Global
E-Government Project

ITU e-STRATEGIES

International Telecommunication Union

Enhancing Government Services Through the Use of Secure and Trusted Internet Infrastructures and Applications

Project implementation period

- **Phase 1**: January 2003-December 2005
- **Phase 2**: January 2006-December 2008

Beneficiary countries

- **Phase 1**: Cameroon (Africa), Kyrgyzstan (Central Asia) and Rwanda (least developed country (LDC), Africa)
- **Phase 2:** 10 countries globally selected from the regions of Africa, Asia, Europe and Latin America

Key success factors

ITU is seeking to increase government efficiency and transparency in developing countries by providing Internet-based services and applications to citizens. ITU is working actively with beneficiary countries to ensure successful project implementation:

- ITU's E-Strategies Unit identifies, together with decision-makers in the beneficiary countries, the priorities, needs and user requirements for the project.

- A series of e-Government services are proposed to each government, including secure e-mails, e-Transactions, e-Procurement, e-Passport, e-Learning and online government information services.

- The evaluation of project impacts will be carried out 12 months after the service rolls out. Key performance indicators will be established taking into consideration various factors such as strategic objectives, cost efficiency, service delivery outcomes and social-economic benefits.

- Once implemented in the selected countries, this project can be replicated at low cost in other countries that meet the same criteria.

Partners and roles

The first phase of the Global E-Government Project is funded primarily by the European Commission and to a lesser extent by ITU; expertise and project coordination are provided by ITU's Telecommunication Development Bureau, with the collaboration and participation of the beneficiary countries' government.

ITU hopes to encourage new partnerships and contributions from both the public and private sectors to support the second phase of the Global E-Government Project.

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