



World e-Governments Organization of  
Cities and Local Governments

If you have any questions, contact us!  
WeGO Secretariat  
Tel: +82-2-720-2935~7  
Fax: +82-2-720-2939  
Email: [secretariat@we-gov.org](mailto:secretariat@we-gov.org)  
Website: [www.we-gov.org](http://www.we-gov.org)

# Handbook for the WeGO Awards 2014



World e-Governments Organization of  
Cities and Local Governments

*The 3<sup>rd</sup> WeGO General Assembly*

November 3-6, 2014

*The WeGO Awards Ceremony*

November 5, 2014

Chengdu, China



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Organized by  
The World e-Governments Organization of  
Cities and Local Governments (WeGO)

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## I. Introduction to the WeGO Awards

The WeGO Awards were officially launched by the World e-Governments Organization of Cities and Local Governments (WeGO) in 2012 to reward outstanding e-Government practices of cities and local governments around the world. The WeGO Awards have been traditionally held in the same year as the WeGO General Assembly and have developed into a popular competition in the international e-Government community.

The WeGO Awards are given to the most successful e-Government projects selected by the WeGO Awards Judging Panel in each of the five specific Categories of (1) Services, (2) Efficiency, (3) Open City, (4) Urban Management, and (5) Digital Divide.

Through this regular competition, the WeGO Awards aim to encourage the incorporation of information and communication technologies in local governance; enhancement of administrative efficiency; increased citizens' access to public services; and active sharing of knowledge on innovative e-Governance strategies.

The winners of the WeGO Awards will obtain international recognition for their prominent achievements with e-Government through WeGO's global network and diverse on and offline publications including the *Handbook for the WeGO Awards*.

This year, the competitive WeGO Awards garnered a total of sixty-eight applications for noteworthy practices in the five WeGO Awards Categories as the following:

## II. The WeGO Awards 2014

### Number of Projects Submitted for the WeGO Awards 2014

| Category                           | Submissions |
|------------------------------------|-------------|
| Services                           | 18          |
| Efficiency                         | 16          |
| Open City                          | 13          |
| Urban Management                   | 12          |
| Digital Divide                     | 9           |
| <b>Total Number of Submissions</b> | <b>68</b>   |

After a careful 1<sup>st</sup> and 2<sup>nd</sup> round evaluation by the WeGO Awards Judging Panel of leading technology and public administration experts, three winners were selected for each of the five Awards Categories - Services, Efficiency, Open City, Urban Management and Digital Divide - and will be awarded with the *Best*, *Outstanding*, and the *Most Promising e-Government Prize*.

In light of this year's fierce competition and the quality of the WeGO Awards applications that reflected excellence in a wide and diverse field of areas, the *Most Promising e-Government Prize* was newly created for each Awards Category in consultation with the Judging Panel. In addition to the original *Best* and *Outstanding e-Government Prizes* which will award exemplary projects that demonstrate leading e-Governance from the world, the *Most Promising e-Government Prize* will honor notable e-Government practices that are expected to have immense potentials to impact society.












### III. The WeGO Awards Judging Panel 2014

The 2<sup>nd</sup> WeGO Awards Judging Panel 2014 consisted of the seven most esteemed ICT and public administration experts from Canada, China, Finland, Indonesia, Russia, South Korea and Sudan.

#### The 2<sup>nd</sup> WeGO Awards Judging Panel

|   |  |   |   |
|---|--|---|---|
|  <p><b>Chris Moore</b><br/>Principal Consultant<br/>AcuitasGov<br/>CANADA</p>  |  <p><b>Tang Zhiwei</b><br/>Vice Dean, School of Political and Public Administration<br/>Univ. of Electronic Science and Technology of China<br/>CHINA</p> |  <p><b>Joonas Pekkanen</b><br/>Founder and President<br/>Open Ministry<br/>FINLAND</p>                     |  <p><b>Giulio Quaggiotto</b><br/>Manager<br/>Pulse Lab Jakarta (UN Global Pulse)<br/>INDONESIA</p> |
|  <p><b>Nadezhda Glebovna Yarushkina</b><br/>Vice-President of Research<br/>Ulyanovsk State Technical University<br/>RUSSIA</p> |  <p><b>Jong-Sung Hwang</b><br/>Head, Korea Big Data Center<br/>National Information Society Agency<br/>SOUTH KOREA</p>                                  |  <p><b>Mustafa Omar Nawari</b><br/>Professor, Dynamical Systems<br/>University of Khartoum<br/>SUDAN</p> |   |

