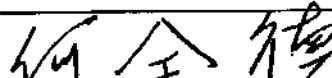
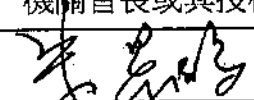


出國報告審核表

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 2012 年第 1 次會議報告		
出國人姓名 (2 人以上，以 1 人為代表)	職稱	服務單位
簡宏偉	副處長	資訊管理處
出國類別	<input type="checkbox"/> 考察 <input type="checkbox"/> 進修 <input type="checkbox"/> 研究 <input type="checkbox"/> 實習 <input checked="" type="checkbox"/> 其他 <u>國際會議</u> (例如國際會議、國際比賽、業務接洽等)	
出國期間：101 年 2 月 8 日至 101 年 2 月 14 日		報告繳交日期：101 年 5 月 2 日
計畫主辦機關審核意見	<input checked="" type="checkbox"/> 1.依限繳交出國報告 <input checked="" type="checkbox"/> 2.格式完整 (本文必須具備「目的」、「過程」、「心得及建議事項」) <input checked="" type="checkbox"/> 3.無抄襲相關出國報告 <input checked="" type="checkbox"/> 4.內容充實完備 <input checked="" type="checkbox"/> 5.建議具參考價值 <input checked="" type="checkbox"/> 6.送本機關參考或研辦 <input type="checkbox"/> 7.送上級機關參考 <input type="checkbox"/> 8.退回補正，原因： <input type="checkbox"/> 不符原核定出國計畫 <input type="checkbox"/> 以外文撰寫或僅以所蒐集外文資料為內容 <input type="checkbox"/> 內容空洞簡略或未涵蓋規定要項 <input type="checkbox"/> 抄襲相關出國報告之全部或部分內容 <input type="checkbox"/> 電子檔案未依格式辦理 <input type="checkbox"/> 未於資訊網登錄提要資料及傳送出國報告電子檔 <input type="checkbox"/> 9.本報告除上傳至出國報告資訊網外，將採行之公開發表： <input type="checkbox"/> 辦理本機關出國報告座談會 (說明會)，與同仁進行知識分享。 <input type="checkbox"/> 於本機關業務會報提出報告 <input type="checkbox"/> 其他 _____ <input type="checkbox"/> 10.其他處理意見及方式：	
審核人	一級單位主管	機關首長或其授權人員
		

說明：

- 一、各機關可依需要自行增列審核項目內容，出國報告審核完畢本表請自行保存。
- 二、審核作業應儘速完成，以不影響出國人員上傳出國報告至「政府出版資料回應網公務出國報告專區」為原則。

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 2012 年第 1 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：副處長

姓 名：簡宏偉

行政院研考會 編號欄

出國地點：英國倫敦

出國期間：101 年 2 月 8 日至 14 日

報告日期：101 年 5 月 2 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
2012 年第 1 次會議報告

頁數： 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#802

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/副處長/02-23419066#802

出國類別：其他（出席會議）

出國期間：101 年 2 月 8 日至 14 日

出國地區：英國

報告日期：101 年 5 月 2 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)，於 2008 年第 42 屆年會加入計畫委員會，2010 年成為正式會員，並於 2011 年由我國主辦第 45 屆年會，本次會議係 2012 年第 1 次會議，主要報告 2011 年第 45 屆年會辦理成果、討論 2012 年第 46 屆年會會議主題及 2013 年第 47 屆年會籌備情形。

