



**World e-Governments Organization of
Cities and Local Governments**

If you have any questions, contact us!

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WeGO
World e-Governments Organization of
Cities and Local Governments

3rd WeGO GENERAL ASSEMBLY 2014

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Cities and Local Governments

3rd WeGO GENERAL ASSEMBLY 2014

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

November 3-6, 2014
Chengdu, China



3rd WeGO General Assembly 2014

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

Organizer:



Host City:



Gold Sponsor:



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Greetings

Welcome Message



Won Soon Park
Mayor of Seoul
President of WeGO

Distinguished mayors and delegates from cities around the world, and the IT experts here at the assembly, I sincerely welcome all of you to the 3rd WeGO General Assembly.

I would like to extend my warm gratitude for your interest in WeGO and your participation in this General Assembly.

WeGO was launched in 2010 by Seoul with over 50 cities around the world for the purpose of promoting the sharing of knowledge and experience in the e-government field. The international community greatly welcomed the launch of this first-of-its-kind organization. Since 2010, the number of members has increased to 86 cities.

At this year's General Assembly, more than 25 non-member cities are participating as observers. Many organizations like World Bank, UNPAN, UNPOG, UCLG ASPAC, The Asia Foundation, AcuitasGOV, ITPP are providing their support for the activities of WeGO.

WeGO will continue to be committed to increasing more practical exchanges among cities and in the long term will contribute to the strengthening of local democracy and the bridging of the gap among cities. The purpose and activities of WeGO are very much in line with the global trend of the 21st century, which is all about local-to-local and people-to-people. Moreover, WeGO will be committed to actually changing the lives of the citizens for the better.

The general purpose of electric democracy is to activate enthusiastic participation from citizen through ICT, which is used as a link in participation, sharing, and communication. That is the reason why "Engaging Citizens: Open, Sharing, and Collaborative Cities" was selected as the main theme of this year's General Assembly of WeGO.

I am certain that WeGO member cities will play a critical role in bringing about citizen participation. In order to raise civil participation, WeGO will strive to share successful cases and best practices of establishing e-governance among WeGO member cities and other cities around the world. Also, by sharing the experiences and the trials and errors, we will be able to bring about innovative changes in the lives of the citizens.

The Seoul Metropolitan Government promises to play a leading role in the exchanges and cooperation among cities around the world in the e-government field.

Once again, welcome to the General Assembly of WeGO and thank you for your participation.

Welcome Message



Zhihong Zhu
Standing Vice Mayor of Chengdu

Ladies and gentlemen,

Welcome to Chengdu! Welcome to the 3rd WeGO General Assembly!

Chengdu is a famous historic and cultural city, known as “the land of abundance”, with world cultural heritage sites such as the Dujiangyan Irrigation System & Mount Qingcheng. It is the habitat of the giant panda, the national treasure of China, and the cradle of Sichuan cuisine. It is awarded the titles of “the City of Gourmet” and “the Best Tourist City in China” by UNESCO and World Tourism Organization respectively. Chengdu is also identified by the State Council of China as the center of technology, commercial trade and finance, and the center of transport and communication in Southwest China. Chengdu is the city with the most foreign consulates, international airlines, and subsidiaries of Fortune 500 companies in Midwest China. Furthermore, Chengdu is a “Renowned Software City in China” with electronic information as its leading pillar industry, which places a physical foundation for developing e-Government and constructing an intelligent city.

E-Government, as the result of modern informatization, has become the important means for various cities and regions to boost their administration efficiency and provide quality services to the public. We are willing to have extensive exchange and share e-Governmental experience with the participants from the five continents, for the purpose to promote e-Governmental development and innovation, accelerate e-Governmental application and popularization, making e-Government better serving local, economic and social development and better benefiting the people.

Finally, I wish the 3rd WeGO General Assembly a great success! And I wish all of you good health and great happiness during your stay in Chengdu!

Welcome Message



Gunso Kim
Seoul Chief Information Officer
Secretary General of WeGO

Thank you for participating in the 3rd WeGO General Assembly! The WeGO Secretariat has undergone some exciting changes in the past 12 months. We opened WeGO Regional Offices in Chengdu, China and the Ulyanovsk Region, Russia and with a fresh team of recruited staff members, moved from Seoul City Hall to our own office in Seoul, Korea. In cooperation with the World Bank and IT consultants, we developed the City e-Governments Diagnostic and Solutions Framework (CeDS) Online Data Platform which will be made exclusively available to WeGO members through the newly “made-over” and restructured WeGO website.

After the successful 2nd WeGO General Assembly in Barcelona, Spain, WeGO is very pleased to hold the 3rd WeGO General Assembly in Chengdu, a beautiful city in the center of China that is also home to the famous Giant Pandas. Chengdu is a dynamic, open city that utilizes advanced, people-centered e-Government systems in order to communicate with and engage its citizens. Thus, it is the perfect host for this year's General Assembly, which will focus on citizens' accessibility to public administration and citizen-centric technological innovation with the theme of “*Engaging Citizens: Open, Sharing, and Collaborative Cities.*”

We have prepared a rich event program, consisting of plenary General Assembly sessions; the WeGO Awards Ceremony honoring exceptional practices of e-Government; Workshop Sessions and Master Classes with distinguished experts from around the globe; Matchmaking Meetings where cities, organizations, and companies can meet and build partnerships; Banquet Dinners; Technical Tours of the UN World Heritage Site Dujiangyan Irrigation System and Giant Panda Center; and the highlight of the General Assembly -- the Mayors' Roundtable Meeting.

The world is undergoing unprecedented urban expansion at this time. This means that the delivery of quality public services by local governments will become both more difficult and necessary at the same time. e-Government has extensive potential in helping to meet these urban challenges and WeGO is poised to play a significant part in harnessing and promoting this potential. We hope for your active interest and support of WeGO in pursuing this mission at and beyond the 3rd WeGO General Assembly.

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: Ginkgo 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) <i>President City of WeGO- Seoul</i> 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) <i>Host City- Chengdu</i> 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
18:30	Recess (18:30-19:00)
19:00	Farewell Dinner (19:00-20:30) Venue: Jinjiang Hall, 2 nd Floor main Building

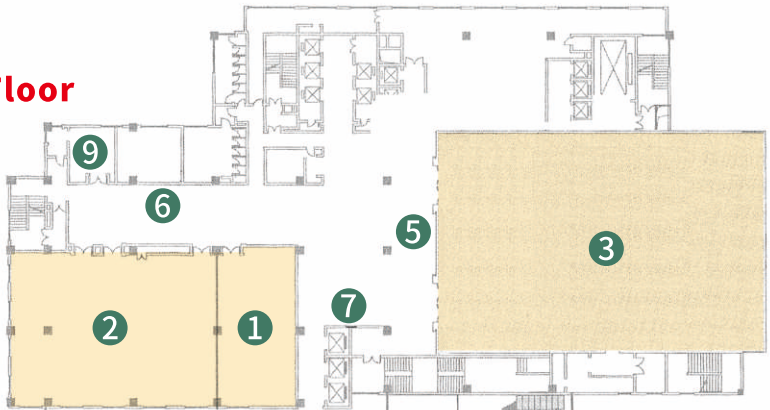
Workshop Session III (16:45-18:30)
Partnering for Smart and Sharing Cities
Cities Development Initiative for Asia (CDIA)
Venue: Chengdu Hall B, 3rd Floor VIP Building

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

Venue Guide

VIP Building 3rd Floor



VIP Building Lobby

Main Building 2nd Floor

- Chengdu Hall A**
EXCOM Meetings Workshop I, II Master Class II
- Chengdu Hall B**
Matchmaking Meetings Workshop III
- Sichuan Hall**
Welcome Banquet General Assembly Mayors' Roundtable Meeting
- Jinjiang Hall**
Farewell Dinner
- WeGO Promotional Booth**
- ICLEI Booth**
- Photo Wall**
- Registration (Lobby)**
- VIP Room**

● Peony Chamber is on the Second Floor of the VIP building.
Master Class I

Detailed Program

Monday, November 3, 2014	
Time	Program
12:00	Welcoming Lunch (12:00-14:00) <u>Venue: Bamboo Garden, 1st Floor VIP Building</u>
14:00	EXCOM Meeting Session I (14:00-17:00) <u>Venue: Chengdu Hall A, 3rd Floor VIP Building</u> Dress Code: Smart Casual Chair: Dr. Gunso Kim, Secretary General, WeGO Participants: Executive Committee Members Presentation on WeGO's Operational Progress from the Secretariat and WeGO Asia and Europe Regional Offices 1. WeGO Secretariat 2. WeGO Regional Offices -Asia Office- Chengdu -Europe Office- Ulyanovsk Region Discussion of Key EXCOM Agenda Coffee Break Discussion of Key EXCOM Agenda (cont'd) Thematic Presentation Mr. Jae-Hong Lim, Head, UNPOG/ DPADM: <i>Introduction of UNPOG: Collaboration Opportunities with WeGO</i>
17:00	Recess (17:00-18:00)
18:00	Dinner (18:00-19:30) <u>Venue: Bamboo Garden, 1st Floor VIP Building (Non-EXCOM Members)</u> <u>Venue: Garden Restaurant, 9th Floor Main Building (EXCOM Members)</u>

Tuesday, November 4, 2014	
Time	Program
09:00	EXCOM Meeting Session II (09:00-10:45) <u>Venue: Chengdu Hall A, 3rd Floor VIP Building</u> Dress Code: Smart Casual Chair: Dr. Gunso Kim, Secretary General, WeGO Participants: Executive Committee Members Good Practices Sharing 1. Pittsburgh 2. Gimpo City 3. Ulyanovsk Region 4. Tunis 5. Tallinn
10:45	Recess (10:45-11:10)

11:10	Board bus and move to Restaurant (EXCOM Members) (11:10-11:30)	
11:30	Lunch (11:30-12:40) <u>Venue: Bamboo Garden, 1st Floor VIP Building (Non-EXCOM Members)</u> <u>Venue: Gingko Restaurant (EXCOM Members)</u>	
12:40	Board bus and move to Hotel (EXCOM Members) (12:40-13:00)	
13:00	Recess (13:00-13:30)	
13:30	Workshop Session I <i>Open Government for Collaborative Governance</i> (13:30-15:15) <u>Venue: Chengdu Hall A, 3rd Floor VIP Building</u> Dress Code: Smart Casual	Matchmaking Meetings (14:00-17:00) <u>Venue: Chengdu Hall B, 3rd Floor VIP Building</u> Dress Code: Smart Casual
14:00	Chair: Professor Dr. Türksel Kaya Bengshir, Director, TODAIE-Public Administration Institute for Turkey and the Middle East Keynote Presentation Mr. Jae-Hong Lim, Head, UNPOG/DPADM: <i>Open Government Data: Global Trends and Emerging Issues</i> Thematic Presentations - Ms. Satyarupa Shekhar Swain, Director, Government Advisory and Outreach Group, Transparent Cities Network: <i>How Can Data and Technology Foster Open Governments and Collaborative Governance?</i> - Ms. Doris Becker, Program Director, Transforming Administration-Strengthening Innovation (TRANSFORMASI), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.: <i>The GIZ Approach Using eGovernment for Constructive State-Society Relations</i> City Case Studies 1. Ms. Sri Indah Wibi Nastiti, Director, Program Development and Advocacy, Association of Indonesian Municipalities (APEKSI): <i>Indonesian Cities' Experiences on Open Government Development</i> 2. Ms. Irina Efimova, Mayor's Press Secretary, Yakutsk City Administration: <i>Crowdsourcing Website "One Click Yakutsk"</i> 3. Mr. Thiago Ribiero, Deputy Secretary of Communication of Porto Alegre, Porto Alegre Municipality: <i>#Datapoa: The Open Data Project of the City of Porto Alegre</i>	
15:15	Coffee Break (15:15-15:30)	
15:30	Master Class I: WeGO eGovFrame <i>Building Efficient and Citizen-centric e-Government Systems with the WeGO eGovFrame</i> (15:30-16:45) <u>Venue: Peony Chamber, 2nd Floor VIP Building</u> Dress Code: Smart Casual Opening Remarks and Technical Presentation Dr. Eun-ju Kim, Director, Government Collaboration & Sharing Dept., Government 3.0 Center, NIA City Case Studies 1. Mr. Phung Tan Viet, Vice President, Da Nang People's Committee, Da Nang: <i>Development of e-Government Platform for Da Nang City</i> 2. Mr Nguyen Ha Phuong, Expert, IT Application, ICT Department, Hanoi: <i>The Current State of IT Application of Hanoi City and the IT</i>	

	<i>Development Plan of Hanoi City to 2020, up to 2030</i>	
	Q&A Session	
16:45	Master Class II: CeDS Toolkit <i>Assessing your City's e-Government Maturity Level with the CeDS Toolkit</i> (16:45-18:00) <u>Venue: Chengdu Hall A, 3rd Floor VIP Building</u> Dress Code: Smart Casual	
	Opening Remarks Mr. Randeep Sudan, Practice Manager, ICT, Transport & ICT Global Practice, World Bank	
	Technical Presentation Mr. Hak Jin (Frederick) Lim, Manager, Department of Strategic Planning, Hyundai U&I	
	City Case Study 1. Miss Joey Lam, JP, Deputy Government Chief Information Officer (Policy and Community), Government of the Hong Kong Special Administrative Region, <i>Public Services Anytime Anywhere</i>	
	Q&A Session	
18:00	Recess (18:00-18:30)	
18:30	Welcome Dinner Banquet (18:30-20:00) <u>Venue: Sichuan Hall, 3rd Floor VIP Building</u> Dress Code: Smart Casual	

Time	Wednesday, November 5, 2014 Program
09:00	General Assembly Session I (09:00-11:00) <u>Venue: Sichuan Hall, 3rd Floor VIP Building</u> Dress Code: Business Suit
	Chair: President City of WeGO- Seoul
11:00	Coffee Break (11:00-11:20)
11:20	General Assembly Session II (11:20-13:00) <u>Venue: Sichuan Hall, 3rd Floor VIP Building</u> Dress Code: Business Suit
	Chair: Host City- Chengdu
	2 nd WeGO Awards Ceremony
13:00	Lunch (13:00-14:30) <u>Venue: Bamboo Garden 1st Floor, VIP Building</u> <u>Venue: Jin Sichuan Cuisine, 4th Floor VIP Building (Mayors and Vice-Mayors)</u>
14:30	Mayors' Roundtable Meeting <i>Innovation Successes, Challenges, and the Way Forward</i> (14:30-16:30) <u>Venue: Sichuan Hall, 3rd Floor VIP Building</u> Dress Code: Smart Casual
	Chair: Won-Soon Park, Mayor of Seoul
	Co-Chair: Zhihong Zhu, Standing Vice Mayor of Chengdu

	Participating Mayors/ Vice Mayors: Addis Ababa- Deputy Mayor Agra- Mayor Bangalore- Mayor Baubau- Mayor Beyoglu- Mayor Da Nang- Vice Chairman Elkhawi Locality- Mayor Frankfurt- Deputy Mayor Gadarif State- Governor Gadarif City- Mayor Gazira State- Governor Gimpo City- Mayor Hebron- Mayor Jakarta- Deputy Governor	Khartoum East Locality- Mayor Khartoum State- Vice Governor Omsk- Deputy Mayor Pokhara- Executive Officer Rajshahi City Corporation- Mayor Riyadh- Deputy Mayor San Fernando, La Union- Mayor Seberang Perai- Vice President Sennar State- Governor Sri Jayawardenapura Kotte- Mayor Tunis- Vice Mayor Ulyanovsk Region- First Deputy Chairman Umelgoura Locality- Mayor Vientiane Capital- Vice Governor
	Observers: All General Assembly participants are invited	
16:30	Coffee Break (16:30-16:45)	
16:45	Workshop Session II <i>Transformative Technology Solutions to Enhance Citizen Engagement</i> (16:45-18:30) <u>Venue: Chengdu Hall A, VIP Building</u> Dress Code: Smart Casual	Workshop Session III <i>Partnering for Smart and Sharing Cities</i> (16:45-18:30) <u>Venue: Chengdu Hall B, VIP Building</u> Dress Code: Smart Casual
	Chair: Mr. Adolfo Guerrero, Head of the China Nodal Office and Senior Public Private Partnership Infrastructure Specialist, Cities Development Initiative for Asia (CDIA)	
	Moderator: Mr. Klaus Marhold, Visiting Lecturer, University of Vienna	
	Thematic Presentations - Ms. Mary Jane Ortega, Vice President, International Council for Local Environmental Initiatives (ICLEI); Former Mayor of Sand Fernando, La Union: <i>Green Technology for Smart City Growth</i> - Dr. Gohar Feroz Khan, Consultant, UN- Asian Pacific Training Center for Information and Communication Technology (APCICT): <i>The Role of Social Media in Engaging Citizens in Urban Development and Growth</i> - Dr. Bernadia Tjandradewi, Secretary General, United Cities and Local Governments- Asia Pacific (UCLG-ASPAC): <i>Local Authorities and Enabling Environment for Development Effectiveness: Coordination between Local, Provincial and National Governments to Localize the Post-2015 Development Agenda</i> - Mr. Rodrigo Bandeira de Luna, Director, Instituto Cidade Democrática: <i>Partnerships for a Social Participation Eco-System</i>	
	City Case Studies 1. Mr. Alexey Novikov, President/Co-Founder, Habidatum: <i>Moscow On the Way to Platform-Based Community: Turning Cyber Dialog Between Citizens and the Government into Public Policy Agenda</i> 2. Mr. Eng. Ahmed Mahmoud Mohamed Eisa, Chair, e-Government Committee, Gadarif State: <i>Gadarif</i>	
	Panel Discussion	