### IV. Final Winners of the WeGO Awards 2014

#### [ Category of Services ]

- ♦ Best: **Taipei**, “Smart & Easy Travelling in Taipei”
- ♦ Outstanding: **Songpa**, “Songpa Administrative Communication System through Social Media”
- ♦ Most Promising: **Beyoğlu**, “Beyoğlu Social Card-Food Banking”

#### [ Category of Efficiency ]

- ♦ Best: **Bangalore**, “GIS-based Transformation of BBMP’s Operation of Road Infrastructure”
- ♦ Outstanding: **Barcelona**, “Online Administrative Procedures”
- ♦ Most Promising: **San Fernando, La Union**, “Document Tracking System”

#### [ Category of Open City ]

- ♦ Best: **Helsinki**, “Open Ahjo”
- ♦ Outstanding: **Hong Kong**, “Opening Up of Public Sector Information”
- ♦ Most Promising: **Chengdu**, “Chengdu Municipal Governmental Microblog - Online Public Service”

#### [ Category of Urban Management ]

- ♦ Best: **Seoul**, “Seoul City Transportation Card System”
- ♦ Outstanding: **Gimpo**, “Smartopia Gimpo”
- ♦ Most Promising: **Ankara**, “Smart Mobility”

#### [ Category of Digital Divide ]

- ♦ Best: **New Taipei**, “Happy, Healthy Elders @ New Taipei”
- ♦ Outstanding: **Da Nang**, “Development of E-Government Project of Da Nang City”
- ♦ Most Promising: **Singapore**, “Silver Infocomm Initiative”

## V. Summary of the Winning Projects

### <Category of Services>

- ♦ Projects that improve the quality of administrative services and urban competitiveness by allowing citizens to apply for civil requests online
- ♦ Projects that promote effectiveness of public services
- ♦ Projects that provide high quality services to citizens

### - Winners of the Services Category -

|   |   |  |
|---|---|--|
|  |  |  |
| Taipei City Government  | Songpa-Gu Government  | Beyoğlu Municipality   |
| Best e-Government Prize Winner  | Outstanding e-Government Prize Winner   | Most Promising e-Government Prize Winner   |

### Category of Services Best e-Government Prize

#### Taipei City Government Chinese Taipei “Smart & Easy Travelling in Taipei”



In order to improve the efficiency of traffic facilities, and to enhance urban mobility, the Taipei City government initiated the “Smart & Easy Travelling in Taipei” project. In that sense, the main purpose was to develop and provide smart transportation-related information solutions for Taipei travelers and visitors, and public and private stakeholders, as well as providing other integrated solutions such as payment capabilities.

The project is a general yet all-encompassing intelligent transportation service which integrates nearly all information travelers need when exploring Taipei city, and at the same time provides useful information for transportation authorities and private sector agents. One prioritized aspect of the “Easy Travelling in Taipei” project was to offer easy and fun solutions for Taipei visitors and travelers, as well as stimulating innovation and the development of new or related projects.

Real-time information, including estimated arrival times of buses, travel plans, nearby and available parking lots and bike stations, traffic incidents and congestions, is provided for travelers with an EasyCard. Also, EasyCard holders can use the card for both transportation purposes and when engaging in other activities, such as shopping.

In Taipei city, the EasyCard has transformed the way people live and enhanced the experience of visitors. With this new technology, Taipei is witnessing the emergence of a new Smart City lifestyle.

