Computer Aided Planning Environment for eGovernment Agility

Executive Summary

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Outline

- What is the Planning Environment
- What problem does it attempt to solve
- What does it do
- How is it actually used in practice
- What are the main results
- What is the current status
- What are the future directions

What is the Planning Environment

- An advanced Website with intelligent decision support capabilities for Strategic Planning, Acquisition, Controls & Education (SPACE)
- Goal: Accelerate economic growth and improve quality of life through e-initiatives (e.g., eGovt, eBusiness, eCommerce and eCity)
- Part of United Nations eNabler Project - enable developing countries through ICT (information and Communication Technologies)

Users (Beginners, Managers, Specialists, Students, Educators, Researchers)

SPACE (Strategic Planning, Acquisition, Controls & Education) Environment

- Information, analysis
- Tutorials, online courses
- Business Plans
- Detailed Technical Plans
- Integrated Architecture
- Project Plans
- RFPs
- Policies, Audit Checklists, etc

What problem does it solve

- eBusiness, egovernment, and eCommerce initiatives have resulted in tremendous economic development and operational efficiencies around the globe.
- Newer initiatives in eCities (e.g., eTokyo, and eSingapore in developed countries and eHetauda in developing countries such as Nepal) are creating new economies
- Unfortunately, many e-initiatives fail , i.e., they are never used by the intended users (Standish report: success is 18%, similar surveys indicate 15 to 30% success)
  - Failures in developing countries are much much higher .
  - Failures in developed countries are also much higher in the underserved public and private sectors (e.g., local govts, small to medium businesses)
  - Failures occur due to re-invention of the wheel throughout the system life cycle (Learn-Plan-Do-Check cycle) and not one problem -- see next slide
- For success, the entire life cycle activities must be executed properly – Our approach

Challenges in Launching Initiatives

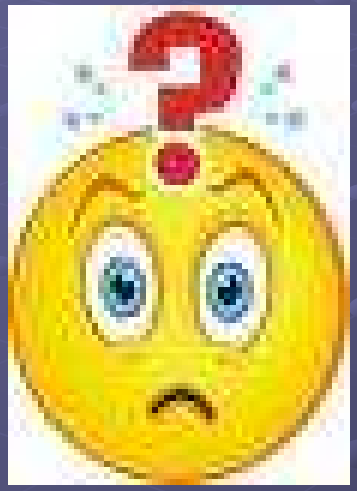
The Learn-Plan-Do-Check Cycle

Plan

How To Develop Customized Plan For the Service?

Do

How to Successfully Execute the Plan?



The User

Learn

What Services are Needed?

Check

How To Monitor And Control ?

- **How To Do Everything Without Re-inventing the Wheel**
- How to replicate success stories and best practices
- **How to improve successes**
- **Is there a "One Stop Shop" ?**

SPACE: a One Stop Shop to provide the answers

What Does it Do

The main objective: Improve economic conditions by successfully Launching egovt, ebusiness, ecommerce and ecity initiatives

Users (Beginners, Managers, Specialists, Students, Educators, Researchers)

SPACE
(Strategic Planning, Acquisition, Controls & Education) Environment

(Directory, Knowledge Repositories, Planner)

- **Information, analysis**
- **Tutorials, online course**
- **Business Plans**
- **Detailed Technical Plan**
- **Integrated Architecture**
- **Project Plans**
- **RFPs**
- **Policies, Audit Checklists, etc**

Key Characteristics:

- **Advanced Website with intelligent decision support capabilities**
- **Currently provides 50+ services in eGovernment, eHealth, eLearning, eBusiness, eCommerce, e-Welfare and others**
- **Extensive international support (information about 200 countries)**
- **Supports informational, transactional and realtime services**
- **Based on latest thinking in AI (artificial intelligence) and patterns**
- **Supports a computer aided consulting model**

How is it Actually Used

General Users

Users involved In Planning

Directory

Repositories

. Meta Portal

-Simulations/Tools

-Monitoring & Controls

-Education & Capacity Building

PLANNER

P0: Country Information

P1: Service Information

P2: Plan Generation

P3: Plan Implementation

P4: Monitoring & Control

External Resources

Patterns Repository

Local Experts, Consultants, Systems Developers

Customized Plans, Requiremer Documents, Projec Management Info RFPs

What are the main results and lessons learned

- Endorsed by 140 countries and 20 world class organizations such as the World Bank, the Red Cross, Microsoft and others
- Currently being used by 10 countries to launch e-initiatives in entrepreneurship, healthcare, education, e-commerce, e-govt, interagency communications, public safety and welfare
- Significant reduction of time (from 4-5 months to 2-3 days) and increased chances of success
- E-initiatives (e-commerce, e-entrepreneurship, e-education) result in significant economic development
- eConsulting model works very well and scales nicely in international assignments
- Information exchange between agencies (G2G, G2B) vitalize industrial growth
- eVillage and eCity initiatives have great potential for economic growth
- Education and “Capacity Building” is a major hurdle to deployment of e-services

What is the current status

- Beta Version available for Testing Now
- Has been and is being used in 10 countries
- Definitions for all (about 200) Countries
- Support almost 50 services spanning health, education, agriculture, economic development for different delivery mechanisms (web, wireless)
- Suggest policies, technologies and project management
- Support acquisition through Buy, Rent, Outsource, Develop, Extend (BRODE) options
- Project management with dashboards, quality controls and governance
- RFP Center to Generate RFPs
- Advanced Capabilities (Composites, Service Factory, eCities)
- Education and Training: through Harrisburg University
- Collaborations and Partnerships (Govt Technology Inst)

What are the future directions

- **Short Range (Jan 2012): Production version**
- **Long Range (2012-2015)**
  - **One release per year for 3+ Years**
  - More users from more countries
  - Support for more languages
  - Support for mobile devices (App Stores)
  - More services and more patterns
  - Increased Focus on AI (Artificial Intelligence)
  - Extensive use of GIS for location based services
  - Extensive support for strengthening private sector
  - Broader coverage (local, state, federal, international)
  - Automatic generation of business plans
  - Games and simulations based on services
  - More intelligence (deep algorithms) – grad research
  - Extensive eConsulting practice
  - Extensive Education & Capacity Building support (HU, GTI, Bahrain EGA)

Key Points & Conclusions

- Not just talk: Prototype now, available Now
- One stop shop: Covers the entire Learn, Plan, Do, Check cycle
- Other tools are too narrow (only cover one aspect), or too expensive ($35K per user) or focus is on traditional “back-office” systems (e.g., billing)