

A world map composed of a grid of small, light blue dots on a darker blue background. The dots are arranged to form the continents, with a higher density of dots in some areas, particularly in the Americas and Europe. The map is centered horizontally and vertically.

ICT Enabling NGOs for E-Services

The march of the cities

Until recently, interest in government ICT has been focused at the national level. Today, the importance of using ICT to support and drive change in local and regional governments, particularly in cities and towns, is becoming well recognized.

In most countries, approximately 80% of transactions between government and citizens or businesses take place at local and regional level, and according to research conducted by Capgemini, two thirds of the world's population will be living in towns or cities by the year 2050.

This fact has profound consequences for the planning and balance of ICT services and portfolio of providers in Civil Society.



Local Government Relationships



The E-Services Divide

Web Generation



Emerging, sophisticated consumers and citizens.
Online participation is natural
Great expectation on the quality and availability.
Want to be involved, consulted.
Reject traditional methods of service delivery with their paper chases and counter based interfaces.

Non-Web Generation



Non Technology savvy or not connected.
Strain the system and are Strained by the system of traditional services.
Left behind in reaching to specific new government services

The Rise of Social Networking

Mashups, wikis, blogs, RSS feeds and various software and service combinations allow previously unimagined scenarios to be created for civil society.

One social network site claims to have more people than the population of Japan. The Parish of St. Mary in Jamaica now has a 'software as a service' Web site delivering weather warning alerts to citizens, something that many major developed cities cannot achieve.



The pressing need for the change

In the near future, the active working population in the world will not be able to produce the volume of taxes required to pay for the public services that the same population will expect just when it needs them most.

Significant changes are needed by leveraging the underlying philosophy of component-based ICT-enabled solutions which forms the foundation of the citizen service platform.

Delivery should take into consideration the E-Services Divide



Achieving Breakthroughs

To really transform the citizen experience, a wholesale redesign of processes is needed in tandem with the innovative use of technology.

This should be coupled with engagement of all active civil society organizations, precisely NGOs.

Only when these are applied in combination will breakthroughs become possible.