	State and GDCO Partnership Empowering Digital Inclusion
18:30	Panel Discussion
	Recess (18:30-19:00)
19:00	Farewell Dinner (19:00-20:30) Venue: Jinjiang Hall, 2 nd Floor Main Building Dress Code: Smart Casual/ Traditional Attire

Time	Thursday, November 6, 2014 Program
08:30	Technical Tour of Chengdu (08:30-18:30) Dress Code: Casual 08:30- Departure from Jinjiang Hotel 10:30- Dujiangyan Giant Pandas Center 11:50- Lunch 13:30- Dujiangyan Irrigation System 15:00- Departure for Chengdu 17:00- Chengdu Administration Center
18:30	Post-Tour Dinner (18:30-20:00) Venue: Bamboo Garden, 1 st Floor VIP Building Dress Code: Casual

Participating Cities

<ul style="list-style-type: none">• Addis Ababa (Ethiopia) Tewelde Gebretsadkan Kidane Deputy Mayor	<ul style="list-style-type: none">• Agra (India) Indrajeet Arya Mayor
<ul style="list-style-type: none">• Amsterdam (Netherlands) Marjin Fraanje Deputy CIO	<ul style="list-style-type: none">• Ankara (Turkey) Necmettin Tahiroglu General Manager
<ul style="list-style-type: none">• Baku (Azerbaijan) Khalid Alakbarov Chief of Division	<ul style="list-style-type: none">• Bandung (Indonesia) Juwanda Special IT Expert
<ul style="list-style-type: none">• Bangalore (India) Ravi Kumar Shantha Kumari Mayor	<ul style="list-style-type: none">• Barcelona (Spain) Sergio Jerez Rico Director of Mobile, e-Government & Data
<ul style="list-style-type: none">• Baubau (Indonesia) As Tamrin Mayor	<ul style="list-style-type: none">• Beijing (China) Tong Tengfei Deputy Director, Beijing's Commission of Economy and Information Technology
<ul style="list-style-type: none">• Beyoğlu Municipality (Turkey) Ahmet Misbah Demircan Mayor	<ul style="list-style-type: none">• Bucharest (Romania) Adrian Iordache Head of Legal Department
<ul style="list-style-type: none">• Changsha (China) Li Tan Admin Division Director	<ul style="list-style-type: none">• Chengdu (China) Zhihong Zhu Standing Vice Mayor

<ul style="list-style-type: none"> Da Nang (Vietnam) Phung Tan Viet Vice President
<ul style="list-style-type: none"> Dharan Municipality (Nepal) Shiv Chandra Chamling Assistant Information Officer
<ul style="list-style-type: none"> Frankfurt (Germany) Jan Schneider Deputy Mayor
<ul style="list-style-type: none"> Gadarif State (Sudan) Eldaw Hamed Governor
<ul style="list-style-type: none"> Gimpo City (Korea) Young Rok Yoo Mayor
<ul style="list-style-type: none"> Hebron (Palestine) Daoud Zatari Mayor
<ul style="list-style-type: none"> Hong Kong Special Administrative Region (China) Joey Lam, JP Deputy Government Chief Information Officer (Policy and Community)
<ul style="list-style-type: none"> Jakarta (Indonesia) Sylviana Murni Deputy Governor for Culture and Tourism
<ul style="list-style-type: none"> Kepri (Indonesia) Syamsul Barhum Assistant for Economy and Development Affairs

<ul style="list-style-type: none"> Dhaka North (Bangladesh) Md Gazi Firoze Rahman Chief Engineer
<ul style="list-style-type: none"> Elkhawi Locality (Sudan) Bakri Salih Elsharif Alabbas Mayor
<ul style="list-style-type: none"> Gadarif City (Sudan) Abdullah Alhaj Mayor
<ul style="list-style-type: none"> Gazira State (Sudan) Mohamed Ali Governor
<ul style="list-style-type: none"> Hanoi (Vietnam) Quang Nguyen Xuan Vice Director
<ul style="list-style-type: none"> Helsinki (Finland) Kari Miskala Head of ICT Development
<ul style="list-style-type: none"> Istanbul (Turkey) Hakki Tok Chief Information Officer
<ul style="list-style-type: none"> Kathmandu (Nepal) Mahesh Kumar Kafle Division Chief
<ul style="list-style-type: none"> Khartoum East Locality (Sudan) Ammar Abbas Mayor

<ul style="list-style-type: none"> Khartoum State (Sudan) Elsiddig Elshiekh Deputy Governor
<ul style="list-style-type: none"> Luanda (Angola) Melo Rosa Maria Amelia Head Office
<ul style="list-style-type: none"> Moscow (Russia) Iya Kuzmenko Adviser of Deputy Mayor
<ul style="list-style-type: none"> Nairobi (Kenya) Anne Lokidor EXCOM, IC & E-Government
<ul style="list-style-type: none"> Omsk (Russia) Alexey Menshov Deputy Mayor
<ul style="list-style-type: none"> Pokhara (Nepal) Mahesh Baral Mayor
<ul style="list-style-type: none"> Quezon (Philippines) Regina Samson Head of Communications Coordination Center
<ul style="list-style-type: none"> Redsea State (Sudan) Ali Kilmob IT Manager
<ul style="list-style-type: none"> San Fernando, La Union (Philippines) Pablo Ortega Mayor

<ul style="list-style-type: none"> Kigali (Rwanda) Cedric Umuhire IT Manager
<ul style="list-style-type: none"> Maputo (Mozambique) Adelaide Souto Director
<ul style="list-style-type: none"> Muscat (Oman) Saleh Alhadabi Director General
<ul style="list-style-type: none"> Ningbo (China) Yonghua Du Deputy Director
<ul style="list-style-type: none"> Pittsburgh (United States of America) Debra Lam Chief of Innovation & Performance
<ul style="list-style-type: none"> Porto Alegre Municipality (Brazil) Thiago Ribiero Deputy Secretary of Communication
<ul style="list-style-type: none"> Rajshahi City Corporation (Bangladesh) Mohammad Mossaddique Hossaion Mayor
<ul style="list-style-type: none"> Riyadh Region Municipality (Saudi Arabia) Ibrahim Aldjain Mayor
<ul style="list-style-type: none"> Sao Paulo (Brazil) Gustavo Carneiro Vidigal Cavalcanti Head of Office

Keynote Speeches

<ul style="list-style-type: none"> • Seberang Perai (Malaysia) Haji Rozali Haji Mohamud Municipal Secretary 	<ul style="list-style-type: none"> • Sennar State (Sudan) Ahmed Abbas Mohamed Saad Governor
<ul style="list-style-type: none"> • Seoul (Korea) Woon Son Park Mayor 	<ul style="list-style-type: none"> • Shandong Province (China) Qian Jie Vice Consultant
<ul style="list-style-type: none"> • Singapore (Singapore) Shiow Pyng Wong Deputy Director 	<ul style="list-style-type: none"> • Songpa-gu (Korea) Young Soo Kim Deputy Mayor
<ul style="list-style-type: none"> • South Kordofan (Sudan) Ali Momen State Government Consultant 	<ul style="list-style-type: none"> • South Gezeera Locality (Sudan) Sabri Ali Representative
<ul style="list-style-type: none"> • Sri Jayawardenapura Kotte (Sri Lanka) Ranawaka Arachchige Don Janaka Ranawaka Mayor 	<ul style="list-style-type: none"> • Tallinn (Estonia) Toomas Sepp City Secretary- Head of Office
<ul style="list-style-type: none"> • Tel Aviv (Israel) Yael Weinstein Director of Economic Development 	<ul style="list-style-type: none"> • Tunis (Tunisia) Adnene Saidane Vice Mayor
<ul style="list-style-type: none"> • Ulaanbaatar (Mongolia) Bat-Ulzii Batchuluun Chief Information Officer 	<ul style="list-style-type: none"> • Ulyanovsk Region (Russia) Svetlana Openysheva First Deputy Chairman
<ul style="list-style-type: none"> • Umelgoura Locality (Sudan) Elbashir Mohamed Mayor 	<ul style="list-style-type: none"> • Vientiane (Laos) Keophilavanh Aphaylath Vice Governor
<ul style="list-style-type: none"> • White Nile State (Sudan) Eltayeb Mohammed Abdellah Secretary General 	<ul style="list-style-type: none"> • Yakutsk (Russia) Irina Yakusheva Mayor's Press Secretary
<ul style="list-style-type: none"> • Zhejiang Province (China) Weijuan Zhu Senior Economist 	



Keynote Speaker

Digital Engagement with Citizens: Challenges and Opportunities

Randeep Sudan
Practice Manager for ICT
Transport and ICT Global Practice, World Bank

Randeep Sudan is the Practice Manager for Information and Communication Technologies (ICT) in the Transport and ICT Global Practice of the World Bank, based in Washington DC. His Unit supports developing countries on policies and programs relating to broadband infrastructure, mobile networks, digital government, and ICT industry development. Prior to joining the World Bank he held senior government positions in India, as a member of the Indian Administrative Service. He was Special Secretary to the Chief Minister and ex-officio Secretary Information Technology in the state of Andhra Pradesh and was closely associated with policies and strategies for leveraging ICT for development. He was also a key member of the leadership team that helped the state of Andhra Pradesh in India, to make significant progress in digital government, and become an important international destination for IT-based services. He has been the Chief Executive of APFIRST an organization focused on promoting investments in the ICT sector, and also of AP Technology Services, a company specializing in the use of ICTs in government. His areas of expertise include ICT policy, e-government, investment promotion, infrastructure development and public-private partnerships. He has a Master's degree from the London School of Economics. He has taught as a visiting faculty at the Department of Informatics at the University of Oslo.

Abstract

Cities and governments are finding new ways of engaging with citizens through digital technologies. This opens up new possibilities for co-creation of services and citizen feedback loops. Cities can learn from the experience of the private sector in leveraging technologies to actively engage with customers. The proliferation of mobile phones, digital devices and social media opens up new opportunities for capturing data streams and using analytics to provide better services to citizens. However, the poorest sections of the population continue to be at the margins of the digital revolution. Cities will have to make special efforts to ensure that disadvantaged sections of society are not left behind.



Keynote Speaker

Realizing Dream in China and Jointly Creating Value

Cheng Gang Bian
Vice President, Technology and Manufacturing Group
General Manager, Intel Products (Chengdu) Ltd.

Cheng Gang Bian is a vice president in the Intel Technology and Manufacturing Group and serves as general manager for Intel Products (Chengdu) Ltd. in Chengdu, Shichuan province, China. Bian leads and manages the Intel Chengdu site in line with the best interests of Intel's long-term business in China. His responsibilities include overseeing factory operations and employee relations; enriching the Intel image and brand; building strategic relationships with communities, media, governments and local authorities; and working with the industry ecosystem, government and society.

Before becoming general manager in 2009, Bian was a senior manager at Intel's Pudong campus in Shanghai. Earlier in his Intel career, he served as the managing director for Intel's Flash operations in Shanghai, which was spun off in 2007. He also served as the general manager for Numonyx China. Bian joined Intel in 1998 as site IT/automation manager during the Pudong site startup, managing both organizations to support two factory startups.

Bian was recognized as a Top 10 honorable citizen of Chengdu in 2010 and was also named that year as a Top 10 business leader of Sichuan. He holds a bachelor's degree in electrical engineering from Shanghai University and a master's degree in computer science from the University of Troms, Norway.

Abstract

To build a wealthy and strong nation and benefit the people, it's necessary not only to push forward the development of economic foundation, but also to invest more in the social infrastructure, aiming to promote the economic and social inclusion and sustainable development through social innovation.

Intel came to China 30 years ago, during which Intel took the social needs as its guide, supported the development of the local ICT industry chain and made great contribution for China to becoming the biggest computer market in the world. From the "Pudong Development" to the "West Development", and then to the "Regeneration Northeast" of China, Intel always actively supported the regional industrial cluster development by building production and research bases, and made contribution to the regional economic and industrial development. Based on the value of cooperation and mutual benefits, China has become Intel 's biggest market in the world. Growing together with China heart by heart has been forged as an important value of Intel.

For a long time, Intel has devoted to push the innovation and development of industrial chain through technology, which consequently promoted the cross-border cooperation

and coordinative innovation. In addition to these, booming innovative ecosphere has been established by Intel. Meanwhile, Intel actively copied such model to the social field as well, and put forward social innovation to fight against the tough challenges of society and environment.

New pattern of urbanization will undoubtedly become an important engine of development for China in the coming ten years. The ways of integrating the cross-boundary resources of society, enterprises and government, establishing an innovation ecosphere for producing, learning, researching and users, calling up the public to participate in innovation and implementing the people-oriented urbanization will be our common opportunities and challenges. Not just technological and industrial innovations, but also social and public innovations are essential to liberate the social positive energy and drive the innovation on social governance.

Intel will make use of its own advantages to push forward industrial and social innovation through technological innovation. Let us jointly strive to realize the Chinese Dream and the World's Dream through cross-border cooperation and innovation!

Mayors' Roundtable Meeting

Innovation Successes, Challenges, and the Way Forward

Mayors and Vice Mayors will join together in a unique conversation to share their successes and challenges for building smart and sustainable cities. This high-level, open dialogue among Roundtable members will represent the diverse experiences, needs and issues of cities of many sizes and stages of development and help identify opportunities for partnerships and city-to-city cooperation. Roundtable members will have the opportunity to highlight their city's good practices that may be replicated in other cities or present a priority area requiring smart solutions. Mayors and Vice Mayors will also discuss their city's vision for a sustainable urban future through innovation.

The Mayors' Roundtable Meeting will be open for observation to attendees of the 3rd WeGO General Assembly, so that all may benefit from the shared knowledge and reflections of executive city leaders from around the world.





Addis Ababa

Mr. Tewelde Gebretsadkan Kidane

Deputy Mayor

Mr. Tewelde Gebretsadkan Kidane is the Deputy Mayor of the City of Addis Ababa. Aside from this, he is also the Public Relations Adviser to the Mayor of Addis Ababa and the Head of the Addis Ababa EPRDF (Ruling Party) Office. He is currently pursuing MA Courses in Organizational Leadership.

Agra

Mr. Indrajeet Arya

Mayor



Mayor Indrajeet Arya attended the World Mayors' Conference in Barcelona in 2013 and was elected as a member of the Executive Committee of the World Level. He has been working in political and social service for the past 35 years. He worked as U.P. State Minister while at the Bhartiya Janta Party Government in Uttar Pradesh. At present, he serves as Mayor of Agra, home of the Taj Mahal. As Mayor, he looks for solutions to the city's problems. His main projects include:

- Agra water supply under Jawahar Lal Nehru Urban Renewel Mission (JNNURM) of Rs. 102.99 Crores.
- Agra Sewerage Part I, Phase –I under JNNURM of Rs. 217.99 Crores.
- Agra Sewerage Northern and Western Zone under JNNURM of Rs. 21.62 Crores.
- Agra Solid Waste Management under JNNURM of Rs. 30.84 Crores.
- Agra Ganga Jal Project of Rs. 2887.92 Crores.
- Projects on widening and strengthening of roads, drainage, sanitation, etc



Bangalore

Smt. Shantha Kumari

Mayor

Smt. Shantha Kumari started her political career when she became a council member of the Bangalore Municipal Council from 1995 to 1996. During the same period, she also served as a member of various standing committees of the Bangalore Municipal Corporation. She became the Deputy Mayor of

Bangalore Municipal Corporation in 2004. On May 2014, she was officially selected as the Worshipful Mayor of Bruhat Bangalore Mahanagara Palike. She is married to H. Ravi Kumar.

Baubau

Mr. Drs. As Tamrin, MH

Mayor



Mr. Tamrin has devoted his life to serving as a responsible government official, especially in the land affairs department. He served there for 30 years and became the Director of the Indonesia Agrarian Headquarters in Jakarta. In 1998, he notably helped raise the income of farmers through a land irrigation system project. Mr. Tamrin was the Director of Institution and Community Empowerment from 2009 to 2011; his time there helped him develop close ties with the community he is serving. In January 2013, Mr. As Tamrin was elected Mayor of Baubau with the vision of "Creating Baubau: the forward, prosperous and cultured". He has been supporting the progress of IT development as well as the implementation of public service domain, especially from the grassroots. One of his programs deals with technology used in remote areas to empower the marginalized and isolated communities. The program has already broken the digital divide despite low-cost requirements.



Beyoğlu

Mr. Ahmet Misbah Demircan

Mayor

Mayor Ahmet Misbah Demircan belongs to one of the long-established families Demircan of Beyoğlu. He was awarded his Bachelor's degree in 1992 from the Marmara University, Faculty of Theology, followed by his Master's degree in Political Sciences and International Relations Department at the same University. Besides that, he has participated in language courses in Tunis and England. He took a step into active politics in 2001, with the foundation of the Justice and Development Party (AK Parti). He started his political life as Justice and Development Party-Sarıyer District Deputy President and continued at the same political party as Member of the Regional Executive Committee and the Party Administrative Center Deputy President of Tourism Commission. At the general elections of 3 November 2002, he was deputy candidate in the 16th rank, from the 2nd electoral region of İstanbul. During the regional elections of March 28, 2004, he won the elections and became Mayor of Beyoğlu Municipality. Since a very young age, Mr. Demircan has played an active role in civil society organizations and occupied responsibilities at Independent Industrialists and Businessmen's' Association (MÜSİAD) and at the Association of Turkish Travels Agencies (TURSAB). During his first term as Mayor of Beyoğlu Municipality, his first project was to constitute "Local Civil Union of Forces" in order to actively integrate the 185 civil society institutions in decision management. That way, he enabled the civil society's institutions to be part of different projects and take advantage of various groups' ideas and experiences, and to implement projects with wider consensus. He has implemented most of the projects created at the Local Civil Union of Forces Center, in collaboration with civil society institutions.

