

The 3rd WeGO General Assembly 2014

“Engaging Citizens: Open, Sharing, and Collaborative Cities”

November 3-6, 2014
Chengdu, China



Group Photo of Head of Delegations

Organizer



Host City



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Thank You for Your Valuable Contribution!

The World e-Governments Organization of Cities and Local Governments (WeGO) extends a deep appreciation to all participants and the dynamic city of Chengdu for making the 3rd WeGO General Assembly a great success!

The 3rd WeGO General Assembly was possible, only with the excellent organization and the generosity of the host city, as a truly outstanding event with over 250 leaders, practitioners and speakers from 63 cities around the world. With the valuable participation of all guests, we have shared the common goal of pursuing sustainable urban future through e-Government.

In turn, we hope all participants found the General Assembly programs effective and rewarding, and enjoyed the stay at the wonderful host city of Chengdu.

The WeGO Secretariat has no doubt that the 3rd WeGO General Assembly opened up new opportunities for closer interactions between local and regional leaders, decision makers and practitioners in e-Governance to build open, sharing and collaborative cities.

In this report, you will find a recap of the highlights and the significant outcomes we have achieved together at the General Assembly.

We look forward to partnering with all of you to promote good e-Governance and bridge the digital divide across the globe!

WeGO Secretariat

General Assembly Highlights

Almost **300** Participants from **63** Cities Worldwide ...
with **30** Mayoral & Vice Mayoral Delegations

The 3rd WeGO General Assembly gathered a great turnout of high-profile city leaders including 16 Mayors and Governors as well as 14 Vice Mayors and Vice Governors from around the world. The 30 Mayoral and Vice Mayoral delegations represented the global leadership's keen interest in building open communities through the advancement of e-Government.

Overall, delegations from 63 cities from more than 30 countries - 30 Full WeGO Members, 14 Associate WeGO Members, and 19 Non-Members - participated in the 3rd WeGO General Assembly. In addition to this active engagement of cities worldwide, 25 organizations and partners of WeGO from across the globe also joined the Assembly, creating a profound international platform that marked approximately 300 participants exchanging ideas on e-Government.



Scene of the General Assembly Session
November 5, 2014
Sichuan Hall, Jinjiang Hotel

List of Participant Cities at the 3rd WeGO General Assembly 2014

1. Addis Ababa (Ethiopia)
2. Agra (India)
3. Amsterdam (Netherlands)
4. Ankara (Turkey)
5. Baku (Azerbaijan)
6. Bandung (Indonesia)
7. Bangalore (India)
8. Baubau (Indonesia)
9. Beijing (China)
10. Beyoglu Municipality (Turkey)
11. Bucharest (Romania)
12. Changsha (China)
13. Chengdu (China)
14. Da Nang (Vietnam)
15. Dharan Municipality (Nepal)
16. Elkhawi Locality (Sudan)
17. Frankfurt (Germany)
18. Gadarif City (Sudan)
19. Gadarif State (Sudan)
20. Gazira State (Sudan)
21. Gimpo City (South Korea)
22. Hanoi (Vietnam)
23. Hebron (Palestine)
24. Helsinki (Finland)
25. Hong Kong Special Administrative Region (China)
26. Istanbul (Turkey)
27. Jakarta (Indonesia)
28. Kathmandu (Nepal)
29. Khartoum East Locality (Sudan)
30. Khartoum State (Sudan)
31. Luanda (Angola)
32. Maputo (Mozambique)
33. Moscow (Russia)
34. Muscat (Oman)
35. Nairobi (Kenya)
36. Ningbo (China)
37. Omsk (Russia)
38. Pittsburgh (U.S.A.)
39. Pokhara (Nepal)
40. Porto Alegre Municipality (Brazil)
41. Provincial Government of Kepulauan Riau (Indonesia)
42. Quezon (Philippines)
43. Rajshahi City Corporation (Bangladesh)
44. Riyadh Region Municipality (Saudi Arabia)
45. San Fernando, La Union (Philippines)
46. Sao Paulo (Brazil)
47. Seberang Perai (Malaysia)
48. Sennar State (Sudan)
49. Seoul (South Korea)
50. Shandong Province (China)
51. Singapore
52. Songpa-gu (South Korea)
53. South Gezeera Locality (Sudan)
54. Sri Jayawardenapura Kotte (Sri Lanka)
55. Tallinn (Estonia)
56. Tel Aviv (Israel)
57. Tunis (Tunisia)
58. Ulaanbaatar (Mongolia)
59. Ulyanovsk region (Russia)
60. Umelgoura Locality (Sudan)
61. Vientiane (Laos)
62. Yakutsk (Russia)
63. Zhejiang Province (China)

List of Participant Organizations at the 3rd WeGO General Assembly 2014

1. Acuitas Gov
2. Association of Indonesian Municipalities (APEKSI)
3. Chengdu Xinzheng E-Government Operation Service CO. LTD.
4. Cidade Democratica
5. City Development Initiative for Asia
6. Consulate General of the Republic of Korea (Chengdu)
7. Council for International Peoples Friendship
8. Deutsche Gesellschaft fur Internationale Zusammenarbeit (GIZ) GmbH (GIZ)
9. HYUNDAI U&I
10. International Council for Local Environmental Initiatives (ICLEI)
11. Intel Products (Chengdu) Ltd.
12. Korea Smart Card
13. Korea University of Technology and Education
14. MPU (Cooperation of the 10th Provinces in Indonesia)
15. National Information Society Agency (NIA)
16. Solar Exports Ltd.
17. Sudanese Embassy in China
18. World Bank
19. TODAIE eGovernment Center - Public Administration Institute for Turkey and the Middle East
20. Transparent Cities Network
21. United Cities and Local Governments Asia Pacific (UCLG ASPAC)
22. University in Sudan
23. University of Electronic Science and Technology of China
24. University of Vienna, Austria
25. United Nations Project Office on Governance (UNPOG/DPADM)

Introduction to the Host City of Chengdu

"Chengdu, Can Do!"

The host city of Chengdu is the provincial capital of Sichuan Province and one of the major cities in Western China. It ranks as the fourth most populous city in mainland China with 14,047,625 inhabitants.

It is also the country's western center of logistics, commerce, finance, science and technology, as well as a hub of transportation and communication. Chengdu serves as

an important base for manufacturing and agriculture. In 2013, according to the Statistics Bureau of Chengdu, Chengdu's GDP surpassed \$148b.

As the capital city of Sichuan Province, Chengdu is well known for its famous Sichuan cuisine which has bold flavors resulting from the liberal use of garlic and chili peppers, as well as the unique flavor of Sichuan pepper.

The giant panda is one of the rarest animals in the world - 80 percent of which are in Sichuan Province. Chengdu has established the world renowned breeding and research base for giant pandas, which attracts almost 100,000 visitors each year, named Sichuan Wolong Giant Panda Nature Reserve.



Chengdu is home to over 50% of Fortune 500 companies and also the WeGO Asia Regional Office.

The WeGO Secretariat sincerely thanks Chengdu for being an excellent host of the 3rd WeGO General Assembly. The city's appropriate slogan is "Chengdu, can do!"

Quotes from the Participants

"It was indeed a pleasure and privilege for me to contribute towards the success of this extremely well-organized event. I very much enjoyed participating in it."

- Randeep Sudan, Practice Manager for ICT, World Bank

"Thank you very much for the fabulous 3rd WeGO General Assembly! Thank you for the rewarding programs and well-planned matchmaking meetings. We learned a lot, made new partnerships, and enlarged our international networks." – **Delegation from Helsinki, Finland**

"I enjoyed the interaction with the other cities, and WeGO is definitely very important for cities to keep up with the times and technology." – **Mary Jane Ortega, Vice President, International Council for Environmental Initiatives (ICLEI)**

"It was a great opportunity for us to observe and learn different e-Government initiatives done by different cities around the world to enhance public service delivery."

