

UNeGov.net - From Community Building To Capacity Development

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Concept – Community of Practice (and Learning)

A group of people who share a concern, a set of problems, or a passion about a topic, and who deepen their knowledge and expertise by interacting on an ongoing basis.

ATTRIBUTES

- *Purpose*
- *Place*
- *Platform*
- *Population*
- *Profit*

STAGES

- 1) *Inquiry* - identify audience, goals and vision of the community
- 2) *Design* - define activities/roles to support community's goals
- 3) *Prototype* - pilot the community with selected stakeholders
- 4) *Launch* - roll out the community to a broader audience
- 5) *Grow* - encourage participation and engagement in activities
- 6) *Sustain* - cultivate and assess the created knowledge

Theme – Electronic Governance

Electronic Governance – Technology-enabled transformation of government organizations and their relationships with citizens, businesses and other arms of government.

REASONS

- To be responsive to social change
- To address public concerns
- To deliver effective programs
- To manage public funds efficiently
- To implement good governance
- To build engage citizens
- To create public value

DIMENSIONS

- Processes – Reengineering business processes
- Technology – Connecting agencies together
- Policies – Adapting policies/laws to digital world
- People – Agile, well-trained public workforce

RISKS

- Over-reliance on technology
- Inadequate public consultation
- Insufficient collaboration in government
- Lack of emphasis on building human capacity
- Absence internal ownership, vision or strategy
- Poor management and lack of business case

Example – UNeGov.net Facts

TITLE	UNeGov.net - Community of Practice for Electronic Governance		
AIM	Developing, sharing and applying concrete solutions for Electronic Governance through research, development and community-wide collaboration, with emphasis on the needs of transition and developing countries.		
FACTS	<p>Activities</p> <ol style="list-style-type: none"> 1) Workshops 2) Schools 3) Conference 4) Projects 5) Portal 6) Reports 7) Surveys 8) Curriculum 9) Practice 	<p>Figures</p> <ul style="list-style-type: none"> ○ 16 Workshops ○ 20 Schools ○ 3 Conferences ○ 17 +12 Countries ○ 4665 Participants ○ 700 Members ○ 50 Countries 	<p>Members</p> <ul style="list-style-type: none"> ○ Experts <ul style="list-style-type: none"> – Information Technology – Public Administration – Information Society ○ Practitioners <ul style="list-style-type: none"> – Technology Managers – Change Managers – Chief Information Officers – Decision Makers – Solution Providers – Educators and Researchers