## Category of Services *Outstanding e-Government Prize*

### **Songpa-Gu Government South Korea**

#### **“Songpa Administrative Communication System through Social Media”**



Originally initiated by Songpa Social Network Services (SNS), the project “Songpa Administrative Communication System through Social Media” acts as an effective and efficient two-way communication channel between local residents and local public servants.

Acknowledging the importance of both broad and deep inclusiveness and citizen participation, the project aims to engage everyone and enhance everybody’s participation. In 2012, as a response to low participation rates, residents of Songpa could for the first time participate in the “Twitter Resident’s Meeting”, instead of traditional face-to-face meetings. The “Twitter Resident’s Meeting” proved to be a smart tool for interactive communication purposes, and provided a fertile ground for more inclusive discussions on improvements of the district.

By enabling residents’ to make their voices heard whenever and wherever they are, Songpa district has created a flexible and – measured by its rates of participation – a much appreciated two-way communication channel. In short, as times and circumstances changed, the Songpa district managed to meet the new demands of its residents through innovative uses of ICT technologies.

Also, in order to ensure and enhance the efficiency of internal procedures – handling comments, suggestions and complaints, the Songpa district developed a Complaint Handling System that could be linked to the external Twitter channel.

In summary, the project increased residents’ access to local authorities and services, and in a sense amplified their voices, increased government efficiency, and serves as a tool to enhance overall utility.

## Category of Services *Most Promising e-Government Prize*

### **Beyoğlu Municipality Turkey**

#### **“Beyoğlu Social Card – Food Banking”**



Within the scope of “Food Banking”, the Beyoğlu Municipality, with the technical support of Sampas IT, launched the “Beyoğlu Social Card-Food Banking” project. This is the first project designed to provide qualified service to citizens in need of social aid by the help of latest information technologies. The project is an original service model out of all conventional aid activities where citizens could supply their various needs without the embarrassment.

Within the project, the support of the benefactor citizens are combined with the utilities of the local governments and the model of “take from the rich and give to the poor” is adopted. The model has the characteristics of the scales, which provides the social balance in the community, giving the opportunity to 4.000 families to shop regularly within the limits of their cards filled with credits by the Municipality.

This new “Social Market” system acts also as an intermediary between citizens in need and private sector such as producers, manufacturers and retailers who have products that are not put to market for various reasons, and thereby contributes to promote social justice and social consciousness regarding the prevention of waste. In other words, the “Social Market” system is an institution that conveys the products received from producers and sellers as donations to those in need on a regular basis.

With this project Beyoğlu Municipality;

- Improved the life qualities of the citizens in need of social aid,
- Enhanced the aid evaluation procedures,
- Brought social solidarity to forefront,
- Provided social aid services befitting to the human dignity.

### <Category of Efficiency>

- ♦ Projects that improve the administrative efficiency by computerizing all the administrative tasks, sharing public information, and promoting comprehensive and real-time management of information and resources
- ♦ Projects that introduce knowledge management to improve the administrative efficiency

### - Winners of the Efficiency Category -

|  |  |  |
|--|--|--|
|  |  |  |
| Bruhat Bangalore Mahanagara Palike   | City of Barcelona  | City of San Fernando, La Union   |
| Best e-Government Prize Winner   | Outstanding e-Government Prize Winner  | Most Promising e-Government Prize Winner   |

### Category of Efficiency Best e-Government Prize

#### Bruhat Bangalore Mahanagara Palike India

#### “GIS-Based Transformation of BBMP on the Operation of Road Infrastructure”



As a fast developing city, Bangalore, India's third most populous city, is facing acute urban challenges. The increasing motorization of Bangalore is a testament to its economic development. However, the aspiration of citizens to travel faster and more comfortable inevitably leads to increased stress on roads.

