

行政院及所屬各機關出國報告

(出國類別：會議)

出席國際政府資訊科技理事會(ICA) 計畫委員會 2009 年第 2 次會議報告

服務機關：行政院研究發展考核委員會

出國人 職 稱：高級分析師

姓 名：簡宏偉

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|---------------|
| 行政院研考會 編號欄 |
| |
| |

出國地點：比利時布魯塞爾

出國期間：98 年 5 月 12 日至 17 日

報告日期：98 年 8 月 6 日

行政院及所屬各機關出國報告提要

出國報告名稱：出席國際政府資訊科技理事會(ICA)計畫委員會
2009 年第 2 次會議報告

頁數：9 含附件：否

出國計畫主辦機關/聯絡人/電話：

行政院研究發展考核委員會/簡宏偉/02-23419066#820

出國人員姓名/服務機關/單位/職稱/電話：

簡宏偉/行政院研究發展考核委員會/高級分析師/02-23419066#820

出國類別：其他（出席會議）

出國期間：98 年 5 月 12 日至 17 日

出國地區：比利時

報告日期：98 年 8 月 6 日

分類號/目：

關鍵詞：電子化政府、資通訊技術

內容摘要：

行政院研究發展考核委員會代表我國加入國際政府資訊科技理事會(ICA)，並於 2008 年第 42 屆年會獲邀加入計畫委員會，本次會議係 2009 年第 2 次會議，主要討論第 43 屆年會會議主題及未來 2 年年會籌備情形。

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壹、目的

國際政府資訊科技理事會(International Council for Information Technology in Government Administration, ICA)係由各國中央政府機關所成立，與電子化政府等資訊科技應用有關之國際專業組織。行政院研究發展考核委員會(以下稱本會)代表我國加入該組織，並於 2008 年於韓國首爾召開之第 42 屆年會上獲通過我國辦理 2011 年年會，以及加入計畫委員會，為履行會員國及計畫委員會成員之義務，爰由我國國家代表出席計畫委員會 2009 年第 2 次會議，並就 2009 年第 43 屆年會會議詳細議程及後續 2 年年會籌備情形，參與討論。

貳、過程

本次會議係由我國國家代表即本會資訊管理處簡任高級分析師簡宏偉出席，會議期程自 5 月 14 日起至 5 月 15 日，於比利時布魯塞爾召開本年度第 2 次會議。會議場地即在本年度年會舉辦之場地，以利出席代表了解現場各項會議措施及環境。第 2 次會議出席人員包括 ICA 主席(比利時)Frank Leyman、ICA 財務長 Larry Caffrey(英國)、計畫委員會主席 Hans Werner Ksica(奧地利)、Mui Ken Chung(新加坡)、Darlene Meskell(美國)、Ruben Lemmans(比利時)、執行秘書 Carpenter Gwendolyn 及我國代表等共 8 人，議程如附錄 1。

5 月 14 日

會議於中午 12 時開始，第 1 天討論及報告事項包括下列項目：

1. 2009 年計畫委員會第 1 次會議紀錄(附錄 2)。
2. 2009 年第 43 屆年會議程規劃情形報告，確認各項議題及主講人，以及進行的方式。
3. 討論目前各項工作進度及未來主要工作項目。

4. 前往第 43 屆年會各項活動地點進行實地勘察。

5 月 15 日

會議於上午 9 時 30 分開始，討論及報告事項如下：

1. 討論 ICA 會員及 ICA 大使計畫。本項討論檢視目前各會員國在推動邀請其他國家加入 ICA 的情形，同時並就本年度邀請非會員國派員出席 ICA 年會的情形提出說明。
2. 後續年會辦理情形，由美國報告 2010 年年會籌備情形，由我國報告 2011 年年會籌備情形。美國代表於會後就辦理 2010 年會所需簽訂之契約及規定和財務長 Larry Caffrey 先生進行協商。
3. ICA 代表選舉，包括副主席及計畫委員會主席選舉。

會議於下午 2 時結束，其中尚有議程仍需進一步協商，隨後透過電話會議及電子郵件討論，確認本年年會議程如附錄 3。

參、各項討論重點

一、未來領袖計畫

在 2007 年於愛爾蘭召開 ICA 第 41 屆年會時，部分會員倡議建立 ICA 青年領袖論壇，廣邀各國政府中已擔任電子化政決策責任或未來有潛力進行決策之青年代表成為次級團體，以提供符合新世代觀點之電子化政府推動建議，惟於該屆年會中各國代表並未形成共識，但建議推動「未來領袖計畫」，由各會員國推薦各國未參與 ICA 事務之青年參與該計畫，以評估成效。

在 2008 年召開 ICA 第 42 屆年會中，經由推薦邀請南非 Warren Hero 先生和美國 Steve Ressler 先生擔任未來領袖計畫成員，於出席年會時以觀察員身分提出看法，獲得與會代表熱烈迴響。本次計畫委員會中主席就本項計畫推動成效提出說明，並表示南非已表達參與 ICA 之意願，顯見本項計畫成效良好，未來將持續推動，於每年年會中邀請青年領袖參與。

承續前次會議中各出席代表對於本計畫的執行成效均持正面看法，本次會議中就本年度邀請人選提出討論，經與會代表充分討論後同意將邀請匈牙利、澳洲及美國各派 1 人代表參與本項計畫。

二、第 43 屆會議主題及議程

本次會議除承續前次會議討論之議題外，主要工作即確認會議主題及議程，經由本次會議各出席代表的討論，及後續多方電話會議及電子郵件的確認，於 6 月上旬確認本年會議主題為「Leveraging ICT in Government to Address Economic Instability」，同時將邀請法國、葡萄牙、斯洛伐克、突尼西亞、土耳其、沙烏地阿拉伯、聯合國、南非、OECD、歐盟、馬來西亞、義大利、杜拜、西班牙、巴林、智利、立陶宛及拉脫維亞等國派員出席擔任觀察員。主席 Leyman Frank 先生致各會員國代表之信函如附錄 4。

本年年會將以政府如何善用資訊通信技術因應全球經濟現況，及提升國家競爭力為主軸，並分為下列主題進行討論：

1. 變動環境中民眾對政府的期待：

各國政府為提升對民眾的服務，均致力於發展符合民眾需求的線上服務，而在目前持續變化的環境中，政府應如何善用資訊通信技術，發展便利民眾及符合需求的服務，並建構民眾和政府的雙向溝通管道，使民眾可以參與政府政策的制訂。

本場次將由我國電子治理中心就 Web 2.0 及民眾參與進行經驗分享。

2. 未來科技藍圖

本議題將請各主講者就該國在發展便民服務的藍圖進行經驗分享，同時就導入新科技的考量、資訊安全及網路安全的威

脅等提出看法。

3. 技術新知

邀請新加坡、韓國、以色列，以及美國展示該國的創新服務，提供各國觀摩。本項將由我國代表簡宏偉主持。

4. 協同合作的安全環境

本項將由不同的角度來討論協同合作的安全性，包括區域性的角度、國家層次的角度，以及全球化的角度來探討，並邀請國家分享經驗及看法。

此外，並將安排多場次的討論與報告，期經由密集的討論與分享，使與會各國代表均能汲取不同的經驗。

三、後續年會籌備情形

本次會議中由未來 2 屆年會主辦國代表報告籌備情形。

第 44 屆年會預定於 2011 年 11 月 8 日至 11 日於美國首府華盛頓舉行，以呈現美國傳統文化為主軸。美國代表 Darlene Meskell 說明目前規劃情形及所遇到的問題。前次會議中美國代表已提及考量美國政府法令規定，目前已同意各會員國代表出席時不須支付其他費用，但在 ICA 分攤費用部分，仍有契約主體的問題，美國代表會後將和 ICA 財務長就契約規定及細節進行協商。此外，美國應能主辦第 44 屆年會。