Example – UNeGov.net Highlights



Abuja, Nigeria, July 2006



Kathmandu, Nepal, February 2007



Ulan Bator, Mongolia, December 2006



Pyongyang, North Korea, Nov. 2007



Bishkek, Kyrgyzstan, May 2008



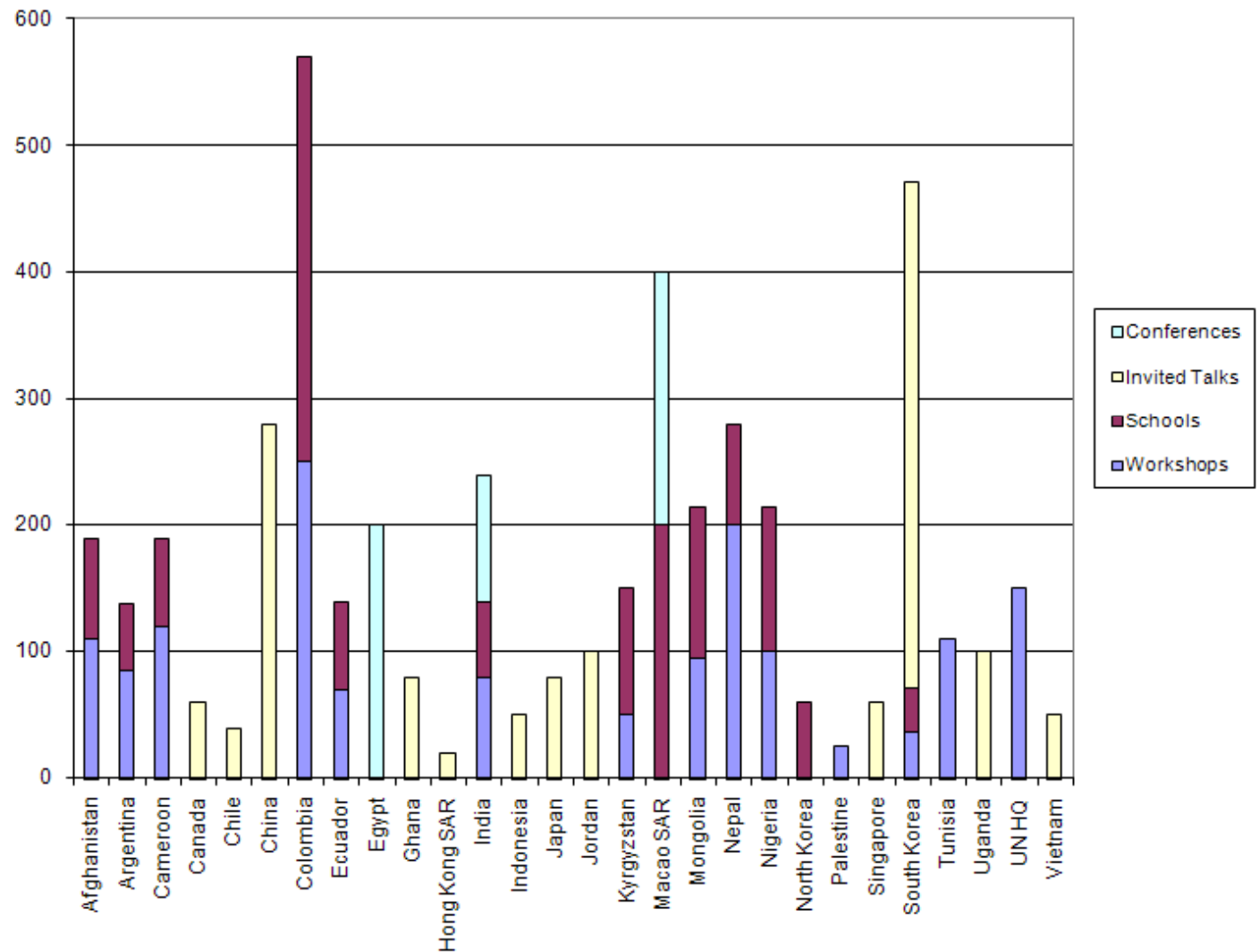
Loja, Ecuador, September 2008

From Community Building to Capacity Development

- 1 User Base
- 2 Ready Courseware
- 3 Member Contributions
- 4 Multi-Stakeholder Interactions
- 5 Participatory Learning

Case 1 – User Base

A large group of potential recipients and/or contributors to focused capacity development activities.



Case 2 – Ready Courseware

A rich portfolio of courses for different groups of stakeholders:

- Government Leaders
- Change Managers
- Technology Mangers
- IT Specialists

1	Introducing e-Government
2	Strategic Planning for e-Government
3	Technologies for e-Government
4	Managing Organizational Change
5	Managing IT Environment
6	Best Practices for e-Government
7	Collaboration for e-Government
8	Web Services for e-Government
9	Semantic Interoperability for e-Government
10	E-Government Through Public-Private Partnerships
11	Multi-Channel Delivery of Public Services
12	Workflow and Business Process Reengineering
13	Measuring Progress for e-Government, etc.

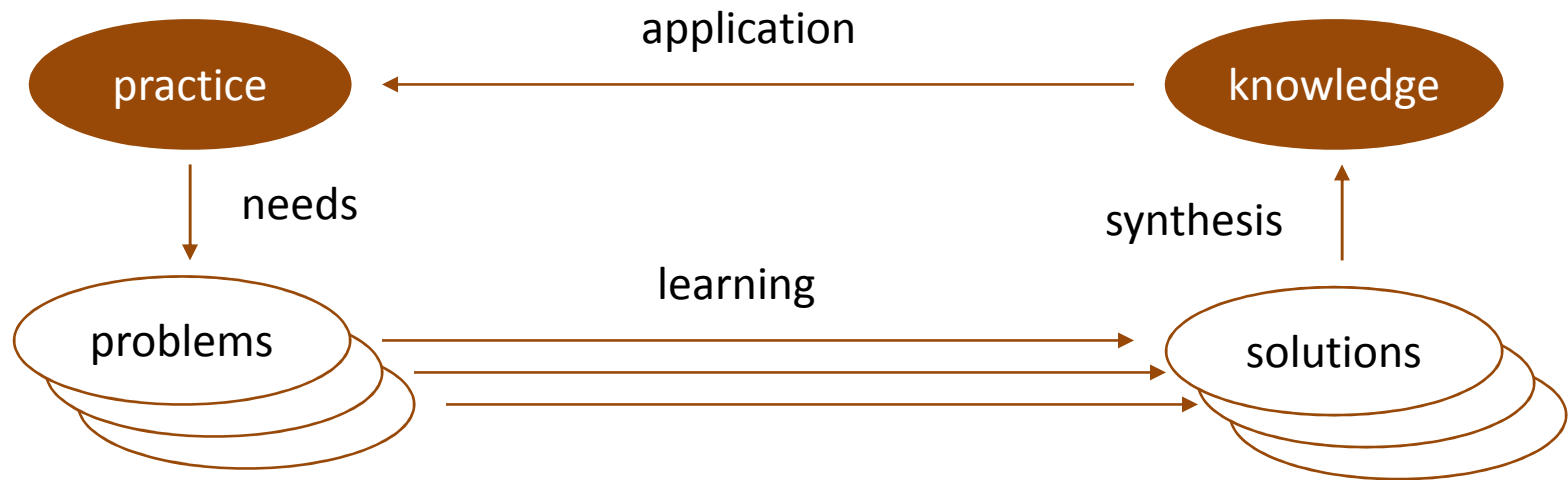
Case 3 – Member Contributions

Engaging members of the community.