- Shiv Chamling, Dharan Municipality

"I have participated in more than 60 conferences, and I think the 3rd WeGO General Assembly is one of the best." – **Ahmed Eisa, Chairman, e-Government Committee, Gadarif State**

"It was great to be able to have in-depth conversations with so many peers from around the world." – **Debra Lam, Chief of Innovation and Performance, City of Pittsburgh, U.S.A.**

Program at a Glance

Monday November 3, 2014

Time	Program
12:00	Welcoming Lunch (12:00-14:00) Venue: Bamboo Garden, 1 st Floor VIP Building
14:00	EXCOM Meeting Session I (14:00-17:00) (EXCOM Members Only) Venue: Chengdu Hall A, 3 rd Floor VIP Building
17:00	Recess (17:00-18:00)
18:00	Dinner (18:00-19:30) Venue: Bamboo Garden, 1 st Floor VIP Building (Non-EXCOM Members) Venue: Garden Restaurant, 9 th Floor Main Building (EXCOM Members)

Tuesday November 4, 2014

Time	Program
09:00	EXCOM Meeting Session II (09:00-10:45) (EXCOM Members Only) Venue: Chengdu Hall A, 3 rd Floor VIP Building
10:45	Recess (10:45-11:10)
11:10	Board bus and move to Restaurant (11:10-11:30) (EXCOM Members)
11:30	Lunch (11:30-12:40) Venue: Bamboo Garden, 1 st Floor VIP Building (Non-EXCOM Members) Venue: Gingko Restaurant (EXCOM Members)
12:40	Board bus and move to Hotel (14:00-17:00) (EXCOM Members)
13:00	Recess (13:00-13:30)
13:30	Workshop Session I (13:30-15:15) <i>Open Government for Collaborative Governance</i> UNPOG/ DPADM Venue: Chengdu Hall A, 3 rd Floor VIP Building
15:15	Coffee Break (15:15-15:30)
15:30	Master Class I (15:30-16:45) <i>Building Efficient and Citizen-centric e-Government Systems with the WeGO eGovFrame</i> National Information Society Agency (NIA) Venue: Peony Chamber, 2 nd Floor VIP Building
16:45	Master Class II (16:45-18:00) <i>Assessing Your City's e-Government Maturity Level with the CeDS Toolkit</i> Hyundai U&I Venue: Chengdu Hall A, 3 rd Floor VIP Building
18:00	Recess (18:00-18:30)
18:30	Welcome Dinner (18:30-20:00) Venue: Sichuan Hall, 3 rd Floor VIP Building

Matchmaking Meetings
(14:00-17:00)
Venue: Chengdu Hall B,
3rd Floor VIP Building

Wednesday November 5, 2014

Time	Program
09:00	General Assembly Session I (09:00-11:00) President City of WeGO- Seoul Venue: Sichuan Hall, 3 rd Floor VIP Building
11:00	Coffee Break (11:00-11:20)
11:20	General Assembly Session II (11:20-13:00) Host City- Chengdu Venue: Sichuan Hall, 3 rd Floor VIP Building 2 nd WeGO Awards Ceremony
13:00	Lunch (13:00-14:30) Venue: Bamboo Garden, 1 st Floor VIP Building (All participants, except Mayors and Vice Mayors) Venue: Jin Sichuan Cuisine, 4 th Floor VIP Building (Mayor and Vice-Mayors)
14:30	Mayors' Roundtable Meeting (14:30-16:30) (Open to Observers) <i>Innovation Successes, Challenges, and the Way Forward</i> Venue: Sichuan Hall, 3 rd Floor VIP Building
16:30	Coffee Break (16:30-16:45)
16:45	Workshop Session II (16:45-18:30) <i>Transformative Technology Solutions to Enhance Citizen Engagement</i> World Bank- Transport and Information Technology Global Practice Venue: Chengdu Hall A, 3 rd Floor VIP Building
16:45	Workshop Session III (16:45-18:30) <i>Partnering for Smart and Sharing Cities</i> Cities Development Initiative for Asia (CDIA) Venue: Chengdu Hall B, 3 rd Floor VIP Building
18:30	Recess (18:30-19:00)
19:00	Farewell Dinner (19:00-20:30) Venue: Jinjiang Hall, 2 nd Floor main Building

Thursday November 6, 2014

Time	Program
08:30	Technical Tour (08:30-18:30) Dujiangyan Giant Pandas Center, Dujiangyan Irrigation System (UNESCO World Heritage Site), Kuan-Zhai Lane
18:30	Post-Tour Dinner (18:30-20:00) Venue: Bamboo Garden, 1 st Floor VIP Building

Executive Committee Meeting 2014

1. Summary



The Executive Committee (EXCOM) Meetings were held from November 3 to 4, 2014 during the 3rd WeGO General Assembly with the attendance of 12 EXCOM member cities which were Agra, Chengdu, Frankfurt, Hebron, Jakarta, Khartoum State, Maputo, Nairobi, Sennar State, Seoul, Ulaanbaatar, and Ulyanovsk Region. Non-EXCOM members such as Beyoglu, Sao Paulo and Gimpo also participated in the

meeting as observers with a strong interest in being involved in WeGO activities.

The WeGO Secretariat and Executive Committee members had fruitful discussions on a number of WeGO agendas and made major accomplishments including the full membership approval of 19 associate members, withdrawal approval of 6 members, amendments to the WeGO Statute, nomination of the next President City, Vice President Cities, Executive Committee member cities, nomination of the host city of the 4th WeGO General Assembly 2017, amendments to the Terms of Reference of the WeGO Regional Office, revision of the Terms and Conditions of the WeGO Awards, and the approval of the WeGO Secondment Staff Program. In addition to the agenda discussions, the Executive Committee accepted the collaboration proposal presented by the United Nations Project Office on Governance (UNPOG) related to co-hosting an e-Government track at the Jeju Forum for Peace and Prosperity 2015. The meeting concluded with a special time for 'Good Practice Sharing' where 5 cities - Gimpo, Pittsburgh, Tallinn, Tunis and Ulyanovsk region - showcased their best e-Government practices to Executive Committee members.

2. New Leadership of WeGO

**Term from 2015 to 2017*

- ◆ **President City:** Seoul
- ◆ **Executive Vice President City:** Ulyanovsk Region
- ◆ **Vice President Cities (6):**
Barcelona, Chengdu, Hebron, Jakarta, Khartoum State and Sennar State
- ◆ **Executive Committee Members (14):**
Agra, Barcelona, Chengdu, Frankfurt, Gimpo, Hebron, Jakarta, Khartoum State, Maputo, Nairobi, Sennar State, Seoul, Ulaanbaatar, and Ulyanovsk Region

3. Host City of the 4th WeGO General Assembly 2017: Ulyanovsk Region

4. New WeGO Member Cities

**Approved at the 3rd WeGO General Assembly*

	City	Country	Entry Date
1	Bandung	Indonesia	'14. 6. 5
2	Birgunj	Nepal	'13. 3. 15
3	Danang	Vietnam	'14. 1. 17
4	Dharan Municipality	Nepal	'14. 10. 20
5	Erbil	Iraq	'14. 1. 14
6	Gadarif	Sudan	'14. 6. 3
7	Gadarif State	Sudan	'14. 10. 31
8	Gazira State	Sudan	'14. 10. 19
9	Gimpo	ROK	'14. 8. 14
10	Hanoi	Vietnam	'14. 8. 1
11	Pemerintah Kabupaten Serang	Indonesia	'14. 10. 16
12	Pokhara	Nepal	'14. 6. 5
13	Porto Alegre	Brazil	'14. 11. 3
14	Provincial Government of Kepulauan Riau	Indonesia	'14. 9. 12
15	Rajshahi City	Bangladesh	'14. 10. 21
16	River Nile State	Sudan	'13. 4. 12
17	San Fernando, La Union	Philippines	'14. 10. 17
18	South Gezeera Locality	Sudan	'14. 9. 23
19	White Nile State	Sudan	'13. 4. 10

5. Amendments to the WeGO Statute

The WeGO Statute was amended to facilitate the operation of the organization, as well as the promotion of its mission to a wider network of stakeholders. The Statutory Amendments include:

- (a) the creation of the “Friendship Member,” which is a new membership category that will allow any regional association of local governments or government entity directly concerned with local e-Government issues to join WeGO;
- (b) the transfer of the General Assembly’s authority to the Executive Committee regarding the approval of new membership accession and/or termination;
- (c) the revision of the membership fee calculation;
- (d) the extension of the interval between General Assemblies from two (2) to three (3) years; and
- (e) the corresponding change of the service terms of the appointed WeGO leadership from two (2) to three (3) years.

General Assembly Session 1

The 3rd General Assembly Session convened on November 5, 2014. General Assembly Sessions were broken into two Sessions – Session 1 to discuss and confirm important WeGO agenda and Session 2 to celebrate the achievements of the winners of the WeGO Awards.

After a captivating Opening Video of WeGO, the Session was called to order by Mr. Wang, Guangliang, the Secretary General of WeGO Asian Regional Office, Chengdu. The Opening Remarks were given by Mr. Gou Zhengli, Standing Vice Mayor of Chengdu and Mr. Won-Soon Park, President of WeGO and the Mayor of Seoul Metropolitan Government. The Remarks set the tone of recognizing the significance of the global collaboration that WeGO is forging in the e-Government arena to enable a faster and better global urban development. Mrs. Sylviana Murni, Deputy Governor for Culture and Tourism of the Jakarta Capital City Government gave the Congratulatory Remarks, as a representative of WeGO's Executive Committee and a long-standing member, reaffirming the important role of WeGO and leading all participants to chant a charismatic catchphrase, "WeGO Should Go!"

Following the opening speeches, Mr. Gunso Kim, Secretary General of WeGO and Chief Information Officer of Seoul Metropolitan Government gave a progress report of WeGO, including the results of the EXCOM meeting, achievements of WeGO's Regional Offices, launching of the CeDS online platform, training programs, and collaboration with other partners.



At General Assembly Session 1, many critical WeGO agenda were raised and discussed among the participating members:

Agenda 1: Approval and Termination of Membership

Pursuant to Article 10 of the WeGO Statute, the General Assembly approved 19 new members and terminated 6 memberships.

