Regional Training Workshop in Asia and the Pacific: Sustainable Development and Disaster Risk Management Using E-Government

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E-Government for Disaster Risk Management

Keping Yao
United Nations Project Office on Governance
Division for Public Administration and Development Management
United Nations Department of Economic and Social Affairs
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“Sustainable development emphasizes a holistic, equitable and far-sighted approach in decision-making at all levels. It rests on integration and a balanced consideration of social, economic and environmental goals and objectives in both public and private decision-making. It emphasizes intra-generational and intergenerational equity” (E/2013/69, para. 6)
Eradication of Poverty

Critical Role of Good Governance and Effective Institutions in the Context of the Post 2015 Development Agenda

Well-Being for All

Three Dimensions of Sustainable Development

Economic Development

Environmental Sustainability

Social Development

Smart Governance, including transparent, effective and accountable institutions, are essential building block for the achievement of sustainable development
Critical Role of Good Governance and Effective Institutions in the Context of the Post 2015 Development Agenda

This means that there are great expectations for governments to be effective, transparent, accountable and not corrupt.

"People should have a say on what the government’s priorities should be, and confidence that they will implement those priorities competently. Governments should agree and implement standards for making information available to all people on how public money is spent"
1. Adopted at the Third World Conference on Disaster Risk Reduction, held from 14 to 18 March 2015 in Sendai, Miyagi, Japan (as negotiated as of 28 January 2015):

2. Expected outcome of the Framework over the next 15 years: the substantial reduction of disaster [risk and] losses in lives, livelihoods and health and in the economic, physical, social, cultural and environmental assets of persons, businesses, communities and countries.

3. To attain the expected outcome, the following goal should be pursued: Prevent new and reduce existing disaster risk through the implementation of integrated and inclusive economic, structural [and non-structural], legal, social, health, cultural, educational, environmental, technological, political and institutional measures that prevent and reduce hazard exposure and vulnerability to disaster, increase preparedness for response and recovery, and thus strengthen resilience.

4. The Hyogo Framework for Action since 2005: Progress and challenges

5. Priorities for action
Post-2015 Framework for Disaster Risk Reduction

Risk governance: in search of the missing paradigm

Progress in HFA implementation 2007-2013
Post-2015 Framework for Disaster Risk Reduction

Common Challenges

1. OWNERSHIP / LEADERSHIP
2. PARTICIPATION
3. COMMUNICATION
4. CAPACITY
5. ACCOUNTABILITY
Post-2015 Framework for Disaster Risk Reduction

Four Priorities for action:

1. Understanding disaster risk;

2. Strengthening governance/institutional arrangements/organizational, legal and policy frameworks to manage disaster risk;

3. Investing in disaster risk reduction for resilience;

4. Enhancing disaster preparedness for effective response, and to “Build Back Better” in recovery, rehabilitation and reconstruction.
Why Smart Governance for DRM?

As knowledge networks increase in scope and range, social media reshapes the way people communicate; information is readily available 24/7 and development challenges (including economic, social and environmental) are increasingly inter-twined and complex.

What kind of governance can allow for more sustainable solutions?

“SMART Governance”

Governments that are succeeding in tackling complex issues are those that are engaged in finding new ways to effectively create public value through innovative, effective, inclusive, collaborative, open and citizen-oriented service delivery and public policy decision-making leveraging the potential of modern technologies.

This approach requires a transformation of government’s role, leadership capacities, functions, institutional frameworks and processes.
Main Pillars of Smart Governance

1) Collaborative Leadership and Shared Vision

2) Integration and Coordination through Whole-of-Government Approaches

3) Citizen Engagement, Collaboration and Co-creation of Public Value

4) Innovative public-private Partnerships

5) Digital Connectivity, Open Data and Use of Analytics

6) Innovation for sustainable development
Collaborative leadership is the capacity of leaders to work across organizational boundaries to inspire, engage and motivate people and teams to work together in pursuit of common goals. It is considered as one of essential components to realize the transformation of government. Also, a shared vision needs to be aligned with appropriate leadership capacities, institutional frameworks, processes, resources and infrastructure.
Integration and Coordination through W-O-G Approaches

- Increased effectiveness of government’s responses—More effective and coordinated policy responses to complex issues;
- Enhanced efficiency by reducing duplications of processes and procedures in programme management, and simplifying service delivery;
- Better service delivery by integrating services and thereby saving time and resources, and increasing citizens’ trust in government.

Innovative Practices

**FRANCE**
www.service-public.fr

**ABU DHABI, UAE**
Abu Dhabi Government Contact Centre

**KOREA**
Digital Budget and Accounting System (DBAS)
In 2014, for the first time, all 193 UN Member States had national websites.

At the regional level, Europe continued to lead followed by the Americas, Asia, Oceania and Africa.