- 1 Localization of courses
- 2 Translation of courses – Spanish, Russian, Arabic
- 3 Organization of workshops, schools and conferences
- 4 Presentation of projects, experiences and lessons learnt

Case 4 – Participatory Learning

From	Concrete problems raised by practitioners
Through	Cooperative problem solving, jointly by practitioners and experts
To	Best practices and advancing the field, by experts
Therefore	Helping to tackle new problems, etc.

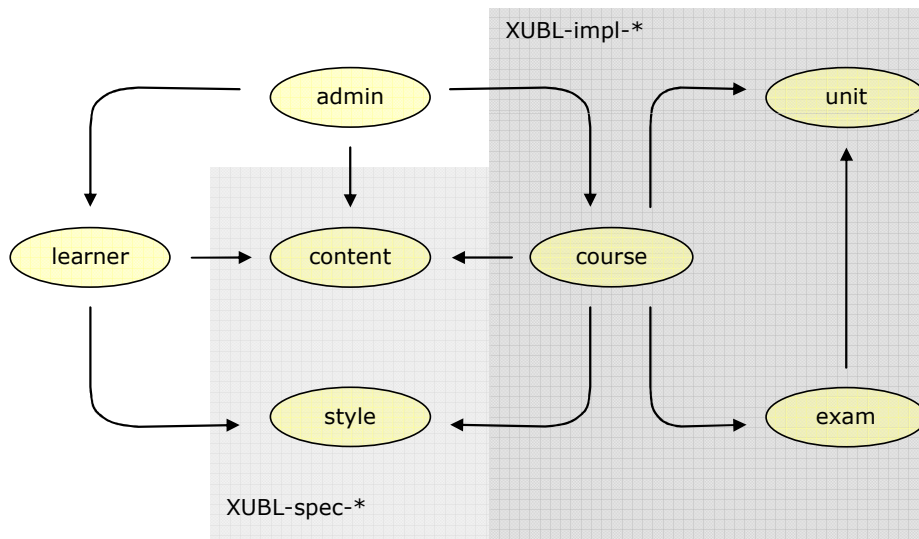


The process cuts across geographic, thematic and sectoral borders.

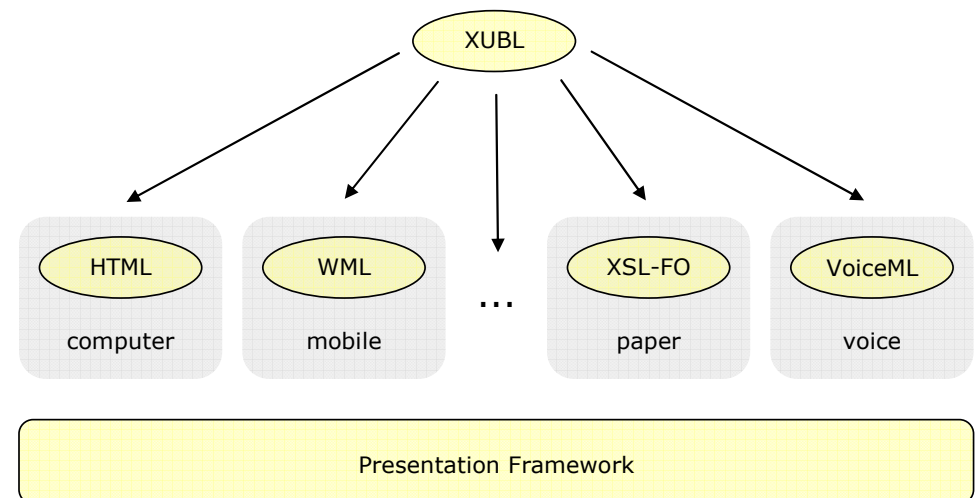
Case 5 – Multi-Channel Delivery

Lightweight Ubiquitous Learning – Technical solution to rigorously prepare learning content and deliver it over multiple electronic and traditional channels.

Family of Languages



Learning Delivery Environment



Replicability

A general framework for Communities of Practice?

1	Clear mission and objectives
2	A well-defined framework of activities
3	Each activity fulfills particular objectives
4	Thematic areas are developed to direct activities on needs
5	Members belong to one or more theme-related working groups
6	Community growth comprise member/activity/theme enlargement
7	Online and off-line activities all take place, supported by socio-technical infrastructures
8	The underlying knowledge repository is maintained/developed
9	Knowledge is created, processed and disseminated through all activities, online and off-line