In an attempt to curb road-related inefficiencies, the Bruhat Bangalore Mahanagara Palike (BBMP) adopted a geo-enabled system that provides officials with information-rich dashboards for monitoring road activities across all road networks. Through the Geographic Information System (GIS), Bangalore is better able to manage its nearly 13,500-kilometer road network. The system provides a centralized and dynamic registration of spatial and linear locations of road assets. In addition to easy data handling, the system helps officials to efficiently operate and plan road infrastructure, which alleviate budgetary pressure, and enhances road users' satisfaction.

## Category of Efficiency *Outstanding e-Government Prize*

### City of Barcelona *Spain*

#### *“Online Administrative Procedures”*



The City Council Online Administrative Portal is one of Barcelona’s key strategic initiatives for achieving a more accessible and effective administration. Essentially, the portal provides the citizens of Barcelona with a flexible and easy-to-use platform where citizens can interact with local authorities.

Underpinned by simplicity, transparency and efficiency, the online portal enables users to quickly and easily access public services anywhere at any time (and from various types of devices). In this sense, the portal is a real efficiency enabler; citizens save both time and money while increasing their satisfaction, through for instance not having to physically visit service providers. Similarly, the portal is designed in such a way that it offers differentiated services depending on for instances if the user is a company or private person.

Currently 33% of all municipal procedures are done through the administrative online portal, which also have positive effects on the productivity of the City Council, as it can do more and better with less.

## Category of Efficiency *Most Promising e-Government Prize*

### City of San Fernando, La Union *Philippines*

#### *“Document Tracking System”*



In compliance with the Anti-Red Tape Act of 2007, the City Government of San Fernando established the Document Tracking System (DTS) to institute transparency in administrative affairs and resource management, as well as improve business transactions within the City Government.

One of the strategic sectors identified by key stakeholders of the city was Development Administration and Governance, where a key component is the adoption of Information Communications Technology (ICT) in city operations and systems that aimed to meet the demands of development, and improve the city’s capacity to deliver efficient and effective services to its constituents and external partners.

The DTS is an in-house developed, web-based management system that provides simple and easy to use tools for managing document flows. The system was designed to track, capture, and measure the responsiveness of the city government in its communications and financial process. Also, transacting clients can do real-time monitoring of their dealings with the city government via the official city website.

The results, as evidenced by customer feedback, suggest that personnel productivity has improved tremendously; there is a significant decrease in the processing time per transaction and instilled discipline and standards in the institution.



### <Category of Open City>

- ♦ Projects that promote civil participation in public making by opening public information in an active manner
- ♦ Projects that improve the level of urban openness by promoting civil participation, administrative transparency, and open data

### - Winners of the Open City Category -

|   |   |   |
|---|---|---|
|  <b>City of Helsinki</b> |  |  |
| City of Helsinki  | Hong Kong Special Administrative Region   | Chengdu Municipal Government  |
| Best e-Government Prize Winner  | Outstanding e-Government Prize Winner   | Most Promising e-Government Prize Winner  |

### Category of Open City Best e-Government Prize



**City of Helsinki**

**City of Helsinki**

**Finland**

**“Open Ahjo”**

Open Ahjo offers the inhabitants of the municipality a unique possibility to follow the decision-making of the city in real time, for example, by case, field or decision-maker and date. Backed up by this fresh information, the citizens can participate and influence the city operations using different channels. Thanks to the city's feedback system, the handling of feedback has become transparent and the inhabitants of the municipality are now more certain to receive an answer to their questions and feedback.

Open Ahjo offers public information from the city's decision-making system as open data. In Open Ahjo, it is possible to search for City Council, City Board and Committee agendas and minutes including appendices. In 2013, the city decided to open Ahjo's open programming interface (the so-called Open Ahjo; <http://dev.hel.fi/apis/openahjo>), through which the decisions are available and exploitable as open data in machine-readable format. See For example Jouni Tiainen's Ahjo Explorer mobile application <http://www.hri.fi/fi/sovellukset/ahjo-explorer/>.