Agenda 2: Revisions to the Statute of WeGO

The General Assembly considered several amendments to the WeGO Statute that were proposed by the Executive Committee for the constructive development and efficient operation of the organization. For more details on the specific proposed Amendments, please refer to the ***Amendments to the WeGO Statute*** Section of this report under

Executive Committee 2014 on page 10.

WeGO President Won-Soon Park opened the floor to ask whether the participants have any objections or comments regarding the amendment proposals. Mr. Eisa from Gadarif City, Sudan expressed his concern with respect to revising the frequency of the General Assembly from two years to three years. He praised that the General Assembly is a wonderful place for e-Government practitioners to interact with one another and that prolonging the session interval would be a loss for networking and sharing know-hows. Acknowledging Mr. Eisa's concerns, WeGO President Won-Soon Park proposed developing online activities for WeGO members to continue to communicate and share information. With the absence of further comments, the Assembly approved the Amendments.

Agenda 3: President City, Vice President Cities, and Executive Committee Members

As recommended by the Executive Committee, Seoul was elected to serve as the President City for an additional term from 2015 to 2017.

For the Vice President positions, the General Assembly confirmed the Executive Committee's appointment of Chengdu, Barcelona, Hebron, Jakarta, Khartoum State, Sennar State, and the Ulyanovsk region. WeGO President Won-Soon Park encouraged the cities to demonstrate strong leadership.

As recommended by the Executive Committee, a total of 14 cities - Agra, Barcelona, Chengdu, Frankfurt, Gimpo, Hebron, Jakarta, Khartoum State, Maputo, Nairobi, Sennar State, Seoul, Ulaanbaatar, and Ulyanovsk Region - were selected as members of the Executive Committee of WeGO for the next three-year term from 2015 to 2017.

Agenda 4: Host City for the Next WeGO General Assembly

WeGO Secretary General Gunso Kim announced that the Executive Committee officially nominated Ulyanovsk Region, Russia as the Host of the 4th WeGO General Assembly in 2017. The General Assembly confirmed Ulyanovsk Region to host the 4th WeGO General Assembly and Mrs. Svetlana Openysheva, Secretary General of the WeGO European Regional Office, Ulyanovsk Region and the First Deputy Chairman of the Government of the Ulyanovsk Region expressed her appreciation and presented her confidence in holding a successful 4th WeGO General Assembly in 2017.

Keynote Speech at General Assembly Session 1

by Mr. Randeep Sudan, World Bank

Mr. Randeep Sudan, Practice Manager for ICT, World Bank painted a detailed picture of the e-Government landscape and how it is likely to develop. The Internet of Things is becoming the Internet of Everything, and may be a strong enabler for future e-Government. Social media platforms also hold untapped opportunities. Leading the development of new innovative solutions, the private sector is likely to play a central role in the development of future e-Governance; from which governments must learn. Mr. Randeep Sudan also highlighted the central role of data in responding to current and future citizen needs, in the sense that algorithms can be used to anticipate and predict new urban needs. Apart from smart and easy solutions such as the CeDS toolkit, working closely with citizens, and to co-create new ways of identifying and solving problems is important; but nothing is as crucial as strong leadership. Following that statement, Mr. Randeep Sudan, encouraged all participants to exhibit strong and visionary leadership.



General Assembly Session 2

General Assembly Session 2 was kicked off with the Keynote Speech by Mr. Cheng Gang Bian, the Vice President of the Technology and Manufacturing Group and General Manager of Intel Products (Chengdu) Ltd. The Keynote Speech was followed by the WeGO Awards Ceremony where winners of the 2nd WeGO Awards 2014 were publicly recognized and awarded with trophies. For more details, please refer to the following **WeGO Awards Ceremony** Section of this report on page 15. Some winners also had the chance to present their winning projects to the international audience. The General Assembly Session was officially closed by the proclamation of the Chengdu Declaration by Mr. Wang Guangliang, the Secretary General of the WeGO Asian Regional Office, Chengdu.

Keynote Speech at General Assembly Session 2

by Mr. Cheng Gang Bian, Intel Products (Chengdu) Ltd



As the Keynote Speaker of General Assembly Session 2, Mr. Cheng Gang Bian, the Vice President of the Technology and Manufacturing Group and General Manager of Intel Products (Chengdu) Ltd, talked about China and Chengdu's contribution to Intel's growth. Chengdu is a leader in producing mobile CPU & chipset and with such background, the city has been vital in Intel's business expansion. From its humble beginnings in 1985, Intel has invested \$2.5 billion for its own growth in the country, and has also given its profits back to the local community and addressed societal needs. Thus, Intel and Chengdu have been fostering a mutual relationship where they both benefit from one another.

Chengdu Declaration

The Chengdu Declaration demonstrated Chengdu and participating cities' dedication to become smart, sharing and collaborative cities and their active willingness to take step-by-step procedures towards this aim. Some proactive steps to be taken by all include the construction of websites and real-publication systems of government information, sharing information among different government departments and increasing accessibility of government services through the internet.

WeGO Awards Ceremony

1. Background on the WeGO Awards

The WeGO Awards were officially launched by WeGO in 2012 to reward outstanding e-Government practices of cities and local governments around the world. The WeGO Awards have been traditionally held in the same year as the WeGO General Assembly and have developed into a popular competition in the international e-Government community.

The WeGO Awards are given to the most successful e-Government projects selected by the WeGO Awards Judging Panel in each of the five specific Categories of (1) Services, (2) Efficiency, (3) Open City, (4) Urban Management, and (5) Digital Divide.

Through this regular competition, the WeGO Awards aim to encourage the incorporation of information and communication technologies in local governance; enhancement of administrative efficiency; increased citizens' access to public services; and active sharing of knowledge on innovative e-Governance strategies.

2. Evaluation and Nomination of Winners

The competitive 2nd WeGO Awards 2014 garnered a total of sixty-eight noteworthy applications. The evaluation was performed in two rounds by the international WeGO Awards Judging Panel of leading technology and public administration experts over the course of two months. The 1st round evaluation was conducted online where the judges evaluated all submissions according to the Judging Criteria for the relevant WeGO Awards Category with ratings from 1 (lowest) to 10 (highest) for each Judging Criterion. The five top-rated submissions in each category were selected to move into the 2nd round evaluation. The 2nd round was run by a voting system, whereby the top two projects with the highest number of votes in each Awards Category were determined as the winners of the *Best* and *Outstanding e-Government Prize*.

Due to the fierce competition and exceptional qualities of the submitted projects at the 2nd WeGO Awards 2014, the Secretariat and the Judging Panel decided to newly create the *Most Promising e-Government Prize* for each Awards Category. The *Most Promising e-Government Prize* was extended to honour exemplary projects in each Category with notable e-Government practices that are expected to have immense potentials to impact society.

Therefore, three winning projects for each Awards Category were selected to be awarded with the *Best*, *Outstanding* and the *Most Promising e-Government Prizes*, making it a total of 15 winning projects.

3. Winners of the 2nd WeGO Awards 2014

The WeGO Awards winners were officially recognized and awarded with the respective trophies at the 2nd WeGO Awards Ceremony, held as the highlighted program of General Assembly Session 2, on November 5, 2014.

The trophies were presented by WeGO President Won-Soon Park and the Vice Mayor of Chengdu, Mr. Gou Zhengli, while the winners were announced by WeGO Secretary General Gunso Kim and Ms. Wang Li Chuan from Chengdu's Foreign Affairs Office.

Final winners are listed below and the abstracts of the winning projects are highlighted in the *Handbook for the WeGO Awards 2014* (http://www.we-gov.org/Winners_2nd).

- Final Winners of the 2nd WeGO Awards 2014 -

[Category of Services]

- ◆ **Best: Taipei**, "Smart & Easy Travelling in Taipei"
- ◆ **Outstanding: Songpa**, "Songpa Administrative Communication System through Social Media"
- ◆ **Most Promising: Beyoğlu**, "Beyoğlu Social Card-Food Banking"

[Category of Efficiency]

- ◆ **Best: Bangalore**, "GIS-based Transformation of BBMP's Operation of Road Infrastructure"
- ◆ **Outstanding: Barcelona**, "Online Administrative Procedures"
- ◆ **Most Promising: San Fernando, La Union**, "Document Tracking System"

[Category of Open City]

- ◆ **Best: Helsinki**, "Open Ahjo"
- ◆ **Outstanding: Hong Kong**, "Opening Up of Public Sector Information"
- ◆ **Most Promising: Chengdu**, "Chengdu Municipal Governmental Microblog - Online Public Service"

[Category of Urban Management]

- ◆ **Best: Seoul**, "Seoul City Transportation Card System"
- ◆ **Outstanding: Gimpo**, "Smartopia Gimpo"
- ◆ **Most Promising: Ankara**, "Smart Mobility"

[Category of Digital Divide]

- ◆ **Best: New Taipei**, "Happy, Healthy Elders @ New Taipei"
- ◆ **Outstanding: Da Nang**, "Development of E-Government Project of Da Nang City"
- ◆ **Most Promising: Singapore**, "Silver Infocomm Initiative"



Final Winners of the 2nd WeGO Awards

Matchmaking Meetings

1. Background / Description

Matchmaking Meetings took place throughout the afternoon of November 4th during the 3rd WeGO General Assembly to promote practical networking and exchange of information among various groups of participants.