第 45 屆年會由我國主辦，會中報告目前規劃情形及會議場地之規劃，並已當面遞交本會主任委員簽名之信函，表達對舉辦年會之支持。主席表示感激之意，並回函如附錄 5。

肆、心得、建議及後續工作事項

一、心得

本次會議中已就本年會議之議程進行確認，同時我國除參與會議外，並經各國代表推薦及認同擔任年會技術新知議程之主持人，顯見我國進年在推動電子化政府創新服務上，已取得各國認同。尤其在主動服務、民眾參與及導入Web 2.0概念上，我國亦均有部分先導計畫進行試辦，而各國對我國試辦之結果亦表示高度興趣，未來若能持續且更深入參與運作，應對ICA能有更多的貢獻。

此外，本次會議中紐西蘭代表及ICA副主席Edwin Bruce先生，因內部進行調整，已表達將辭去副主席及國家代表，並將退出ICA；計畫委員會主席奧地利代表Hans Werner Ksica先生將交接由新加坡代表Mui Ken Chung小姐接任，同時亦將退出ICA之運作及參與；比利時代表及計畫委員會成員Ruben Lemmens先生因另有高就，將退出ICA會議。未來將密切觀察接任人選並建立聯絡管道。

二、建議

出席本次會議後之建議事項有下列幾項：

1. 持續分享我國推動民眾參與之經驗，積極推動和其他國家的分享。
2. 應擴大培養參與國際事務的人才，未來可適度推薦參與 ICA 未來領袖計畫及青年論壇，並須能展現強大的企圖心和靈活的創新力，以建立我國在該計畫的認同。

未來我國應可更全面的參與 ICA 各項討論或論壇，所需考量者乃在對 ICA 做出貢獻，以取得各會員國對我國的認同及支持。

三、後續工作事項

後續工作包括下列項目：

1. 出席本年第 43 屆年會，善盡會員職責。
2. 持續規劃 2011 年 ICA 第 45 屆年會籌備事宜，利於 2010 年第 44 屆年會上提報。

3. 持續推動我國會籍由仲會員成為正式會員。

伍、附錄

- 一、 ICA 計畫委員會 2009 年第 2 次會議議程
- 二、 ICA 計畫委員會 2009 年第 1 次會議紀錄
- 三、 ICA 2009 年第 43 屆年會議程
- 四、 ICA 2009 年第 43 屆年會主席說明函
- 五、 主席復主任委員謝函



ICA Programme Committee meeting

Brussels – 14-15/05/2009

Frank Leyman
Ruben Lemmens

AGENDA



| Date & Timing | Description | Location | Involved |
|-----------------------------|---|-------------------|-----------------------|
| Thursday 14 May 2009 | | | |
| 11h50 | Meet in lobby Hotel Bloom - all guests - 7 pax | | |
| | Walking from Hotel Bloom to Flemish Parliament | | Ruben Lemmens |
| 12h15 - 13h30 | Lunch at 'daktuin' Flemish Parliament - 7 pax | | |
| 13h30 - 13h45 | Walking from Flemish Parliament to Hotel Bloom | | |
| 13h45 - 17h00 | Meeting at Boardroom A - Hotel Bloom - 7 pax | Boardroom A | |
| | 1. Minutes of the January 2009 London meeting | | Chair* |
| | <i>Matters arising: Adoption (15min)</i> | | |
| | 2. ICA 43rd Conference Programme Update | | Prog Comm. Chair Belg |
| | - Facilities update (15min) | | |
| | - Finalise 'Barcamp' arrangements (30min) | | |
| | - Sessions / Speakers update (1 1/2 hours) | | Prog Comm. Chair |
| | - Agree Conference Title & Draft Programme | | Prog Comm. Chair* |
| | 3. ICA Current and Future Work Programmes | | |
| | - ICA Future Work Programme-update | | Chair |
| | - 2009 Workplan | | ICA Chair |
| | < Study Groups - update | | Vice Chair |
| | < ICA Rewards and Recognition Program | | Chair |
| | < ICA Officers elections | | Chair |
| | - Council Meeting | | |
| 17h00 - 17h15 | Time for freshen-up | | |
| 17h15 - 17h30 | Meet in lobby Hotel Bloom with guests - 7x pax | Lobby Hotel Bloom | |
| | Departure by coach for sightseeing tour: | | Marc Marghem |
| 18h00 - 18h40* | Visit of Theatre de Vaudeville | | Frank Leyman + BB |
| | Visit of Kasteel van Groot-Bijgaarden | | |
| 19h15 | Dinner at restaurant of Atomium (upper sphere) - 8 pax | Atomium | Group + PvW + BB |
| 22h00* | Departure by coach to Hotel Bloom + drop off | | |

AGENDA



| Friday 15 May 2009 | | | |
|--------------------|---|----------------|--------------|
| 09h00 - ..h.. | Meeting at Boardroom A - Hotel Bloom - 7 pax | Boardroom A | BB |
| | 4. ICA Membership & Ambassador Programmes | | Chair |
| | - Invitations | | |
| | - Potential | | |
| | 5. ICA Future Conferences | | Chair |
| | - USA | | |
| | - Taiwan | | |
| | - Future Conferences | | |
| | 6. Visit Conference Venues | | Chair |
| | 7. Other Business | | Chair |
| | - Finance Update | | Treasurer |
| | - 2006 Audit | | |
| | 8. Next Meeting | | |
| | < Finalising agenda & programme if needed | | |
| | | | |
| 12h00 - 13h00 | Visit of hotel facilities & meeting rooms | Hotel Bloom | Arnaud Labar |
| | Note: meeting room Forum possible as from 12h30! | | |
| 12h45 - 13h45 | Sandwich Buffet Lunch at Hotel Bloom - 7 pax | Meeting Lounge | BB |



1. Minutes of the January 2009 London meeting

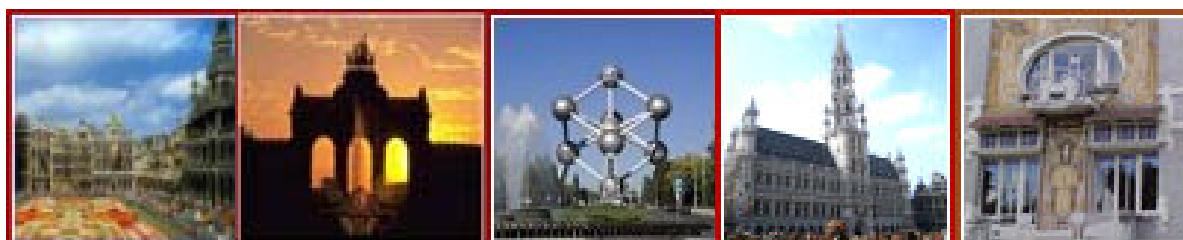


2. ICA 43rd Conference Programme Update

- Facilities update
- Finalize 'Barcamp' arrangements
- Sessions/Speakers update
- Agree Conference Title & Draft Programme



