UNDESA Expert group Meeting

Innovative Strategy, Emerging Trends & Services for Empowerment of People

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Leader, OECD-APEC project on Silver ICT
-Focus-

@ E-democracy-Open government is the key for the future action

@ Emerging Role of ICT for empowerment of people

@ Strategy and Initiative for innovation-Accessibility

@ Mobile-Participation for all

Proposed actions for digital inclusion

@ E-government and E-participation
OECD-APEC conference on Digital Inclusion  400 experts at Waseda  Sept.12-14,2012

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## Waseda University International e-Government ranking for 55 countries by 7 Major Indicators (30 sub-indicators)

<table>
<thead>
<tr>
<th>Major Indicator</th>
<th>Sub-indicators</th>
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<tbody>
<tr>
<td>1. Network Preparedness</td>
<td>1-1 Internet Users; 1-2 Broadband Subscribers; 1-3 Mobile Cellular Subscribers; 1-4 PC Users</td>
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<tr>
<td>2. Management Optimization</td>
<td>2-1 Optimization Awareness; 2-2 Integrated Enterprise Architecture; 2-3 Administrative &amp; Budgetary Systems</td>
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<tr>
<td>3. Require interface – Functioning Application</td>
<td>3-1 Cyber Laws; 3-2 e-Tender Systems; 3-3 e-Tax System; 3-4 e-Payment; 3-5 e-Voting Systems; 3-6 Social Security Service; 3-7 Civil Registration</td>
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<td>4. National Portal</td>
<td>4-1 Navigation; 4-2 Interactivity; 4-3 Interface; 4-4 Technical</td>
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<tr>
<td>5. Government CIO</td>
<td>5-1 GCIO Presence; 5-2 GCIO Mandate; 5-3 CIO Organizations; 5-4 CIO Development Programs</td>
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<td>6. e-Government Promotion</td>
<td>6-1 Legal Mechanism; 6-2 Enabling Mechanism; 6-3 Support Mechanism; 6-4 Assessment Mechanism</td>
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<tr>
<td>7. e-Participation</td>
<td>7-1 e-Information and Mechanism; 7-2 e-Consultation; 7-3 e-Decision - Making</td>
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### Notes
- The ranking covers 55 countries.
- The ranking is based on 7 major indicators.
- Each major indicator includes multiple sub-indicators.
APEC project on ICT applications for people with special needs

**E- Governance and E-Participation**

- Industrial Society $\Rightarrow$ Information Society $\Rightarrow$ IS + Ageing Society (convergence) – e-Participation by ICT
- ICT Accessibility + Availability (increasing Digital Inclusion) + Affordability (reducing price) + Usability (applications by innovation)
- Digital Divide $\Rightarrow$ Digital Opportunity $\Rightarrow$ Digital Inclusion
- Local – national – Global linkage

- Government-led / initiatives $\Rightarrow$ Citizen centric / ICT driven by Social Media
- Government $\Rightarrow$ e-Government plus universal design
Serious Issues of Super Aged Society in Japan

- Daily Walking coverage of seniors is limited to about 500 meters around the house.
- About 30% of Japanese population are ageing or handicapped.
- Ageing people (65 and beyond) spend a half of national healthcare expenditures (medical expenses).
- 25% of ageing people live alone and the number is expected to increase.
Serious Issues of Super Aged Society 2

- Victims of Tsunami were mostly the Ageing People
- 70% of persons injured during big disasters (such as earthquakes, Tsunami and typhoons) and 50% of traffic accident
- Ageing people keep a half of total personal financial assets in Japan
- 80% of retired people look for jobs and only 20% can get jobs
- 80% of the retired people has only income from Pension and saving
- 70% of the aging people is active senior
E-democracy

Transparency and Public Accountability - creating Open Government -

Characteristics:

1. Agile and friendly access of public service
2. Real-time government information /services
3. Applications of Social Networking to enhance interactions of both government and the public
4. Utilization of Open data / Big data
5. Transparency of e-Government
6. Need of Global standard

Silver-democracy by increasing the active ICT senior people and influential
ICT for e-Participation Alignment

- Reduced costs and development of ICT-based innovations for people with special needs
- Specific sectors such as robotics, health, teleworking, and social care will enjoy additional benefits.