Open Ahjo offers a unique chance to utilise the data connected to the city decision-making in different kinds of applications. The applications can be used for making it easier for both the inhabitants of the municipality and the public servants to obtain information, to prepare shared cases or participate in the preparation process. Open Ahjo has been presented at numerous events and other cities have been encouraged to follow in the footsteps of Helsinki. In many cities, the problem lies in the old systems, which may prove difficult and expensive to equip with an open interface.

Other parties that participated in the opening project, besides the City Executive Office, were Ahjo deliverer Tieto Finland, Helsinki Region Infoshare (HRI, [www.hri.fi](http://www.hri.fi)), Forum Virium Helsinki and developer Juha Yrjölä, who worked for the City IT Division as the fellow coder of the City via Code4Europe Fellowships Programme. the EU's Core for Europe Programme.

## Category of Open City *Outstanding e-Government Prize*

### **Hong Kong Special Administrative Region People's Republic of China** “Opening Up of Public Sector Information”



In March 2011, the Government of the Hong Kong Special Administrative Region (HKSAR) launched an all-encompassing one-stop Public Sector Information (PSI) portal ([data.one.gov.hk](http://data.one.gov.hk)), making various categories of government data available on one single platform. All datasets on this one-stop portal are released free of charge and in machine-readable formats to make it easier for the public to access and use, which in the past resided in departmental silos and, primarily in PDF format, are difficult to adapt and re-use. This initiative aims at unleashing the full potential of open data, thereby spurring innovation, encouraging entrepreneurship, deepening government transparency, as well as leveraging community wisdom in delivering public services.

To raise public awareness of the portal and PSI in general, and to proactively encourage the creation of innovative and useful initiatives, two large-scale promotional campaigns have been held since the portal's launch in 2011. Comprising talks, seminars, training courses as well as app design and production competitions, the campaigns have succeeded in encouraging the ICT sector to use PSI, fostering the requisite skills and bringing about some very good apps making use of the datasets on the portal.

At present, over 2,000 datasets in 16 broad categories are aggregated in the portal, ready to be downloaded. Provided in digital format, they can be re-used and meshed with each other in creative applications (apps), thus meeting society's diverse needs and bringing greater convenience to the public.

## Category of Open City *Most Promising e-Government Prize*

### **Chengdu Municipal Government People's Republic of China** “Chengdu Municipal Governmental Microblog - Online Public Service”



In August 2013, with the aim to make life more convenient for its citizens, the government of Chengdu launched the “Chengdu Municipal Governmental Microblog-Online Public Service” initiative. Integrated with other e-Service initiatives such as the “@Service by Chengdu”, Chengdu provides a multi-level platform encompassing services linked to consultation, complaints filing, suggestions, and information inquiries.

These open, two-way communication platforms were deployed as a response to the new demands of Chengdu citizens. Underpinned by transparency, the platforms not only translate into more convenient services, but they also serve as open forums where citizens and public servants can interact in real-time. In that sense, citizens are welcomed and encouraged to participate in the decision-making process.

These “Open City initiatives” have been widely welcomed by citizens of Chengdu; public services are delivered in greater citizen-centric ways while more people are engaged in the development of Chengdu.

### <Category of Urban Management>

- ♦ Projects that use the latest technologies to build comprehensive urban management system for security, mobility, convenience and environment
- ♦ Projects that promote the efficient urban management in security, disaster, transport, safety, environment, energy, welfare and culture

#### - Winners of the Urban Management Category -

|   |   |  |
|---|---|--|
|  |  |  |
| Seoul Metropolitan Government   | Gimpo City  | Ankara Metropolitan Municipality   |
| Best e-Government Prize Winner  | Outstanding e-Government Prize Winner   | Most Promising e-Government Prize Winner   |

### Category of Urban Management Best e-Government Prize



#### Seoul Metropolitan Government South Korea

#### “Seoul City Transportation Card System”

Megacities all around the world have one thing in common, namely, traffic congestions. Read a newspaper from any rapidly developing country and you will read about traffic congestion- and transportation-related complaints. Transportation and traffic management in megacities are not only a major source of inefficiencies, it also have a significant adverse impacts on daily commuters through exposing them to pollution and stress, and depriving them from valuable leisure time.