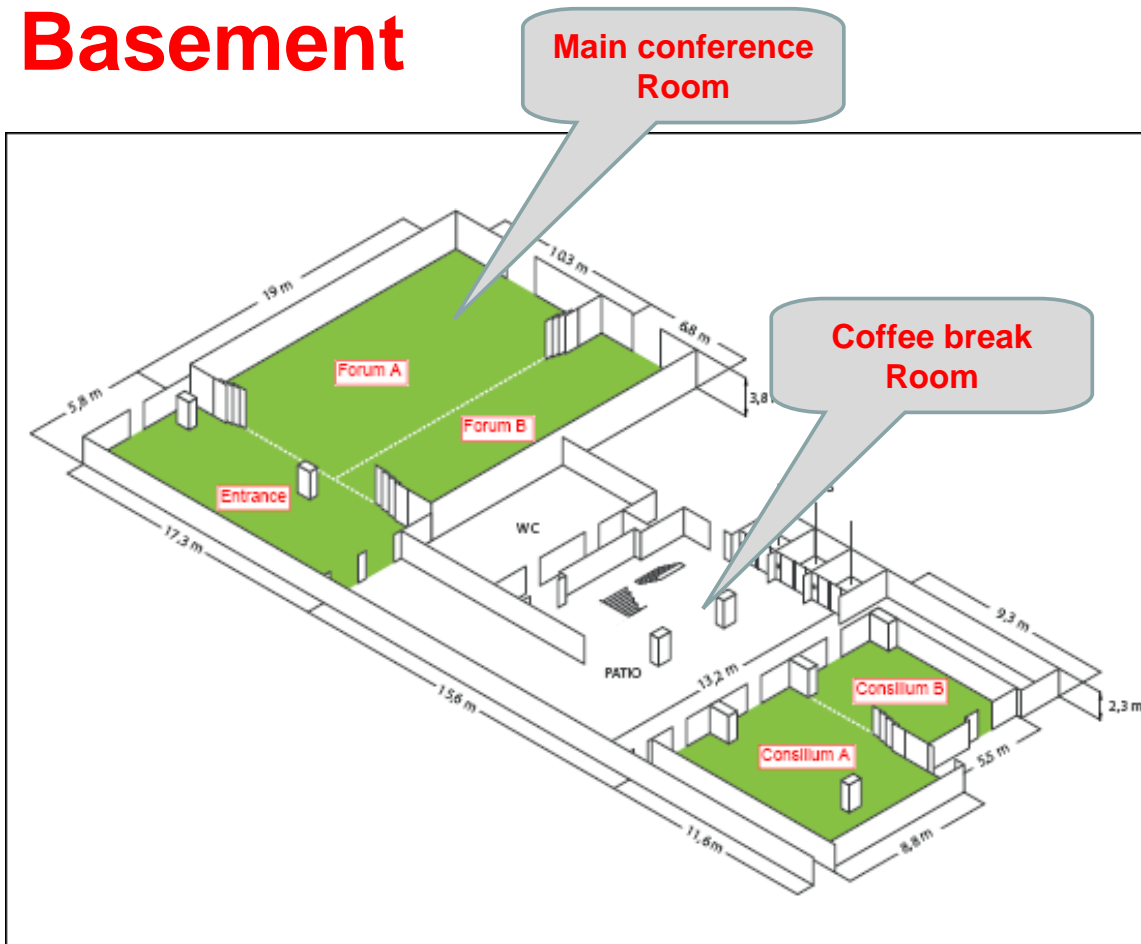
ICA Conference 2009 Brussels



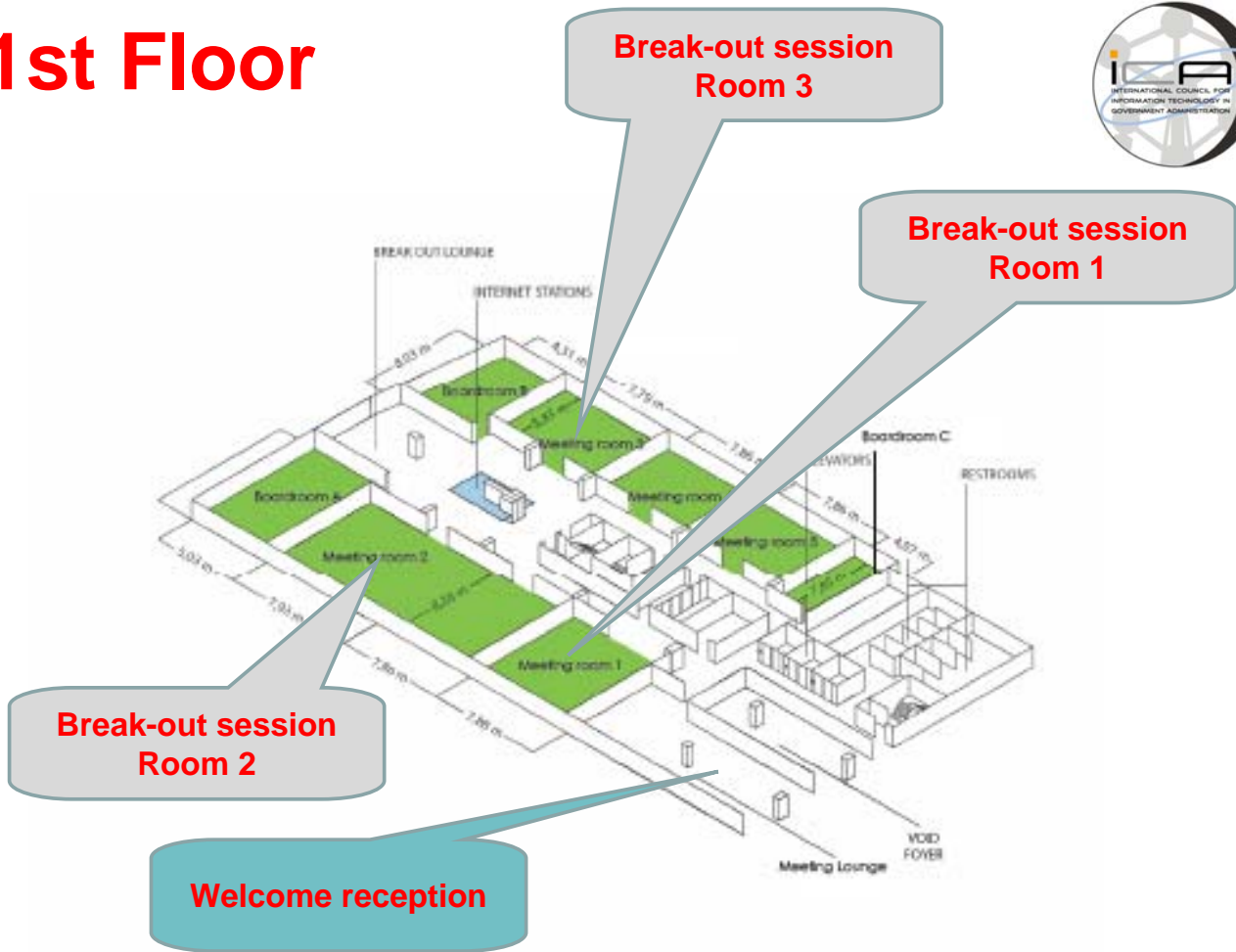
Bloom Hotel Brussels



Basement



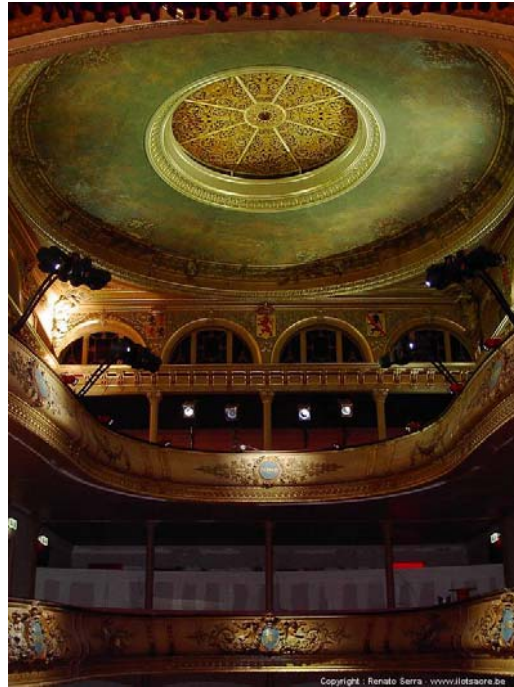
1st Floor



social events



Venue: Théâtre d u Vaudeville



Explore Brussels



- Guided tour by bus
 - Cultural city center
- Culinar tasting of Belgian's best
 - Chocolate
 - Pralines (new way)
 - Beer
 - Food booths:
 - Mussles, waffels, ...





Gala Diner

Castle of Groot-Bijgaarden



Orchestra: Panache



Gifts



Participants gifts

><

Speakers gifts





Programme



| DATE | LOCATION | TIME | SUBJECT | SPEAKER | CHAIR | ACTION |
|--------------------|-----------------------------------|-------|--|---------|----------|--------|
| Sunday, 04/10/2009 | | | | | | |
| | -1 | | setup of ICA secretariat | | | |
| Monday, 05/10/2009 | | | | | | |
| | meeting room 1st floor (30 pers.) | 11:00 | Meeting of ICA Board and Program Committee | | Frank | |
| | 15 pers. | 12:30 | Lunch for ICA board & PC | | | |
| | | 14:00 | Annual ICA Council Meeting | | Frank | |
| | | | Voting ceremony | | F.Mc Don | |
| | meeting room -1 ??? | 17:30 | Welcome and Orientation | | Martha | |
| | Bloom Hotel | 19:30 | Welcome Reception | | | |

Programme



| | | | | | |
|----------------------------|---|--------------|--|--|--------|
| Tuesday, 06/10/2009 | | | | | |
| | | | intro film about construction Atomium | | |
| | Main room | 09.00 | Conference Opening | Frank Leyman | |
| | Main room | 09.20 | Welcome address | Minister Vincent Van Quickenborne (Minister of Economy and Simplification) | Frank |
| | Main room | 09.40 | Opening Keynote Speech: Economic crisis situation and EU approach | Mechthild Rohen, EC (Head of Unit ICT for Government and Public Services) | Frank |
| | stairs Botanique (outside) Main room (inside) | 10.30 | Picture + Break | | |
| | Main room | 11.15 | Round Table - Country Reports 1 | | Larry |
| | ? | 12.30 | Lunch | | |
| | Main room | 14.00 | Panel 1 | | Martha |
| | | | speaker 1 | OECD: present research | |
| | | | speaker 2 | Taiwan research foundation (TEG) | |
| | | | speaker 3 | PEW foundation (USA) | |
| | Main room | 14.45 | Panel 2: "Future Tech Roadmaps" | | Peter |
| | | | speaker 1 | | |
| | | | speaker 2 | | |
| | | | speaker 3 | | |
| | ? | 15.45 | Break | | |
| | Main room | 16.15 | Round Table - Country Reports 2 | | |
| | | 17.00 | Adjourn | | |
| | Theatre Vaudeville | 17.45 | Belgian Evening | | |

Programme



| | | | | | |
|------------------------------|-----------------|-------|-------------------------|--|---------------------|
| Wednesday, 07/10/2009 | | | | | |
| | | | chocolates on each seat | | |
| | Main room | 09.00 | Explanation Day 2 | | Frank |