Chengdu Zhihong Zhu Standing Vice Mayor

Mr. Zhu Zhihong, born in Rongxian, Sichuan Province in November 1960, obtained his B.E. degree from the University of Electronic Science and Technology of China, and received his M.B.A degree from the Southwestern University of Finance and Economics. He began his career in September 1982 in Chengdu Yaguang Electronics Co., Ltd and now serves as the Standing Vice Mayor of Chengdu Municipal People's Government.



Da Nang Mr. Phung Tan Viet Vice President

Mr. Phung Tan Viet is currently the Vice President of Da Nang People's Committee. Before serving for the Da Nang People's Committee, he was the Director of Da Nang Department of Commerce (1997–2004) and Da Nang Department of Planning and Investment (2004 –2009). Mr. Phung Tan Viet is also the

Head of Steering Committee of Da Nang City in IT application and development. The Steering Committee is the body that coordinates all government agencies in Da Nang City to implement ICT application plans and roadmaps. Under the leadership of the Steering Committee, Da Nang has achieved remarkable success in the area of ICT application in the public sector, and was ranked the best city in Vietnam in the readiness for ICT development and adoption for 5 consecutive years (2009-2013) by the Office of Vietnam ICT Steering Committee and Vietnam Association for Information Processing. Mr. Phung Tan Viet graduated with a Bachelor in Electronics and PhD in Economics.

Elkhawi Locality Mr. Bakri Salih Elsharif Alabbas Mayor

Retired Brigadier General Bakri Salih Elsharif Alabbas received his BA from Sudan University and is also a holder of a Military Academy Fellowship. He has taken up various posts in local government. In 2010, he was the Mayor of Kailik Locality. He became the Mayor of Sallam Locality two years after, and now, he is serving as the Mayor of Elkhawi Locality.



Frankfurt Mr. Jan Schneider Deputy Mayor

Since November 1, 2013, Deputy Mayor Jan Schneider has been the Head of the Department for Reform Projects. He is responsible for IT and e-Government. After graduating from law school, he worked from 2010 to 2012 as a personal consultant for the Interior Minister of the state of Hesse. From

2012 to 2013, he was a member of the state parliament of Hesse, and from 2006 to 2013, he served as a member of the city parliament of Frankfurt am Main.

Gadarif City Major General Abdullah Youssef Alhaj Mayor

Major General Abdullah Youssef Alhaj has been serving as Mayor of Gadarif City since September 2012. He graduated from the Sudan Command & Staff College. Currently, he is also a lecturer at the Sudan Higher Military Academy and is a Sudanese Military Councilor to the Sudan Embassy in Pakistan and Bangladesh.





Gadarif State

Mr. Eldaw Hamed Governor

Mr. Eldaw Hamed graduated with a Bachelor's degree in Strategic Studies in the University of Elzaim Elazhari. Prior to being Governor, he was the Minister of Engineering Affairs of Elwuhda State, Commissioner of Elguraisha Locality in Gadarif State, Minister of Social Welfare, and Deputy Governor of

Gadarif State.

Gazira State

Dr. Mohamed Yousif Ali Yousif Governor

Dr. Ali Yousif was born in the Abuhjyr Village. He speaks 3 languages, namely: Arabic, English, and Japanese. Prior to serving as the Governor of Gazira State, he took up posts as the Finance Minister of Gazira and Khartoum State, Secretary-General of the Zakat Chamber, and Finance Minister of the State. He graduated with a degree in Economics from the University of Khartoum and took up postgraduate studies in Japan at the Yokohama National University for an MSc in Business Administration and at Keio University for a PhD in Business Administration.



Gimpo City

Dr. Young Rok Yoo Mayor

Dr. Young-Rok Yoo was born in Golpo-dong in Gimpo-si, South Korea. In Sogang University, he acquired a Bachelor's degree in Literature and also graduated from the Graduate School of Public Policy, where he obtained a Master's degree in Public Administration. He also completed the Doctor's Course in

Urban Administration at the University of Seoul and took up studies at the Graduate School of Public Administration in Seoul National University. Before becoming Mayor of Gimpo, Dr. Yoo was an Adviser of the Presidential Committee on Balanced National Development. He also served as the Chairman of the Gyeonggi Provincial Council Planning Committee, and Director of the Gyeonggi Development Research Institution. Aside from his current post as Mayor, he is also the Chairman of the Wide Area Special Traffic Committee and is a Member of the Standing Committee of the Gyeonggi Provincial Party of the Democratic Party, as well as Adviser of the Democratic Policy Research Institution. He lives happily with his wife, son, and daughter.

Hebron

Dr. Dauod Zaatari Mayor

Dr. Daoud Zadari obtained his B.S. in Electrical Engineering in 1983, his M.S. in Electrical Engineering in 1984 and his Ph.D. in Biomedical Engineering in 1995 from Southern Illinois University at Carbondale (SIUC), U.S.A. For the past 14 years, he has been serving as university president in two of Palestine's most prestigious technical universities. He was the National Tempus Coordinator for Palestine from July 2008 to July 2011. He has served on a number of committees at the national, regional and international levels. Prof. Zadari has participated in many well renowned conferences, workshops, and meetings either as a keynote speaker or as a participant or as an official representative of delegation. He has performed many educational activities and participated in setting up policies and rules for supporting scientific research. Prof. Zadari has distinguished experience in scientific research mainly on Telemedicine, Information Technology and Networking, and Biomedical Research. His numerous remarkable achievements include many publications and national and international awards and prizes.

Dr. Zadari nominated himself for the Municipality elections on November 20, 2012 as the head of a national list and won the trust of the citizens to become the first candidate elected as Mayor of Hebron since 1976.





Jakarta

Prof. Dr. Sylviana Murni Deputy Governor

Prior to being the Deputy Governor of Jakarta, Prof. Dr. Sylviana Murni served in various positions in Jakarta. She was the Assistant Secretary for Governmental Affairs and took up valuable roles as part of the Head Department of the Department of Basic Education, Department of Population and Civil Registration, and Bureau of Social Welfare. She was also the Mayor of Central Jakarta Administrative City and was a member of the Regional People's Representative Jakarta Capital City. Currently, she is also a lecturer in seven different universities in Jakarta. She has written two books and is a recipient of six awards including the Star Award from the Veteran Legion Republic of Indonesia and the Satyalancana Karya Satya 20 years Working Life conferred by the President of the Republic of Indonesia. In 2009, she was also listed as one of the 100 Inspirational Indonesian Women by Kartini Magazine.

Khartoum East Locality

Mr. Amar Abbas Mayor



Mr. Abbas was born on May 23, 1969. He speaks both Arabic and English. He received his Bachelor of Medicine, Bachelor of Surgery degree, as well as his postgraduate diploma in Health Economics and Medical Doctorate in Community Medicine, Sudan Medical Specialization Board from Khartoum University in Sudan. Aside from this, he took up studies at the University of Africa, where he received his Master's degree in Disaster Management and Refugees Studies. In 2005, he obtained his Master of Public Health degree from the University of Maastricht in the Netherlands.



Khartoum State

Mr. Elsiddig Mohamed Ali Elshiekh Vice Governor

Mr. Elsiddig Elshiekh obtained his Bachelor's degree in Agricultural Engineering from Mansoura University in Mansoura, Egypt. This is the second time he is serving as Vice Governor of Khartoum State. Before his current position, Mr. Elshiekh took up different posts under the local government. He was the Commissioner of Khartoum North Locality, Minister of Agriculture and Livestock and Irrigation, and Minister of Finance, Economy, and Consumer Affairs.

Omsk

Mr. Alexey Menshov Deputy Mayor



Since 2012, Alexey Menshov has been serving as the Deputy Mayor of Omsk City and Head of the Administrative Department of Omsk City Local Government. He was born on March 29, 1953 in Omsk Region of Russia, USSR. He attended Omsk Aviation Technical College; upon graduation he worked as a design technician at Omsk Aviation Plant. After being discharged from his military service, he worked in Omsk State Technical Institute and Omsk Power Units Plant. In 1982, he graduated from Omsk State Technical Institute. Thereafter, Mr. Menshov took his Master's degree in State Management at Presidential Academy of National Economy. Since 1983, he has worked for the state in various posts. In 1989, he was elected Executive Board Vice Chairman of Congress of People's Deputies in one of the districts of Omsk City. After the USSR breakup in 1991, Alexey Menshov took charge of Pervomaiskiy District of Omsk City, and from 1997 to 2001 he was the Head of Sovetskiy District of Omsk City. He has a PhD in Social Science and was awarded the Order of Service to the Fatherland (2nd Class).



Pokhara

Mr. Mahesh Baral

Executive Officer

In 1999, Mr. Mahesh Baral received his Bachelor's degree in Law at the Tribhuvan University in Kathmandu. Three years later, he received his Masters in Law from the same university with a distinction of First Position in the First Division. He continued studying in Kathmandu and received a Master's degree in Public Administration. From University of Trento, Italy, he obtained his Master's degree in Comparative Local Development. He has been an employee of the Government of Nepal since 1997. He was a Computer Operator at the Department of Immigration for six years before becoming an Investigation Officer at the Commission for the Investigation of Abuse of Authority. Shortly after, he became a Planning Officer for the Poverty Monitoring and Evaluation Division at the National Planning Commission Secretariat. He also became the Director of the Planning and Monitoring Division at the Social Security Fund Secretariat. He served as the Local Development Officer for Baitadi and Gorkha, and was Executive Officer of Banepa Municipality.



Riyadh

Dr. Ibrahim M. Aldjain

Deputy Mayor

Dr. Aldjain received his Bachelor's degree in 1987 and in 1994, his Master's in Site Beautification and Landscaping from King Saud University, Riyadh, Saudi Arabia. In 2003, he obtained his PhD from the Department of Landscape Architecture, Faculty of Architectural Studies, Sheffield University, UK. At that time, he was appointed as an assistant professor at King Saud University. In 2004, he served at Riyadh Municipality as part-time adviser. From 2005 to 2010, he worked as the General Director of Gardens and Landscaping at Riyadh Municipality, and afterwards as the Assistant Deputy Mayor for Services. In 2010, Dr. Aldjain was appointed as the Deputy Mayor of Riyadh for Services. He is responsible for outlining the concepts and designs of the most important environmental projects in the city of Riyadh. It is worth mentioning that the King Abdullah International Gardens is Dr. Aldjain's brainchild. These gardens are considered as the grandest environmental project worldwide and have won many international prizes. He is considered as one of the pioneers in the use of indigenous plants in landscape in Saudi Arabia.

Rajshahi City Corporation

Mr. Mohammad Mossaddique Hossain Bulbul

Mayor



Mohammad Mossaddique Hossain Bulbul, a dedicated social worker and proved career politician, was born in June 5, 1965. He passed SSC from Seroil Govt. High School in 1981 and HSC from Rajshahi Govt. City College in 1984. He received his Honors and Master's from the department of Political Science, University of Rajshahi in 1986 and 1988 respectively. Later, he obtained his LLB degree in 1992. Mr. Mossaddique Hossain Bulbul was elected as Secretary of Sports in 1982, General Secretary of student wing of BNP, Rajshahi Govt. College in 1985, Senior Assistant Vice President of student wing of Rajshahi City in 1990, Assistant President of student wing, BNP in 1991, Joint Secretary of Jubodol in 1994, Convenor of Jubodol of Rajshahi City, Joint Secretary of Cultural Jubodol in 2002 and President of Rajshahi City, Jubodol in 2003 and Convenor of the same in 2010. Beyond these, he was elected as member of BNP's executive committee. He is founder President of Shaheed Ziaur Rahman Physical Training College and is a member of various administrative, social, and cultural organizations. He is married to Ms. Rebeka Sultana Simi and is a father of two children.

San Fernando, La Union

Mr. Pablo Ortega

Mayor



A prolific career spanning more than 28 years as an elected public official, City Mayor Pablo C. Ortega started his public service in 1982 as the elected Barangay Chairman of Barangay IV in the City of San Fernando. His tenure as Barangay Chairman is one for the books for being unopposed for three consecutive terms serving for 10 years. From 1992 to 2001 and 2004 to 2007, he was elected as Municipal and City Councilor as No. 1 Councilor for two consecutive terms. During the same period, he was elected as President of the Philippine Councilors' League for both La Union Chapter and Region 1 Chapter (1995-2001). Between the periods 1998-2004, the City Mayor served as Provincial Board Member of the Province of La Union. As the elected City Mayor for 6 years and now serving his last 3 years, the City Mayor propelled the City of San Fernando to greater heights as evidenced by the numerous awards and recognition bestowed to the city government. Hon. Pablo C. Ortega holds a degree in Bachelor of Science in Commerce (Major in Management) from San Sebastian College in Manila. He is married to Ms. Mariquita P. Ortega and is blessed with two children, Ms. Lucia Esperanza P. Ortega-Valero and Hon. Francisco Paolo P. Ortega V.



Seberang Perai

Sr. Haji Rozali bin Haji Mohamud

Municipal Secretary

Sr Haji Rozali Bin Hj Mohamud, graduate of Malaysia University of Technology, is the present Municipal Secretary of Seberang Perai Municipal Council (MPSP). He started his career in Council in 1990 and with a relentless passion to serve the public interest and armed with 22 years of experience in valuation and property management, he has set in motion various action plans to achieve sustainable development in Seberang Perai. Sr Haji Rozali is a registered valuer with the Board of Valuers, Appraisers and Estate Agents Malaysia and also a fellow of the Royal Institution of Surveyors Malaysia (RISM), Lead Auditor and Internal Auditor. Sr Haji Rozali has implemented various action plans including environmental protections, culture and arts, care for animals, prevention of crimes, road safety and healthy living. Renowned for his sense of credibility and responsibility, Sr Haji Rozali was the appointed Secretary Group Chairman for the “MPSP Strategic Plan 2014-2018” and Secretary Group Chairman for the Local Action 21 (LA21).

Sennar State

Mr. Ahmed Abbas Mohamed Saad

Governor



Mr. Saad received his Bachelor’s degree in Agricultural Engineering from the University of Khartoum. Prior to becoming the Governor of Sennar State, he has served in different positions in both public and private sectors. He was the Director of Rowena Company Fossils, Director of the Islamic Development Community, Project Manager at Sugar Suki, President of the Legislative Council of Sennar State, and Minister of Physical Planning and Public Utilities. Mr. Saad has been the Governor of Sennar State since 2005. He is married and is a father of four sons and two daughters and a grandfather of two.



Seoul

Mr. Won Soon Park

Mayor

Park Won Soon was born in a village in Changnyeong, South Gyeongsang Province, South Korea, on March 26, 1956. He graduated from Kyunggi High School in 1974 and entered Seoul National University in 1975. Shortly after entering university, he was arrested for participating in a student rally against the militant dictatorship of President Park Chung Hee and imprisoned for 4 months and expelled from university. Later, he entered Dankook University and earned a Bachelor’s degree in history.

Mr. Park passed the state bar examinations in 1980, and worked as a public prosecutor in the Daegu District Court in Gyeongsang Province from 1982 to 1983. Returning to Seoul from Daegu, he launched into private law practice. He worked as a human rights lawyer and defended many political activists in the 1980s and 1990s.

In 1991, Mr. Park traveled with his family to London and earned a diploma in international law at the London School of Economics and Political Science in the University of London in 1992. In 1993, he went to the US to take up a position as visiting research fellow in the Human Rights Program of the School of Law in Harvard University.

Back in South Korea, in 1994, Mr. Park founded the People’s Solidarity for Participatory Democracy, a non-profit, non-partisan civic organization formed with the purpose of promoting participatory democracy and securing human rights in South Korea.

In 2000, Mr. Park founded the Beautiful Foundation, with the aim of promoting a culture of philanthropy in South Korea. In 2002, he founded the Beautiful Store, a second-hand store aiming to spread the culture of giving and sharing with others.

In 2006, Mr. Park founded the Hope Institute, a think-tank with the goal of applying policy alternatives based on the ideas of ordinary citizens.

Mr. Park was elected as Mayor of Seoul, South Korea on October 26, 2011. He was elected as an independent candidate, with the support of the Democratic Party and the Democratic Labor Party. He joined the Democratic United Party on February 23, 2012.

In the June 4 local elections in 2014, Mr. Park ran for Mayor again, and was re-elected. His new four-year term officially began on July 1, 2014.

Sri Jayawardenapura Kotte

Mr. Ranawaka Arachchige Don Janaka

Ranawaka

Mayor

R.A.D. Janaka Ranawaka was born on October 1, 1971. He finished his studies at the Hewavitharana College in Rajagiriya. Prior to his position as Mayor of Sri Jayawardenapura Kotte, he served as a City Councilor (2002-2004), Opposition Leader (2004-2006), and Deputy Mayor (2006-2010).



