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Information & Communication Technology (ICT) for Decentralization & Local Governance

**ANE Workshop on Decentralization & Local Governance
Cairo, Egypt**

February 2005

Content

- I. Context: ICT for development – at USAID**
- II. How is ICT relevant to decentralization and local governance**
- III. Illustrative examples of projects**
- IV. Lessons learned & success factors**
- V. How can dot-ORG help you leverage ICT**



USAID Approach to ICT for Development

Develop the ICT Sector

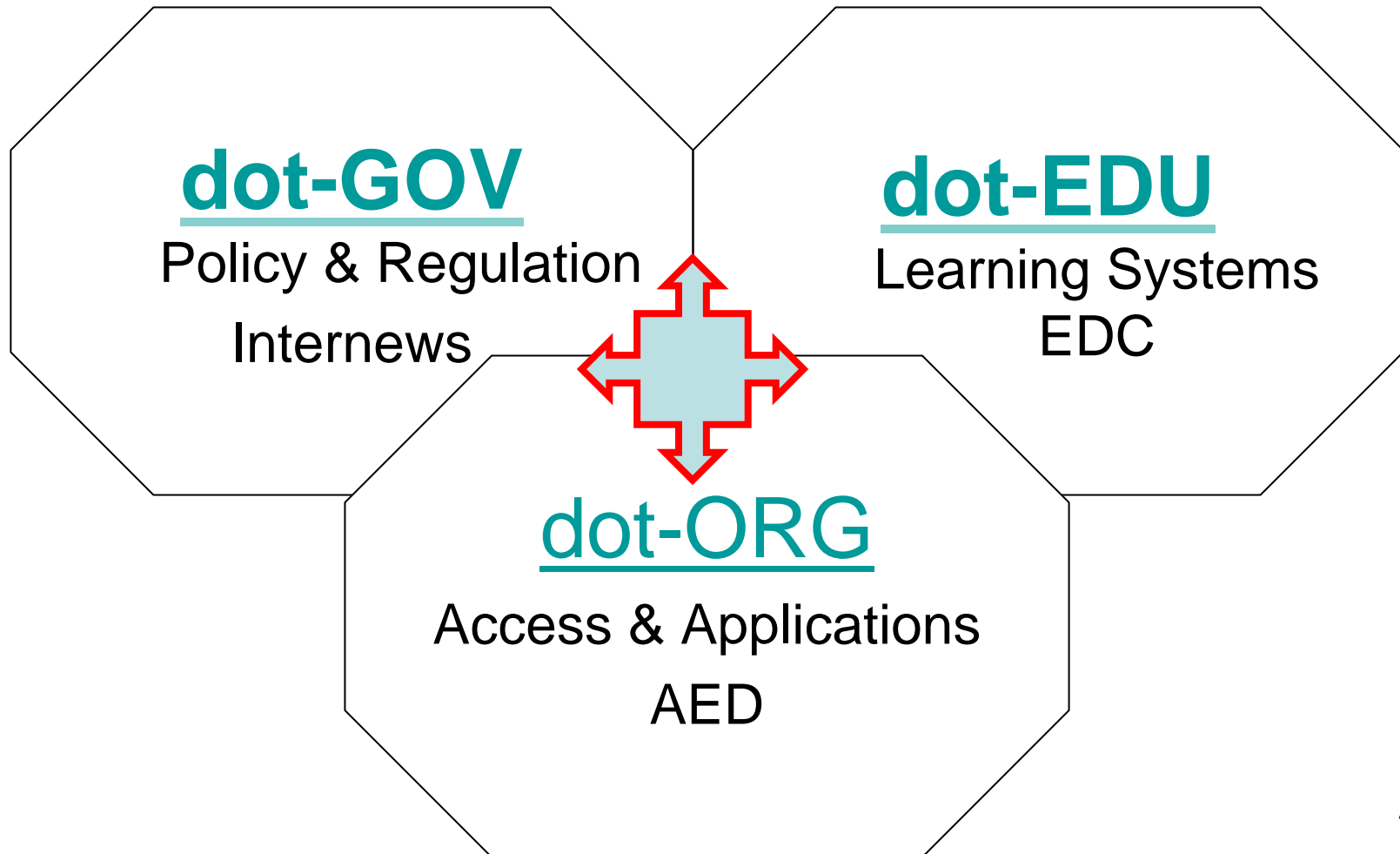
- Partnerships
- Pro-competitive ICT policy & regulatory reform
- ICT access, especially for under-served populations
- Institutional & individual ICT Capacity
- Innovative ICT Applications