Effective regional cooperation will help support change programs and advance e-government development (Examples: European Union, African Union’s Programme for Infrastructure Development)

Almost 43% of United Nations Member States today provide information about their CIO for e-government. 73 Countries offered a “One-Stop-Shop” portal in 2014.
Citizen Engagement, Collaboration and Co-creation of Public Value

There are different levels of citizen participation in service delivery, citizen’s own service production being the highest level of citizen engagement. Citizens can be informed of a service; can be consulted about specific aspects of a service, can be asked to take part in the decisions about the type of services needed by the community and can be empowered to take the lead in the delivery of services.

Innovative Practices

Citizens as agents of change

Crowdsourcing
- FixMyStreet (UK)
- Aircraft noise registration system (Netherlands)
- Checkmyschool.org (Philippines)

Crowdfunding
- KIVA
- Grameen Foundation

Challenge Gov
- United States
- Singapore

Hackathons
- Uniked Kingdom
- United States Congress
Citizen Engagement, Collaboration and Co-creation of Public Value

**e-Information:** 104 countries provide archived information about the sectors assessed.

**e-Consultation:** 49% of countries provide a facility for feedback regarding the improvement of their online services.

**e-Decision Making:** 75 Member States place their e-participation policy online.

Today 118 countries use some form of social media.

Between 2012 and 2014, the number of countries offering mobile apps and mobile portals doubled to nearly 50 countries.
Innovative Public-Private Partnerships

- PPPs are defined as an innovative organizational and financial solution that emerges from cooperation between the public and the private sector with a view to supplementing the government's public response to growing social needs in a specific sector, country or region.

- The first step in such an innovative transformation is the creation of a city-wide strategy that allows leaders to view their cities as an interdependent system of systems, and to assess ways in which ICT can be used to improve them all.

Innovative Practices

- e-Mitra (India)
- Eastern African Submarine Cable System (EASSy)
- Estonia Rural Connectivity
- Egypt Smart Village

Digital Connectivity, Open Data, Big Data and Use of Analytics

“…limited knowledge hampers progress towards inclusive growth and employment creation, and technological progress for sustainable development.”

- Realizing the Future We Want for All

Innovative Practices

**Boston About Results (BAR), Boston, United States**
the City's performance management program that uses performance measurement and data analytics to develop strategies

**People's Republic of China**
- Chinese Government Public Information Online portal
- National Bureau of Statistics of China
- Data Shanghai and Data Beijing

**Agency for Public Management and eGovernment, Norway**
- e-ID
- Offentlig Elektronisk Postjournal (centralized platform to search and request documents)
An estimated **1.1 billion households worldwide** are still not yet connected to the Internet.

**Digital divide**: In 2014, 40% of national portals allowed for flexible font size.

Only 46 countries have taken the next step and established dedicated portals for data sharing.
Digital Connectivity, Open Data, Big Data and Use of Analytics

1. Resilient cloud computing for business continuity
2. Disaster prevention and preparedness using big data
3. Disaster response using big data
4. Disaster recovery using big data
“Successful innovation is the creation and implementation of new processes, products, services and methods of delivery which result in significant improvements in outcomes efficiency, effectiveness or quality” (Albury & Mulgan, 2003)

**Innovation is required to:**
- provide better and more inclusive services;
- engage civil society and the private sector in development efforts;
- promote openness and accountability; and
- promote more inclusive societies.

**Provision of customized services** creating the conditions for wealth creation and employment.

**SMART GOVERNANCE**
- Innovation
- Digital Connectivity
- Partnership
- Collaboration
- Integration
- Shared Vision
Why smart governance so important for DRM and sustainable development

• All governments are faced with a set of complex, multi-faceted and interdependent challenges when conducting DRM;

• Challenges in DRM and sustainable development are such that no single actor—let alone single government or single ministry—can effectively deal with them on their own;

• Effective collaboration among agencies across all levels of government is essential, as it is with non-governmental actors, to ensure good governance and good development outcomes;

• Collaborative governance, underpinned by a well-functioning public administration, is crucial to DRM and sustainable development;

• E-government and innovation can provide significant opportunities to transform public administration into an instrument of sustainable development.
Innovative country practices

- Denmark’s Mobile Alert Systems;

- Malaysia using SMS for notifying citizens of limited drinking water supplies; UK and US using SMS for alerting flood dangers and China using SMS for typhoon dangers;

- US FEMA using social media for hurricane Sandy;

- The Philippines government started a flagship project called Nationwide Operational Assessment of Hazards (NOAH) in June 2012;

- Japan: information analysis, open data analysis simulation, most advanced earthquake early warning system

- I-SAHANA Project.
**Policy recommendation**

- Collaborative governance – both vertical and horizontal integration, W-o-G approach to DRM

- Smart governance – innovation using big data and data analytics for DRM;

- Sustained investment in infrastructure to strengthen resilience;

- International partnership.
Thank you

yaok@un.org