



Concept Note

e-Leadership Programme for the Western Balkans Missions: 11 October- 3 November 2009

e-Leadership Programme for the Western Balkans is the regional e-governance initiative designed by UNDP and funded by the Government of Italy, to support the South Eastern Europe region in the implementation of the eSEE Agenda Plus 2007-2012, as the current regional action plan for Information Society development, adopted in Sarajevo on 29 October 2007 by the ICT Ministers of Albania, Bosnia and Herzegovina, Croatia, Macedonia, Moldova, Montenegro, Romania, and Serbia, and UNMIK-Kosovo, at the Regional Information Society Conference organized by UNDP, BiH Government, Stability Pact and the European Commission. The programmatic priorities of the e-Leadership Programme are fully aligned with the targets of eSEE Agenda Plus, which encompasses the Single Information Space, Innovation, and Investment in ICT Research and Education; and the Inclusive Information Society. The Programme is implemented by Sarajevo based UNDP funded e-SEE Initiative Secretariat, in order to capitalise on the existing knowledge, networks and resources. UNDP Country Office in Sarajevo is working closely with the fellow UNDP Country Offices in the region, while the New York Office is providing expert and top down political support to the entire process. The Government appointed e-Leaders are members of the Regional e-Governance Advisory Task Force (REGATA), and they act as Focal points for their respective countries.

The upcoming activity of the e-Leadership Programme is conducting the series of missions to the programme beneficiaries from 11 October to 3 November, in order to provide the situation scan and carry out the needs assessment. This is to ensure that the needs of the beneficiaries are taken on board and addressed through the e-Leadership Programme, in the course of creation of the e-Leadership capacity building activities that include trainings supplemented by digital self-learning online courses and targeted educational publications. It is of utmost importance to identify the challenges and needs beneficiaries are facing, so that the capacity building activities provided through the e-Leadership Programme are demand driven and tailored to the actual needs, thus making sure that the ownership of the programme rests in the Western Balkans, which is the shared goal of UNDP and RCC, who are jointly providing support to the Electronic South Eastern Europe Initiative. Another important outcome of the missions will be the creation of the set of proposed actions and recommendations for the Western Balkans on their EU accession path. A follow up to the missions will be carried out in cooperation with the Ministry of Foreign Affairs of the Italy, who will provide the link to the Italian regions that excel in the area of e-Governance and the joint proposal for transfer and exchange of knowledge and e-Governance solutions in the Western Balkans.

The aim of the missions- October 2009

- Create overview of the current status of implementation of e-SEE Agenda Plus with primary focus on e-Governance solutions and services, in line with Annexes 1 and 2 of the e-SEE Agenda+;
- Examine Government sectors with specific emphasis on determining the benefits already achieved in administration through the usage of ICT; the assessment will show the process of automatization and level of involvement of different institutions;
- Prepare depth analysis and assessment of the gaps, challenges and obstacles the Governments are facing in implementation of e-SEE Agenda+;
- Assess capacity building needs of Governments conducive to implementation of e-SEE Agenda+;
- Examine actions, projects and initiatives in the area of e-Democracy within e-Leadership programme beneficiaries;
- Identify needs for capacity building in the area of e-Governance and e-Democracy;

- Identify good practices in the area of e-Governance within e-Leadership programme beneficiaries and authorities responsible for their implementation;
- Identify domestic experts and key human resources in the area of e-Governance and ICT within e-Leadership programme beneficiaries;
- Identify key donors, international organisations and NGOs active in the area of e-Governance within e-Leadership programme beneficiaries and codify their contacts;
- Upon consultation with UNDP offices, identify UNDP actions in the area of e-Governance and ICT for development and other actions pertaining to implementation of e-SEE Agenda+;
- Identify practices in the area of gender and ICT;
- Provide recommendations and possible solutions to remedying the set of identified obstacles;
- Based on consultation with the Government Stakeholders, e-SEE Mechanism and other relevant stakeholders, prepare for the e-SEE Initiative members the suggestion of the first draft of e-SEE Agenda+ revised deadlines.

e-Leadership Programme for the Western Balkans Themes

- Capacity and competency building in the application of e-Governance policies and practices, such as teaching, training and Best Practice transfer;
- ICT-lead organizational change and modernization of the public sector back- and front offices;
- Central e-governance strategies and implementation;
- Local e-governance policies and implementation;
- e-Public Services;
- Access to Public Information;
- Privacy, security, trust;
- Role and competencies of Senior Information Officers;
- e-Democracy, including
 - e-Participation – civil society involvement in public policy making and debate;
 - e-Transparency – transparent and accountable government functions;
 - e-Inclusion – social services for disadvantaged and the poor.

Schedule of the Missions

Albania: 22–23 October

Bosnia and Herzegovina: 2-3 November

The Former Yugoslav Republic of Macedonia: 19-20 October

Montenegro: 15-16 October

Moldova: 26-27 October

Serbia: 12-13 October

UNMIK-Kosovo: 29-30 October