Seoul, Korea's capital and megacity, was no exception, until the Seoul Metropolitan Government took innovative yet decisive steps to mitigate transport and traffic issues. In that light – to meet new urban challenges and citizen demand, Seoul introduced an Intelligent Transportation Systems (ITS)-based Transport Card System covering bus, subway, and railway service of the entire metropolitan area. One innovative feature of the system – enabled by an integrated fare system – is its provision of combined distances and transfer discount benefits.

The Seoul Transportation Card System has enabled citizens and commuters alike to combine different public transportation means, multiple times, by paying only a minimal sum. The launch of card has also had tremendous positive spillover effects on transportation efficiency, environmental aspects, and citizens and commuters' satisfaction.



**Category of Urban Management**  
**Outstanding e-Government Prize**



**Gimpo City**  
**South Korea**  
**“Smartopia Gimpo (Smart City Management System)”**

The Smartopia Gimpo project consists of two prioritized initiatives: the Smartopia Center and the Smart Town Platform. The Smartopia Center is an intelligent city control facility equipped with cutting-edge ICT technologies that provide integrated solutions for public security, traffic and disaster management. The Smartopia Center plays a pivotal role in urban management and development, as it provides ubiquitous technology-based solutions.

As of now, approximately 2,000 CCTV cameras have been deployed in both the new and old town. Together, these cameras and the Smartopia Center form the basis of a safer community.

The second building block of the Smartopia Gimpo project – the Smart Town Platform, aims at developing a more participatory community. Based on the new citizen-centric governance paradigm, the Smart Town Platform essentially consists of online-based means to facilitate and enhance the participation of citizens. More specifically, the Smart Town Platform is composed of four sub-platforms, which revolve around communication, participation and engagement, security, and economic vitalization.

In essence, the Smartopia Gimpo project utilizes frontier ICT technologies, and provides citizens with a safer urban environment, as well as more participatory governance.

**Category of Urban Management**  
**Most Promising e-Government Prize**



**Ankara Metropolitan Municipality**  
**Turkey**  
**“Smart Mobility”**

A well-developed transportation system is a central feature of a Smart City. As cities face increasing urban challenges, such as population growth and traffic congestions, smarter transportation solutions are becoming a necessity.

In such context, the Ankara Metropolitan Municipality initiated the “Smart Mobility” project, which revolves around enabling citizens and visitors alike to use buses in more efficient ways. Ankara’s “Smart Mobility” project provides bus-riders with online-based route and time tables, allowing them to better estimate their transport itinerary. Having access to online-based transportation details, bus-riders can now more easily plan their travel around town, as well as making more accurate time estimations.

Project owners have also made sure to build an inclusive initiative; the route and timetables are diffused and accessible through multiple mediums. Bus-riders can access the information either through their mobile phones, computers, or by calling a support service. The information has also been made accessible to people with impaired vision.

In short, the “Smart Mobility” project has contributed to large efficiency gains.

### <Category of Digital Divide>

- ♦ Projects that use technologies to ensure equal access of citizens to information and communication services, regardless of the gap in income level, age, geographic location, and educational level
- ♦ Projects that care and ensure the easy access of the marginalized citizens to information

#### - Winners of the Digital Divide Category -

|  |  |  |
|--|--|--|
|  |  |  |
| New Taipei City Government   | Da Nang City   | Infocomm Development Authority of Singapore  |
| Best e-Government Prize Winner   | Outstanding e-Government Prize Winner  | Most Promising e-Government Prize Winner   |

### Category of Digital Divide Best e-Government Prize

#### New Taipei City Government Chinese Taipei “Happy, Healthy Elders @ New Taipei”



In line with World Health Organization (WHO) indicators, New Taipei City already became an “aging society” in 2005; and is forecasted to reach the level of an “aged society” by 2017 and that of a “super aged society” by 2025.