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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，於2008年加入計畫委員會，並於2010年經全體出席會員代表通過成為正式會員國，並於2011年由我國在臺北主辦第45屆年會。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2012年第1次會議，並就2011年第45屆年會辦理情形，及2012年第46屆會議主題和2013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副處長簡宏偉出席，會議期程為2月9日與2月10日計2天，第一天於英國電腦學會召開，第二天於英國政府內閣辦公室召開。出席人員包括ICA主席(加拿大) Peter Bruce、副主席(以色列) Shimon Broner、副主席兼計畫委員會主席(新加坡) Mui Ken Chung、前任主席暨比利時代表 Frank Leyman、ICA財務長(英國) Larry Caffrey、ICA資深顧問(美國) Martha Dorris、美國代表 Darlene Meskell、韓國代表 Yoon-Seok Ko、加拿大代表 Pierre Boucher、英國代表 Sue Bateman、ICA秘書 Janet Pearce及我國代表等共12人；此外，為討論 Study Group 的進程，會中亦邀請了荷蘭代表 Jan Timmermans 和英國 Bill McCluggage 出席報告，議程如附錄1。

2月9日

會議自於9時起於英國電腦學會召開，第1天討論及報告事項包括下列項目：

1. 2011年12月電話會議議題執行情形。
2. 2011年第45屆年會辦理情形評估報告，如附錄4。
3. Study Group 報告。
4. 討論2012年第46屆年會會議主題及議程。

晚間由主席邀請與會人員聯誼及意見交流。

2月10日

會議自 9 時起於英國政府內閣辦公室召開，討論及報告事項包括下列項目：

1. 持續討論 2012 年第 46 屆年會會議主題及議程。
2. 2012 年第 46 屆年會籌備情形，本年係由以色列主辦，預計於 10 月 22 日至 10 月 25 日於以色列首都耶路撒冷召開。籌備辦理情形由副主席 Shimon Bromer 報告會議場地、住宿地點，以及各項活動安排。
3. 後續年會辦理情形，由加拿大報告 2013 年年會籌備情形；此外並討論 2014 年可能主辦的國家。
4. 討論 Capgemini 提案及歐盟電子簽章推動情形。
5. ICA 會務報告，包括網站更新、秘書業務、及財務收支情形，以及未來領袖計畫持續運作情形等。
6. 會員機制及本年選舉事宜。

會議於下午 5 時結束，下次會議將於 5 月 29 日及 30 日 2 天在以色列耶路撒冷召開，期間並將視情形召開電話會議。本次會議紀錄如附錄 2，第 46 屆年會議程草案如附錄 3。

參、各項討論重點

一、第 45 屆年會辦理情形評估報告

ICA 第 45 次年會係由我國主辦，共計有 50 位人員註冊，實際出席人數約 60 至 70 人，演講者及座談會與談人合計為 28 人。會議期間均有提供出席人員問卷調查，以做為未來次年年會之參考，本屆年會問卷回收率平均約為 48%。相關資料如附錄 4。

依據秘書回收出席者問卷調查的結果顯示：

1. 整體會議的滿意度有 86%表示非常好，14%表示很好；會場設施有 68%表示非常好，但是現場的無線網路斷斷續續的問題，是大家普遍反應有待改善的地方。
2. 會議資料有 74%表示非常好，議題的安排和進行的方式亦約有超過 7 成表示非常好，但在時間的安排上則建議應有更多相

互討論的時間。

3. 在議題的部分，分組討論和技術新知二個議題評價較高；參訪的部分則認為路程花費的時間略長。
4. 在演講者的部分，電子治理中心的陳敦源老師，在內容有用性、演講的品質，以及整體評價上均在前 5 名之內。

綜合本次出席者的反應，以及事後各國代表的感謝信，各國對我國主辦本次的會議均表示相當的滿意，甚至表示是歷年來辦理年會最成功的一次，而主辦第 46 屆年會的以色列亦坦言可能無法達到我國的水準。

至於在議題部分，普遍反應會議主題及進行方式良好，但在時間分配部分略顯不足，而且部分講者未能掌握時間，沒有充分時間可以討論；各國報告及分組討論是各國出席者覺得年會特別的地方，也是年會中評價較高的部分。

