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)

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

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

• 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?

Learn
- What Services are Needed?

Do
- How to Successfully Execute the Plan?

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 courses
- Business Plans
- Detailed Technical Plans
- Integrated Architecture
- Project Plans
- RFPs
- Policies, Audit Checklists, etc

Key Characteristics:
- Advanced Website with intelligent decision support capabilities
- 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

Directory

Repositories
- Meta Portal
- Simulations/Tools
- Monitoring & Controls
- Education & Capacity Building

Users involved In Planning

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, Requirements Documents, Project 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)