

ITU-D Question 17-2/2: Progress on activities for e-services/applications in the world

**ITU-D SG 2 Presentation
Geneva, Switzerland**

25 September 2007

Robert Shaw <robert.shaw@itu.int>
Head, ICT Applications and Cybersecurity Division
Telecommunication Development Sector
International Telecommunication Union

.....

Q17-2/2 Expect Output

- Annual progress reports containing any **guidelines** and any **lessons learned** on e-services/applications in developing countries, with special attention to promotion of women's engagement in these applications
- Yearly report prepared by the BDT focal point on e-services/applications

2007 Programme 3 Activities

- Development of Work Programme for 2008-2009
- High level policy review of available reference materials and guidelines on e-services/ICT applications for developing countries (available 2007/1st quarter 2008)
 - E-government
 - E-health
 - E-environment
- Work intended to respond to Q17-2 call for **guidelines** and **lessons learned** and help formulate national policies in developing countries and to better understand how to make strategic investments that achieve tangible results

2007 Programme 3 Activities cont'd

- New related website gathering key resources on e-services/applications
 - E-government
 - E-health
 - E-environment
- News on ITU projects, initiatives
- Newslogs on e-government, e-health, etc. news
- More enhancements to come including integration with mapping software...



Home : ITU-D : ICT Applications and Cybersecurity Division : ICT Applications

Back to CYB
CYB Activities
Cybersecurity
E-Strategies
ICT Applications
Internet and IP Networks
Telecentres
General Information
Events
Newslog
Publications
Contact CYB
ITU-D Study Groups
ITU-D Main Site

Home	ITU Sectors	Newsroom	Events	Publications	About Us
-------------	--------------------	-----------------	---------------	---------------------	-----------------

e-Government

There is a growing body of research examining e-Government policies in developing countries that is yielding new insights into the challenges of implementing services through information and communication technologies. e-Government focuses on the adoption of ICTs to deliver government services through the Internet and other emerging digital technologies. Governments worldwide continue to develop more sophisticated ways to provide the public with online service channels that have evolved from the early days of simple web pages to the recent widespread emergence of online transaction services and integrated service delivery systems.

The purpose of Programme 3 (Doha, 2006) activities in the broad area of *ICT Applications* includes promoting and implementing e-Services and e-Applications (e.g., e-Government, e-Business, e-Learning, e-Health, e-Employment, e-Environment, e-Agriculture, e-Science, etc.) in developing countries. Some related resources can be found below.

Past and Ongoing ITU e-Government Projects



Click on the map to see where ITU is working together with partners on developing e-Government solutions (Google Maps)

Highlights

- [ITU ICT Success Stories Portal: selected e-Government stories](#)

Newslog

- Presentation: ITU-D Cybersecurity Initiatives
- 19 September 2007: ENISA / CERT/CC Workshop on Mitigation of Massive Cyberattacks

[\[Browse CYB News Feeds\]](#)

Resources

ITU Cybersecurity Gateway

The ICT Eye

[\[More ITU-D resources\]](#)

Publications

- [Towards Interoperable e-Health for Europe: Telemedicine Alliance strategy, 2005](#)

Visitor locations

Click to see



Home : ITU-D : ICT Applications and Cybersecurity Division : ICT Applications

Search

Back to CYB
CYB Activities
Cybersecurity
E-Strategies
ICT Applications
Internet and IP Networks
Telecentres
General Information
Events
Newslog
Publications
Contact CYB
ITU-D Study Groups
ITU-D Main Site

Home	ITU Sectors	Newsroom	Events	Publications	About Us
-------------	--------------------	-----------------	---------------	---------------------	-----------------

e-Health

The World Health Organization defines e-Health as "...the cost-effective and secure use of information and communications technologies in support of health and health-related fields, including health-care services, health surveillance, health literature, and health education, knowledge and research..." (see [Resolution 58/28](#) of the World Health Assembly, Geneva, 2005).



At the International Telecommunication Union, the ICT Applications and Cybersecurity Division provides assistance to developing countries, among others, by advising on e-Health strategies and policies, creating guidelines and training materials on e-Health applications, and assisting in implementing technical cooperation projects. Our tools and services are geared to improving access to health services through better use of information and communications technologies (ICTs).

To be effective, e-Health requires appropriate regulatory, legal and policy frameworks in both the telecommunications and the health sectors. Some of the critical factors for success are proper project management and a coordinated approach following a clear vision, the

building up of adequate technological infrastructure and the political desire to achieve challenging but realistic e-Health goals. Some key issues in e-Health are data security and privacy. Wherever possible, e-Health networks and applications should share expensive communication infrastructures with other ICT applications requiring secure and interoperable systems, such as e-Government and e-Commerce.