二、第 46 屆會議主題及議程

經過 2 天的討論，第 46 屆年會的會議主題定為聯結社會—縮短落差(Connected Society - Bridging the Gap)。隨著科技的進步，各項裝置均具有高度的智能和網路連結，例如手機、購物、甚至汽車等，均可以透過網路取得最新資訊，在高度連結的社會中，政府要如何經由高科技來服務民眾，滿足民眾的期待，同時保護民眾的隱私和資料的安全，是本屆年會所要討論的議題。

基於第 45 屆年會的調查，以及主題的確認，在第 46 屆年會中各場次的主題如下：

1. 聯結社會—縮短落差(Connected Society - Bridging the Gap)：討論經由資通訊科技快速演化對政府所帶來的機會和挑戰。
2. 社會網絡(Social Media)：隨著社交軟體的普及，政府在面對政治、經濟和社會等方面的治理議題。
3. 巨量資料(Big Data)：討論政府如何管理結構化和非結構化的

巨量資料，以及隨之而來的經濟效益，還有資料公開加值運用所帶來的創新服務。

4. 技術新知部分，將以現場展示為主，並以呈現各會員國使用最新技術所帶來的創新體驗，或是在試做階段的初步成果。
5. 分組討論分為 2 場，第 1 場是以治理、資訊安全和雲端服務為主；第 2 場則是探討電子化政府服務遞送為主題。

其中我國將在社會網絡單元提供講者一人，基於電子治理中心在本項議題已進行研究，建議可以在會議中報告研究成果和與會者分享。

三、專題研究分組

本次會議除依例召開計畫委員會討論議題外，並邀請荷蘭代表 Jan Timmermans 提出 SSL 憑證的專題研究。本項研究係於 ICA45 年會中所提出，主要針對 SSL 憑證的有效性，以及對資訊安全環境的衝擊，經出席代表同意，請 Jan Timmermans 提出細部構想進行研商。

本次會議中，為確認本項專題研究符合 ICA 未來方向，爰邀請 Jan Timmermans 前來說明，本題專題預計包括下列項目：

1. 威脅分析(Threat Analysis)。
2. 基礎標準(Base Standards)。
3. 政府監督(Government Supervision)。
4. 事件管理(Incident Handling)。
5. 經濟因子(Economic Factors)。
6. SSL 憑證範疇內的替代機制或額外的信任機制(Alternative or additional trust mechanisms within the scope of SSL certificate)。
7. SSL 憑證範疇外的替代機制研究(Development of alternative techniques, outside the scope of SSL certificates)。

經過與會人員討論後，初步同意本項專題研究，並須於 ICA46 年會上提出初步報告。為提供我國經驗，已洽請技術服務中心派

員參與本項研究。

四、未來領袖計畫

為使各國能更積極參與 ICA 的活動，擴大各會員國參與機會，深化建立聯絡管道，ICA 每年均提供未來領袖計畫(Future Leader Program)，由各國代表推薦具有發展潛力的年青資訊官員，經計畫委員會審查通過後，邀請出席年會。我國在 ICA45 係推薦財政部財稅資料中心周子元副組長。

本次在計畫委員會中有代表提案，為使每年邀請參與未來領袖計畫的人員能形成密切的聯絡社群，建議自第 45 屆的人員開始，先以社交軟體 twitter 開始進行聯結，討論 ICA 未來發展建議，再進而拓展到歷屆參與人員，並能對 ICA 提供適切的構想。

本項議題在會議結束後已聯絡周子元副組長，後續則由該員和其他人員進行討論。

肆、心得、建議及後續工作事項

一、心得

由於我國主辦ICA45年會在事前完善的準備，與現場調度和環境得宜，雖還有部分作業細節尚未臻完善，但整體而言，讓出席的各國與會代表對我國留下良好的印象，因此在會議中各國代表對我國的態度極為友善，對我國未來和各會員國之聯絡及促進合作等面向，均有助益。