| | Main room | 09.15 | Panel 3: "Gov 2.0" | | Christian Christian |
| | | | Speaker 1 | | |
| | | | Speaker 2 | | |
| | | | Speaker 3 | | |
| | ? | 10.30 | Break | | |
| | Main room | | Vignettes | | Darlene Darlene |
| | Main room | | SG Report | | |
| | ? | 12.30 | Lunch | | |
| | break-out rooms | 14.00 | Focus Discussions | | Frank, CG |
| | | 17.00 | Adjourn | | |
| | break-out rooms | | free evening | | |

Programme



| | | | | | |
|----------------------|-------------------------|-------|---|--------------------------------------|-------------|
| Thursday, 09/10/2009 | | | | | |
| | Main room | 09.00 | Keynote 2: Business Case | | Edwin |
| | Main room | 09.45 | Panel 4: "Secure Interoperability" | | Ruben Ruben |
| | | | Sp1 | Jan Timmermans, NL | |
| | | | Sp2 | NN, Switzerland | |
| | | | Sp3 | Pierre Boucher, CA | |
| | ? | 10.45 | Break | | |
| | Main room | 11.15 | Conclusion: Focus | | CG, Frank |
| | ? | 12.30 | Lunch | | |
| | Main room | 14.00 | Conclusion: Focus | | CG, Frank |
| | | | closing keynote speaker: making the business case | UK – OGC: Office Government Commerce | |
| | Main room | 15.00 | Conference Report | | FLP Frank |
| | ? | 15.45 | Break | | |
| | Main room | 16.15 | Conference Closing | | |
| | Castle Groot-Bijgaarden | 19.30 | Gala Dinner | | |

Possible Vignettes



- Multi-touch
 - http://www.ted.com/index.php/talks/jeff_han_demos_his_breakthrough_touchscreen.html
- Microsoft:
 - The office of the future (demo)
- IBM:
 - Demo on eGovernment of the future

Do we want booths or vignettes



ICA Brussels

Possible conference titles

Possible Conference Titles



- Dealing with the Impact of the Economic turbulence with ICT
- Leveraging ICT in Government to address economic instability



3. ICA Current and Future Work Programmes

- o ICA Future Work programme
- o Study Groups – update
- o ICA Rewards and Recognition Program
- o ICA Officers elections
- o Council Meeting

ICA Future Work programme



- Continue reorganisation
 - Secretariat
 - New members
 - Future Leaders
 - Publications, studies, position papers
 - ...

Study Groups – update



The impact of culture context on e-Government web design

- Ms Darelle van Greunen
- Senior Lecturer
- School of ICT
- Nelson Mandela Metropolitan University
- Port Elizabeth, South Africa
-
- Vice-President Computer Society of South Africa (www.cssa.org.za)
- Chair of CSSA Gauteng Chapter
- Hon Secretary SAICSIT (www.saicsit.org.za)

ICA Rewards and Recognition Program



- Maintain or review the concept?
- Candidates?
- Who is in charge? V-Chair or secretariat?
- Timing?
- Ordering of rewards

Future Leaders:

- Miss Ildikó NÉMETH (Hungary)
- Mr. Martin Kusak (Czech Rep.)
- ...