Tunis

Mr. Adnene Saidane

Vice Mayor



Mr. Adnene Saidane is a General Engineer and the Director of Informatics of the City of Tunis. He received a diploma for Data Processing Engineer Conception and an academic diploma for Mathematical and Physical Scientific Studies. Currently, he is also a member of the Technical Committee and revises the urban layout plan of Tunis. In the Ministry of Interior, he is also a member of the Technical Committee and helps set up the municipal urban database. Further, he is a member of the Piloting Committee for the conception project of standard specifications for the township account: computer hardware acquisition and networking. He also teaches in various institutions like the High Institute of Commercial Studies of Tunis, National School of Administration, and Superior Institute of Accounting and Administration of the Enterprises of Tunis.

Ulyanovsk Region

Ms. Svetlana Openysheva

First Deputy Chairman

Svetlana Openysheva was born in Sevastopol on April 7, 1964. In 1986, she graduated from the Ulyanovsk State Polytechnical Institute as a technology engineer. In 2002, Mrs. Openysheva graduated from the Moscow Institute of Economics and Management Industry as a specialist in Accounting, Analysis and Audit. Mrs. Openysheva headed the Control and Audit Department, Public and Media Relations Department as well as the Department of Finance of the Dimitrovgrad City Administration, Ulyanovsk region in 2001 - 2007. Come 2011, she received her Master's degree in Psychology at the Russian Academy of Public Service under the President of the Russian Federation. In 2013, she graduated from the Ulyanovsk branch of the Russian Academy of National Economy and Public Administration with a Master's degree in State and Municipal Management. Since September 2007, she has been working in the Government of the Ulyanovsk region. Since 2010, she has been serving as the Deputy Chairperson of the Government of the Ulyanovsk region - Chief of Staff of the Governor and the Government of the Ulyanovsk region. She is married and has three children.



Umelgoura Locality

Mr. Elbashir Abdalla Ahmed

Mohamed

Mayor



Mr. Elbashir Abdalla Ahmed Mohamed is the Mayor of Umelgoura Locality. He studied at the University of Khartoum and received a diploma from the Faculty of Arts in 1986. He also obtained a Master's degree on Advocacy and Islam Culture. He served as an Administrative Officer for various local government institutions from 1991 to 2010.

Vientiane Capital Mr. Keophilavanh Aphaylath Vice Governor



Mr. Keophilavanh Aphaylath was born on July 10, 1957 in Bolikhamxay Province, Lao D.P.R. He was a student of Engineering and Architecture at the High Rank Building Construction School in Laos and received a High Rank Degree distinction. He pursued further studies in Canada and received a Bachelor's Degree in City Environment. He also received a pre-Master's degree at AIT Thailand for City Planning and his Master's degree in Planning and Architecture in Vientiane. Mr. Aphaylath has been serving the city of Vientiane for many years. In 1995, he was the Director of the Institute of City Planning, Ministry of Public Works and Transportation. He also served as the Director of the Institute of Public Works and Transportation at the Ministry of Public Works and Transportation before becoming the Director of the Department in 2010. He speaks Lao, French, and English.

Mayors' Roundtable Meeting Presentations

Agra *e-Governance in Agra Nagar Nigam*

Abstract

Agra Municipal Corporation has done the following works in e-Governance:

1. e-Tendering System for all civil & street lighting works.
2. Implementation of double entry accounting system.
3. Online birth & death registration and issuing certificates.
4. Online payment of property tax.
5. Online monitoring of all civil construction works.
6. Online Personnel Information System (PIS).
7. Online Complaint Redress System
8. Online profile of Mayor & all Councilors.
9. Online mutation of properties within ANN Limit.
10. Online registration/ renewal of contractors.
11. Payment of contractors through RTGS directly in their account.
12. Payment of all dues of employees on the same day of retirement.
13. Establishment of laboratory for quality control of civil engineering works.
14. Website of Agra Municipal Corporation.

Agra Municipal Corporation has been inviting tenders for civil and street lighting works through e-Tendering. In this process, contractors were given a username and a password through which they can submit tenders from anywhere. The system of e-Tendering is transparent and has made the process of tendering simple and easy.

ANN is fully migrated to Double Entry Accounting System since 2009.

Online birth & death certificates are being issued after paying Rs. 10/- through Mastercard/ Visa by Citizens, CCP or Hospitals.

The online property tax module allows users to see the details and tax deposited by households. Property tax can also be deposited through Visa & Mastercard by the users. A computerized payment receipt is given to the citizens and the same will be updated on the website at the same time.

An advanced module for the online monitoring of civil works has been working in ANN. All the civil works are viewable to anybody on the website of ANN. Updating is done on a regular basis by the concerned staff. The system of online monitoring has made the process simple, easy, and transparent.

Detailed information of employees working in Agra Nagar Nigam is available online (like their salary status, GPF A/c status, personal details, leave status, and retirement information, etc.)

Complaints are received through a toll free number: 18001803015 as well as through the ANN website. These complaints are addressed at the earliest possible time. In this process, SMS is sent to the complainant and the concerned officer regarding the complaint. Action is taken immediately to address it. Periodic monitoring of complaints received and addressed is done at a higher level i.e. Municipal Commissioner.

Complete profiles of all the 90 Councilors and the Mayor of Agra Municipal Corporation are available on the website of ANN.

Mutation of properties within ANN limit has been shifted from manual to online. Anybody can apply on the ANN website and get mutation online after the prescribed time period.

Previously, the registration and the renewal of contractors were done manually which took a long time. Now it is totally online to facilitate the contractors as well as ANN. Contractors now receive payments directly in their accounts instead of cheques.

In ANN, a system has been made for retiring employees. A retiree will receive all his dues on the retirement date itself. This system has made the process transparent and beneficial to the employees. They need not approach the office after their retirement.

Before establishment of this laboratory, ANN had to send samples to different laboratories for testing to maintain the quality of civil works. Now the laboratory has been established in ANN itself for testing construction materials to maintain their quality.

The website of Agra Municipal Corporation is running and all the online modules are available there. The website is user-friendly and accessible to anybody throughout the globe.

Frankfurt

e-Government in Frankfurt am Main

Abstract:

Frankfurt am Main is a growing city with more than 700.000 citizens at the heart of Germany and Europe and the internet capital of Germany. It hosts the biggest internet exchange point in the world (DE-CIX) and a large number of commercial data centers

with a total area of 400.000 square meters. Frankfurt has implemented several e-Government projects like the Participation Platform “Frankfurt asks me” and our new Open Data Platform. The Participation Platform includes two key features: Firstly, citizens can report problems like defective traffic lights, damaged roads or traffic signs. Our service center then forwards the case to the authority in charge which will solve it. The whole process can be tracked online. Secondly, citizens can submit suggestions on our platform. Once a suggestions reaches a certain number of supporters, the city administration checks if the suggestion can be implemented. With the machine-readable data that we provide on our Open Data Platform software developers can develop new innovative smartphone apps. In Frankfurt like in the rest of Germany, we are facing a big demographic challenge: Our society is ageing and many public employees will retire in the next 15 years. Hence, the city administration will lose a lot of skills and knowledge. Therefore, we also need e-Government, e.g. by implementing a professional document management software, to help us to preserve this knowledge and make it easy to retrieve.

Hebron

Few Steps to Become a Smart City

Abstract

Hebron accounts for one third of the West Bank’s GDP, making the city not only a commercial and industrial center, but also the main urban center in the region. To meet increasing urban demands, Hebron Municipality is undergoing a gradual transformation, where it is laying out a fully integrated ICT infrastructure. This presentation will introduce some of Hebron’s ICT-enabled steps towards becoming a Smart City. Both external and internal needs are serviced through the deployment of e-Gate and systems that allow the municipality to more efficiently manage water distribution, collect municipality bill payments and provide other services for its citizens.

Pokhara

People participation in Development through Community Based Organizations (CBO)

Abstract

Pokhara is a remarkable place in Nepal situated at an altitude of 827m from sea level & 200 Km west from Kathmandu. Pokhara has been divided into 18 wards, covering 55.66 Sq Km. The total number of families is 68,398 and the total population is 255,465.

People participation is a major concept of democracy. In 1998, Pokhara started urban social mobilization programs in a holistic approach. The total 355 Tole Lane Organizations (TLOs) is in function under this program. TLOs are actively partnering in social, cultural, and economic development activities. Clean Pokhara Campaign, vaccination campaign, informal education campaign, open defecation free movements

are being implemented by the support of TLOs. Similarly, they are actively involved in monitoring social protection cash transfer; trying to insure the quality of infrastructure-related projects; participating in transparency and accountability related activities of the municipality such as: social auditing, public auditing, public hearing, monitoring visits, and user committee formation. TLOs in a ward constitute the ward TLO Network and all of the 18 Ward level networks constitute the Municipality TLO Network. TLOs are considered as a politically neutral agent to implement different programs and policies by the municipality. They are assigned to carry out awareness-raising campaigns and short-term training programs. They play a vital role in raising the user's contribution in order to get approval for development projects from the municipality. More importantly, women and people from disadvantaged communities are well represented in TLOs. Nine out of the 18 Ward TLO Networks are headed by women and disadvantaged people. Thus people participation in development has increased by three times in comparison to last year.

TLOs are going to be mobilized in terms of GIS and ICT-related activities. Pokhara has a GIS map and all TLOs are being slotted in this system. WiFi Access Points are being extended within prime locations in the city so that people can access internet via devices where no cable connection is available.

It could be concluded that TLOs in Pokhara are contributing in social capital formation and in creating an environment conducive for implementing development projects. They are not only helping the municipality to obtain transparency and accountability, but also helping it by acting as an implementing partner. Similarly, if TLOs are connected with Information and Communication Technology, people participation can be boosted.

San Fernando, La Union

City of San Fernando: ICT Initiatives

Abstract

City of San Fernando's ICT initiatives adhere to the city's governance charter to position the city as Northern Luzon Philippines Center for Health and Wellness by 2020.

A brief introduction on the basic profile and accessibility of the city is discussed. The Governance Framework shows the dynamics of the Information Systems Strategic Plan (ISSP) to the other governance systems implemented by the city government. The 2020 Development Strategy Roadmap defines the contribution of the ISSP to one of the city's Strategic Initiatives of Business Process Improvement that aims to configure public sector processes to meet the specific needs of its customers.

As the City of San Fernando executes the ISSP, it also strives to mobilize resources highlighting the city's strong partnership with other cities, institutions, and sectors assisting the city achieve its plans and programs.

The city has established the Information and Communications Technology Council comprising representatives from the business sector, academic institutions, and the national government agencies helping to position the city to become a Premier IT-BPO Center in Ilocandia.

The best practices of the City of San Fernando in terms of its e-Governance Programs were recognized during the 2012 Most Business Friendly City and 2013 eGov Awards for Local Government Units in the Philippines. The Document Tracking System (DTS) was recognized as the winner in the Best for Government to Customer Category and later was showcased in the 2nd WeGO Awards 2014.

Seberang Perai

Smart Monitoring System

Abstract

The Municipal Council of Seberang Perai has developed a "Smart Monitoring System (SMS)". This system was introduced to improve the quality of services to Seberang Perai residents, especially on scope of flood monitoring and response, earth works monitoring and enforcement, and illegal dumping and environmental issues.

For your information, the Smart Monitoring System is a reporting, monitoring, and response system. It is a two-way communication system between the public through MPSP Watch (Facebook), Better Penang via Mobile Phone and Citizen Action Technology (CAT) and the municipal council. This system helps to improve the quality, the effectiveness, and the efficiencies of our services on the ground and provide a comfortable and better place to live and work.

The Municipal Council of Seberang Perai has set up a team to manage the response time. The public can update or report their dissatisfaction with the quality of our services through our social network (MPSP Watch Facebook). Action will be taken immediately or within three days. This system is faster, easier and user friendly. This system also allows the Municipal President and Municipal Secretary to be able to view the complaints from the public as well as monitor the work progress carried out to rectify the problems from their office through a 60-inch flat screen television.

Labeled as an intelligent system, the Smart Monitoring System operates well without the increase in cost and labor. Furthermore, the most high-end technologies are being used in this system such as smartphones and 60" TV screens in a cyber-networking area.

Sennar State

Sennar State- e-Government: Best Practices and Challenges

Abstract

Sennar State is located at the heart of Sudan, where it accommodates roughly 1. 5 million residents. The main economic activities revolve around the agriculture sector, which gives Sennar State rural characteristics. Being the backbone of the economy, many acute challenges are linked to agriculture. As a response to those challenges, Sennar State is, among other things, looking at e-Agriculture solutions, which encompass the improvement of Agri-Business through the deployment of GPS-enabled management systems. Sennar State has previously, successfully leveraged ICT for development. In the state's attempt to improve efficiency in administration tasks linked to land management, Sennar State implemented the Land System Computerization.

Workshops

Session I: Open Government for Collaborative Governance

Session II: Transformative Technology Solutions to Enhance Citizen Engagement

Session III: Partnering for Smart and Sharing Cities



Workshop Session I

Open Government for Collaborative Governance

The widespread increase in information and data can make everyone and everything smarter. Yet data availability and technological advances do not automatically result in effective use and sustainable impact. 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.

This workshop will seek to identify the institutional conditions and governance structure for successful Open Government policies and initiatives through insights to the latest developments, accompanied by good practice presentations from both developed and developing cities across continents. An interactive panel discussion will increase participants’ understanding of the importance of “whole-of-government”, integrated governance through collaborative leadership for taking the next step in sustainable development through Open Government.

Chair: Professor Dr. Türksel Kaya Bengshir, Director, TODAIE- Public Administration Institute for Turkey and the Middle East

Keynote Presentation

Mr. Jae-Hong Lim, Head, United Nations Project Office on Governance (UNPOG/DPADM): *Open Government Data: Global Trends and Emerging Issues*

Thematic Presentations

-Ms. Satyarupa Shekhar Swain, Director, Government Advisory and Outreach Group, Transparent Cities Network: *How Can Data and Technology Foster Open Governments and Collaborative Governance?*

- Ms. Doris Becker, Program Director, Transforming Administration-Strengthening Innovation (TRANSFORMASI), Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH.: *The GIZ Approach Using eGovernment for Constructive State-Society Relations*

City Case Studies

1. Ms. Sri Indah Wibi Nastiti, Director, Program Development and Advocacy, Association of Indonesian Municipalities (APEKSI): *Indonesian Cities’ Experiences on Open Government Development*

2. Ms. Irina Efimova, Mayor’s Press Secretary, Yakutsk City Administration: *Crowdsourcing Website “One Click Yakutsk”*

3. Mr. Thiago Ribiero, Deputy Secretary of Communication of Porto Alegre, Porto Alegre Municipality: *#Datapoa: The Open Data Project of the City of Porto Alegre*



Workshop Chair & Moderator

Prof. Türksel Kaya Bensghir
Director of TODAIE eGovernment Center
TODAIE –Public Administration Institute for Turkey and the Middle East

Dr. Türksel Kaya Bensghir currently serves as one of the 24 distinguished members of the United Nations Committee of Experts on Public Administration (UN CEPA- 2014-2017), who is responsible to promote and support the development of public administration and e-governance among UN Member States, in connection with the UN Millennium Development Goals.

She is a Professor at the esteemed Public Administration Institute for Turkey and the Middle East (TODAIE). Various universities have also had the privilege of having her on their faculties. As a professor in the field of Management Information Systems (MIS), she is an expert on topics such as e-Government, e-Business and Knowledge Management, as well as in various dimensions of Organizational Change, and Information System Analysis and Design. The research of Dr. Türksel Kaya Bensghir has truly contributed to push the boundaries of e-Government and other aspects linked to the evolution of our contemporary societies. She also holds responsibilities on various editorial boards of multiple distinguished journals and reviews. She published “Information Technology and Organizational Changes”, and co-authored “E-Signature: Implementations within Public Organizations in Turkey” with F. Topcan, and “Geographic Information Systems in Local Governments–Applications in Turkey” with A. Akay.

Dr. Türksel Kaya Bensghir is also the founder and director of the e-Government Centre (eDEM), founded in 2009. In addition to that, she is a member of the Informatics Association of Turkey (IAT), where she since November 2013, is in charge of coordinating the Turkish 2020 Digital Agenda pillar on ICT enabled benefits.

She is playing a leading role in the development of e-Governance not only in Turkey, but also worldwide.

Abstract

Today, to create a culture of openness in Public Administration is getting the hottest subject in many countries. *Transparency, participation, and collaboration* are the key words of open government. Among these words, transparency is promoting accountability; the participation is strengthens the decisions while the collaboration enables to common wise. Transition to open and collaborative ways of working in public organizations needs the following new innovative approaches:

- User- centric services
 - Services designed around users’ needs and inclusive services
 - Flexible and personalised interactions with public administrations
- Collaborative production of services

- Engaging third parties in the design and production of public services
- Re-use of public sector information
 - Maximising the value of re-use of public sector information (PSI)
- Improvement of transparency and accountability
 - Transparency in government decision-making and in its use of personal data (in accordance with the Data Protection Directive)
- Involvement of citizens and businesses in policy making process.
 - Facilitating businesses and citizens through ICT solutions to participate in public policy consultations, debates and policy-making processes

The following principles are very important for open government and collaborative governance:

- assuring changing the mind-set,
- building trust,
- setting up implementation and monitoring mechanisms
- feed-back into policy making

In Turkey, open data and open government are new subjects in public administration. Turkey was placed among the 86 countries having open government partnership initiative <http://www.opengovpartnership.org/>.

