



Internet Governance Forum 2011, Nairobi, Kenya, 27-30 September

Workshop No. 91, held by the **OECD**

Mobile government for effective and inclusive public services

29 September, 9.00am – 10.30am, Conference Room 14

Purpose of the workshop

The OECD will present m-government research undertaken jointly with the ITU and UN DESA. Participants will discuss main findings in light of related Internet governance issues, e.g. provision of electronic services, access and infrastructure, and privacy. Desired outputs include proposals on how governments, citizens and businesses can jointly leverage and innovate in the mobile Internet eco-system. Discussions will refer to the roles of new value chain participants and stakeholders in public services provision, e.g. telecommunications operators, 3rd party application developers and mobile content platforms.

Background

Mobile access to the Internet is on the rise in both developed and developing countries. In OECD countries, "smartphones" and tablet PCs are opening up new ways of access to government services. But less advanced mobile devices are no barrier either provided that electronic government services are designed with multiple access channels in mind. Mobile government is an important area to consider not only because it allows for better and more efficient provision of public services. It also provides opportunities for greater inclusion through ICTs and can contribute to wider economic and social progress, e.g. in the context of the MDGs.

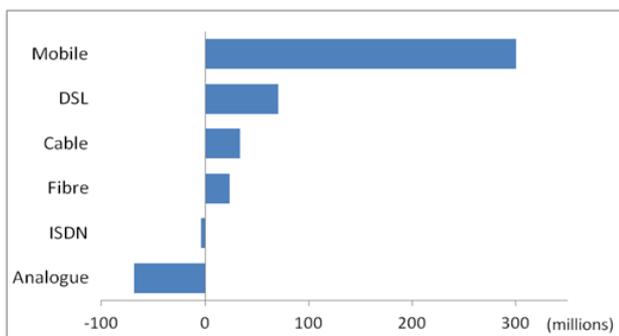
Why mobile government?

Mobile phones are becoming the most rapidly adopted technology in history and the most popular and widespread personal technology in the world. They play an increasingly important role in providing access to the Internet. Access to mobile networks is available to 90% of the world population, and to 80% of the population living in rural areas. Among OECD countries mobile broadband subscriptions grew at a compounded annual growth rate of 20% between 2007 and 2009.

In the past decade, the mobile communication technologies revolution and the growth of high-speed broadband and wireless access have started making a considerable impact on economic and social development worldwide. This is reinforced by the expansion of public sector capacity to leverage the use of ICT to improve its internal functioning, as well as its interactions with citizens and businesses.

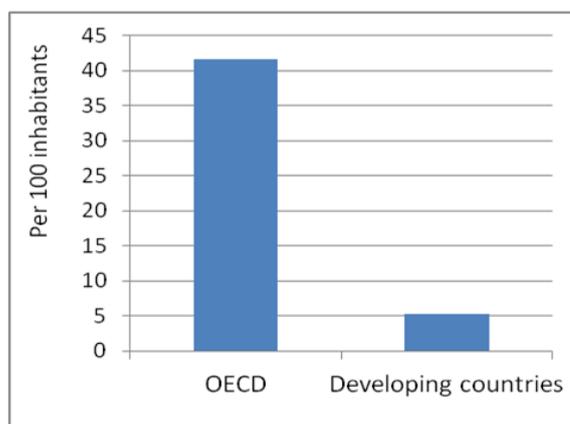
By creating new and expanded communication channels, mobile technologies provide access in areas where the infrastructure required for Internet or wired phone service is not a viable option. Affordable and ready-for-use mobile devices are removing existing barriers; and new generation “smart phones” and the realisation of 3G and 4G networks, provide unprecedented possibilities in terms of communication, networking and interactive experiences to actors across the world.

Communications access paths growth in OECD countries, 2005-2009



Source: OECD Communications Outlook 2011

Mobile broadband subscribers, 2010



Sources: OECD Broadband Portal; ITU ICT Statistics

Are governments ready?

The development of mobile communication technologies has not only created a new venue for governments to reach out to a much greater number of people than ever before, it has also facilitated access to information and services from the public and the private sectors, with diminishing time and space boundaries.

In the years to come, governments worldwide will increasingly look into developing m-government. This includes adopting strategies that enable them to harness the opportunities offered by mobile technologies. Some of the challenges ahead for governments are:

- Better monitoring of m-government development
- Strengthening public sector capacity
- Seizing the potential of m-government to foster citizen engagement
- Developing integrated e-government and m-government strategies

Why does m-government matter for good governance?

M-Government – the adoption of mobile technologies to support and enhance government performance and foster a more connected society – can help improve government performance and strengthen public good governance provided that the emphasis is placed on the needs of the public sector and those of end-users, notably citizens and businesses. In this capacity, m-government can contribute to:

- Innovating service delivery
- Empowering digitally deprived citizens
- Intensifying partnerships between the public and private sectors
- Enhancing public sector performance and good governance

Speakers

Moderator: **Ms Barbara Ubaldi**, E-government Project Leader, OECD

Discussants:

1. **Ms Katherine Getao**, ICT Secretary, Presidency and Cabinet Affairs Office, Office of the President of Kenya
2. **Ms Dona Scola**, Deputy Minister, Ministry of Information Technologies and Communications, Republic of Moldova
3. **Mr Tracy Hackshaw**, Chief Solution Architect, iGovTT, Trinidad & Tobago
4. **Ms Chat Garcia Ramilo**, Women's Programme Manager, APC: Association for Progressive Communication
5. **Mr Claudio Giugliemma**, President, Dominic Foundation (remote participant)
6. **Mr Vyatcheslav Cherkasov**, Senior public administration officer, UN DESA: United Nations Department of Economic and Social Affairs
7. **Ms Verena Weber**, Internet policy analyst, OECD (remote moderator)

Contact

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Other events with OECD participation at the IGF

- Economic Aspects of Local Content Creation and Local Internet Infrastructure, 27/9, 11am
- Open Forum on Principles for an Open Internet, 30/9, 9am

Further information on the IGF

Internet Governance Forum: www.intgovforum.org
IGF 2011 host country Kenya website: <http://igf.or.ke>

