their season parking tickets online. They can also pay for their offenses online.
	e-Consultation module	e-Participation.	Urban Redevelopment Authority (URA), citizens.	Through the websites, citizens and industry partners can participate in the physical planning of Singapore. Various visions and plans are published online for understanding and consultation.
	Electronic Development Application Module	Citizen's service delivery.	URA, citizens.	URA is among the first planning agencies of the world to use the Internet to offer an e-submission platform for development application proposals on a nation-wide scale. Applications were also processed electronically at the back end. This has resulted in manpower savings for URA. Convenience and cost savings and greater efficiency were experienced by the customers.
	Home Office Scheme	e-Commerce.	URA, entrepreneurs.	3,000 home businesses have been set up in 2003 offering web design, IT consultancies, real estate services, etc. due to the lower registration costs, flexibility of applying from their homes offered by the e-service.
	Online Application System for Integrated Services	Citizens' service delivery, e-commerce.	Government agencies, businesses.	Enabled citizens to apply online for 69 licenses from 19 agencies. Updates, renewal and termination can also be done online via the same portal.
	Real Estate Information System	Information access.	URA, public.	One of the first online real estate portals provided by a government in Asia. The Government of Thailand has signed a memorandum with URA to adopt some of the good practices and implement it in Thailand. Flash estimates of property price index are provided online.

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Solomon Islands	People First Network	Information access and sharing.	Residents of Honiara, social groups.	Through the Internet café established in Honiara, residents can browse the web for information. It has facilitated point-to-point communication to and from the remote provinces of the Solomon Islands using affordable, sustainable and appropriate technology.