ICA Officers elections



ICA Management positions 2008 - 2011

| FUNCTION | 2008 | 2009 | 2010 | 2011 | 2012 |
|---------------------------|-------|----------------|---------------------|----------------|----------------|
| Chair | Frank | Frank | Christian Rupp | Christian Rupp | Christian Rupp |
| Vice-Chair 1 | Edwin | Edwin | Bruce (CAN) | Bruce (CAN) | tba |
| Vice-Chair 2 | - | Christian Rupp | Christian Rupp ???? | tba | tba |
| Programme Committee Chair | Hans | Hans | Mui-Ken | Mui-Ken | Mui-Ken |
| Treasurer | Larry | Larry | Larry | tba | Tba |
| ICA Secretariat | - | Gwen | Gwen | Gwen | Gwen |



4. ICA Membership & Ambassador programme

- o Invitations
- o Potential

Invitations & potential



- **TUNESIA:** Mrs. Khédija Zammouri
- **TURKEY :** Mr. Recep Çakal
- **SAOUDI ARABIA:** Mr. Ali Al Soma
- **UNITED NATIONS:** Mrs. Qian Haiyan
- **SOUTH-AFRICA:** Mrs Michelle Williams
- **OECD:** Mr Edwin Lau
- **EUROPEAN COMMISSION:** Mr Pascal Verhoest
- **ITALY :** Mr. Roberto Pizzicannella
- **FRANCE:** Mr. Jean-Jacques Léandri
- **PORTUGAL :** Mrs. Anabela Pedrosa
- **SLOVAK REPUBLIC :** Mrs. Nadezda Niksova
- **SPAIN:** Mrs. Blanca Rodriguez-Antigaedad Zarranz
- **SWEDEN :** Mr. Urban Funered
- **BAHRAIN:** Dr. Zakareya Ahmed Abdulla
- **CHILI:** Mr. Alejandro Barros Cabero
- **DUBAI:** Mr Salem Khamis Al-Chair
- **LITHUANIA:** Dr. Vytautas Krasauskas
- **LATVIA:** Mr. Anatolijs Zabasta
- **MALAYSIA:** Dr. Nor Aliah Bt. Mohd. Zahri

- **IRELAND:** Mr Enda Holland



5. Next conferences

5. Next conferences



- **2010:** USA Darlene
- **2011:** Taiwan Jyan Hong-Wei
- **2012:** Israel??? ???



6. Visit conference premises



7. Other business

- o Finance update
- o 2008 Audit
- o next meeting

**Minutes of the ICA Joint Board and Programme Committee Meeting
15 & 16 January 2009 in the Austrian Embassy-Commercial Section, LONDON**

Those present

| | |
|--------------------|------------------------------------|
| Frank Leyman | Belgium, ICA Chair |
| Edwin Bruce` | New Zealand, ICA Vice-Chair |
| Larry Caffrey | ICA Treasurer |
| Hans Werner Ksica | Austria, Programme Committee Chair |
| Martha Dorris | USA, ICA Senior Advisor |
| Ms Mui Ken Chung | Singapore |
| Ms Darlene Meskell | USA |
| Yoon-Seok Ko | Korea |
| Ruben Lemmans | Belgium |
| Christian Rupp | Austria |
| Hong-Wei Jyan | Taiwan |
| Peter Bruce | Canada |

Guest: Graham Colclough Cap Gemini (for part of meeting only on 15 January.)

Note: These minutes are ordered in line with the agenda. Certain discussions took place at different times during the meeting to facilitate discussions

Frank Leyman opened the meeting at 1230 hours, welcomed all to the meeting, introduced Peter Bruce, Christian Rupp and Jyan Hon-Wei (Howard) who were attending the Programme Committee for the first time.

1. Minutes of the Last Meeting

The minutes for the last meeting of 20 October 2008 in Seoul were adopted. There were no matters arising that would not be discussed later in the meeting.

2. ICA 42nd Conference: Report Back

Hans Werner Ksica stated the 42nd Conference in Seoul had been well organised and presented. He gave a brief feedback on delegates' comments. Overall the feedback was favourable. The interface between the younger speakers and other delegates proved lively and beneficial with the CIO Panel and that on Social Networking particularly well received.

3. Proposal: Barcamp concept

Graham Colclough from Cap Gemini visited the meeting to discuss the 'Barcamp' Meeting Methodology. This is a procedure whereby attendees are steered through an intensive study (aimed at engaging people in a new approach to that of a discussion group) into a chosen subject with the objective of defining a future roadmap. The process is in three stages, a detailed scan process; a further in-depth analysis and a definition of results. Cap Gemini has held many hundreds of these activities and would be keen to assist ICA in holding a Barcamp during the 43rd Conference in October.

It was agreed that ICA would trial the Barcamp process at conference replacing the 'Breakout Sessions' and it was decided that the word "Barcamp" would not be mentioned in the published conference agenda.

4. ICA 43rd Conference Programme

The meeting spent the rest of the day 'brainstorming the 43rd Conference.

An outline programme, attached as Annex 1 was agreed and conference session leaders appointed. In summary:

- No definitive theme title was agreed. The theme will examine the effect of the Economic Environment on Gov 2 while looking at how ICT might benefit a reviving economy. The aim will be to provide a business case for ICT and a ROI in addressing the economic challenges
- Day 1 will explore the theme of conference in depth and examine the status of ICT in member states thus setting the scene for the Barcamp on the following day. This would be considered the 'scanning' process for the more detailed study in Day2. Day 1 therefore consists of the Welcome Ceremony; a Keynote Presentation; a panel and 2 Country Report sessions.
- Day 2 will consist mainly of the Barcamp with a Vignette session mid-point to provide some R&R to delegates.
- Day 3 will include the Barcamp report back; 2 Panel Sessions; feedback from the Young Leaders Programme and the Closing Ceremony.

The next steps are for the designated session leaders to firm up on content and speakers with the aim of creating a draft programme by May 2009. A Teleconference for all was scheduled for 23 February at 10 pm European time.

5. Future Conferences

43rd Conference: The Hotel Bloom in Brussels will host the conference. Cost is €190 per day based on 100 people including breakfast and lunch. The current target is 70-80 delegates. Other events remain as stated previously; the evening event will be in the Theatre de Vaudeville and would include an introduction to a number of Belgium specialties. The Gala Dinner is to be held in Egmont Castle.

44th Conference: Darlene Meskell gave a brief presentation (Annex 2). The USA favours the Madison Hotel in Washington DC from 8-11 November 2010. Hotel cost is expected to be about \$300 room only. Two evening events will provisionally be at the Ronald Reagan Building and the Museum for Woman in Arts. There were a number of alternatives for the Accompanied persons Programme including a range of tours of Washington & the surrounding area.

Darlene and Martha Dorris raised a number of issues concerning this conference. Following legal advice they advised the meeting that the US Government is not able to pay directly any conference costs and no meals so they are now looking at how central funding may be available for specific conference activities. Currently;

- ICA MUST be the Legal Agent as conference host (thus would have financial responsibility)
- ICA must pay for one evening event (\$20,000-\$25000)
- Sponsorship would be sought for the planned second evening at a similar cost
- A figure of \$300 per delegate would be needed for other meals such as breakfasts and lunches.

This was grave and unexpected news. It was pointed out that limits for European expenses for delegates were much lower than the room rate quoted and facilities did not exist either in ICA or the European countries whereby a fixed charge for breakfast/lunches could be levied. In past years a number of members had frequently needed to stay at cheaper hotels when the cost of the hotel was higher than that country's allowance.