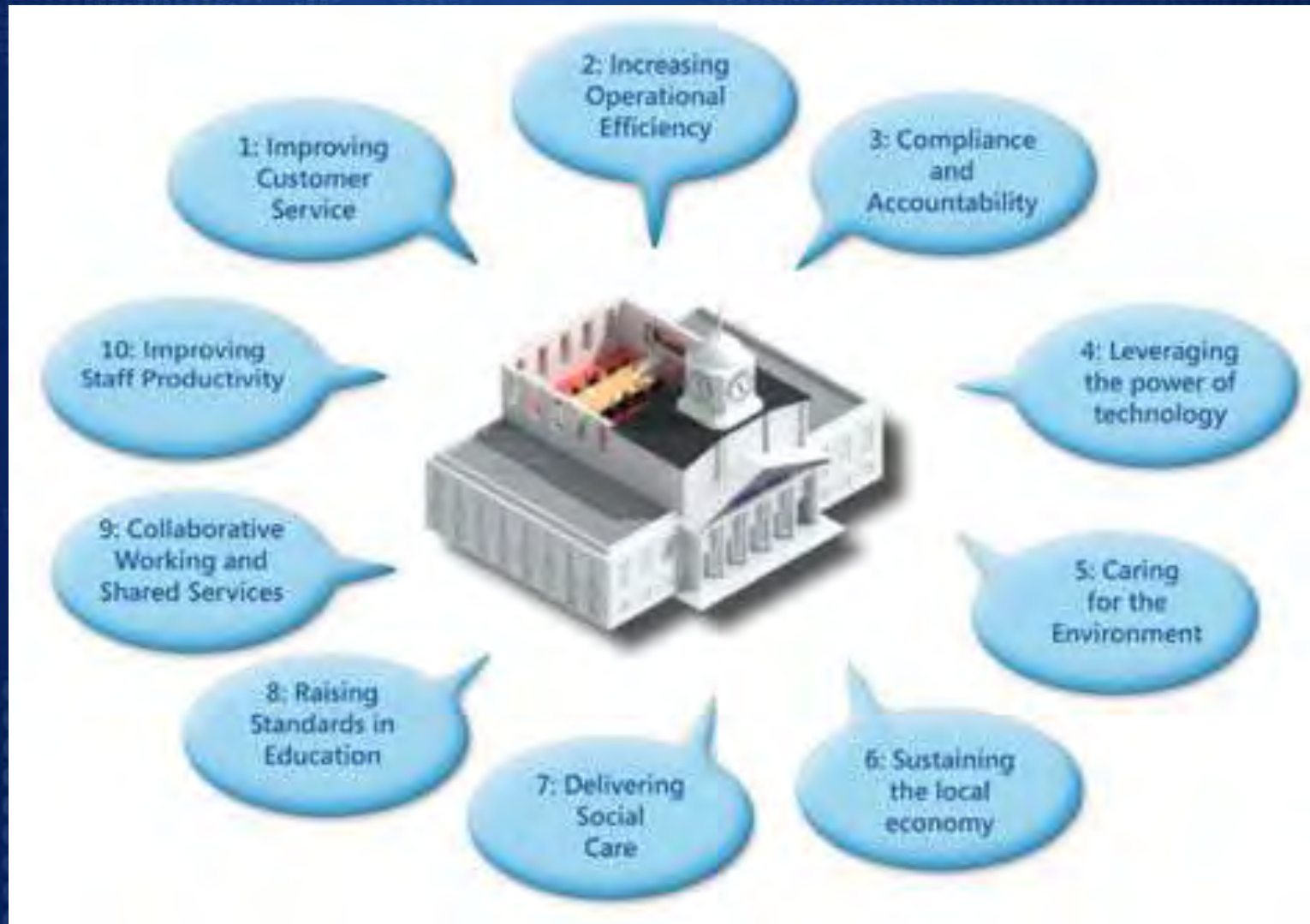


From Challenges to Solutions



- Business Challenges
- People and Processes
- Application capabilities
- Technology