The meetings were pre-arranged between City-to-City, City-to-Corporation, and City-to-International Organization. Participants with similar interests easily connected with each other through the Matchmaking Meetings which served as an efficient platform for parties to explore potential collaboration opportunities in the field of e-Government.

2. Summary

33 Matchmaking Meetings for 32 Delegations

In total, there were 33 Matchmaking Meetings with 32 participant groups at the 3rd WeGO General Assembly. Compared with the Matchmaking Meetings of previous General Assemblies, the number of participating delegations increased from 21 in 2012 to 32 in 2014. Among the 32 participating delegations were 28 cities, 2 corporations and 2 international organizations. In addition, the number of participating delegates in the Matchmaking Meetings increased from 38 individuals in 2012 to 68 in 2014.

3. Schedule of the Matchmaking Meetings

November 4, 2014

14:00-14:30	14:30-15:00	15:00-15:30	15:30-16:00	16:00-16:30	16:30-17:00
Maputo & Sennar State-Chengdu		KSCC-Seberang Perai	KSCC-Quezon	Frankfurt-Amsterdam	KSCC-Frankfurt
Hyundai U&I-Tallinn	Tunis-KSCC	Hyundai U&I-Quezon	Nairobi-Hyundai U&I	Pokhara-Seoul	Omsk-Moscow
Gadarif State-Seoul	Frankfurt-Seoul	Tallinn-Chengdu	Agra-Istanbul	São Paulo-World Bank	Gazeera State-Seoul
Jakarta-Ulyanovsk Region	Gadarif State-Seberang Perai	Ulyanovsk Region-Frankfurt	Gadarif State-Chengdu		São Paulo-Agra
	Yakutsk-Ulyanovsk Region	Yakutsk-Istanbul	São Paulo-Helsinki		
	Baubau-Agra	Baubau-Jakarta	Gazeera State & Vientiane-World Bank		

Special Arrangements for Matchmaking Meetings:

- Muscat-UNPOG (10:30-11:30, November 3, 2014)
- São Paulo-Hong Kong (10:30-11:30, November 4, 2014)
- Sennar State-Ulyanovsk Region (13:45-14:00, November 4, 2014)
- São Paulo-Seoul (17:20-17:45, November 4, 2014)
- Yakutsk-Beijing (14:30-16:00, November 5, 2014)

4. Agenda of the Matchmaking Meetings

(1-1) Maputo-Chengdu:

Transformative technology solutions to enhance citizen engagement

(1-2) Sennar State-Chengdu:

Digital for controlling borders

(2) Hyundai U&I- Tallinn:

Online CeDS toolkit service to be launched in WeGO website in 2015

(3) Gadarif State-Seoul:

Discussion on resources / Opportunity to develop win-win partnership in e-government application / Exchange of visiting programs / Training and capacity building



**Matchmaking Meeting between
Jakarta – Ulyanovsk Region**

(4) Jakarta-Ulyanovsk Region

Implementation of open government of excellence / Centre of excellence (Digital Divide Project) / “PC-Land for Adults”

(5) Tunis-KSCC

Capital city public transportation reform / G2G collaboration with Seoul

(6) Frankfurt-Seoul

Big Data / Seoul’s late-night bus system / e-Government projects in Frankfurt



**Matchmaking Meeting between
Frankfurt – Seoul**

(7) Gadarif State- Seberang Perai

Discussion on resources / Opportunity to develop win-win partnership in e-government application / Exchange of visiting programs / Training and capacity building / Sharing information on capability building on SWM

(8) Yakutsk-Ulyanovsk Region

WeGO membership benefits / Discussion on regional office in Ulyanovsk / Open data initiative

(9) Baubau City-Agra

Open cooperation and possibility of becoming sister cities / e-Agriculture / e-Governance in both municipal corporations / Personal visit of both Mayors to each other city

(10) KSCC-Seberang Perai

Parking business / Park and ride collaboration / Usage of card system in Seberang Perai

(11) Hyundai U&I-Quezon City

Smart City Card / e-Gov. Diagnosis System

(12) Tallinn-Chengdu

Tallinn City e-Services



**Matchmaking Meeting between
Agra - Baubau**

(13) Ulyanovsk Region-Frankfurt

Human Potential Development / e-Government in Germany: Obstacles and Progress / e-Governance Policies in Germany / Human Resources Management/Development / Human Potential Index / Reform Projects in Frankfurt - Administration Reform, Mentor Program, Project Management, Electronic ID in Germany, e-Government in Germany

(14) Yakutsk-Istanbul

Mobile Apps of Istanbul / Sharing of information on both governments / Sharing of information on the internet access of the citizens / Features of e-application and mobile application / Introduction of website www.ibb.gov.tr portal

(15) Baubau-Jakarta

e-Government: Transparency, Reform Civil Servant, System Information Management

(16) KSCC-Quezon City

Smart Card

(17) Nairobi-Hyundai U&I

Exploring common areas of collaboration with Hyundai ICT: Diagnostic Toolkit, Citizen Participation System (CPS), Conclusion: Discussion to be advanced with WeGO

(18) Agra-Istanbul

e-Governance in Agra Municipal Corporation

(19) Gadarif State- Chengdu

Discussion on resources / Opportunity to develop win-win partnership in e-government application / Exchange of visiting programs / Training and capacity building

(20) São Paulo-Helsinki

Open Data / Open Apps / ICT Development Program / Open Source / Open City

(21-1) Gazira State-World Bank

e-Government needs for the state / e-Service / Master Plan

(21-2) Vientiane-World Bank

Water Supply

(22) Frankfurt-Amsterdam

IT-challenges in both cities / IT-structure in both cities / e-Government applications in both cities / Centralization of IT-infrastructure / Implementing document management system

(23) Pokhara-Seoul

Integrating the computer-based services operated by Pokhara in order to develop MIS-Pokhara.

(24) São Paulo-World Bank

GDP for municipal Initiative / Peer to Patent / Centre for Collective Intelligence / European Network of Living / T-Map

(25) KSCC-Frankfurt

G2G collaboration with Seoul / Services of KSCC / e-Payment system for Seoul Transportation System

(26) Omsk-Moscow

Discussion of various projects possible in the nearest future connected with IT-Development of local government. Omsk will probably join all-Russia congress in Moscow in December, 2014

(27) Gazira State-Seoul

Visibility Study / Visited Seoul / Training

(28) São Paulo-Agra

Sharing and knowing experiences for the cities / What experiences they developed in open government and open data area? / How we can do/share our initiatives?



(29) Muscat-UNPOG

Key forces of e-Government /
The main consideration to establish PM
Office / The best practice of e-Government as Korea

**Matchmaking Meeting between
UNPOG - Muscat Delegation**

(30) São Paulo-Hong Kong

Open Government Data /
e-procurement / open tender / Data center

(31) Sennar State-Ulyanovsk Region

Training for Sennar State staff in e-health,
e-education, and e-payment /
Invitation to the deputy government to visit Sennar State /
Training and specialist exchange in e-medical service and e-tax service by sending
specialists to Ulyanovsk / Online and personal training

(32) São Paulo-Seoul

Seoul Initiatives (e-Gov., services, technology innovation) / Sharing experience

(33) Yakutsk-Beijing

Yakutsk's introduction on "One click Yakutsk" project and city information /
Beijing's introduction of the city and the structure of Beijing commission of economy and
information technology /
Sharing of experiences in the field of smart phone application of city infrastructure
development, including emergency alarm, free WIFI service in bus and shopping mall /
Explanation of how Beijing's administration government could lower the government
expenditure by cooperation with private companies

5. Results and Next Steps

Following the mission of WeGO to bridge the digital divide across the globe, the Matchmaking Meetings bridged together like-minded individuals to exchange expertise and discuss potential collaboration in ICT and e-Government. Topics such as Open Data, Open Government, and e-Government apps were frequently mentioned and specific e-Government services were discussed including e-Payment System, e-Procurement, e-Health, and e-Education.

Given the positive feedbacks on the Matchmaking Meetings, WeGO will continue to design effective mechanisms and communication channels to encourage inter-city e-Government discussions. WeGO will also aim to help participant groups to embark on any collaborative projects discussed at the Matchmaking Meetings.

Mayors' Roundtable Meeting

Innovation Successes, Challenges and the Way Forward



Mayors and Vice Mayors at the Mayors' Roundtable Meeting

1. Summary

The Mayors' Roundtable Meeting was one of the highlighted programs of the 3rd WeGO General Assembly which was held from 2:30pm to 4:20pm on November 5, 2014 in Sichuan Hall of Jinjiang Hotel under the theme "*Innovation Successes, Challenges and the Way Forward*".