The meeting agreed that any proposal for conference registration fees was not practical. It was also pointed out that the cost of both breakfasts and lunch were not prerequisites and had often been left to the delegate.

The US will consider a range of options as to how the problems might be solved and the Chair will write seeking fuller details on the whole situation. Their proposals for solution will need to be presented during next month's conference call. The Board will need to take a decision of GO –NOGO in April at the latest. The immediate task must be to resolve the situation before the next meeting in May.

45th Conference: Hong-Wei Jyan reported this is now scheduled for October 2011 in the Grand Hotel Taipei, Taiwan. All Ministerial approvals received. The cost would be less than \$300 per day. The Grand is a spectacular Chinese hotel. Alternative hotels would be possible but would have more Western theme. Taiwan agreed to look at possibility of holding the 2010 Conference should this prove to be necessary.

7. Other Business: Steven Ressler, USA who attended the YLP Programme last year has suggested forming a new group of Young Leaders attached to ICA, who could meet twice yearly, once virtually and then at conference. He would be willing to set up such a facility. The meeting agreed to encourage Steven in his efforts and that any such group would remain informal at this time.

8. Next Meeting: Hotel Bloom Brussels, 14 (pm) & 15 May 2009.

NB Items Not covered at this meeting

ICA 2009 Work Plan

- | | |
|--|-----------------|
| • Communiqué from Chair | Chair |
| • Provision for 2 nd ICA Vice Chair | Chair |
| • Study Groups | Chair |
| • ICA Website: Revision and Update | Vice Chair |
| • ICA Rewards and Recognition Program | Chair/Editor |
| • Annual Ongoing ICA Expenses | Vice Chair |
| • Communications/Membership Retention Program | Treasurer |
| • ICA Ambassador Program | Prog Comm Chair |
| • 2012 Conference | Chair |
| | Chair |

43rd ICA Conference 6 - 8 October 2009, Brussels, Belgium

Theme: TBA

Agenda

(Draft 02 : 27-01-2009)**Tuesday, 6 October 2009**09.00 Conference Opening09.20 Welcome Minister Action: Frank09.40 Opening Keynote Sp: Mechthild Rohen, EC
Head of Unit ICT for Government and Public Services10.30 Picture + Break11.15 Round Table - Country Reports 112.30 Lunch14.00 Panel 1 Ch: Martha"Research..." Action: HowardSp: N. Pew Action: Martha14.45 Panel 2 Ch: Peter "Future Tech Roadmaps"Sp's: CTO's Action: Peter15.45 Break16.15 Round Table - Country Reports 217.00 Adjourn17.45 Belgian Evening**Wednesday, 7 October 2009**09.00 Explanation Day 2 Action: Frank09.15 Panel 3 Ch: Christian "Gov 2.0" Action: ChristianSp1Sp2Sp310.30 Break- Vignettes Ch: Darlene Action Darlene- SG Report12.30 Lunch14.00 Focus Discussions Action: Frank, CG17.00 Adjourn**Thursday, 8 October 2009**

09.00 Keynote 2 Ch: Edwin Business Case
KN Sp UK

09.45 Panel 4 Ch: Ruben "Secure Interoperability" Action: Ruben
Sp1 Jan Timmermans, NL
Sp2 NN, Switzerland
Sp3 Pierre Boucher, CA

10.45 Break

11.15 Conclusion Focus Discussions 1 Action: CG, Frank

12.30 Lunch

14.00 Conclusion Focus Discussions 2 Action: CG, Frank

15.00 Conference Report FLP Action: Frank

15.45 Break

16.15 Conference Closing

19.30 Gala Dinner

Howard 簡宏偉

寄件者: Leyman Frank [Frank.Leyman@fedict.be]
寄件日期: 2009年6月5日星期五 下午 3:09
收件者: secretariat@ica-it.org
主旨: Letter from the ICA Chair
附件: ICA.Survey.CountryReports.for15.07.2009.doc



Dear Friends,

I am sure you have been waiting anxiously for the publication of the upcoming conference program. As you know we are trying out a slightly new (and more interactive) formula. This is why it took a bit more time to get everything fixed.

I am happy to invite you to go and look at the ICA website to discover all details about our conference. (<http://www.ica-it.org>)

The theme of this year will be very actual for all of us, as it is addressing the worldwide economical crisis. As heads of e-Government and/or ICT we will debate about how we can assist our governments to recover best from this situation with those tools we have in our hands. For our 43rd conference we chose the title of "**Leveraging ICT in Government to Address Economic Instability**".



We have managed to attract also this year very distinguished international speakers and panelists who will enrich our debates. Go and have a look at the detailed agenda.

For the evening events you may prepare yourself for a "Belgian evening" in the Théâtre de Vaudeville where you will be treated to a culinary tour of Belgian food and drinks as well as for the gala dinner in the 17th century Castle of Groot-Bijgaarden (in the suburbs of Brussels).

ACTION: please don't wait to register yourself for this conference. Do it immediately !!! or do it for sure before the holidays!!!

New appointed Future Leaders:

Last year's experience with our Young Future Leaders was very successful. So we have managed to find and select our Future Leaders for this year.

Three ladies were selected:

- Ms Ildiko Nemeth (Hungary)
- Ms Jane Iglesias, (Australia)
- Ms Sarah Roper, (USA)

They will be officially informed shortly. I am sure they will give us a very personal view on the conference.

Invited Observers:

This year we have done a special effort to invite new countries as observer to our conference. The invited persons are based on those you suggested.

The following countries have been invited: France, Portugal, Slovak Republic, Tunisia, Turkey, Saudi Arabia, U.N., S-Africa (to become member), OECD, European Commission, Malaysia, Italy, Dubai, Spain, Bahrain, Chile, Lithuania, Latvia.

Some of these countries have received a letter just to make sure that continuity can be guaranteed.

ICA secretariat:

Gwendolyn Carpenter has started her work (with the assistance of Larry). You might maybe only see a mail from her once a while, but she is doing good work in the back-office. You may still expect other webcasts to be setup on an interesting topics before and after our conference.

3 webcasts are envisioned for 2009:

- Impact of culture on e-government design & use
- Gov 2.0
- Anne Stewart suggested Australia to host a webcast, topic tbc

Timing is envisioned for:

- July
- September
- November

Gwendolyn is also doing a lot of preparation work for the upcoming conference, especially for the barcamp part.

Departure:

I received a mail from our friend Edwin Bruce from New-Zealand who announced that he will be leaving the State Services Commission due to reorganizations. As a consequence he will resign as Vice-Chair and as member of ICA.

As some of you may be aware my employer the State Services Commission has been undergoing significant change in recent months with establishment of an ICT shared services organization and rethinking its role in E-government and State Sector ICT leadership.

As a consequence and after many challenging and enjoyable years at SSC I will be finishing up on 30 June 2009. This of course means that I resign as a Vice Chair of ICA.

I will be handing over ICA material to the Principal Advisor ICT - Vikram Kumar vikram.kumar@ssc.govt.nz

For those that wish to stay in touch my email address is edwin.bruce@gmail.com , I can also be found at www.linkedin.com .

I have enjoyed my time at ICA and I hope that I have the opportunity to work with you further in the future.

Regards
Edwin

I would like to thank Edwin for all his enthusiasm and constructive participation to ICA and wish him and his family a lot of success in his next Job.