Use ICT as a Development Tool

- Agriculture
- Conflict Management
- Democracy & Gov.
- Economic Growth
- Education
- Health, etc.....



DOT-COM Alliance – 3 Cooperative Agreements





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Decentralization & ICT

Increased responsibilities at local level
& limited resources

**Solid rationale for investments in ICT that
will improve efficiency and performance**

What Can ICT Do To Support Decentralization & Local Governance? (1)

- Communication channels & networks
 - private sector ↔ local government
 - community ↔ local government
 - local government ↔ central government
 - networks of local government entities

What Can ICT Do To Support Decentralization & Local Governance? (2)

- Citizen access to information for businesses and citizens (e.g., local decisions, permits)
- ICT-enhanced financial & information management processes => transparency and efficiency (e.g., taxes, e-procurement)
- ICT-enhanced trade & investment promotion

dot-ORG Examples

- [Mali CLICs/Telecenters](#) - information dissemination through Mayors' offices
- [Romania](#) - financial transparency & efficiency & information management
- [Rwanda](#) – hand-held computers (PDAs) for elections & community access centers
- Central America: [CONNECTA](#) – promoting Connectivity among Local Governments



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Improving Service Delivery with ICT in Romania

- Social Services Assistance Integrated System– Sibiu County, Romania
- **Lesson:** Identify clear benefits; pay attention to process/change mgt.



Promoting Connectivity Among Local Governments in Central America (CONNECTA)

- Virtual Network of Central American Municipalities
- Sharing experiences with e-Government applications, including GIS for urban planning
- FEMICA web portal (<http://www.femica.org>)

Lesson:

- Need to find the right business model to ensure sustainability of connectivity
- No one-size-fits-all model for sustainability



Hand-Held Computers (PDAs) to Improve Voter Registration – Rwanda

- Challenges to voter registration and updates - How PDAs might improve the process
- **Lesson:** Sequencing of activities is a key element of good design



NEC Voter Card

Repubulika Y'u Rwanda
Komisiyo Y'igihugu Y'amatora

Republique Rwandaise
Commission Nationale Electorale

Republic Of Rwanda
National Electoral Commission

Ikarita Y'itora
Carte Electrole - Voter Card

End

Next

Other Examples in the ANE Region – USAID-funded

- Indonesia – Center for Local Government Innovation – Performance management
- Lebanon – Standardizing financial systems and process in government and municipalities
- Afghanistan – Radio system connects local governments

For more, see the USAID Worldwide ICT Inventory Database at <http://www.dec.org/partners/ict/>

Lessons & Critical Success Factors – People (1)

- Human resource development is critical
- Identify local champions to work with
- Pay attention to access issues for women and disadvantaged groups

Lessons & Critical Success Factors - People (2)

- Beneficiary participation in design
- Assess the information needs of the community - don't assume you know...
- Immediate, visible benefits to the population (ex: time saving)

Lessons & Critical Success Factors – Smart Design

- Pay attention to processes
- Start small but anticipate the larger picture: think about replicability and scaling out early on
- E-Government projects are about change management – be prepared to address resistance

Lessons & Critical Success Factors

- Ensure internal drivers: ownership/understanding of local e-government
- Build in vision or strategy
- Adequate technological infrastructure
- Realistic design: Address “[Design-Reality Gap](#)” (Richard Heeks – IDPM, U. of Manchester)

Food for thought....

- How can dot-ORG help you? (design/assessments – pilot funds – expertise)
- What are the information, communication and capacity building needs of your decentralization/local governance program?
- Where can ICT play a catalytic role? Where would an ICT application be most effective in supporting your Strategic Objectives.

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