In total, **26 Mayors and Vice Mayors** from communities of many sizes and stages of development (Addis Ababa, Agra, Baubau, Beyoglu, Chengdu, Da Nang, Elkhawi Locality, Frankfurt, Gadarif City, Gadarif State, Gazira State, Gimpo, Hebron, Jakarta, Khartoum East Locality, Khartoum State, Omsk, Pokhara, Riyadh, San Fernando, La Union, Seberang Perai, Sennar State, Seoul, Tunis, Umelgoura Locality and Vientiane Capital) gathered at the Mayors' Roundtable Meeting chaired and co-chaired by WeGO President Won-Soon Park and Chengdu's Vice Mayor Xie Ruiwu, respectively. This high-level, open dialogue among the Roundtable members presented experiences, needs and issues of cities from diverse stages of development and was moderated by Ms. Suzin Ahn, Program Director of the WeGO Secretariat. The Mayors' Roundtable Meeting was open for observation to all attendees of the 3rd WeGO General Assembly, and around 100 guests observed to benefit from the shared knowledge and reflections of executive city leaders from around the world.

As the Chair, WeGO President Won-Soon Park noted in his Opening Remarks that it is important to know how cities tackle emerging urban problems and encouraged the Mayors present at the Meeting to actively participate in the discussion. The Co-Chair, Vice Mayor Xie Ruiwu emphasized that e-Government is definitely conducive to improving the administrative service environment. Furthermore, closer cooperation between cities in e-Governance was raised as a critical factor for cities to further develop and to provide better government services for their citizens.

2. City-Case Presentations

Representatives from Agra, Frankfurt, Hebron, Pokhara, San Fernando, La Union, Seberang Perai, and Sennar State shared their city's best e-Government practices that may be replicated in other cities or presented issues requiring quick smart solutions.

Agra's presentation on "***e-Governance in Agra Municipal Corporation***" delivered by Mr. Rohit Bansal, Assistant to Mayor, shed light on various online services provided to the citizens in Agra including e-Tendering System for all Civil & Street Lighting works, Birth & Death Registration Process, Payment of Property Tax, Personnel Information System (PIS), and complaint redress system through the SNS.

For Frankfurt, through the presentation titled "***E-Government in Frankfurt am Main***" Mr. Jan Schneider, Deputy Mayor and Head of Department for Reform Projects, introduced the city of Frankfurt as the digital capital of Germany with prominent e-Government projects. The exemplary participation platform "Frankfurt asks me" was created as a single point of access for all online participation projects of the city administration.



Hebron's presentation "***Hebron - Few Steps to become a Smart City***" was delivered by Ms. Jumana Qwasmi, Engineer of Hebron Municipality on Mayor Daoud Zatari's behalf. She introduced that Hebron Municipality provides free Wi-Fi zones to help citizens to pay their bills online. Besides, the municipality uses hi-tech systems such as tele-control systems (SCADA) to control water

distribution and bar-code readers to electronically read bills. Finally, numerous prepaid charging units for mobile phones are available for citizens.

Mr. Mahesh Baral, Executive Officer of **Pokhara**, presented on "***People Participation in Development through Community Based Organizations (CBOs)***". Under the framework of urban social mobilization program, the CBOs were founded in 1958 and as of now, 355 community-based Tole Lane Organizations (TLOs) are in operation. TLOs function as political neutral agents to implement different programs at wards and

municipal levels and are important tools not only for implementing development projects but also for cultivating transparency and accountability.



The presentation of **San Fernando, La Union** “*City of San Fernando: ICT Initiatives*” by Mayor Pablo Ortega highlighted the Information Systems Strategic Plan (ISSP), which is a significant component of the city’s 2020 Development Strategy Roadmap. The Roadmap is aimed at (1) institutionalizing a culture of health and wellness and (2) positioning San Fernando, La Union as the ideal business location for

health and wellness enterprises through fast delivery of services. San Fernando’s ISSP encourages ICT capacity building and development projects, such as the Document Tracking System.

Mr. Haji Rozali bin Haji Mohamad, Municipal Secretary of **Seberang Perai**, showcased the “*Smart Monitoring System*” of Seberang Perai. Despite many challenges such as budget constraints, workforce shortage, and flash floods, the Smart Monitoring System has been very successful in monitoring the process of project developments and a problem reporting portal. The system’s effectiveness resulted in significant cost savings. He summed up noting that cloud computing and big data analytics will be the key factors in ICT development in the coming future.



Governor Ahmed Abbas Mohamed Saad introduced “*Sennar State – e-Government: Best Practices and Challenges*”. Governor Saad stated that many acute challenges are linked to agriculture which is the backbone of Sennar State’s economy. As a response to such challenges, the state focuses on developing e-Agriculture solutions. Sennar State has been successfully leveraging ICT for its urban management in other fields as well such as the implementation of the Land System Computerization.

3. Results and Recommendations

During the engaging Roundtable Discussions, Mayors and Vice Mayors from cities around the world shared the common vision of creating a sustainable urban future through innovation.

As an indication of the position of local and regional leaders with regards to e-Governance, all participants agreed that **e-Government is an essential tool for addressing numerous urban challenges** caused by the swift urbanization process. New technologies improve public service delivery, encourage citizens' involvement in city development, and enable wider access to open data and public services.

Participants also **identified critical challenges faced by local authorities**. It is important to make timely updates in legislatures according to the changes brought by new IT strategies. Also, local authorities should promptly respond to meet the needs of their citizens. Finally, one of the major concerns for city leaders is to develop IT-based infrastructure, which requires significant technical and financial support.

Lastly, the participants raised the importance of **solving urban problems with the support of WeGO**, recognizing the Organization as a unique global platform demonstrating high performance and great potentials in promoting good e-Governance. Mayor of Beyoglu, Mr. Ahmet Demircan suggested creating specific criteria for WeGO members to facilitate e-Government projects. Under WeGO's global network, cities will greatly benefit from learning each other's best practices and expand their ICT capacities.



Workshop Session 1

Open Government for Collaborative Governance

1. Background

With the paradigm shift towards Open Data and Open Government as the “new normal”, governments around the world are challenged to design and implement strategies to increase government transparency, citizen participation and collaboration at all levels. The objective of this workshop was to identify the institutional conditions and governance structure that prompt sound initiatives and enable successful Open Government policies. Experts’ insights on the latest developments on Open Data and Open Government as well as good practice presentations from both developed and developing cities increased participants’ understanding on the importance of open government for an integrated governance.

2. Speakers’ List

Chair:

- **Türksel Kaya Bengshir**, Director of TODAIE e-Government Center and a member of UN Committee of Experts on Public Administration (CEPA)

Keynote Speaker:

- **Jae-Hong Lim**, Head, United Nations Project Office on Governance (UNPOG/DPADM)

Technical Presenters:

- **Satyarupa Shekhar Swain**, Director, Government Advisory and Outreach Group, Transparent Cities Network
- **Doris Becker**, Program Director, Transforming Administration-Strengthening Innovation (TRANSFORMASI), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH

City Case Study Presenters:

- **Sri Indah Wibi Nastiti**, Director, Program Development and Advocacy, Association of Indonesian Municipalities (APEKSI)
- **Irina Efimova**, Mayor’s Press Secretary, Yakutsk City Administration
- **Thiago Ribeiro**, Deputy Secretary of Communication of Porto Alegre, Porto Alegre Municipality

3. Summary

The Workshop started with the Opening Remarks by the Chair, and was followed by a Keynote Speech, expert speakers’ presentations and city-case studies. The session was adjourned with panel discussions. Dr. Türksel Kaya Bengshir from TODAIE e-Government Center gave the Opening Remarks with the overarching message that



Open Governments must be built on the three principles of Transparency, Participation, and Collaboration. Highlighting some good practices, she elaborated on Open Government initiatives in the U.S., and Turkey's commitments to Open Government strategies.



In his keynote presentation, Mr. Jae-Hong Lim from UNPOG outlined the recent trends and emerging issues in Open Government Data (OGD). Moreover, he touched upon several foundational conditions that should be met for OGD initiatives to succeed including governments' feasibility to assess their readiness to undertake such initiatives. Mr. Lim also warned of the pitfalls inherent in OGD initiatives such as lack of knowledge and capacity within societies

which may lead to digital and social division, issues related to privacy and confidentiality, and technical challenges. He stressed that governments' OGD endeavors will succeed if they are deployed within the framework of a sustainable and open data ecosystem, relevant to the three principles – transparency, participation and collaboration.

Ms. Satyarupa Shekhar Swain from Transparent Cities Network discussed the fallacies attributed to the Smart City drive. In many local governments' attempts to becoming smarter, focus tends to be on the technologies rather than on building inclusive and collaborative cities that can respond to real citizens' needs. Noting the cases of Chennai, India, she discussed potential improvements, followed by practical, as well as innovative solutions. The experiences of the Transparent Cities Network in Chennai showed that addressing civic concerns in an effective and efficient way does not necessarily transcend from the use of technology *per se*. Rather, she instructively demonstrated how smart and cost-efficient solutions were co-created together with the citizens. In short, she suggested that technology is a means, not an end, to co-create citizen-centric urban solutions.