Country Reports:

Please find attached the **survey for the ICA Country Reports 2009**, which will be used as background material for the 43rd ICA Conference in Brussels, 6-8 Oct. **The deadline for submission is Wednesday, 15th July 2009.**

The purpose of these ICA country reports is to collect information of relevance to decision-makers, encourage learning between the ICA members, and to stimulate debate between members.

Why these country reports matter?

- **An informed debate at the conference in Brussels, 6-8. Oct** - These country reports are the key input into a successful interactive conference, as they form the basis of the insight to be presented and discussed in 2 plenary sessions on the first day. As in previous years, Larry Caffrey will be highlighting the most important emerging trends to set the scene for the conference.
- **Insight Report on trends across ICA member countries** – As in previous years a highlight report will draw on the main themes collected from the country reports.

- **Exclusive Access to full country reports** - Individual Country Reports will be made available to ICA Members only, through the Members Page. This avoids any possibility of sensitive information being made available to a wider audience.
- **Web Marketing - Public Country Summaries** - Only the Country Report Summary will be published on ICA's public Web Page. These summaries will be provided to you in early September for final sign-off.

What's new?

- **More concrete guidelines** - We have redesigned the template to provide even more guidance. The length of your contribution is entirely up to you. Edits will be shared for final sign-off.
- **Focus on your priorities for the coming 12 months** – The country reports are an opportunity to highlight policy priorities worth discussing and debating among ICA members.
- **Professional edit of country report contributions** - As frequently discussed, we are aware of your limited time you can commit to this exercise, hence we have made the improvements detailed below to the actual approach and template and we have committed resources to write up your country cases.

Please remember:

- **What can other countries learn from you?** Please strive to tell the most interesting aspects of your story, that you think other countries will benefit from. Include references to sources where more information can be obtained.
- **The country reports will only be as good as your contribution.**
- **Make your argument, share your learning.** The minimum we need is the main points per subchapter and the reference material we can mine and quote. To minimize your work you may include annual reports, articles, project descriptions, questionnaires from international organisations, or the like (with the permission of the relevant authorities). We would like to reserve the right to return with specific questions.
- **Be relevant to the global debate.** This year, in the current world situation, all of us are facing similar concerns. The country reports are designed to provide an accumulation of international responses, ideas and activities in a time of economic uncertainty. These reports will be of wide interest to all members and greatly help in the planning of ICA future activities in meeting its prime objectives.
- **Support your claims with evidence.** Policy decisions require evidence. If you have undertaken evaluation studies or are aware of evaluation studies of relevance to the discussed themes, please let us know.

You may contact Gwendolyn or Larry Caffrey if you have any further comments or questions.

ACTION: please send your country report to Larry by 15th July at the latest.

I will be looking forward to meet you all in Brussels in October.

Kind regards,

Frank LEYMAN
ICA Chair

Frank LEYMAN
Manager International Relations

TEL +32 2 212 96 24 | GSM +32 477 97 06 59



Federale Overheidsdienst ICT
Service Public Fédéral ICT

.be

Maria-Theresiastraat 1/3 Rue Marie-Thérèse
Brussel 1000 Bruxelles

TEL. +32 2 212 96 00
FAX +32 2 212 96 99

info@fedict.belgium.be
www.fedict.belgium.be



AUB, denk aan het milieu voor u deze mail uitprint.
SVP, pensez à notre environnement avant d'imprimer ce mail.

ICA 43rd Conference

Leveraging ICT in
Government to Address
Economic Instability



Brussels, 6th-8th October 2009

Agenda

The below schedule also includes the 5th of October 2009, where the ICA Board, Programm Committee and Council will hold meetings.

[Schedule for the ICA Board, Program Committee & Council Meetings](#)

[Close all details](#)

| Monday, 5 October 2009 | |
|------------------------|--|
| 11.00-12.30 | Meeting of ICA Board and Program Committee Chair: Frank Leyman |
| 12.30-14.00 | BREAK, free lunch |
| 14.00-17.00 | Annual ICA Council Meeting Chair: Frank Leyman Attendees: Board, Program Committee and National & Deputy National Representatives only |
| 17.00-17.30 | Election of Board & Program Committee Members Chair: Frank McDonough, USA Attendees: Board, Program Committee and National & Deputy National Representatives only |
| 17.30-18.30 | Welcome and Orientation for New Attendees Chair: Martha Dorris & Larry Caffrey |
| 18.30 | ADJOURN |
| 19.30 | Welcome Reception: Hotel Bloom Host: Frank Leyman, ICA Chair |

43rd ICA Conference

Leveraging ICT in Government to Address Economic Instability

Programme Schedule

[Close all details](#)

| Tuesday, 6 October 2009 | |
|-------------------------|---|
| 09.00-09.20 | Conference Opening Chair: Frank Leyman |
| 09.20-09.40 | Welcome Address by Minister Vincent Van Quickenborne, Minister of Economy and Simplification, Belgium |
| 09.40-10.30 | Opening Keynote Address: EU Approach to the Economic Crisis Situation Speaker: Mechthild Rohen, EC Head of Unit ICT for Government & Public Services Chair: Frank Leyman |
| 10:30-11.15 | GROUP PHOTO & BREAK |
| 11.15-12.30 | Round Table: Presentation of Country Reports 1 Chair: Larry Caffrey |
| 12:30-14.00 | LUNCH (provided) |
| 14.00-15.00 | Panel 1: <i>What do citizens want from government in the changing environment? Recent insights and information of relevance to policy-makers.</i> Speakers: 1. <i>Web2.0 and Citizen Participation: The Taiwan Experience, Dr Pin-Yu Chu, Taiwan e-</i> |

| | |
|-------------|---|
| | <p>Governance Research Centre, Taiwan</p> <p>2. e-Citizen Revisited Building Trust Between Policy Makers and Their Constituency, Vasilis Koulolias, GOV2U, Greece</p> <p>3. ?(tbc)</p> <p>Chair: Martha Dorris</p> <p style="text-align: right;">Close details</p> <p>Description of Session:</p> <p><i>What is the basis for world class customer service? One of the most important components is knowing your customer. Within the government, that can be a daunting task since we provide information and services to millions and millions of diverse populations with different needs and wants. In addition to taking demographics into account as we plan and execute our service strategies, the current worldwide economic crisis and the use of social media are changing the way citizens want to interact with their government. Citizens are depending more and more on government in these difficult times. What are those changing expectations and how are governments responding to the changes? This panel will set the stage for discussions throughout the week but provide the basis for what citizens want from government.</i></p> |
| 15.00-16.00 | <p>Panel 2: Future Technology Roadmaps</p> <p>Speakers:</p> <p>1. "tbc", Corinne Charette, Federal Government CIO, Canada</p> <p>2. "tbc", Aneesh Chopra, US Government CTO (tbc)</p> <p>3. "Singapore Government Technology Roadmap", Tan Geok Leng, Government CTO, Singapore</p> <p>Chair: Christian Rupp, Austria</p> <p style="text-align: right;">Close details</p> <p>Description of Session:</p> <p>This session will provide the opportunity to see the future technology road maps for several countries. Each panelist will share their countries technology road map and there will be a discussion around points of convergence and divergence in future plans. How aggressively are technologies like cloud computing, enterprise networks and mobile devices being pursued? What technologies are envisioned to address the increasing cyber security threats that we are all facing? Join us for the Technology Road Maps panel and find out.</p> |
| 16.00-16.30 | BREAK |
| 16.30-17.15 | <p>Round Table: Presentation of Country Reports 2</p> <p>Chair: Larry Caffrey</p> |
| 17.15-17.45 | ADJOURN |
| 17.45 | <p>Belgian Evening</p> <p>Host: Mr. Jan Deprest, Chairman of Fedict, Belgium</p> |