Economic impact

- Introduction of a capacity building model for trainers in developing nations
- ICT literacy, employment creation for and skills upgrading of senior and handicapped workers in developing nations
- Digital Incusion

Capacity building

- Democratic empowerment and social inclusion of people with special needs
- Accessibility, affordability,
- Availability,
- Usability, International cooperation of digital inclusion
- Social Media

Social impact
Challenge and Priority Agendas for Platform for e-Participation

=Priority of need for reform

=Agendas =
1. Government process (In G) e-administration
2. Connecting Citizens (GtoC) e-Citizens, e-Services
3. Building external interactions (GtoS) e-Society
4. Empowerment of people (EP) e-Participation
UNESCO UNITWIN Program

E-Participation at Disaster - BCP by people

Social media is the powerful for rescue - people

@ A Business Continuity Plan / Disaster Recovery Plan aims to ensure that an organization’s critical business functions can continue to be executed in the event of a major disaster.

@ The organization is more resilient, survives the event and is able to minimize the impacts/damages on its business.

@ In the aftermath of terrorism and recent natural disasters such as the earthquake in Japan on 11th March, 2011 and flooding in Bangkok in October, 2011, both government and businesses have recognized more than ever the need of preparedness for natural disasters and cyber terrorism by People.

Huge human and economic loss by natural disasters and cyber terrorism - 3.11 disaster cost $50 billions.
What has happened?

3.11

http://www.asahi.com/special/10005/TKY201103140248.html
Damage of Tsunami

30 Ageing People who lived in the nursing home “Sanriku Garden” in Ofunato City were victims of tsunami.
Increasing Disaster-related refugees

http://blogs.yahoo.co.jp/shgmmr/62660088.html
Case Study in Yokosuka City social survey for 1000 citizens

• Questions

  – Which information is most necessary for you in case of severe typhoon, earthquake, terrorist attack or new type multiple disaster

  – Which tool will you use to collect necessary information in case of following severe disasters?

• Results

  – Especially, they requires information on the location of refugees, the scale of disaster.

  – There is great demand on using mobile tool- battery/concentration mobile phone
Disaster Preparedness by e-participation at any Pre-disaster actions to avert loss of life & property

Earthquake Early Warning

- Controlling trains
- Controlling factory lines --> To mitigate damage
- Controlling elevators --> To prevent people from being trapped
- Suspending work in progress --> To avoid mistakes
- Workers performing hazardous tasks --> To secure safety
- To prevent traffic accidents
- At home --> To enable personal protection
- Alerting schools and assembly halls --> To guide evacuation

(source: Japan Meteorological Agency)
Response

Inter-agency concerted efforts to provide emergency assistance to victims of calamities

Safety Confirmation Services

The safety confirmation services support,

Safety confirmations between the people inside/outside the stricken area

by recording/playing back voice/text messages, etc.

Message center (voice, text, etc.)

(source: NTT East)
Civil society Suggestion

• Warning system for the people with disabilities and aging as major disaster victims
  – Preparedness plans should consider what type of communications equipment will be needed for citizens - Mobile phone. M-Participation
  – Should include provisions for access to alternative communication systems GPS, Satellite, Robotics
  – The international community should be forewarned about Natural Disasters – be cross - national

• The appropriate warning information system to people can be improved by advanced ICT

• Education and training-Implementation of APECTEL PROJECT – HRD on Disaster Management
Best practices for ICTs Strategy and e-Participation

Challenges
ICT Applications for promoting
• Government efficiency /responsiveness
• Public service quality
• Government transparency and Public accountability
• Open and Smart government
• Waseda University International e-government ranking 7 indicators – e-Participation