Ms. Doris Becker from GIZ gave an instructive speech that echoed the notion of states and societies co-developing policies for better lives through two-way communication. The effectiveness of ICT stems from the infrastructural capacity to support constructive state-society relations. Thus, ICT is a means to achieving good governance. Ms. Becker presented on a number of factors that will contribute to successful state-society relations such as a mix of ICT infrastructures to close the digital divide, an implementation process of capacity building programs, a process striving to open up governments and to engage civil society, and lastly, a legal framework that ensures a certain continuity and sustainability beyond political changes.

At the first City Case presentation, Ms. Sri Indah Wibi Nastiti from APEKSI gave an overview of Indonesia's development of Open Government initiatives. The city of Pekalongan, for instance, deployed various administrative e-Government initiatives based on open source systems. Not only did the initiatives contribute to cheaper, faster, and better services, but they also helped the city to foster a spirit of learning.



A local tax management system was also found successful in the city of Cilegon. The online-based system allowed citizens to effectively and efficiently pay their taxes, and for the local government to increase tax collection, minimize corruption and to gain social trust. In addition to the benefits, Ms.

Nastiti also discussed some of the obstacles many Indonesian cities faced when venturing into the new sphere of e-Governance.

Ms. Irina Efimova presented on the city of Yakutsk's unique online platform – One Click Yakutsk. As the name conveys, the platform offers citizens a simple and easy way to handle their inquiries: "One Click, One Solution". For instance, citizens can report an ill-managed road via the One Click Yakutsk platform rather than visiting a government office. The platform also allows citizens to participate in public hearings, to offer suggestions on how to develop the city, and to voice their support for different projects.

The #DataPOA is the Open Data project of Porto Alegre, and aims to invite the community to participate in the development of intelligent solutions for the city. The data is made available to the public – hackers, students, developers, journalists, researchers, and entrepreneurs – with the intention of developing community services collaboratively. Mr. Thiago Ribeiro explained how open data linked to areas like mobility, health, education, tourism and urban sanitation is being taken advantages of by private actors in their endeavors to develop new smart services for the benefit of all.

During the panel discussion, one of the participants commented that the view of Smart City should be broadened from making better use of ICT to having an integrated approach to meet new urban and citizen-centric needs with ICT. The panel agreed that active leadership, strong political commitment and changed mindset are also necessary



to establish a smarter city. With regard to a question from Muscat on how to select the

data to release, Mr. Lim from UNPOG gave the example of South Korea which has its own decision-making committee consisting of multi-stakeholders.

Before the session closed, an official from Addis Ababa raised the important issue of the security of open data. Ms. Swain drew the floor's attention that Open Source software not only tends to be cheaper but also more secure and she highlighted the importance of securing the anonymity of data.



4. Results and Recommendations

The Workshop provided a wide set of good practices and advice: governments are more likely to succeed in their endeavors to open up if their initiatives are deployed within a framework that incorporates the principles of transparency, participation and collaboration; the pitfalls of Open Government Data initiatives may increase the digital divide if not properly deployed; it is important for governments to assess their readiness to undertake Open Government Data initiatives; and Smart Cities should be established based on a holistic and inclusive approach that takes into account technology as well as other factors, such as social infrastructure and the government's active commitment.

Workshop Session 2

Transformative Technology Solutions to Enhance Citizen Engagement

1. Background

In an era where the Internet of Things is upon us, data can be collected everywhere and communication is interactive and instantaneous, technology solutions hold vast possibilities for governments to function at every level in a more inclusive, cost-efficient and innovative way. The overall objective of this Workshop was to explore how to leverage new technologies, harness data and use co-creation to transcend old paradigms and empower urban citizens.

2. Speakers' List

Chair:

- **Randeep Sudan**, Practice Manager for ICT, Transport & ICT Global Practice, World Bank

Technical Presenter:

- **Chris Moore**, Principal Consultant, AcuitasGov

City Case Study Presenters:

- **Yael Weinstein**, Director of Economic Development, Tel Aviv Global Administration
- **Tong Tengfei**, Deputy Director, Beijing's Commission of Economy and Information Technology
- **Renato Affonso**, Advisor for ICT and ITS for the Presidency SPTrans, Sao Paulo
- **Regina Samson**, Head, Communications Coordination Center, Quezon City

3. Summary



In his Opening Remarks, Mr. Sudan mentioned that rapid proliferation of ICTs is raising the possibility of harnessing increased connectivity between citizens and governments to co-create better solutions for more livable cities. Engaged citizens are at the heart of the social mechanism that foster local ownership, accountability, and thus better quality of policies and public services. Mr. Sudan also shared that transformative technology solutions can bridge the gap between government supply and citizen demand, and in doing so, lay the ground for better policy outcomes.

In his thematic presentation, Mr. Chris Moore explored what it means to be an open government in the fast changing 21st century. As the digital and connected generation is looking for more engagement, governments are recognizing the power of ICTs to respond to citizens' desires to be more involved in the decision-making process. ICTs can amplify citizen engagement through accelerating the rate of participation and deepening the interaction between citizens and their elected officials. Mr. Moore also emphasized the importance of creating an Open Ecosystem and ultimately trust, which is the foundation of a smart city. In his conclusion, he stated the significance of a strategic plan, bold leadership, and community engagement.



The city of Tel Aviv is well-known as a hub of entrepreneurship and innovation. In this setting, Ms. Yael Weinstein explained how Tel Aviv's City Hall managed to develop



advanced technological solutions for urban administration, and more importantly, civic engagement. Ms. Weinstein shared the connection between entrepreneurship and innovation and noted that the entrepreneurial spirit of Tel Aviv's citizens represents a huge advantage in terms of co-creating urban solutions. Thus, creating an environment where entrepreneurs can flourish and grow is vital in developing a smart city.

Starting with an overview of Beijing's main e-Government initiatives consisting of Cloud Computing, Big Data, and Mobile Internet, Mr. Tong Tengfei continued by sharing Beijing's practical experiences. Mr. Tong illustrated Beijing's efforts by presenting China's first urban grid management experiment in Dongcheng district. Integrating frontier technology such as high-speed Internet, advanced computers as well as geographic information systems, the grid enhanced public governance. He also discussed Beijing's drive to promote citizen-state interaction by increasing the use of Internet as a tool. Beijing has launched multiple initiatives such as government microblogs and other social media platforms in order to increase its responsiveness in light of citizens' needs.

Mr. Renato Affonso from Sao Paulo addressed how the government of Sao Paulo is coping with challenges linked to congestion and the lagging bus system. Changing the city's transportation model is an urgent issue and even with limited technical resources, the government has launched the MobiLab, an Open Data laboratory for urban mobility. The MobiLab provides an open space for citizens to discuss new ideas and develop and test creative solutions using FOSS (Free and Open-Source Software) as part of the open-

source government policy.

With Quezon City's project *"Mobile Money Disbursement and Tax Payment System"*, Ms. Regina Samson illustrated how local governments in the Philippines are leveraging new technologies to exploit untapped opportunities. The project was co-developed together with the U.S. Agency for International Development under the Memorandum of Understanding on *"Scaling Innovations in Mobile Money"* (SIMM) and harnesses mobile phone technologies to create efficient government services. Benefits to users include convenient 24/7 payments as well as greater opportunities for checks and balances on the inflow and outflow of public funds to intended parties.

During the Q&A session, the panel discussed the implications of improving city transportation systems. Being the largest megacity on the South American continent, it was crucial for the Sao Paulo city government to ask how to mobilize 18 million citizens. The solution came about by organizing an open, transport hackathon highlighting the three primary challenges of 1) enhancing the quality of the bus system through user engagement, 2) evaluating the effectiveness of bus corridors through data mining technologies, and 3) improving information to users through innovative technology. One of the most promising applications was equipped with features such as routes, schedules, bus stops and estimated arrival time.



4. Results and Recommendations

At this Workshop, ICT in various forms was recognized as a powerful tool for forging greater connectivity between citizens and governments – both in terms of the rate of participation and a deeper form of communication. Further, the Workshop cast a spotlight on the connection between entrepreneurship and enhanced citizen engagement in developing innovative and affordable solutions to complex social problems. By including all members of societies, new ways of meeting urban needs that the market and the public sector often fail to adequately meet can be deployed. The kind of citizen engagement that society needs is in this sense broad social entrepreneurship.

Workshop Session 3

Partnering for Smart and Sharing Cities

1. Background

Smart solutions can help improve the quality of urban life in cities, make economical and sustainable use of limited resources, create additional capacity within the constraints of existing physical infrastructures and promote economic growth. Smart cities, however, cannot flourish without a multidimensional and holistic approach that encompasses collaboration and sharing among multi-stakeholders - including local governments, international organizations, development institutions and technology vendors -- and coordination between different levels of government.

At this workshop, an overview of current issues faced by cities and local governments in achieving smart urban growth was presented and a discussion was carried on with regards to how different stakeholders may develop effective partnerships and come up with smart solutions for building a sustainable future for citizens.