[Close all details](#)

| | |
|----------------------------------|---|
| Wednesday, 7 October 2009 | |
| 09.00-09.15 | <p>Breakout Sessions: Introduction</p> <p>This year a new Breakout Session model - will be employed to facilitate the concrete formulation of solutions to common problems. Past years have already shown the success of breakout sessions to create an actions- and solutions-oriented working environment.</p> |

| | |
|-------------|--|
| 09.15-10.30 | <p>(new) Breakout Session Round 1</p> <p>The sessions will be facilitated and will address the key challenges governments face. Each working group will be asked to develop an overview of strategic approaches.</p> <p>Chair: Graham Colclough, Cap Gemini</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Close details</p> <p>Choose your three top-priority themes of interest from the six described below and place your choice in the appropriate boxes in the on-line Registration Form</p> <p>:</p> <p>Theme 1??Governance Challenges for integrated eGovernment</p> <p>Theme 2??International Pragmatic Approaches</p> <p>Theme 3??Day to day Management Challenges</p> <p>Theme 4.? Achieving Open Government</p> <p>Theme?5? Pushing the Customer Paradigm</p> <p>Theme?6? Assessing main policy challenges</p> <p>For more information about the proposed sessions please see the Breakouts page</p> </div> |
| 10:30-11.00 | BREAK |
| 11.00-11.30 | <p>(new) Breakout Session Sub-Groups 1st Round Report Back</p> <p>Chair: Graham Colclough, Cap Gemini</p> |
| 11.30-12.30 | <p>Technology Vignettes: international best practises of the innovative use of technology in government</p> <p>Demonstrations:</p> <ol style="list-style-type: none"> 1.?Web-on-the-Go, Ong Seok Leng, Singapore 2.?Virtual Government, Yoon-Seok Ko, Korea 3.?Dynamic Workflow for Interactive Interagency Forms Processing, Shimon Broner, Israel 4.?IT Dashboard, Darlene Meskell, USA <p>Chair: Howard Jyan Hong Wei</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center;">Close details</p> <p>Description of Session:</p> <p>The purpose of this session is to showcase the experimentation and deployment of innovative and emerging technologies in Government. We aim to stir the imagination of the audience by showing some exciting usage scenarios of leading edge technologies, or even technologies still in research labs today.</p> </div> |
| 12:30-14.00 | LUNCH (provided) |
| 14.00-16.30 | <p>(new) Breakout Session: Focus Discussions</p> <p>The sessions will be facilitated and will bring together the challenges and approaches highlighted in the morning working groups and will drive leaders to discuss common action recommendations.</p> <p>Chair: Graham Colclough, Cap Gemini</p> <p>[NB: Coffee break to be taken during discussion.]</p> |
| 16.30-17.00 | <p>(new) Breakout Session Sub-Groups 2nd Report Back</p> <p>Chair: Graham Colclough, Cap Gemini</p> |
| 17.00 | <p>ADJOURN</p> <p>FREE EVENING</p> |

[Close all details](#)

| Thursday, 8 October 2009 | |
|--------------------------|--|
| 09.00-09.45 | <p>Keynote Address: UUsing Technology to Deal with Financial Crises Speaker: Bajinder Paul, CIO, U.S. Office of the Comptroller of the Currency, USA Chair:?Darlene Meskell</p> |
| 09.45-10.45 | <p>Panel 3: Secure Interoperability Speakers: 1. Secure interoperability, Europe's challenge, Jan Timmermans, NL 2. eGovernment Collaboration Across Three Levels of Government, J J Didisheim, Switzerland??/p> 3. "Making Interoperability Real ?Let Stop Talking About Interoperability", Pierre Boucher, Canada Chair: Costas Agrotis, Cyprus</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">Close details</p> <p>Description of Session: In this session we will debate on secure interoperability from different angles. This session will show that the need for a secure interoperability can sometimes conflict with the local situation: at international level (within Europe) and at National level (within the confederated Switzerland). Canada will give us an insight on how they have implemented their secure interoperability strategy and their experience of it afterwards.</p> </div> |
| 10.45-11.15 | BREAK |
| 11.15-12.30 | <p>Closing Keynote Speech: Can efficiencies really be achieved through Shared Services? Speaker: Barry Lowry, Head of IT Assist, Northern Ireland Chair: Christian Rupp, Austria</p> <div style="border: 1px solid black; padding: 5px;"> <p style="text-align: right;">Close details</p> <p>Description of Keynote Speech: Although there is a consistent view across the UK Public Sector that Shared Services represent an excellent opportunity to improve service and reduce cost, delivering shared services solutions has thus far proved to be a very difficult challenge, as a whole range of issues around accountability, governance and stakeholder management must be adequately addressed for there to be any chance of success. Barry Lowry is head of IT Assist, the Northern Ireland Civil Service ICT Service Centre, which has been highlighted by Gartner amongst others as a good example of successful shared services being delivered. Barry will describe the journey to sharing services within the NICS, highlighting the steps that were taken, the issues confronted and addressed and the lessons learned.</p> </div> |
| 12.30-14.00 | LUNCH (provided) |
| 14.00-15.30 | <p>(new) Breakout Session: Action Conclusions Chair: Graham Colclough, Cap Gemini</p> |
| 15.30-16.00 | BREAK |
| 16.00-16.15 | <p>Conference Report: Future Leaders Program Speakers: Sarah Roper, USA; Jane Iglesias, Australia Chair: Frank Leyman</p> |
| | |

| | |
|-------------|--|
| 16.15-16.45 | Conference Summary Rapporteur: Bob Assirati, United Kingdom ?/p> |
| 16.45-17.00 | Looking ahead to 44th ICA Conference in Washington D.C., USA -?Darlene Meskell, USA |
| 17.00-17.15 | Conference Closing Frank Leyman |
| 17.15-19.30 | ADJOURN |
| 19.30 | ICA Gala Dinner ICA Awards Ceremony |

[Top](#)



To the Attention of Dr. Yi-Huah JIANG
Minister
Research, Development and
Evaluation Commission
Executive Yuan
7F, 2-2 Jinan Road
Sec. 1
Taipei
TAIWAN

Your Excellency,

Thank you very much for your kind letter from May 5th, 2009 where you expressed your wish to host the ICA conference of October 2011 in Taipei.

The ICA board and Programme Committee members joins me in thanking you for this generous offer which we accept with pleasure.

Taiwan is internationally recognized as being at the spearhead of technology and eGovernment. The fact of being able to hold our annual ICA conference in your country will make it for our members even more instructive. One of the most valuable elements of a council like ICA is particularly the opportunity of our members to be able to share experience amongst peers as well as to view successful implementations of good practice.

I am convinced that Taipei as a location will be perfect for both aspects.

The National representatives of Taiwan have always been active members to our council and have been well appreciated by their colleagues.

As Chairman of ICA I feel honored that you have volunteered to host our conference in your capital and will be looking forward to this event.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Frank Leyman'. The signature is fluid and cursive, with a large initial 'F' and 'L'.

Frank LEYMAN

ICA Chair