In this presentation, we will underline the current picture and early examples of open government and open data applications in local level.



Keynote Presentation

Jae-hong Lim

Head

United Nations Project Office on Governance (UNPOG/DPADM)

Mr. Jae-hong Lim was appointed as Head of United Nations Project Office on Governance (UNPOG) in October 2013. Mr. Lim is a former career diplomat who has served 35 years at the Ministry of Foreign Affairs of Republic of Korea. He passed the High Diplomatic Service Examination to join the Ministry of Foreign Affairs in 1978. In his long and distinguished diplomatic career, he held various positions including Director of Human Rights and Social Affairs Division in the United Nations System Bureau in 1994, and Minister-Counselor of Korean Permanent Mission to the United Nations in New York in 1998. Following his experience as the Ambassador to the Democratic Socialist Republic of Sri Lanka, he taught “*On Negotiation*” at Yonsei University for one year as Adjunct Professor from 2006 and was also a Professor at the Institute of Foreign Affairs and National Security (IFANS) of the Ministry of Foreign Affairs of Korea. In 2008, he was appointed as Deputy Minister for Planning and Coordination and then served as Ambassador Extraordinary and Plenipotentiary to the Kingdom of Thailand from 2011.

Mr. Lim graduated from Seoul National University with a Bachelor’s degree in International Relations in 1976, and studied at Advanced Center for Administration Development (ACAD), the Graduate School of Public Administration at Seoul National University.

Abstract

As per significant recognition of the importance of Open Government Data (OGD) in meeting the rights of individuals, businesses and civil organizations to access and use government information, to engage in policymaking, to improve existing public services as well as to co-create and even create new public services, this presentation will cover the trends and current issues on OGD based on the recently published 2014 United Nations E-Government Survey. Brief introduction on OGD and its principles will be covered, followed by key findings of the survey on trends and issues of OGD. Best practices both in national and local level will be introduced as well.

In spite of vast advantages of OGD, there are also potential downsides and risks. Data related to privacy and national security could be misused against individuals or communities. The presentation will deal with these challenges in depth and provide explanations on how to overcome them. Towards the conclusion of the presentation, it will address policy recommendations for countries or municipalities to follow for successful implementation of OGD.



Thematic Presentation

How Can Data and Technology Foster Open Governments and Collaborative Governance?

Satyarupa Shekhar Swain

Director, Government Advisory and Outreach Group
Transparent Cities Network

Satyarupa Shekhar heads the Government Advisory and Outreach group at the Transparent Cities Network. She leads the group's research on municipal governance and open data initiatives, and works with the city government and other public agencies in the city to bring a more data-driven approach to urban governance.

Abstract

Recent interventions by the Indian government have tried to reform and improve planning processes in India, largely by demanding that cities and agencies in control of urban areas create new plans. Such plans seem to have so far had a negligible effect on improving the problems facing urban areas, in part because such plans follow the same planning process that existing and failed master plans for the city have followed.

By focusing exclusively on creating new plans, new planning interventions are missing an important opportunity to intervene in urban planning processes in India: namely, by providing tools and incentives for those government actors who currently *do* exercise significant control over urban spaces to improve their practices. These are actors that are not traditionally classified as “urban planners” but who regularly put together and implement projects that re-shape the city or re-shape particular neighborhoods within it. Such actors include engineers and bureaucrats in the city government, elected municipal councilors, and employees of para-statal agencies like the housing boards, development authorities, and utilities.

My presentation draws from two cases in the city of Chennai, India. Using a set of low-cost and simple tools that utilize improved mapping and data management tools that have recently become cheaply and widely available, our interventions in these cases supported these urban actors in effectively addressing civic concerns, and addressed some of the constraints within which they work. Our experiences from these cases suggest that effective responses to urban problems may also include changes not just in city-wide plan-making, but in providing the city's *de facto* planners a practical set of tools with which to improve project creation and implementation.



Thematic Presentation

The GIZ Approach Using eGovernment for Constructive State-Society Relations

Doris Becker

Program Director, Transforming Administration-
Strengthening Innovation (TRANSFORMASI)
Deutsche Gesellschaft für Internationale Zusammenarbeit
(GIZ) GmbH

Personal Data:

German, born in Hamburg, Germany. Married, two children. Presently living in Jakarta, Indonesia.

Summary:

International cooperation programme and country manager with almost 25 years of experience in governance/decentralization, public finance and private sector development, working in Asia, Latin America and Europe for international organizations and the private sector.

Areas of Competence:

Technical: Promotion of good governance (transparency, efficiency, participation), decentralization, set up of consultation, participation and cooperation mechanisms between public and private sector, local and regional economic development, fiscal policy, private sector promotion, finance for small and medium enterprises, business development services, triangular cooperation, quality management systems.

Managerial: Strategic and operational planning, set-up and management of networks, development of capacity building strategies, budget and personnel management, facilitation of workshops, coaching for managers, development and implementation of impact / results-based monitoring systems.

Educational Background:

Master of Economics

Certified Assessor, European Foundation for Quality Management (EFQM)

Current Position:

- Coordinator Good Governance and Global Networks for Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH in Indonesia
- Programme Director “Transforming Administration – Strengthening Innovation” (TRANSFORMASI) Programme Indonesia

Former Positions:

- Country Director and Programme Coordinator Governance Programme, GIZ Paraguay
- Priority Area Coordinator Sustainable Economic Development, GIZ Honduras.

- Chief Technical Advisor Private Sector Development Program, Swiss Development Cooperation Vietnam.
- Head of Strategic Controlling and Advisory Services Unit, Asian and Latin American Department, GIZ Head Office, Eschborn, Germany.
- Assistant Manager International Department, Andelsbanken, Denmark.

Abstract

The last years have seen an increasing number of open government initiatives, many of which were also spurred by the Open Government Partnership (OGP). However, government and civil society encounter a considerable amount of challenges in the process from an open government to a truly collaborative governance.

The presentation explains the approach of Deutsche Gesellschaft für Internationale Zusammenarbeit (GIZ) GmbH on creation of constructive state-society relations applying e-Governance. The approach stresses the importance of working with state and civil society stakeholders alike and draws on experiences GIZ has accumulated through its engagement in over 130 countries around the world in the implementation of projects which are often related to open government / e-Government. Based on these practical experiences some conclusions regarding success factors for turning open government into collaborative governance are drawn.

It is highlighted that mere information and communication technology solutions to open government are not sufficient for achieving collaborative governance, but that issues such as assuring changing the mind-set, building trust, setting up implementation and monitoring mechanisms and feed-back into policy making are key to success. Furthermore, the importance of institutionalizing solutions through creation of a legal framework is being stressed as a means to assure continuity of the approach beyond political changes. It becomes clear that there is no “one size fits all” approach and that assuring a sound capacity building to empower state actors and civil society is just as important as finding the best e-Government solution in each case.



City Case Study

Indonesian Cities' Experiences on Open Government Development

Sri Indah Wibi Nastiti

Director, Program Development and Advocacy
Association of Indonesian Municipalities (APEKSI)

Sri Indah Wibi Nastiti has more than 10 years of experience in program development and advocacy on local government association issues and had worked in non-government organization especially environment issue. She has a thorough knowledge of local government capacity building and advocacy program development, with good developing organization management skills. When she had worked with ADEKSI (Indonesian City Councils Association) in 2002 – 2006, she had good experiences working with NDI (National Democratic Institute) for the Local Government Association capacity building for better services to the members, UNDP for the Inter Local Government Cooperation development, with KAS (Konrad Adenauer Stiftung/Germany Foundation) for international seminar arrangement on local democratic issues, proceeding publication and sustainable development guidance development for the city councils and with VNG International (Netherland local government association) for local government association capacity building. During her period in APEKSI since 2008, she has good experiences working with ICLEI Oceania (Local Government for Sustainable Development) for Australia and New Zealand region to conduct cities assessment on climate change and Asian Cities on Climate Change Resilience Network (ACCCRN) and with ICLEI South East Asia on Urban LEDS program, with UNDP Cambodia to arrange and liaison the Cambodian delegates to visit Indonesia, with regional (ASEAN) partnership to develop best practices exchange, transfer and replication development funded by European Union and KAS and of course another experiences with local partners as well as on transfer and replication process on resilient city on climate change on collaboration with Mercy Corps Indonesia. She has a good skill on program development, arranging and also financial matter. Ms. Wibi Nastiti has graduated from Bandung Institute of Technology (ITB) on Geophysics and Meteorology. She is fluent in English.

Abstract

The open government was birth as along history of the Indonesian nation, started since the political reformation in 1998, which was all people demanded the government to be more transparent and increase people participation at all apsects. Indonesia government had started to put IT system as a tool to improve their public services performance legally since 2003. Through Law no. 24 year 2008 on Public Information Openess as well as Law no. 25 year 2009 on Public Services released as a key that government more realized to be a modern government to give a better services. There was strong national effort to implement good governance and transparency. It serves as a catalyst for public service delivery reform and alters public's perception regarding

their rights to information. That’s the one of the spirit that Indonesia be part of the co founder of Open Government Partnership.

In line with that, many local governments realized that IT system through e-government could improve their performance on public services to the people. Most the Indonesian local governments have already used the e-government to promote their performance but it mostly as business as usual. Among of them have already had innovative way to improve their own system and performance, including the open source system of City of Pekalongan and e-planning of City of Surabaya. The system is considered to have been able to improve the performance of local government in the public eye. But, it is no doubt that the development of e-government system in Indonesia is also facing a variety of challenges and obstacles that will be the government’s task to be solved.



City Case Study

Crowdsourcing Website “One Click Yakutsk”

Irina Efimova
Mayor’s Press Secretary
Yakutsk City Administration

Irina Efimova was born on April 22, 1978. She finished her studies at Moscow State University. Prior to her current position as the Mayor’s Press Secretary at Yakutsk City Administration, she was the Head of the PR Division of the city. She has also worked as a Website Editor for the “Yakutsk Vecherniy” newspaper, as a Chief Editor in the “Aktivniy Business” newspaper, and as a Marketing Director for the “Yakutia” national tour company.

Abstract

City portal One Click Yakutsk is a simple and comfortable tool for interactions among citizens, officials, public organizations, and municipal services. It was created to encourage new ideas to develop city management and to promote effectiveness in implementing infrastructural changes in Yakutsk with new technologies and crowdsourcing principles.

Portal consists of 8 services

1. Problem Monitoring
-Noticed the problem? Tell us about it or offer how citizens and authorities can solve it.
2. Interactive help service (interactive reference)

- Find answers to questions about life in the city or offer your own advice, if you know how to solve a problem.
3. Rating Company Management
-Rate the quality of company managements and suggest how to improve it. Learn statistics about Yakutsk management companies.
4. Public hearings
-Participate in public hearing online, save your time and don’t miss anything important planning's in the city.
5. Volunteering
-Find out who needs help or ask for help to do something nice for Yakutsk. Volunteers, city administration and public organizations will support you.
6. Ideas collection
-Offer ideas on developing your hometown and discuss projects offered by others and vote for the best.
7. People’s budget
-Receive from the city administration's financial and administrative support for your projects to improve the city and its image.
8. Official’s reports
-Check out the official reports on their work and to evaluate its results, and ask your question to the authorities.

Portal targets in building a civil society, ensure transparency and openness of city services and officials in Yakutsk.

www.oneclickyakutsk.ru

e-mail: oneclickykt@gmail.com



City Case Study

#Datapoa: The Open Data Project of the City of Porto Alegre

Thiago Ribiero
Deputy Secretary of Communication
Porto Alegre Municipality

A journalist specialized in Marketing. I call myself a technology and innovation lover and social media enthusiast. Currently one of my challenges is to seek innovative solutions to communicate better in an increasingly connected world.

This is compounded by my immersion in the Open Data movement as a leader in the project’s implementation of open data from the city of Porto Alegre, the Datapoa. A pioneering initiative that seeks to make the most connected, intelligent, transparent, and innovative city. Besides working on strategic and operational aspects of the project, I have also been responsible for the discussion and implementation of the legal part that ensures the sustainability of the work.

Workshop Session II

Transformative Technology Solutions to Enhance Citizen Engagement

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.

This workshop will explore how to leverage new technologies, harness data and use co-creation to transcend old paradigms and empower urban citizens. Experts from the World Bank and innovation leaders will introduce visionary technology solutions that can transform the way that cities deliver public services and engage with their citizens.

Chair: Mr. Randeep Sudan, Practice Manager, ICT, Transport & ICT Global Practice, World Bank

Thematic Presentation

-Mr. Chris Moore, Principal Consultant, AcuitasGov: *Taking Openness, Accountability, and Transparency to the Next Level*

City Case Studies

1. Ms. Yael Weinstein, Director of Economic Development, Tel Aviv Global Administration: *Tel Aviv: A Smart Startup City*
2. Mr. Tong Tengfei, Deputy Director, Beijing's Commission of Economy and Information Technology: *The Implementation and Reflection on Beijing e-Government*
3. Mr. Renato Affonso, Advisor for ICT and ITS for the Presidency, SPTrans, São Paulo: *The Mobility Laboratory of São Paulo*
4. Ms. Regina Samson, Head, Communications Coordination Center, Quezon City: *Quezon City's Scaling Innovations in Mobile Money (QCSIMM)*

In addition to leading the Digital PoA, I occupy the position of Deputy Secretary of Communication of Porto Alegre and coordinate the Strategic Committee for Information Technology and Communication of the City and also integrate voluntarily citizen initiatives such as Porto Alegre Cite (Citizens, Innovation, Technology and Entrepreneurship).

Although young, I have a vast experience in the media with stints in radio (ie *Gaucha* and *Guaíba*) and television (ie *Globo*, *SBT*, and *Canal Rural*), plus some experience in press offices, both public and private.

Areas of expertise: public communication, crisis management, government relations, social networks and digital media, development of blogs and sites, issues of media, marketing, branding, corporate communications, internal communications, television, radio, apps and mobile.

Abstract

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 our city. The data can serve as raw material for hackers, students, developers, journalists, researchers and entrepreneurs who are interested in creating, collaboratively, community service.

With specific data on areas like mobility, health, education, tourism and urban sanitation, the portal allows developers to create and build web platforms, apps and softwares that will help the city and its residents as a whole, creating collaborative bonds between local government, businesses, developers and citizens.

We currently have 15 developed apps in our catalog and a constant demand for access to new sets. Furthermore, huge companies like Google and Microsoft also use the platform to subsidize some of their solutions.



Workshop Chair & Moderator

Randeep Sudan
Practice Manager for ICT
Transport and ICT Global Practice, World Bank

Randeep Sudan is the Practice Manager for Information and Communication Technologies (ICT) in the Transport and ICT Global Practice of the World Bank, based in Washington DC. His Unit supports developing countries on policies and programs relating to broadband infrastructure, mobile networks, digital government, and ICT industry development. Prior to joining the World Bank, he held senior government positions in India, as a member of the Indian Administrative Service. He was Special Secretary to the Chief Minister and ex-officio Secretary Information Technology in the state of Andhra Pradesh and was closely associated with policies and strategies for leveraging ICT for development. He was also a key member of the leadership team that helped the state of Andhra Pradesh in India, to make significant progress in digital government, and become an important international destination for IT-based services. He has been the Chief Executive of APFIRST an organization focused on promoting investments in the ICT sector, and also of AP Technology Services, a company specializing in the use of ICTs in government. His areas of expertise include ICT policy, e-government, investment promotion, infrastructure development and public-private partnerships. He has a Master’s degree from the London School of Economics. He has taught as a visiting faculty at the Department of Informatics at the University of Oslo.



Thematic Presentation

Taking Openness, Accountability, Transparency to the Next Level

Chris Moore
Principal Consultant
AcuitasGov

Mr. Chris Moore has extensive leadership experience, Mr. Chris Moore has extensive leadership experience within the spectrum of e-Government and IT solutions. As the former Chief Information Officer of Edmonton, Mr. Moore spearheaded incorporating innovative initiatives in public policies and launching Open Data strategies in Edmonton. Prior to that, he was also the Chief Information Officer of the City of Brampton, responsible for the development of the City’s Corporate Customer Service Strategy. Currently, Mr. Moore serves as a Principal Consultant at AcuitasGov in Edmonton, Canada, where he specializes in Open Government, Innovation and Technology Strategic Planning and Leadership Transformation. He is also the Vice Chair of the Edmonton Regional Group - Institute of Public Administration of Canada.

Abstract

Access to information, technology consumerization, and the Internet has provided new tools for citizens as they live their lives every day. Governments are realizing the power of this technology and have been responding to citizens’ desire to have a greater connection with their elected officials. There is also greater awareness by both citizens and government for an increase in accountability, transparency and openness. What we have seen in the last ten to fifteen years will make the next ten years seem like a distant future. The citizens within our cities want more information, more access to government information and services as well as more involvement in service and policy decisions. When we look back on this time, 100 years from now we will realize the large role that technology played in transforming government.



City Case Study

Tel Aviv: A Smart Startup City

Yael Weinstein

Director of Economic Development
Tel Aviv Global Administration

Yael Weinstein is the Director of Economic Development at Tel-Aviv Global Administration, a city-owned company of the Municipality of Tel Aviv. Yael is responsible to promote Tel-Aviv's development into an international hub for the global entrepreneurial community by making the city more accessible to foreign audiences – investors, entrepreneurs and students.