其次，目前多數國家亦正開始推動次世代電子化政府計畫，例如新加坡、韓國、歐美國家，以及我國等，各國對於未來的發展亦以行動化、雲端、以及主動服務為主軸。尤其在主動服務的部分，目前正在試辦的基層機關e化服務宅配到家，是其他會員國都有興趣的創新服務模式，未來我國可以將本項試辦的經驗適當的加以整理，在年會中與其他國家進行經驗分享。

此外，本次會議中，包括前主席及現任主席也都在私下詢問我國未來擔任副主席的意願，並建議我國考慮承擔責任。

二、建議

出席本次會議後之建議事項有下列幾項：

1. 為維持我國與會員國之良好關係，並廣泛建立人際網絡，今後仍可適時邀請會員國國家代表前來我國訪問，或前往該國訪問，進一步了解及建立雙方關係。
2. 對於我國第 4 階電子化政府計畫推動經驗可以善加彙整，並準備合適之簡報資料，於各項會議中提供經驗分享，有益於未來從事各項國際活動之經驗推廣，並能進一步促進我國經驗和各會員國交流。
3. 目前部分會員國代表亦同時兼任其他國際組織之聯繫窗口，建議未來可在現有良好關係上，逐步拓展和其他國際組織之交流管道。

三、後續工作事項

後續工作包括下列項目：

1. 出席本年 5 月於以色列耶路撒冷召開 2012 年第 2 次計畫委員會會議前，及本屆年會場地勘察。
2. 持續參與本屆年會議題討論，及邀請和我關係良好國家，如捷克、斯洛伐克，及泰國等，參與本屆年會。

伍、附錄

- 一、 ICA 計畫委員會 2012 年第 1 次會議議程
- 二、 ICA 計畫委員會 2012 年第 1 次會議紀錄
- 三、 ICA 2012 年年會議程草案
- 四、 ICA 第 45 屆年會執行評估報告

附錄一、ICA 計畫委員會 2012 年第 1 次會議議程

ICA International Council for Information Technology in Government Administration

ICA Board and Programme Committee

Winter Meeting

London, England ~ Feb 9, 10, 2012

Agenda

- | | | |
|------|--|------------------------------|
| 1. | Meeting opened by ICA Chair | Peter Bruce |
| 2. | ICA 45th Conference: Lessons Learned | Howard Jyan
Mui Ken Chung |
| 3. | Treasurer and ICA Secretariat Reports | |
| | • <i>Treasurer's report</i> | Larry Caffrey |
| | • <i>Secretariat report</i> | Janet Pearce
Kathy York |
| 4. | ICA Programme 2012, Jerusalem, Israel | Mui Ken Chung |
| | • <i>Theme</i> | Shimon Broner |
| | • <i>Programme</i> | |
| 5. | Future Leaders Programme | Peter Bruce |
| 6. | 2012 Elections | Peter Bruce |
| 7. | Study Group Reports | Shimon Broner |
| 8. | Membership | Peter Bruce |
| 9. | Cap Gemini | Frank Leyman |
| 10. | ICA Conference – 2013 and beyond | Peter Bruce
Warren Hero |
| 11. | Other Business | All |
| 12.. | Summation and next meeting | Peter Bruce |

附錄二、ICA 計畫委員會 2012 年第 1 次會議紀錄

ICA International Council for Information Technology in Government Administration

ICA Board and Programme Committee

Winter Meeting, London UK

Feb 9, 2012 ~ 9am, British Computer Society, the Stanley Gill Room

Feb 10, 2012 ~ 9am, Room 1.36, Cabinet Office, 22 Whitehall

MINUTES

Attending: Peter Bruce, Canada; Shimon Broner, Israel; Mui Ken Cheung, Singapore; Frank Leyman, Belgium; Martha Dorris, USA; Pierre Boucher, Canada; Howard Jyan, Taiwan; Darlene Meskell, USA; Won-Seon Ko, Korea; Sue Bateman, UK; Larry Caffrey, Treasurer, UK; Janet Pearce, ICA Secretariat, Canada

Also attending on Day 1, Jan Timmermans, The Netherlands; Bill McCluggage, UK

Regrets: Seppo Kurkinen, Finland; Warren Hero, South Africa

1. Welcome address by ICA Chair

Peter Bruce, Chair of ICA, called the meeting to order at 9:15am, welcoming everyone and congratulating them on such a high turnout.