To meet this unfolding trend, and to smoothen the transition process of going from different demographic stages, innovative measures must be taken. In that vein, the New Taipei City Government initiated the “Happy, Healthy Elders @ New Taipei” project – a project centered on four visionary pillars: lifelong learning, joy and health, self-esteem, and community participation.

These visions were operationalized through an action plan encompassing five main priorities; namely, senior education, healthcare, senior lifestyle, caring across generations, and senior human resources. The common feature in these priorities is that they are upheld and enacted through ICT-enabled technologies.

Through this project, the New Taipei City government aimed to build and sustain citizen capacity, and particularly that of elders. Empowering the elderly and for them to take part in the digital revolution is thus the project’s main priority. This improved ability of the elderly to cope with the increased digitalization of many vital aspects of their daily life, such as healthcare, transportation, and senior learning, has increased their self-esteem, minimized their dependence, and generally contributed to a more dynamic and happy life.

All in all, the project has been deemed successful in terms of bridging the digital divide, as well as providing citizens with more equal opportunities.

## Category of Digital Divide *Outstanding e-Government Prize*

### **Da Nang City Vietnam**

#### **“Development of e-Government Project for Da Nang City”**



Recognizing that e-Government is the key enabler for achieving effective governance, the government of Da Nang has embarked on a large-scale journey. The “Development of e-Government Project for Da Nang City” project was initiated in order to modernize public administration, improve capacity and operational efficiency of local state management agencies, enhance social-economic development, and to make Da Nang a more livable city for all its citizens.

In that endeavor, Da Nang has taken decisive steps to revitalize the city’s ICT structure. Large investments have been made in building ICT infrastructure and other necessary capacities such as absorptive capacities linked to human resources (e.g. support desks and training). These investments have yielded a steady return in terms of citizen satisfaction. The increased satisfaction among citizens essentially derives from enhanced citizen participation and services, and equal opportunities. For instance, many public services have been provided online, all wards and communes offer One-Stop-Shop service, and IT skill training for citizens and government officials.

Da Nang has done a complete turn-around, transforming the way its government is interacting with its citizens. By combining local ICT experience with international best practices Da Nang is heading towards a smarter future.

## Category of Digital Divide *Most Promising e-Government Prize*

### **Infocomm Development Authority of Singapore**

#### **“Silver Infocomm Initiative”**



With Singapore’s increasing ageing population and the pervasive use of Information Communication Technologies (ICT) in the country, it is important to proactively raise the seniors’ ICT knowledge and equip them with the appropriate digital skills.

The Silver Infocomm Initiative (SII), by the Infocomm Development Authority of Singapore (IDA), aims to bridge the digital divide amongst seniors by helping them to get connected and to enjoy digital lifestyle. Given the wide disparity in seniors’ educational background, command of language, and ICT competencies, IDA has adopted a four-pronged strategy to raise their ICT literacy.

The strategy comprises:

- a) raising awareness of ICT through seminars and exhibitions;
- b) increasing adeptness in infocomm skills through tailored training and hobby-based courseware;
- c) enhancing availability of ICT training and resources through the setup of ICT learning hubs and access points; and
- d) promoting advocacy through peers such as appointment of Silver Infocomm Wellness Ambassadors.

Through such efforts, Singapore is a step closer to becoming an all-inclusive society, and has demonstrated how the older generation can become an integral part of the digital landscape.

The WeGO Secretariat extends a warm appreciation to all applicant cities that have participated in the WeGO Awards 2014. All projects have made truly excellent contributions and added an innovative spirit to the WeGO Awards.

We look forward to continuing the active sharing of knowledge and experiences on good e-Government practices with cities and local governments around the world!

For any queries on the WeGO Awards, please contact the Program Team of the WeGO Secretariat at 82-2-720-2936~7 or [program@we-gov.org](mailto:program@we-gov.org).