Previously, Yael worked as Strategy & Business Development Manager at Better Place, an EV network and service provider start-up. Prior to that, she worked for 3 years as an associate then project manager at the Amsterdam office of Booz & Company, a leading global strategy consulting firm.

Yael completed her undergraduate in Computer Science at the Ben-Gurion University of the Negev and her MBA at INSEAD Business School.

Abstract

In 2012, The Wall Street Journal declared Tel Aviv "One of the World's Most Innovative Cities". With just over 400,000 residents, in the heart of one of the world's most challenging regions, Tel Aviv has managed to develop and position itself as a global leader in technology and innovation. A set of city-devised policies, initiatives and programs, together with the City's urban creative energy, have succeeded in developing a world-class startup ecosystem and tech industry. Today, Tel Aviv is home to over 700 startups - one of the highest numbers of startups per capita in the world.

In this setting, Tel Aviv's City Hall has developed advanced technological solutions for urban administration and, more importantly, civic engagement. The Municipality offers free citywide WiFi in 80 zones around the city with over 50,000 unique users per month. In 2013, the Municipality launched an initiative, known as DigiTel, to digitize all city services and transfer them to a personalized, online platform which provides residents with individually tailored, location-specific information about services as well as events or activities in their neighborhood.

Drawing from the "Startup Nation", Tel Aviv's unique take on what makes a city innovative can set an example for cities, administrators and entrepreneurs from around the world.

Yael Weinstein, the city's Director of Global Economic Development, will present Tel Aviv's policies and initiatives - both in promoting and developing startups and tech innovation and in turning the City Hall itself into a center of technological excellence – A "Smart Startup City".



City Case Study

The Implementation and Reflection on Beijing e-Government

Tong Tengfei

Deputy Director
Beijing Commission of Economy and Information
Technology

Educational Background: Beijing University of Posts and Telecommunications

Working Background: He has long engaged in the research and implementation of digital city, e-government, informatization, etc., and has taken charge of the research, compilation, and implementation of key development plans, including the 11th and 12th Five-year Plan of City Informatization of Beijing and the 12th Five-year Plan of e-Government. Mr. Tong also offered guidance on over one hundred standards, specifications, and pilot projects of different specialties. He has shifted his focus of studies to the research and implementation of Smart City and has taken charge of the compilation of the action plan for Digital Beijing and has advanced the implementation of top-level design, industry junction, etc.

Abstract

The presentation will introduce Beijing e-Government's top-level design and will talk about Beijing's cloud computing, big data, mobile internet, and other emerging technologies on the current situation of Beijing. Secondly, the presentation will focus on government services and introduce the practice and reflection of Beijing on city administration, public service, and political participation from three aspects and nine cases. For instance, there will be a focus on the application of Dongcheng District grid's management, digital city administration, and big data in the transport sector. In the field of public service, the implementation and progress of "Government at Hand", "One-stop Service" and "One Quarter Convenient Community Service" will be discussed. There will also be a focus on the administration and discussion of municipal affairs that will revolve on "Citizens' Hotline", "Government Micro-blog Group", "Full Response" Mode of Xicheng District, etc. The presentation will end with a discussion on "New Technology", "New Horizons" and "New Modes", and will give an outlook to the development of Beijing's e-Government.



City Case Study

The Mobility Laboratory of São Paulo

Renato Affonso
Advisor for ICT and ITS for the Presidency
SPTrans, São Paulo

Renato is currently advisor for ICT and ITS for the Presidency of SPTrans, the agency that regulates public transport by bus in the city of São Paulo, Brazil. His past experience includes over seven years at Diebold, developing APIs for Java (J/XFS) Opteva ATMs (Linux, Windows) and for Lottery machines (Linux), besides dealing with systems development (low-level software) for automated teller machines; API development for peripherals for bank automation – card reader, cash dispenser, teller cash recycler, bar code scanner, printer, note acceptor, smart card, sensors and image scanner; and the development of image processing algorithms. He has also acted as a consultant at USP and Studio Hartd. He has a degree in control engineering by the Polytechnic School of the University of São Paulo (Poli-USP).

Abstract

To cope with the challenges of the congested city of São Paulo and its lagging bus system, the city government, through the Department of Transport (SMT), decided to innovate. Considering the current mobility deficiencies in the city, it is necessary to change the operational model; the design of bus itineraries, road infrastructure, and vehicular technologies (to start using clean fuels); integrate ITS systems, old traffic lights, equipment, data processing, and control systems. However, the current tools for designing such a model are lagging behind the needs of the population. There is an urgent call to increase the current government's capacity to properly build the new mobility policy and provide public services. The MobiLab was therefore conceived taking into account the technical, resources, and infrastructure limitations while aiming to provide 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. The presentation will cover practical/ technical solutions developed in the laboratory.



City Case Study

Quezon City's Scaling Innovations in Mobile Money

Regina Samson
Head
Communications Coordination Center, Quezon City

Ms. Samson's experience and expertise are in local government management and strategy formulation; in public and private sector communications management and implementation; and in formulating and packaging development projects for both the public and private sectors.

Ms. Samson is head of the Quezon City Government's Communications Coordination Center (CCC) which is in-charge of promoting the city to the business sector and to the general public. She is Head Secretariat to the City Government's Management Committee, the top-level policy making body of the local government, as well as Head Secretariat of the Urban Triangle Development (TriDev Commission), a national body created to facilitate and manage the development of Quezon City's latest Central Business District.

She has been in-charge of conceptualizing several urban transformation projects for Quezon City, as well as in coordinating and providing counterpart technical assistance to projects for international funding. She was a consultant for International Finance Corporation's Regulatory Simplification Project, in which capacity she had been helping other Philippine local governments reduce red tape in business registration.

Ms. Samson completed a Management Development course at the Asian Institute of Management, as well as the Leadership in Local Government: Decision, Action, Results (DARE) Program at the Lee Kuan Yew University in Singapore. Recently, she completed the Temasek Foundation (Singapore)'s Urban Leaders Governance Program.

Abstract

This project was initiated by the US Agency for International Development's Scaling Innovations in Mobile Money (SIMM) project in Quezon City. It harnesses the use of mobile phone technology to create government public service efficiencies. Benefits to users are convenience and 24/7 payments schedules, while creating greater opportunities for checks and balances on the inflow and outflow of public funds to intended parties.

It makes use of mobile money technology to enable real property taxpayers in the city to settle their local tax bills in a safer and more convenient manner, anywhere they are in the Philippines. This gives these taxpayers the option of not having to go to city hall to pay their taxes.

The project also enables the Quezon City Government to harness an easier and safer way to pay out its regular allowances to public school teachers and to City government scholars. The teachers and students are notified by SMS of allowances and stipends deposited to their ATM (automated teller machine) card accounts; they no longer have to queue at City Hall cashiers just to get these.

The project requires the use of a cellular phone, the engagement of a mobile money provider, and the registration of users in a mobile money system.

Initial target beneficiaries are:

- For local tax payments:
The 579,351 real property unit owners in Quezon City; it represents a total real property tax collectible of an estimated Php 5.0 billion (US\$116 million) a year
- For disbursements (payment of the City government to others)
 - Monthly allowances of 10,000 public school teachers at Php 1,000 a month per teacher or Php 120 million a year (\$2.79 million) aggregate
 - Semestral stipend to 460 city-paid college scholars at Php 5,000 a semester per student or Php 4.6 million/ year (\$ 106,977) aggregate

Next steps are to expand the system to enable taxpayers to print electronic receipts for their transactions (right now, they still have to go to city hall to pick up receipts for accounts paid through mobile money); this will be enabled before end-2014 and active for use by the public by the start of 2015. Public market stall fees will be payable thru mobile money before yearend. In process, are tax payment systems through online banking systems (using the Quezon City Government website as conduit) and credit card payment systems (for 2015).

Workshop Session III

Partnering for Smart and Sharing Cities

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.

This workshop will provide an overview of current issues faced by cities in achieving smart urban growth and stimulate discussion on how diverse stakeholders may develop effective partnerships and coordinate their initiatives for building a sustainable future for citizens with smart solutions. City Case Study presentations of innovative, collaborative practices will further enrich the workshop with practical cases.

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

Moderator: Mr. Klaus Marhold, Visiting Lecturer, University of Vienna

Thematic Presentation

- Ms. Mary Jane Ortega, Vice President, International Council for Local Environmental Initiatives (ICLEI); Former Mayor of San Fernando, La Union: *Green Technology for Smart City Growth*
- Dr. Gohar Feroz Khan, Consultant, United Nations- Asian Pacific Training Center for Information and Communication Technology (APCICT): *The Role of Social Media in Engaging Citizens in Urban Development and Growth*
- Dr. Bernadia Tjandradewi, Secretary General, United Cities and Local Governments- Asia Pacific (UCLG-ASPAC): *Local Authorities and Enabling Environment for Development Effectiveness: Coordination between Local, Provincial and National Governments to Localize the Post-2015 Development Agenda*
- Mr. Rodrigo Bandeira de Luna, Director, Instituto Cidade Democrática: *Partnerships for a Social Participation Eco-System*

City Case Studies

1. Mr. Alexey Novikov, President and Co-Founder, Habidatum: *Moscow on the Way to Platform-Based Community: Turning Cyber Dialog Between Citizens and the Government into Public Policy Agenda*
2. Mr. Eng. Ahmed Mahmoud Mohamed Eisa, Chair, e-Government Committee, Gadarif State: *Gadarif State and GDCO Partnership Empowering Digital Inclusion*



Workshop Chair

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

Mr. Guerrero is the Senior PPP Specialist as well as the Head of the China operations for the Core Management Team (CMT) of the Cities Development Initiative for Asia (CDIA). The CDIA is a joint program lead by the Asian Development Bank created to assist cities to identify and prepare priority infrastructure projects to find financing. He focuses on institutional arrangements for PPPs targeting deal structure and project bankability with associated capacity development activities.

Mr. Guerrero brings a valuable experience in evaluating and identifying funding sources for PPP projects from his previous works as a contractor where he was Director for International Operations, and engineering companies dealing with public infrastructure investment with the private sector, where he worked as General Manager.

In his 19 years of professional experience, he had worked in more than 20 countries across Asia and Eastern Europe. He earned a Master's Degree in Transport Infrastructure and a Master's Degree in Management in Infrastructure and Public Services and Facilities.

Abstract

Today, more than half of the world's population lives in cities and this will grow up to two thirds by 2050. Urbanization is global and irreversible but often brings development challenges such as pollution, overpopulation, slums, or transportation problems. Cities are key drivers of change, but they also face enormous gaps in addressing urban infrastructure needs to meet their growing demands.

A number of initiatives tackle technical issues and provide platform for knowledge sharing, while cities themselves have engaged in a constant search for innovative solutions to keep up with the pace of change. The Cities Development Initiative for Asia (CDIA), as one of the initiatives, has worked with 92 cities in 16 countries so far and introduced practical ways of planning and bridging the "planning-financing gap".

In working with cities, CDIA offers some of the most innovative tools in a vertical learning approach, but one of the most effective way of learning is in a horizontal approach – it occurs from peer-to-peer: either within each individual city or from City-to-City (C2C) and in city networks. Engaging in C2C learning can generate a pool of new ideas to choose from, ideas to be replicated, adapted, and further developed.

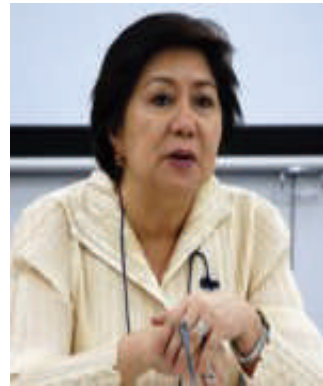
C2C Learning is an integral part of CDIA's strategy to act as catalyst for innovation and strengthen cities' capacity. So far, CDIA is fostering regional networking and providing trainings. To take it to the next level, CDIA aims for cities that have been trained with CDIA's tools and methodologies, to become "Centers of Learning". This will provide inspirational examples for other cities, thus taking the learning experience further.



Workshop Moderator

Klaus Marhold
Visiting Lecturer
University of Vienna

Klaus Marhold is currently a researcher at Seoul National University and lecturer at the University of Vienna. He holds degrees in Business Information Systems, Korean Studies, and East Asian Economy and has professional experience in the computer networks and aerospace industries. Working together with CityNet in 2013, he has successfully developed and implemented an innovative e-Learning system for schools in remote areas of Nepal and is currently working with the International IT Policy Program at Seoul National University on a project for the development of intelligent sensor networks for environmental monitoring in Thailand. Recently, he has also served as one of the editors for the Innovation and Development Network, a Korean initiative to develop case studies of innovation and economic development for knowledge sharing with developing countries. His research interests are the use of IT for development and knowledge management.



Thematic Presentation

Green Technology for Smart City Growth

Mary Jane Ortega
Vice President, International Council for Local
Environmental Initiatives (ICLEI)
Former Mayor of San Fernando, La Union

Mary Jane C. Ortega is the former Mayor of San Fernando City of the province of La Union, Philippines and served for three terms from 1998 to 2007. She was a former member of the Board of Regents of the Don Mariano Marcos Memorial State University. She has also served Express Commercial Printers Corporation as the President and General Manager from 1986-1989 and Comptroller/Treasurer and Administrative Officer of Philippine Daily Express Publishing Corporation. Apart from this, Mary Jane is appointed the interim Chair of the CAI-Asia Partnership Council starting June 2012 and elected Secretary-General of the Regional Network of Local Authorities for the Management of Human Settlements – CITYNET for the term 2009 to 2013. Currently she holds the position of Special Adviser of CITYNET, a network of human settlements in Asia Pacific; 2nd VP of the Global Ex-Com of the International Council of Local Environmental Initiatives (ICLEI), Chairman of the Partnership Council of CLEAN AIR ASIA for BAQ2012, Northern Luzon Coordinator of SYNERGEIA, member of the Board of other academic institutions and NGOs. She is the first Asian and first Filipino to receive the United Nations Centre for Human Settlements (Habitat) Scroll of Honor Award.

Abstract

Fifteen years ago, in 1999, while working on the City Development Strategies for our City of San Fernando, La Union, Philippines as one of the pilot cities of the World Bank, funded by the Ministry of Construction of Japan, and subsequently, the Cities Alliance, we envisioned our city to be a Smart City. Our definition then was to connect through the internet our City Hall to the 59 villages we called "Barangays". We purchased computers for each Barangay but could not connect all of them because at that time, only the urban barangays could be connected. We had the important data of the barangays in their database, and wanted to save the trip of our constituents to city hall by paying through the internet. We set up an Information Technology Division under the Administrator, set up our website, and one of the features was to post our newsletter "City Express" and updated it regularly.

With the start of the millennium, our definition for a Smart City underwent a transformation so that it did not only include the use of computer technology, but also used other green technologies for Green Surroundings, Clean Air, Clean Water, Green Transport. We are now advocating for Placemaking, where green technology is embraced not only by the local officials but by the whole community. We hope that with the sharing of data and information, we can grow to be smarter cities.

Capacity building and city to city networking is done by ICLEI, the International Council of Local Environmental Initiatives, based in Bonn, Germany and with an office also in Seoul. I am also a member of the Board of Clean Air Asia and this November 19-24, 2014, we will have the Better Air Quality Conference BAQ2014 in Colombo, Sri Lanka.



Thematic Presentation

The Role of Social Media in Engaging Citizens in Urban Development and Growth

Dr. Gohar Feroz Khan
Consultant
United Nations Asian and Pacific Training Center for
Information and Communication Technology (UN-APCICT)

Dr. Khan is an Assistant Professor at Korea University of Technology & Education (KoreaTECH) in South Korea. He is also serving as a founding director of the Centre for Social Technologies and as a consultant to the UN-APCICT on social media. Dr. Khan has a PhD in ICT management from KAIST with several years of experience in information technology/systems: teaching, consultancy, and research working with multicultural teams. His research interests includes 1) social information systems & social Media, and 2) e-government and government 2.0; and has published over 30 articles in refereed journals, conference proceedings, and book chapters. More information on his research can be found here: <http://gfkhan.wordpress.com/dr-khan/>

Abstract

Social media is becoming an integral part of life in contemporary society and changed the way we create, share, and consume information. This is due to the unique characteristics of social media: openness, collaboration, participation, and sharing. However, despite rapid adoption, a growing concern and skepticism regarding the use of social media exists in the municipalities. The purpose of the talk is to introduce the concept of urban engagement through social media and its dimensions with several examples from around the world. The talk also sheds light on the significant policy and governance changes, as well as specific know-how and resources required to plan, implement and manage social media tools.



Thematic Presentation

Local Authorities and Enabling Environment for Development Effectiveness

Coordination between Local, Provincial and National Governments to Localize the Post-2015 Development Agenda

Dr. Bernadia Tjandradewi
Secretary General
United Cities and Local Governments- Asia Pacific (UCLG-ASPAC)

Dr. Bernadia Irawati Tjandradewi is currently the Secretary General of UCLG ASPAC (United Cities and Local Governments Asia Pacific) which its Secretariat is located in Jakarta. She has been working in urban development and related fields for more than 15 years. Prior to UCLG ASPAC, she was the Program Director of CITYNET. Through her work at CITYNET, she has led to the rapid development of CITYNET. She has a Master's Degree in Atmospheric Physics (1993) from Nagoya University, Japan, a second Master's Degree in Public Policy (1995) from National University of Singapore, and a Ph.D. (2006) in urban engineering from the University of Tokyo, Japan. Besides global and urban environmental issues, her current interests range from strategic urban planning, climate change, disaster management, and international cooperation to water management, and local governance. She is a visiting professor at three universities in Japan and has written various papers, published in the international media. She has also been a speaker in more than 100 global and regional events organized by international agencies.