2. Speakers' List

Chair:

- **Adolfo Guerrero**, Head of the China Nodal Office and Senior Public Private Partnership Infrastructure Specialist, Cities Development Initiative for Asia (CDIA)

Moderator:

- **Klaus Marhold**, Visiting Lecturer, University of Vienna

Technical Presenters:

- **Mary Jane Ortega**, Vice President, International Council for Local Environmental Initiatives (ICLEI)

- **Gohar Feroz Khan**, Consultant, UN-APCICT

- **Bernadia Tjandradewi**, Secretary General, UCLG ASPAC

- **Rodrigo Bandeira de Luna**, Director, Instituto Cidade Democrática

City Case Study Presenters:

- **Alexei Novikov**, President and Co-Founder, Habidatum

- **Ahmed Mahmoud Mohamed Eisa**, e-Government Committee, Gedaref State

3. Summary

The session chair Mr. Adolfo Guerrero from CDIA kicked off the workshop with a presentation on key partnership models for sharing innovative ideas throughout the city network. From CDIA's experiences, the peer-to-peer learning approach either between individual cities or within the city network was found to be one of the most effective ways to influence stakeholders in city development. Therefore, creation of a knowledge sharing platform through City-to-City (C2C) interaction is an integral part of CDIA's strategy to foster urban development.



Ms. Mary Jane Ortega from ICLEI spoke on ICT-based partnerships with the perspective of building green and smart cities. The vision of transforming cities to smart cities does not end with the use of computers but encompasses the use of green technologies, clean water and clean air. To support this vision, ICLEI has 8 clear agendas which are sustainable city, smart urban infrastructure, resilient city, resources of efficient city,

green urban economy, low carbon city, bio-diverse city and healthy and happy communities. Such agenda advocate active deployment of green technologies in smart cities around the world.

Dr. Gohar Khan, consultant to UN-APCICT, pointed out that social media is more than Facebook or Twitter; it can be any tool that can help us to participate, collaborate, create, or share content in a many-to-many context, including, but not limited to, collaborative projects and content communities. He emphasized the essential role that a culture of transparency, openness, sharing, and collaboration, plays in fostering city engagement. Thus, technology or social media are tools for facilitating the process, but a city culture of openness will lead to social media being used for much more than simple posts, likes, or tweets – it has the potential for making mass collaboration possible. Dr. Gohar Khan highlighted several real-case examples of successful mass collaboration through social media – which can take multiple forms, such as city-to-city, city-to-citizen, citizen-to-city and citizen-to-citizen – including, “Adopt a Fire Hydrant” and “Fix My Street”. Last but not least, he reminded the audience that once a social media platform is adopted as a tool, it is imperative to properly sustain and monitor it pursuant to a well-developed social media strategy.



To accelerate the process of minimizing development disparities and capitalize on the progress achieved through the Millennium Development Goals, Dr. Bernadia Tjandradewi presented on how UCLG ASPAC is working on post 2015 Sustainable Development Goals (SDG) under the framework of Global Task Force to prepare for the post 2015 SDGs at regional and global levels. She further mentioned that UCLG ASPAC and WeGO can play a vital role in localizing post 2015 SDGs and meeting the global agenda of providing a common platform for sharing and exchanging good practices, promoting decentralized cooperation (twinning, peer-to-peer learning), unifying the voice of local governments for strong advocacy, and implementing good governance.

Mr. Rodrigo Bandeira de Luna from Instituto Cidade Democrática highlighted the role of

non-governmental organizations for fostering social participation and leveraging collective social efforts to influence society. Mr. Bandeira explained that social



participation could strengthen governance, transparency, and accountability of the local government and gave an example of Cidade's work in the Xingu region (home of indigenous people of Brazil) for strengthening the sustainable development agendas. In this case, an open platform was created to ensure the wide participation of the city government, policy advocates, young leaders, urban youth, public leaders and social groups to create a digital culture. The collective, open platform created by Cidade generated different proposals from

individuals to solve the city's problems through an open dialogue, underscoring again the important role of citizen participation on smart city development.

In the city case presentation, Prof. Alexei Novikov of Habidatum – which analyzes spontaneous data generated by the urban environment for urban decision-makers -- shared how cyber-dialogue has helped spur Moscow's smart growth. Prof. Novikov first observed that a survey of the world's local governments with the most developed e-Government systems for effective citizen engagement were not necessarily the most economically developed ones. Therefore, the political will of the applicable local government was paramount for effectively initiating civic-oriented electronic services. In this regard, Prof. Novikov highlighted Moscow's successful e-Government initiatives over the past three years which has already resulted in approximately 15 million requests for the city's online services. Further, Habidatum has tested a cyber-dialogue platform in Moscow that aggregates real-time citizen-generated data, such as cell phone signals, social media streams and credit card transactions, and visualizes this data for further use by Moscow officials in urban policy and decision making. Thus, data generated by the cyber-dialogue environment of Moscow is being actively utilized to bring about further public policy reform and sustainable urban development in the city.

Mr. Ahmed Eisa introduced how the Gedarif Digital City Organization (GDCO) is creating a digital community in Sudan. Sharing experiences through the global telecenter network and PPP model are the founding principles for a number of projects to connect Gedaref to rest of the world. Infrastructure and services such as e-Agriculture, tele-medicine, e-learning, and



portable telecenters are the key to uplifting the digital literacy in Gedaref and Sudan.

During the panel discussion, it was noted that in light of the skyrocketing growth of the urban population, close to 70% of the world's population will reside in cities by 2050. In consideration of the limited resources and the needs of the world's rising urban population, the panel members agreed that ICT will play a vital role in terms of managing the optimal use of limited resources and infrastructure in an economical manner.



4. Results and Recommendations

Experts' presentations at the Workshop provided meaningful insights into the next steps for initiating sustainable and smart development. The common finding of the Workshop was that sustainable growth should be pursued not only based on the perspectives of experts, but also with active civic participation. In this sense, it is important to establish a collaborative environment by creating accessible platforms for the purpose of collecting inputs on urban growth from different stakeholders involved in smart city development. In light of the above, the recommendation was made that WeGO could foster smart cities development by providing equal opportunities to all WeGO members by, among other things, extending accessibility to resources through online activities such as webinars, video conferences, and online video-tutorials.

Master Class 1

Building Efficient and Citizen-Centric e-Government Systems with the WeGO eGovFrame

1. Background

As the scale of software applications becomes increasingly complex, software frameworks can make the software development cycle a more predictable and efficient process. Software frameworks, however, are an expensive asset that usually only large IT vendors can afford. A high-quality yet affordable software framework is made possible through the WeGO eGovFrame, which WeGO offers to its members with technical maintenance from the National Information Society Agency (NIA).

2. Speakers' List

Chair and Technical Presenter:

- **Eun-ju Kim**, Director of Government Collaboration & Sharing Dept., Government 3.0 Center, National Information Society Agency (NIA)

City Case Study Presenters:

- **Kim Pham Son**, General Director, Information Technology Department, Da Nang

- **Nguyen Xuan Quang**, Deputy Director, Information and Communications Technology Dept., Hanoi

3. Summary

Session chair Dr. Eun-ju Kim's presentation gave the attendees a brief overview of the WeGO eGovFrame, which is an open-source software framework that is provided on a complimentary basis for every WeGO member city with technical support by NIA. Software frameworks are expensive and present the so-called vendor lock-in problem, where governments have no choice but to rely on the technology of large IT vendors whose



proprietary frameworks they have used to develop their city's e-Government systems. With this problem in mind, the WeGO eGovFrame was designed by selecting the best open source technology from a pool of many. Updated continually by NIA, the effectiveness of the WeGO eGovFrame has been proven, as it has been successfully applied to hundreds of e-Government projects not only in Korea but in several countries around the globe.

Mr. Kim Pham Son's presentation was entitled Development of e-Government Platform for Da Nang City and shared Da Nang's experiences using the WeGO eGovFrame. He started off by tracing Da Nang's e-Government Platform development from 2006. Da Nang's road to developing its e-Government involved the cooperation of 121 public agencies and 2500 employees, which demonstrates the expanse of the project. The project's backbone is a fiber-optic network that is constructed underground and is controlled by the Da Nang Data Center. Da Nang's e-Government applications were developed on a software framework called the "Da Nang eGovPlatform", which was designed by NIA following the same technology used in developing the WeGO eGovFrame. Mr. Son affirmed that the introduction of the Framework has boosted productivity and swift delivery of services in the city.



Hanoi's current state of IT and its future plans were the topic of Mr. Nguyen Xuan Quang's presentation. Hanoi's web portal can deliver 1,386 online services to its citizens - to make this possible, 80 specialized softwares have been applied to different city offices



and 80% of the staff have received IT training. By 2020, Hanoi's vision is to be a leader and at the forefront of IT in Vietnam. Hanoi also envisions achieving rapid development so that by 2030, the city will be an outstanding e-Government leader in the world. Hanoi is also exploring the use of the WeGO eGovFrame to further improve the city's e-Government system.