Generally, the potential benefits of e-Health include:

- Faster and easier storage, transmission and access to medical data and health-related information for healthcare providers and professionals, citizens/patients, academics, researchers, policy makers and others.
- Capacity building and improved delivery of healthcare services, particularly in rural and remote areas.
- Reduction of operational and administrative costs in implementing healthcare services.

Learn more about ITU's activities in e-Health and see other interesting links below.

The purpose of [Programme 3](#) (Doha, 2006) activities in the broad area of *ICT Applications* includes promoting and implementing e-Services and e-Applications (e.g., [e-Government](#), [e-Business](#), [e-Learning](#), [e-Health](#), [e-Employment](#), [e-Environment](#), [e-Agriculture](#), [e-Science](#), etc.) in developing countries.

- [Background Information](#)
- [Related e-Health Events](#)
- [e-Health Country Projects](#)

Background Information

Newslog

- Presentation: ITU-D Cybersecurity Initiatives
- 19 September 2007: ENISA / CERT/CC Workshop on Mitigation of Massive Cyberattacks

[Browse CYB News Feeds]

Resources

ITU Cybersecurity Gateway

The ICT Eye

[More ITU-D resources]

Publications

- ICT Regulation Toolkit, 2007
- Regional Seminar on e-Applications for the Arab Region,

Visitor locations

ClustrMaps™ Click to see



Home : ITU-D : ICT Applications and Cybersecurity Division : ICT Applications

Back to CYB
CYB Activities
Cybersecurity
E-Strategies
ICT Applications
Internet and IP Networks
Telecentres
General Information
Events
Newslog
Publications
Contact CYB
ITU-D Study Groups
ITU-D Main Site

[Home](#) | [ITU Sectors](#) | [Newsroom](#) | [Events](#) | [Publications](#) | [About Us](#)

e-Environment and e-Sustainability



To respond to the needs of ITU Member States and carry out its mandate in this domain, ITU together with the United Nations Environment Programme (UNEP) supports an initiative of ICT service providers and suppliers called the Global e-Sustainability Initiative (GeSI).

The mission of this initiative includes creating a better understanding of the impact and opportunities offered by evolving technology in the context of a fast-growing information society, and providing individuals, businesses and institutions with sustainable solutions to the challenge they face in their attempt to maintain the fragile equilibrium between economy, ecology and society. The partners in this initiative provide direct assistance countries on policies and strategies for the harmonized co-existence of man and the environment through the use of ICTs.

The purpose of Programme 3 (Doha, 2006) activities in the broad area of *ICT Applications* includes promoting and implementing e-Services and e-Applications (e.g., e-Government, e-Business, e-Learning, e-Health, e-Employment, e-Environment, e-Agriculture, e-Science, etc.)

in developing countries. Some e-Government related resources can be found below.

More on ITU and e-Environment

Together with partners from the public and private sector, ITU works on promoting a role for information and communications technologies in the protection of the environment.

Purpose and mandate of GeSI

- Organize seminars, workshops and other event in order to heighten awareness amongst all concerned.
- Carry out pilot projects at national, sub-regional and regional levels.
- Envisage the establishment of a framework for international cooperation which will enable all those concerned (governments, manufacturers, private sector, international organizations, United Nations Specialized Agencies, etc.) to carry out, promote and develop projects to ensure optimum use of the most appropriate telecommunication and information technologies for the protection of the environment and sustainable development.
- Assist Member States in the development of e-Applications on environmental protection.
- To assist United Nations agencies and other entities to disseminate information on best practices in the area of environmental protection.

Ongoing activities and initiatives

- [Working with Member States to address national and regional issues on telecommunication and environment.](#)
- Report and Recommendations on "The role of ICT in protecting Man and Environment: How to limit the



Newslog

- Presentation: ITU-D Cybersecurity Initiatives
- 19 September 2007: ENISA / CERT/CC Workshop on Mitigation of Massive Cyberattacks

[\[Browse CYB News Feeds\]](#)

GeSI

GeSI
GLOBAL e-SUSTAINABILITY INITIATIVE

Resources

ITU Cybersecurity Gateway

The ICT Eye

More Information

- ITU-D ICT Applications and Cybersecurity Division
 - www.itu.int/itu-d/cyb/
- ICT Applications website
 - <http://www.itu.int/ITU-D/cyb/app/>
- E-Government website
 - <http://www.itu.int/ITU-D/cyb/app/e-gov.html>
- E-Health website
 - <http://www.itu.int/ITU-D/cyb/app/e-health.html>
- E-Environment
 - <http://www.itu.int/ITU-D/cyb/app/e-env.html>
- E-Strategies
 - <http://www.itu.int/ITU-D/cyb/estrat/index.html>



International Telecommunication Union

Helping the World Communicate