Business Challenges



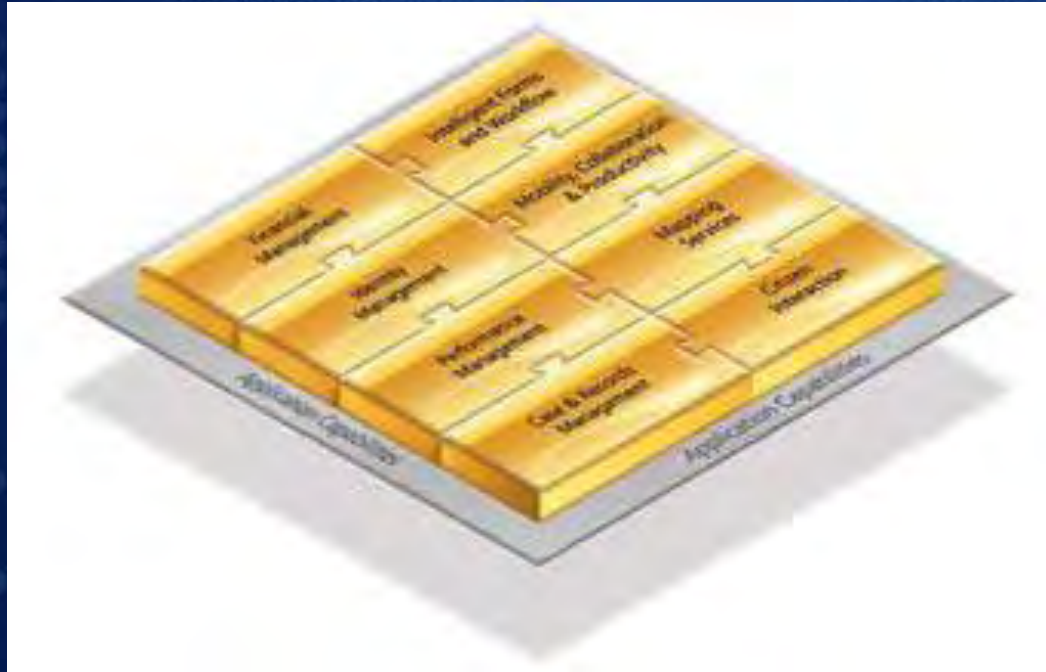
People and Processes

Keystone Research Group



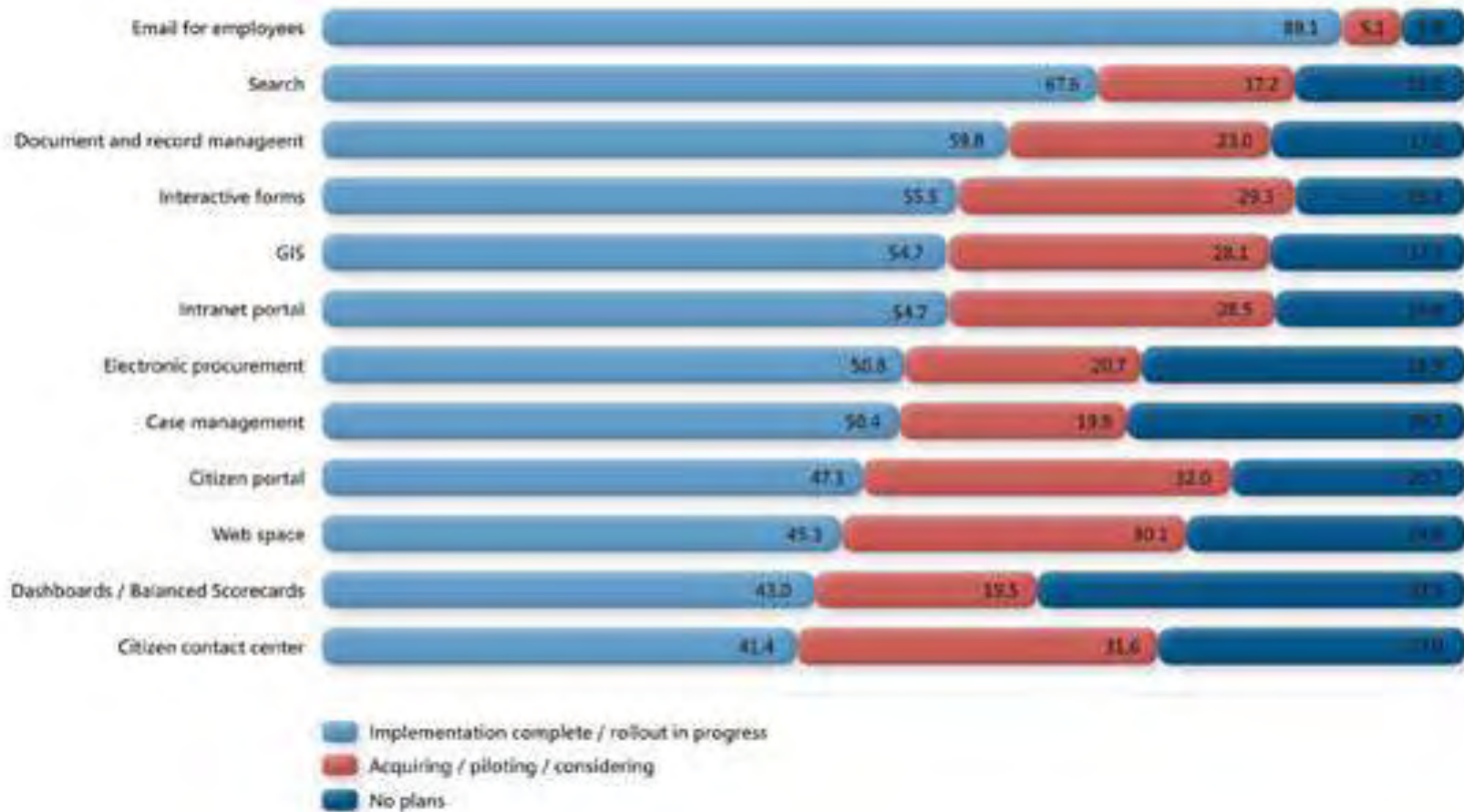
Application Capabilities

Top Applications - IDC



- Citizen interaction
- Workflow and Forms
- Case Management
- Mobility
- Performance Management
- Mapping Services: GIS
- Financial Management
- Identity management

Local Government Relationships



Technology



- Core Infrastructure
- Business Productivity
- Application Infrastructure

Reaching to NGOs

Enabling opportunity for the next non-web-enabled five billion people.



RELEVANT
Services



AFFORDABLE
Access



ACCESSIBLE
Tools

NGO services



Software
+ Services



Access



ICT Literacy and
skills
Enhancement

To enable people and organizations in underserved communities to connect and reach-out to available services through the power of technology.

Software



Services

Consistent, seamless **experiences**
across multiple PCs and devices

Choice of on-premise, partner-
hosted or hosted **delivery**

Federation between
on-premises and cloud services

Composition of multiple
applications and services

Multiple **business models** enabled

Extending The Platform



Three main pillars

Focus is on narrowing the E-services divide by enabling people on Technology use and providing connectivity and E-services Assistance

Multipurpose Community Centers

Community Technology Skills Program

Affordable Hardware initiatives

ICT-Enabling NGOs

Enabling NGOs Through ICT

Lead through Innovative Technology

Economic & social development opportunities

Software + Services

Citizenship NGO Engagement

Local Innovation centers

Optimize Service Delivery

IT services, support and training

NGO IT empowerment

NGO Portals

Point of Access to E-Services

Access Stable & Secure Technology

Software, tools, and knowhow

NGO Reach

Software Tools

IT Skills Curriculum

Hardware Access



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