During the panel discussion, questions on the adoptability of the WeGO eGovFrame were raised. Mr. Gohar Feroz Khan, a consultant for UN-APCICT, asked how the framework can be adopted by developing countries given the limited resources they have. Dr. Kim from NIA assured that the requirements for adopting the WeGO eGovFrame are minimal, as only a basic IT infrastructure is needed. She also added that NIA provides training programs to help the cities adopt the framework within their current situation. Further, Dr. Kim explained that it was easy to adopt the WeGO eGovFrame even if a local government already has an existing framework. Audience members were also curious if the framework has helped Da Nang, and the representatives from Da Nang gave a resounding yes.



4. Results and Recommendations

The Master Class session gathered a great turnout which showed the participants' strong interest in the WeGO eGovFrame and gave to the audience a general technical understanding of what the WeGO eGovFrame offers. The presentation of Da Nang City was helpful as it showcased a city's actual application of the framework. The audience was able to take away the advantages of using the framework through the example of Da Nang.

WeGO and NIA will take proactive measures to promote the WeGO eGovFrame by planning educational or training programs on the WeGO eGovFrame for interested WeGO members in 2015.

Master Class 2

Assessing Your City's e-Government Maturity Level with the CeDS Toolkit

1. Background

The City e-Government Diagnostic and Solutions Framework (CeDS) toolkit, based on a partnership among the World Bank, the Seoul Metropolitan Government and WeGO, was developed and designed with the needs of cities in mind. Taking holistic factors beyond technology into account, it is a fast and user-friendly diagnostic tool for cities to self-assess the maturity level of their e-Government environment and fill any gaps in their city e-services in a cost-efficient manner. The CeDS data platform is also expected to facilitate knowledge-sharing with partner benchmarking cities and enhance access to support from development partners.

2. Speakers' List

Opening Remarks:

- **Randeep Sudan**, Practice Manager, ICT, Transport & ICT Global Practice, World Bank

Chair and Technical Presenter:

- **Hak Jin (Frederick) Lim**, IT Consultant, WeGO / Manager, Department of Strategic Planning, Hyundai U&I

City Case Study Presenters:

- **Joey Lam**, JP, Deputy Government Chief Information Officer (Policy and Community), Government of the Hong Kong Special Administrative Region

- **Amar Abbas**, Mayor, Khartoum East Locality

3. Summary

Mr. Randeep Sudan from the World Bank opened the Master Class by sharing that city governments should redesign and reorient government services towards more ICT-enabling services. He expressed his enthusiasm of implementing the CeDS toolkit in cities around the world as it will analyze cities' e-Government environments and empower cities to build local capacity sufficient to accommodate the necessary city-specific e-Government transformation.

The Master Class was "taught" by WeGO's IT consultant Mr. Hak Jin (Frederick) Lim, who was instrumental in developing the CeDS toolkit. Mr. Lim helped participants to understand how the CeDS toolkit works and explained the toolkit's benefits of enabling local governments



to i) quickly identify weaknesses within their e-Government environments and ii) develop local solutions based on international best practices, and iii) ultimately conceptualize and deploy local e-Government Master Plans. The underpinning vision of the toolkit is for e-Government to serve as the empowering resource to meet citizens' various and often unique needs in more effective, efficient and transparent ways. Mr. Lim's presentation introduced participants and the audience to a powerful and simple method for cities to move forward in their endeavor to meet new urban needs.



Ms. Joey Lam presented that according to the CeDS Toolkit, Hong Kong is at the most advanced stage of e-Government systems delivery (Level 5), being well-managed and embedded into the activities of daily life. Meanwhile, the CeDS toolkit also helped identify areas where further work could be contemplated, such as street tree management system and bus information system. Providing government information and services just one click away, Ms. Joey Lam stressed how wireless and multi-

platform technologies have opened up new opportunities for the delivery of caring and interactive e-Government services to the community, anywhere anytime.

Mayor Amar Abbas discussed a pressing issue for many developing countries, namely how to efficiently increase tax revenue mobilization. Recognizing the difficulties of tax collection, Mayor Abbas demonstrated how ICT can be used to modernize tax administration procedures and improve revenue collection with the example of the Electronic Revenue Collection System in East Nile Locality.



During the panel discussion, many good e-Government initiatives from around the globe were further shared. Mr. Randeep Sudan mentioned how the Seoul Metropolitan Government successfully established optimal routes for its late night bus services through Big Data analysis of Call Detail Records (CDR) data and other public data. Seberang Perai's Smart Monitoring System was also raised as another good and cost-effective e-Government practice deployed at a local level. Lately, many local and national governments are making efforts to adopt single-user identifications such as India's Aadhaar programme which aimed to have India's 1.2 billion citizens enrolled in a biometric ID system for the efficient delivery of government services.



4. Results and Recommendations

This Master Class helped participants recognize the CeDS toolkit as an efficient and effective instrument in deploying e-Government initiatives. The toolkit will provide numerous potential advantages, such as reducing cities' reliance on expensive outside experts; providing practical step-by-step instructions for e-Government deployment based on international best practices; increasing sustainability of e-Government initiatives and local ownership of e-Government initiatives; providing a holistic approach to the various dimensions of urban challenges; providing cities with capabilities to build their own strategic local e-Government roadmaps; and enabling local governments to quickly identify capability and capacity gaps.



WeGO will make a user-friendly CeDS toolkit widely available to WeGO members in 2015.

Welcome Dinner

Sichuan Hall

All participants of the 3rd WeGO General Assembly were invited to the Welcoming Dinner in the evening of November 4, 2014 at the majestic Sichuan Hall of Jinjiang Hotel.

Participants were treated to sumptuous Sichuan dishes and an entertainment program consisting of a traditional folk music medley performed by the Chinese Orchestra, traditional acrobatic show including the panda performance and a beautiful fusion dance combining traditional Chinese opera and modern dance, and the famous Bian Lian, an amazing mask-changing show along with Pen-Huo, a fire-blowing performance.



Welcoming Dinner
November 4, 2014
Sichuan Hall, Jinjiang Hotel



Pen-Huo (Fire-Blowing)
Performance
During the Welcoming Dinner

Farewell Dinner

Jinjiang Hall

The official program of the 3rd WeGO General Assembly concluded with a Farewell Dinner in the evening of November 5 at Jinjiang Hall of Jinjiang Hotel. As the biggest venue of the Jinjiang Hotel, the glamorous Jinjiang Hall gave a royal send-off to all General Assembly participants.

At the Farewell Dinner, WeGO President Won-Soon Park gave a farewell speech to extend a deep appreciation to the host city of Chengdu and all participants of the General Assembly.



**Acrobatic Performance “The Strength”
During the Farewell Dinner**

While participants enjoyed multiple courses of representative Chinese dishes, they had the pleasure of seeing a music performance on the traditional Chinese stringed-instrument called Gu Zheng, a traditional dance with ceramic drums, as well as a masculine acrobatic performance called “The Strength”.

Technical Tour

The WeGO Asia Regional Office, Chengdu offered a free technical tour program to all participants of the 3rd WeGO General Assembly on November 6, 2014. A group of around 100 guests took part in this dynamic tour to make the most of the last day in Chengdu by visiting the Dujiangyan Giant Pandas Center, Dujiangyan Irrigation System and the Kuan-Zhai Lane.

Chengdu has been the ancestral homeland to giant pandas, which are now endangered species, since ancient times. Eighty percent of the world’s giant pandas are in Sichuan Province and the participants had the opportunity to view these rare, marvelous animals at the Dujiangyan Giant Pandas Center.



The centerpiece of the tour was Dujiangyan, the oldest and only surviving non-dam irrigation system in the world that is well-known as one of UNESCO’s World Heritage Sites.

At the end of the tour, participants enjoyed tea at traditional tea houses and went souvenir-shopping at the historically preserved Kuan-Zhai

Lane, one of the top tourist attractions of Chengdu that mixes modern business and ancient culture.

See You at the **4th WeGO General Assembly 2017** in Ulyanovsk Region!

The Birthplace of Vladimir Lenin

The WeGO Secretariat is extremely pleased that during the 3rd WeGO General Assembly Session, the Ulyanovsk region was elected to host the 4th WeGO General Assembly in 2017. The Ulyanovsk region will also serve as WeGO's new Executive Vice President City from the year 2015 to year 2017.

Ulyanovsk region is also the host of the WeGO Europe Regional Office. Since its official opening at the CeBIT in Hamburg, Germany in March 2014, the WeGO Europe Regional Office has launched a number of ambitious activities with a vision to promote regional exchange and cooperation in e-Governance in Europe, including the International IT Conference "Stachka", the IT Conference Ucamp, as well as an e-Government webinar on Open Data and Open Government for the benefit of WeGO members.



The Ulyanovsk region is conveniently situated at the heart of the Middle Volga region in Russia and is a center for logistics and transportation. The main industries of the Ulyanovsk region are aircraft construction, car engineering, machine tools production, heavy power and transport engineering. The area is also rich in mineral resources and raw materials. Under a moderately continental climate, the region is well-known as the birthplace of Vladimir Lenin.

We look forward to seeing you at the 4th WeGO General Assembly 2017 in Ulyanovsk region, Russia!

The 3rd WeGO General Assembly 2014

“Engaging Citizens: Open, Sharing, and Collaborative Cities”

November 3-6, 2014
Chengdu, China

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