2. ICA 45th Conference: Lessons Learned

○ *Conference Evaluation Results*

Mui Ken Cheung presented a slideshow on the feedback from the delegate's evaluation forms gathered at the 45th Conference, see appendix 1.

- Noted that the Taiwanese delegates augmented the conference numbers and that different attendees were present at various times; Shimon commented that Israel is planning to have twenty or so delegates from their government present and that these delegates will be registered, as they will attend all the sessions and the social functions.
- Noted that the comment on the country reports being late was not understood by anyone as the country reports were online before the conference. The country reports request will go out after the May meeting and it is expected to receive them by late September. (There is a time constraint where reports received in May

require updates and the logistics of reading and preparing the report summary for the beginning of October.)

ACTION – SECRETARIAT: include the Country Reports on the May meeting agenda.

- Discussion ensued on how to increase discussion time, as this is a perennial request of the conference evaluation forms, and it was decided to add time to the Country Reports and open this up for discussion on the previous panels of the conference agenda.
- Also we recognized there is a need to make sure all Panel Chairs are made aware of their responsibilities of time management. Set the tone early in the conference in the hopes that others will fall into place.

3. Study Group Reports

- Shimon gave a brief recap of the study groups' status post conference then introduced Jan Timmermans and his study group report on the topic of SSL Certificates, see appendix 2 and 3.
- As breaches are already known to have occurred, this is becoming one of the main issues for governments as well as end users. It is felt that this is becoming one of most important ICA study groups, with a large impact due to its subject matter and will boost ICA's reputation.
- Sue Bateman plans to draft a status report and submit it to the Board on her topic of Governance.
- In Taiwan, there were about fifteen people at the table discussing Governance –what is a useful matrix model. Over the next ten days Sue plans to contact those interested in participating for their input. She noted, while this is a large topic, it has fewer complexities than Jan's study group and meetings can most likely occur by video or teleconferencing.
- Pierre will provide Sue with two names, from government and one from academia. Canada is presently conducting a study on horizontal initiative in governance.
- It is felt that conceptually in the long term this topic has great importance and can become the national ICA governance model and prove to have great importance to other agencies such as the World Bank.

Although the third study group has fallen apart, as Larry noted, these two study groups are brilliant and their reports will generate more interest in future study groups at conference.

Martha suggested open data, with a narrowed scope, as a new topic for a study group.

ACTION – Jan Timmermans and Pierre Boucher: set up two plenary days in April or May.

ACTION – Jan Timmermans: to send a copy of his study group report to the Secretariat.

ACTION – Sue Bateman: over the next 10 days to contact those interested in the governance study group at conference and to outline a status report for the Board

ACTION –Martha Dorris: to send information and suggested names for a leader, to Shimon for a possible study group on open data.

4. ICA Programme 2012, Jerusalem, Israel

- Mui Ken Cheung facilitated the discussion for the programme theme and agenda for the 46th Annual ICA conference in Jerusalem, see Appendix 4. **See also the “Table of Action Items” following these minutes for all Action Items involved with the 46th Annual ICA Conference Agenda.**
- Shimon reported that a company has been chosen, Ortra, who will take care of all logistics for the conference.
- The conference venue has now been chosen, the Inbal Hotel. It is recognized as one of the top four hotels in the Middle East.
- As well, two other hotels, the Dan Panorama Jerusalem and Prima Royal Jerusalem are available as alternatives for accommodation; both are in close walking distance and are more economical.
- Shimon presented a short video on Jerusalem that can be added to the ICA website.
- Social events will include visits to the Tower of David Museum and the Eucalyptus Restaurant, a tour by the Wailing Wall of an archaeological excavation, the Gala Evening at the Mercas Shimson-Beit Shmuel, in the glass domed Blaustein Hall and a tour planned on Friday to the Masada.
- The accompanying person program is not set as of yet.
- A contingency plan in the event of any kind of trouble must be taken under consideration. It was decided that the deadline date for a decision on moving the conference will be September 1st.