Abstract

The role of local governments in promoting sustainable development has been recognized more and more. In final declaration of Rio+20, "The World We Want," the key role of local governments, efforts and progress made at the local and sub-national levels have been acknowledged. Local governments have been engaged in the preparation for the Post 2015 Sustainable Development Goals at the regional and global levels under the framework of the Global Task Force (GTF). Initiated by the United Cities and Local Governments (UCLG) and in partnership with UN agencies and agencies dealing with local government affairs, GTF has undertaken a series of consultations and dialogues to localizing the 2015 Sustainable Development Goals. It aims to affirm that local governments have a big stake to play in meeting the Goals.

Local government is an important player in SDG due to various reasons. Local governments are the closest sphere of governments to the people or community. They are able to engage local partners and build multi-stakeholder partnership and play a

role as a bridge between people and central governments. They are also responsible in providing efficient municipal services, including water supply, solid waste management, public transportation, and act as the facilitators and drivers for local sustainable development.

Post 2015 Sustainable Development Goals, which are being discussed, are proposing 17 goals and 169 targets. There should be no differentiation between north and south. It is no sense to divide us between north and south in an interconnected world like now. The local governments have common challenges and common goals to achieve.

How to achieve the goals? Conducive environment for local governments to perform effectively should be created. Good coordination between different tiers of government must be made. Financial resource for local governments should also be enhanced.

Local government networks such as UCLG ASPAC and WeGO can play a vital role in localizing post 2015 and meeting the global agenda. They can provide a platform for sharing and exchanging good and best practices, promoting decentralized cooperation (twinning, peer-to-peer learning), unifying the voice of local governments for strong advocacy and lobbying, and implementing good governance (i.e. transparency, accountability, accessibility to services and right for information).



Thematic Presentation

Partnerships for a Social Participation Eco-System

Rodrigo Bandeira de Luna
Director
Instituto Cidade Democrática

Rodrigo Bandeira is the director of Cidade Democrática Institute, whose mission is to leverage the influence of society making collective dreams come true. He is the creator of Cidade Democrática open innovation digital platform: a place where citizens and organizations can create innovative solutions to public issues from the collective intelligence. He conducts open innovation contests to promote citizenship in specific territories and develops structuring projects such as the Ontology of Social Participation in Latin America, seeking greater effectiveness of actions in the field of social participation articulating the citizens with private and public sectors to fully meet the needs of people. He offers courses and lectures on web citizenship and the future of digital democracy.

Abstract

Instituto Cidade Democrática is established as a think tank dedicated to study and foster social participation and leverage the influence on society, making collective dreams come true. Research and open innovation challenges are producing knowledge to better connect demands, coming from society, to representation and public services.

Case presented: Webcidadania Xingu Open Innovation Challenge

Cidade Democrática Open Innovation Challenge, as practiced during the Webcidadania Xingu project, is a social technology that uses web tools and own methodology to promote development agendas that strengthen local governance in the form of social accountability, as a model for the creation of local development agenda, with a transparent and development creating governance.

In the Xingu region (Brazilian Amazon), where Norte Energia (energy company) has to invest USD 3,5 billion in the area within the next 20 years, a seven month project involved more than 1,500 people in 75 workshops, 109 meetings with local leaders, identification of 415 proposals and 5,000 interactive activities.

Main output was: 17 projects designed and sent to the Managing Committee of the Regional Plan for Sustainable Development (PDRS) of the Xingu region and cities, state, and federal governments.

Impacts were: socio-environmental agenda designed; policy coordination with governments in 11 cities; free platform with 1,000 participants; innovation in

groundwork; bringing new actors: urban youth, public leaders, and new social groups organized in collectives; and strengthening of digital culture in the region.

In applying Cidade Democrática Open Innovation Challenges, projects conducted by the Institute have been able to promote social accountability with measurable results in the following questions arising from proposals created during the contest: Public Investments, Public Policy and Strengthening the Social Issue.



City Case Study

Moscow on the Way to Platform-Based Community: Turning Cyber Dialog Between Citizens and the Government into Public Policy Agenda

Alexey Novikov
President and Co-Founder
Habidatum

Mr. Alexey Novikov received his PhD in Country and Regional Studies from the Russian Academy of Sciences and MSc in Regional and Urban Studies from Lomonosov Moscow State University. He has established three successful start-ups namely, Geograffity Magazine, Institute for Urban Economics, and EA-Ratings (sold to Standard & Poor's). Mr. Novikov has vast management experiences which include two years as Managing Director at Thomson Reuters, 12 years as Managing Director at Standard & Poor's, and three years as General Director at EA-Ratings. Aside from this, he also has experience in government as he served as Consultant at the Analytical Center for the President of the Russian Federation (Eltsin). Currently, he is also a visiting professor/ research fellow in Higher School of Economics (Russia), Lomonosov Moscow State University (Russia), Oxford University (UK), Birmingham University (UK), Florida International University (Miami, US), Redford University (Virginia, US).

Abstract

Over the last two years, the online services provided by the City of Moscow experienced a dramatic growth of audience and popularity, attracting millions of people. In this context, the philosophy of the City, though, is not just about success in usage numbers. Opportunity of long-term dialog with the government is the ultimate goal.

The dialog between citizens and government could only be based on trust, but the trust takes time to develop. Responsiveness of the local authorities is the key, but it requires a full-scale administrative reform and inter-jurisdictional coordination. Public engagement is a civic virtue on its own, but as the case of Moscow shows, being put in the cyberspace appears to be a powerful engine of rapid, large-scale local government reform.

The development of online collaboration in megacities, such as Moscow, sets a global trend that may result in a new type of urban civic societies -- “platform-based” communities -- where online collaboration will not just simplify communication by making it more quick, transparent and responsive, but will also generate tons of real-time data useful for both people and the government in their decision-making while dealing with complex urban environment, this time the real one.

Moscow has been one of the few cities experimenting with new types of data, called spontaneous data, such as cell phone off-call signals and semantic streams generated by social media. One of the examples of such work done on the basis of the Habidatum platform can be seen in the study, “Archeology of Periphery,” commissioned by the Moscow Urban Forum. Among many insights regarding previously invisible urban structures and trends, the study proved that the analytical capability aimed at spontaneous data unintentionally generated by citizens becomes critical for urban policy agenda, adding value to the decision-making functionality on top of the already-existing smart engineering infrastructure.



City Case Study

Gadarif State and GDCO Partnership Empowering Digital Inclusion

Ahmed Mahmoud Mohamed Eisa
Chairman
e-Government Committee, Gadarif State

- Chair of Gadarif Digital City Organization Sudan
- Chair of e-government committee in Gadarif state
- Winner of seven (7) international ICT4D awards
- Founder of the first telecenter academy in Africa and Middle East and the thirteenth in the world
- B.Sc. Agriculture (Agronomy) Khartoum University (1981)
- M.Sc. (Agriculture) Manhattan Kansas, USA (1985)
- State Minister of Agriculture Sudan 1988
- Parliament member 1986 – 1989
- Representative of parliament in the national research council (1986 -1989)
- Former Council Member- Gadarif & Alsharq Universities
- Certificate from ITU as one of the Best Global Digital Talents 2011 Geneva
- Member on the UN-ESCWA networks for marginalized, under served and disadvantage communities.
- Partner with ITU in iwrite4wsis initiatives to promote for the world summit on information society (WSIS)

Abstract

Gadarif City is the capital of Gadarif State with a population of 363,945. Gadarif has the biggest mechanized rain-fed agriculture scheme, pastures, and forestry in Sudan. It

grows 8 million fedans (1 fedan =1.038 acres) of sorghum, sesame, and more than 5 million animals. Gadarif Digital City Organization (GDCO) was established through the partnership between Gadarif and Eindhoven (Netherlands) municipalities, which helped in building the e-infrastructure of Gadarif State.

There are 100,000 out-of-school children and youth in Gadarif state. Gadarif University, like other Sudanese Universities, has e-infrastructure problems. More than 10% of the population is composed of people with disabilities; they are very poor and have no access to ICT. These challenges forced the Gadarif government and its partners to find solutions. DSE donated 750 computers to the Gadarif community and many telecenters for training, capacity building, and skill development. GDCO in cooperation with the Gadarif government helped in developing e-agriculture, e-inclusion and e-education projects. The Gadarif Council of Ministers passed a resolution on the e-government committee chaired by Ahmed Mahmoud Mohamed Eisa (the chair of GDCO) to set the roadmap for Gadarif state e-government based on GDCO’s e-projects.

ICT, despite not being a pressing issue for developing countries, is being tackled by Gadarif State.

Master Classes

Master Class Session I Building Efficient and Citizen-centric e-Government Systems with the WeGO eGovFrame

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.

The WeGO eGovFrame is a standardized software framework developed to help governments efficiently develop and operate e-Government applications with open source, cutting-edge and easy-to-use technology. Initially developed by the National Information Society Agency (NIA) as an ambitious, USD 18 million multi-year project, the WeGO eGovFrame provides a general technical infrastructure and development tools, as well as hundreds of reusable common components, to increase efficiency, enhance the interoperability of e-Government systems and resolve dependency on specific IT vendors.

This Master Class taught by technical experts from NIA will enable WeGO members to easily develop, run and enhance software applications with the WeGO eGovFrame in order to meet their specific e-Government needs.

Chair and Technical Presenter: Dr. Eun-ju Kim, Director, Government Collaboration & Sharing Dept., Government 3.0 Center, National Information Society Agency (NIA)

City Case Studies

1. Mr. Phung Tan Viet, Vice President, Da Nang People's Committee, Da Nang: *Development of e-Government Platform for Da Nang City*
2. Mr. Nguyen Ha Phuong, Expert, IT Application, ICT Department, Hanoi: *The Current State of IT Application of Hanoi City and the IT Development Plan of Hanoi City to 2020, up to 2030*

Session I: Building Efficient and Citizen-centric e-Government Systems with the WeGO eGovFrame

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



Master Class Chair & Technical Speaker

Dr. Eun-ju Kim

Director of Government Collaboration & Sharing Dept.,
Government 3.0 Center
National Information Society Agency (NIA)

Eunju Kim, Ph.D. is a director of Government Collaboration & Sharing Department at the National Information Society Agency (NIA), Korea. She is a well-known expert on web standards, Service oriented architecture (SOA), Cloud Computing and software framework in Korea. Currently, her main job is planning and developing IT policies and standards for e-Government.

She is a chair of OASIS Technical Committee on Web Services Quality Model as well as Technical Project Group of Public Information Service in Korea.

Eunju Kim received her doctorate in computer science from Yonsei University.

Abstract

The WeGO eGovFrame is a standardized and open source software framework for e-Government projects to provide the foundation and tools for developing software applications that allow software developers to focus on the business logic, rather than the technical infrastructure of a program.

The WeGO eGovFrame consists of four software environments - development, runtime, operation and management - as well as hundreds of reusable common components of e-Government systems, and enables member cities and their partners to easily develop, run and enhance software applications in order to meet their specific e-Government needs. The WeGO eGovFrame also provides mobile web UX Functions and Mobile Device API for both hybrid and web-based mobile applications.

The main benefits of the WeGO eGovframe are improving the quality of e-Government services and the efficiency of ICT investment through enhancement of Development productivity, Component reusability, Interoperability, Enhanced SME Competitiveness.

- Development productivity: Developer can focus on the business logic since eGovframe provides common modules and standard templates which are typically required to implement a system so that consequently duplicated work can be minimized.
- Component reusability: Increase reusability of the components of the framework by usages with the other projects.

- Interoperability: Using the standard interfaces, interoperability can be increased.
- Enhanced SME Competitiveness: Improves SME competitiveness by sharing open source framework and providing developers with free, cutting-edge and easy-to-use technology.

The WeGO eGovFrame has been widely adopted in countries like Mexico and Vietnam and has garnered substantial international recognition, including a sweep of the prestigious FutureGov Awards in 2010. Based on numerous carefully selected Open Source Software(OSS)(e.g. Spring, Hibernate, iBATIS, eclipse, Junit and Maven and Ajax), The WeGO eGovFrame contributes to technology improvement in e-Government and elevation of OSS technology worldwide by opening technologies as Open Source Software.

City Case Study

Development of e-Government Platform for Da Nang City



Mr. Phung Tan Viet
Vice President
Da Nang People's Committee

Mr. Phung Tan Viet is currently the Vice President of Da Nang People's Committee. Before serving for the Da Nang People's Committee, he was the Director of Da Nang Department of Commerce (1997–2004) and Da Nang Department of Planning and Investment (2004 –2009). Mr. Phung Tan Viet is also the Head of Steering Committee of Da Nang City in IT application and development. The Steering Committee is the body that coordinates all government agencies in Da Nang City to implement ICT application plans and roadmaps. Under the leadership of the Steering Committee, Da Nang has achieved remarkable success in the area of ICT application in the public sector, and was ranked the best city in Vietnam in the readiness for ICT development and adoption for 5 consecutive years (2009-2013) by the Office of Vietnam ICT Steering Committee and Vietnam Association for Information Processing. Mr. Phung Tan Viet graduated with a Bachelor in Electronics and PhD in Economics.

Abstract

Nowadays, Information and Communications Technology (ICT) has the potential to improve the ways in which governments operate. Advancements in ICT can provide better service delivery, while at the same time, improve efficiency and reduce costs. The government of Da Nang City recognizes that ICT is the only means to achieve effective governance. E-Government is not only limited to the automation of government processes, it also motivates a gamut of other changes in policies, human resources, and government functioning. E-Government offers an opportunity for the Da Nang government to redefine its relationship with citizens, as well as to leverage alliances and partnerships with the private sector. E-Government enables transparency, accountability, and customer-centric service delivery.

The Project: "Development of e-Government Platform for Da Nang City" was implemented to modernize public administration, improve the capacity, and operational efficiency of the local state management agencies, enhance the socio-economic development, and to constantly improve people's living and make Da Nang become a civilized, modern, and livable city.

City Case Study

The Current State of IT Application of Hanoi City and the IT Development Plan of Hanoi City to 2020, up to 2030



Nguyen Ha Phuong
Expert in IT Application
Information and Communications Technology
Department, Hanoi City

Mr. Nguyen Ha Phuong is an expert on information and communications. Currently, he serves as the Expert in IT Application at the Information and Communications Technology Department of Hanoi City. He took up his studies at the North China Institute of Science and Technology in Beijing, China.

Abstract

I. Brief introduction to the city of Hanoi

- Provide information on area, population, and the administrative unit of the city of Hanoi

II. The current state of IT application of Hanoi in the process of building e-Government)

- Provide information on the current state of information technology application of Hanoi City. Including human resources, infrastructure, policy environment, The Internal IT application in government agencies and applications serving corporate citizens.

III. Lessons Learned

- Share some experiences of Hanoi in the development and application of information technology.

IV. The IT Development Plan of Hanoi City to 2020, up to 2030

- Summaries under the following topics

1. Development perspective: The IT Development Plan of Hanoi City to 2020, up to 2030
2. Development of objective: The IT Development Plan of Hanoi City to 2020, up to 2030 (including: information technology infrastructure; IT application; development of human resources)
3. Planning content
4. Implement Solution (including: The solution for development of human resources; the solution for science, technology, environment; solution of mechanisms and policies; solution to strengthen links and cooperation and integration; implement organization)

Master Class Session II

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

In an age of rapid urbanization, the delivery of quality public services by local governments will become more difficult and critical at the same time. The potential for e-Government to help meet these urban challenges has been widely acknowledged but there is a deficiency of e-Government initiatives that are focused on city -- rather than national -- agenda.

The City e-Government Diagnostic and Solutions Framework (CeDS) toolkit, based on a partnership between the World Bank, the Seoul Metropolitan Government and WeGO, was developed and designed specifically for cities. 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 will also facilitate knowledge-sharing with partner benchmarking cities and enhance access to support from development partners.

WeGO is proud to launch the CeDS toolkit online data platform, which will be made available on the WeGO website (www.we-gov.org).

Chair and Technical Presenter: Mr. Hak Jin (Frederick) Lim, Manager,
Department of Strategic Planning, Hyundai U&I

Opening Remarks

Mr. Randeep Sudan, Practice Manager, ICT, Transport & ICT Global Practice, World Bank

City Case Study

1. Miss Joey Lam, JP, Deputy Government Chief Information Officer (Policy and Community), Government of the Hong Kong Special Administrative Region, *Public Services Anytime Anywhere*



Workshop Chair and Technical Speaker

Hak Jin (Frederick) Lim
Manager
Department of Strategic Planning, Hyundai U&I

As a Manager at Hyundai U&I, Hak-Jin Lim is heavily involved in the Hyundai Group's investments in IT-related services and has extensive experience within the spectrum of IT solutions. Mr. Lim also has a strong track record of assisting governments worldwide develop e-Government-based services, including Minsk (Belarus) and Astana (Kazakhstan) with respect to Emergency Rescue Management Systems and Latin American countries for public transportation. Mr. Lim led the team at Hyundai U&I that assisted the World Bank, Seoul Metropolitan Government, and the World e-Governments Organization of Cities and Local Governments (WeGO) in developing the City e-Governments Diagnostic and Solutions Framework (CeDS) and has spearheaded pilot case studies with WeGO member cities for the CeDS project. Mr. Hak-Jin Lim holds a Master of Business Administration from Hankuk University of Foreign Studies and is fluent in South Slavic languages.

Abstract

The City e-Government Diagnostic and Solution (CeDS) Toolkit is designed to measure a city's e-Government maturity level and assist the government to make a straightforward roadmap without getting help from specialized technical personnel. To show the strength of the CeDS Toolkit, this technical presentation was designed to teach how to use the CeDS Toolkit in order to assist WeGO member cities to diagnose their e-Government maturity level. In the past, most of the assessment tools were oriented to the national level only and cover limited indicators such as ICT leadership, ICT Governance, etc. The CeDS Toolkit covers not only internal & external environment, but also current ICT internal capacity, including presently operating city e-government system lists and its utilization. CeDS also provides a pluggable "Module", which can help cities develop their own module after the thorough city e-Government assessment. The CeDS Toolkit comes in two formats: Viz Excel and Web. The presentation will be tackling the CeDS Toolkit and its accessories for urban e-Government management in both formats.



City Case Study

Public Services Anytime Anywhere

Joey Lam, JP

Deputy Government Chief Information Officer (Policy and Community)

Government of the Hong Kong Special Administrative Region

Headed by the Government Chief Information Officer (GCIO), the Office of the Government Chief Information Officer (OGCIO) provides a focal point for the formulation and implementation of policies, strategies, programmes and initiatives under HKSAR Government's Digital 21 Strategy. It supports Government departments to use IT effectively to achieve their policy objectives, facilitates the development of the IT sector in Hong Kong, encourages the wider use of IT in the business sector and the community, builds a digitally inclusive society in Hong Kong and seeks to strengthen Hong Kong's position as a world digital city.

Miss Joey Lam, JP, is the Deputy Government Chief Information Officer (Policy and Community). She is responsible for the formulation of strategy and measures to facilitate the development of Hong Kong into a digital economy, promote digital inclusion, and enhance the effectiveness of Government's e-service to the public.

Abstract

Information and communications technology (ICT) has radically transformed the way Government services are delivered. E-Government has been taking root in Hong Kong since early 1990s, bringing substantial benefits in increased operational efficiency and environmental gains. Government information and services are just a click away. Over the years, Hong Kong has made much effort to integrate online government services to make them user-centric. 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, it has also identified areas where further work could be contemplated, such as street tree management system and bus information system. Hong Kong Special Administrative Region Government will continue to leverage ICT to serve our community better having regard to our socio-economic structure and conditions.

The advent of wireless and multi-platform technologies has opened up new opportunities for the delivery of caring and interactive e-Government services to our community, anywhere anytime. Through mobile apps, we provide more timely, integrated, personalized and location-sensitive e-Government services to the public. In particular, we have introduced two platform apps, one for receiving reports on malfunctioning city facilities and the other for pushing useful government notifications to the public.

The WeGO Awards

The WeGO Awards Ceremony is traditionally held at the WeGO General Assembly to recognize and reward innovative e-Government initiatives developed by cities, local governments, public organizations and agencies across the globe. This year, the competitive WeGO Awards garnered a total of 68 applications for noteworthy practices in the five WeGO Awards categories of (1) Services, (2) Efficiency, (3) Open City, (4) Urban Management, and (5) Digital Divide. At the 2nd WeGO Awards Ceremony, three winners for each Awards Categories, selected by the WeGO Awards Judging Panel of leading technology and public administration experts, will be awarded with the *Best, Outstanding* and the *Most Promising e-Government Prize*.

In light of this year's fierce competition and the quality of the WeGO Awards applications that reflected excellence in a wide and diverse field of areas, the *Most Promising e-Government Prize* was newly created for each Awards Category in consultation with the Judging Panel. In addition to the original *Best* and *Outstanding e-Government Prizes* which will award exemplary projects that demonstrate leading e-Governance from the world, the *Most Promising e-Government Prize* will honor notable e-Government practices that are expected to have immense potentials to impact society.

The Ceremony will be followed by presentations from a number of winners, showcasing their success cases to an international audience. All abstracts of the winning projects can be viewed in the *Handbook for the WeGO Awards 2014*.

The WeGO Secretariat extends its heartiest congratulations to the remarkable accomplishments of all winning cities!

WeGO Awards Winners

Services

Best e-Government Prize

Taipei City Government: *Smart & Easy Travelling in Taipei*

Outstanding e-Government Prize

Songpa-gu Government: *Songpa Administrative Communication System Through Social Media*

Most Promising e-Government Prize

Beyoğlu Municipality: *Beyoğlu Social Card- Food Banking*

Efficiency

Best e-Government Prize

Bruhat Bangalore Mahanagara Palike: *GIS-based Transformation of BBMP on the Operation of Road Infrastructure*

Outstanding e-Government Prize

City of Barcelona: *Online Administrative Procedures*

Most Promising e-Government Prize

City of San Fernando, La Union: *Document Tracking System*

Open City

Best e-Government Prize

City of Helsinki: *Open Ahjo*

Outstanding e-Government Prize

Hong Kong Special Administrative Region: *Opening Up of Public Sector Information*

Most Promising e-Government Prize

Chengdu Municipal Government: *Chengdu Municipal Governmental Microblog- Online Public Service*

Urban Management

Best e-Government Prize

Seoul Metropolitan Government: *Seoul City Transportation Card System*

Outstanding e-Government Prize

Gimpo City: *Smartopia Gimpo*

Most Promising e-Government Prize

Ankara Metropolitan Municipality: *Smart Mobility*

Digital Divide

Best Promising e-Government Prize

New Taipei City Government: *Happy, Healthy Elders @ New Taipei*

Outstanding e-Government Prize

Da Nang City: *Development of E-Government Project for Da Nang City*

Most Promising e-Government Prize

Infocomm Development Authority of Singapore: *Silver Infocomm Initiative*

WeGO Awards Presenters

Services

Most Promising e-Government Prize

Beyoğlu Municipality: *Beyoğlu Social Card- Food Banking*
Mr. Ahmet Misbah Demircan
Mayor
Beyoğlu Municipality

Efficiency

Best e-Government Prize

Bruhat Bangalore Mahanagara Palike: *GIS-Based Transformation of BBMP on the Operation of Road Infrastructure*
Mr. Sheshadri Thimme Gowda
Advisor and Head
Information Technology Department

Outstanding e-Government Prize

City of Barcelona: *Online Administrative Procedures*
Mr. Sergio Jerez Rico
Director of Mobile, e-Government & Data
IMI- Barcelona City Council

Open City

Best e-Government Prize

City of Helsinki: *Open Ahjo*
Ms. Katja Raisanen
Senior Specialist
Administrative Division
Ms. Asta Manninen
Director
City of Helsinki Urban Facts

Most Promising e-Government Prize

Chengdu Municipal Government: *Chengdu Municipal Governmental Microblog- Online Public Service*
Mr. Zhou Cheng
Director-General
Government Affairs Service Center of Chengdu Municipal People's Government

Urban Management

Best e-Government Prize

Seoul Metropolitan Government: *Seoul City Transportation Card System*
Mr. Junghyung Suh
Global Director
Korea Smart Co., Ltd

Digital Divide

Most Promising e-Government Prize

Infocomm Development Authority of Singapore: *Silver Infocomm Initiative*
Ms. Shiow Pyng Wong
Deputy Director
Infocomm Development Authority of Singapore

Technical Tour

There will be a **FREE** Technical Tour on 6th November 2014. For those who are interested in participating in this Technical Tour, please come to the Lobby in the Main Building **10 minutes before 8:30** (any sign-up process will **NOT** be required for the tour). People who do not show up by the designated time will not be included in the tour.

If you would like to join the whole day tour program and the post-tour dinner (18:30), please make sure you can manage your return flight on time. For your information, it takes about 30 to 60 minutes depending on traffic from Jinjiang hotel to the airport.

Thursday, November 6, 2014	
8:30	Departure
9:00-10:30	Transit to Dujiangyan
10:30-12:00	Dujiangyan Giant Pandas Center
12:00-13:30	Lunch
13:30-15:00	Dujiangyan Irrigation System
15:00-17:00	Transit to Chengdu
17:00-18:30	Kuan-Zhai Lane
18:30	Post-Tour Dinner



Dujiangyan Giant Pandas Center



Dujiangyan Irrigation System



Kuan-Zhai Lane

Optional Tour Package

After the Technical Tour on 6th NOV 2014, you may join a three-day optional tour on **your own expenses**. To witness the beauty of the Sichuan Province, interested participants may choose **ONE** of the two proposed packages:

Optional Package (A): Leshan & Mount Emei



Optional Package (B): Huanglong & Jiuzhaigou



For those who want to register for the two proposed optional tour itineraries or get more information, please contact:

Mr. Li Hao (Chengdu Youth Travel Agency)
Email: cdcytslh@qq.com

Useful Information

1. Airport Pick-up / Drop-off Service

• Pick-up service

Airport pick-up and drop-off service will be available from **November 1 to 4**. **It will be provided even if you arrive in the early morning or after midnight.** In order to receive this service, you **MUST** submit your and each delegation member's flight schedule (ex. Arrival and Departure schedule including Flight No., Airline, Time, and Date) to registration@we-go.org Otherwise, you will **NOT** be able to receive the airport pick-up service and will need to arrange your own local transportation.

At the airport, WeGO Staff wearing WeGO Staff Name tags will be welcoming you with large WeGO Signs.

<WeGO Staff with WeGO Sign>



<WeGO Banner to be installed at each gate>

- In the event you arrange your own transportation, here is general information on transportation from International Shuangliu airport to Jinjiang hotel by taxi:
Taxi : about 30~60 minutes depending on traffic, RMB 50 Yuan
- **Hotel Address:** Jinjiang Hotel, No.80 Renmin Road South, Chengdu, Sichuan
Hotel contact number: 800-886-9898

➤ Emergency Contact for Airport Transportation

Emergency Call (Chengdu Foreign Affairs Office)

Mr. Chengyuan Li (Mobile. 13981867177)

• Drop-off service

Drop-off service from hotel to the airport will be available from **November 6 to 7**. Based on the return flight schedule that you submitted, we will arrange transportation for your delegation individually.

2. Hotel Check-in – Hotel Front Desk (Lobby, 1st Floor, VIP Building)

For those who made a hotel reservation at the Jinjiang Hotel, you **MUST check in at the hotel front desk in the VIP Building** of Jinjiang hotel **regardless of the Building you will be staying.** Even if you will be staying in the Jin Yuan or Main Building, you **MUST** check in the hotel front desk in the VIP building.

3. Registration Desk (Lobby, 1st Floor, VIP Building)

The 3rd WeGO General Assembly Registration Desk will be located at the lobby of the VIP Building on the 1st floor. You can pick up your congress kit, including program materials and your nametag, when you register. Please make sure to wear your nametag during the General Assembly.

• Open Time

3 rd Nov, Monday	11:00-19:00
4 th Nov, Tuesday	08:00-18:30
5 th Nov, Wednesday	08:00-14:00

4. WeGO Promotional Booth (Lobby, 3rd Floor, VIP Building)

Stop by the WeGO Promotional Booth to watch videos featuring participating cities and our General Assembly sponsor companies.

If you submit the **3rd WeGO General Assembly Evaluation Form** at the booth, you can get a free limited-edition 3rd WeGO General Assembly commemorative T-shirt!

Reimbursements for those who have received flight sponsorships can be made at the WeGO Promotional Booth as well.

• Open Time

3rd to 5th November 09:00-19:00

5. Internet Access

WIFI is available in your room as well as our venues at the Jinjiang Hotel without the need for a password.

6. Meals

Date	Meal	EXCOM Members	Participants	Mayors/Vice Mayors
1 st – 2 nd Nov (Weekend)	Lunch and Dinner	Bamboo Garden (1F, VIP Bldg)		
3 rd Nov (Mon)	Welcoming Lunch	Bamboo Garden (1F, VIP Bldg)		
	Dinner	Garden Restaurant (9F, Main Bldg)	Bamboo Garden (1F, VIP Bldg)	Bamboo Garden (1F, VIP Bldg)
4 th Nov (Tues)	Lunch	Gingko Restaurant (Outside the Hotel)	Bamboo Garden (1F, VIP Bldg)	Bamboo Garden (1F, VIP Bldg)
	Welcome Dinner Banquet	Sichuan Hall (3F, VIP Bldg)		
5 th Nov (Wed)	Lunch	Bamboo Garden (1F, VIP Bldg)		Jin Sichuan Cuisine (4F, VIP Bldg)
	Farewell Dinner	Jinjiang Hall (2F, Main Bldg)		
6 th Nov Technical Tour (Thurs)	Lunch	Lunch during the Technical Tour (Buffet in Dujiangyang)		
	Dinner	Bamboo Garden (1F, VIP Bldg)		

7. Hospital Contact Information (close to the General Assembly venue)

General Inquiries: 028-85422114
Emergencies: 028-85553329

8. Restaurant

Bamboo Garden (1st Floor of VIP Bldg)



Bamboo Garden offers a generous buffet featuring dishes from various countries in a relaxed environment.

Garden Restaurant (9th Floor of Main Bldg)

Garden Restaurant offers a taste of cuisines from diverse regions of China.



Gingko Restaurant

The Gingko Restaurant is considered “The Rolls Royce of Sichuan Restaurants” in Chengdu. The restaurant boasts fancy interiors and delectable dishes.

Jin Sichuan Cuisine (4th Floor of VIP Bldg)

Jin Sichuan Cuisine features elegant VIP rooms of different sizes with authentic, fine Sichuan Cuisine. Find the taste of Chengdu here!



Sichuan Hall (3rd Floor of VIP Bldg)

Participants will be treated to sumptuous dishes and an entertainment program during the Welcome Dinner Banquet at Sichuan Hall

Jinjiang Hall (2nd Floor of Main Bldg)

The Jinjiang Hall, where the Farewell Dinner will be held, is the biggest venue at the Jinjiang Hotel.



GENERAL INFORMATION

• Basic Statistics of the host city, Chengdu

Chengdu, is the provincial capital of Sichuan Province in Southwest China, as well as one of the major cities in Western China. Chengdu is also one of the most important economic, transportation, and communication centers in Western China.

Geography:

Chengdu is located at the western edge of the Sichuan Basin and sits on the Chengdu Plain; the dominant terrain is plains.

Administrative divisions:

Chengdu is a sub-provincial city. It has direct jurisdiction over 9 districts, 4 county-level cities and 6 counties.

Population: 14,047,625 inhabitants

Chengdu is the fourth most populous city in mainland China and the most populous among prefecture-level cities as well.

Economy: Chengdu is the country's western center of logistics, commerce, finance, science and technology, as well as a hub of transportation and communication. It is also an important base for manufacturing and agriculture. In 2013, according to the Statistics Bureau of Chengdu, Chengdu's GDP surpassed \$148b in 2013.

Home of the Giant Pandas:

The giant panda is one of the rarest animals in the world. The total number is estimated to be 1,500, including those living in the wild, 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.

• Useful travel tips of Chengdu

Weather in November (Winter)

Winter in Chengdu begins during November and ends around February . In November, usually the nightly low temperature is 4°C and the daily high is around 17°C. It will be raining from November 3 to 10.

Currency

Chinese currency is known as renminbi (RMB, literally "the people's money") or the yuan (¥). However, you'll mostly hear money referred to as kuai qian, literally "pieces of money," or kuai for short. As of 2013, renminbi banknotes are available in denominations from ¥0.1, ¥0.2, ¥0.5 (1, 2, and 5 jiao), ¥1, ¥2, ¥3, ¥5, ¥10, ¥20, ¥50, and ¥100 yuan.

As of August 6th,2014, the currency rate is 1 USD=6.17 RMB



Credit card & ATMs

Foreign-issued credit cards are widely used in China at the hotels and major shopping centers.

Currently, business of the following foreign credit cards is available in China:

Master Card, Visa Card, American Express Card, JCB card, Diners Card

There are many ATMs in Chengdu, but only a handful that will accept the foreign-issued card.



Electrical Plug and Outlet

The standard plugs and outlets are China CPCS-CCC (Type I) and the standard voltage is 220V, 50HZ.

Country and City code

China: 86 / Chengdu: 028

Emergency Calls

For Police call, press 110. For fire service, press 119. Press 120 for medical emergency.

Food of Chengdu

Chengdu is the capital city of Sichuan Province; you can have authentic Sichuan cuisine here. Sichuan cuisine is famous for bold flavors, particularly the pungency and spiciness resulting from liberal use of garlic and chili peppers, as well as the unique flavor of the Sichuan pepper.

Spicy deep-fried chicken



Sichuan hot pot stew



● Culture of Chengdu

Mahjong

Mahjong has been an essential part of most local people's life. Almost every household in Chengdu has at least one set of mahjong. Friends and families chat over mahjong tables, making mahjong an important social vehicle. In fact, many business people negotiate deals while playing mahjong.



Sichuanese opera performance

Sichuanese opera (川劇) is a type of Chinese opera originating in China's Sichuan province around 1700.



Bian Lian(Face-changing) Performer



Pen-huo(fire-blower) Performer

Tea house in Chengdu

In Chengdu, tea culture has developed into the Sichuan-featured Tea House Culture. Tea house is a place for relaxing, meetings, recreation, as well as being the court of civilians.