ACTION – Secretariat: have the Jerusalem video uploaded to the website.

ACTION – Secretariat: Open the conference registration in June, after the next meeting.

ACTION – Secretariat: when sending out the Conference Program Agenda, take out the speaker names so that it appears as an invitation to all countries to provide speakers where they feel it is appropriate.

ACTION – Board and Programme Committee: at the May meeting, plan for a contingency location for the 46th conference and have a skeleton plan in place for holding the conference either in Brussels or the UK.

5. Capgemini

Frank Leyman presented the Capgemini proposal for a joint research between Capgemini and ICA, dealing with a study on governments in cloud computing and how it is being implemented; see Appendix 5.

Capgemini plans to circulate a PowerPoint within its own organization and to ICA members. It is suggesting a co-branding on the published report. ICA members would be involved in a pre-study that will take about one hour of each participant's time. This will be followed up by a phone conference for members' input. Capgemini can present the results of the study at conference if it fits in the agenda.

This led to a discussion on ICA's involvement with business and its perception by ICA members. Peter felt we need to test some kind of model on joint research involving business with ICA, with terms and conditions that protect ICA's interests and provides a win-win for both sides. Frank commented that ICA has been vendor agnostic and perhaps we undertake this in a study group context where we partner with an outside company and where we exercise control on what the report says and where we remain completely independent. Howard noted companies have a working relationship with various governments and that this can be a new model for ICA study groups.

ACTION – Darlene Meskell and Pierre Boucher: work on a document and present it to the Board, outlining the rules of engagement for ICA to involve itself with businesses on study proposals. **COMPLETED**, see Appendix 5.

6. Future Leaders Programme

Peter noted how much the Future Leaders presentation was enjoyed by all the delegates at the last conference and he noted the need to solicit participation for the upcoming conference.

This led to a discussion on the purpose of inviting Future Leaders to conference. Consensus was that this introduced ICA to any upcoming Future Leaders, increasing ICA's visibility and as well it could be a vehicle to increase membership from non-member countries. The ideal model for Future Leaders at conference could be to have three, one from the host country, one from a non-member country and one from a member country.

The discussion then focussed on what is the expectation of ICA of its Future Leaders? The obvious answer is to have them as members of a Study Group. See also *Other Business, Social Media*.

ACTION – Peter Bruce and Secretariat: send past Future Leaders a yearly letter asking them what they have been up to and what their present ties with ICA are.

ACTION – Secretariat: send out the request for Future Leader nominations.

7. 2012 Elections

Elections are for a two year period and most present incumbents' terms run out this October. Larry noted that elections used to be once a year. Later the decision was made that the Board would sit for a minimum term of two years so that elections rarely take place every year. Larry noted the Chair takes a year to learn the job and it would be ideal if they stood for 3 years if they can manage it – realizing the toll it takes on their work and career.

Peter noted that the decision made to have the Past Chair remain a member of the Board has really helped a lot.

The present Board were all elected in Washington and elections will be held in October to either elect new members or re-elect present members.

- Martha has indicated her plan to remain as Strategic Advisor to the Board.

ACTION – Board and Programme Committee Members: consider standing for re-election in October.

ACTION – Board and Programme Committee Members: take to Council a request for procedural change, that the Chair's term is for a minimum of two years and a maximum of three years, with the support of Council, and that there is a need to have members of upcoming conference countries on the Program Committee.

8. Membership

- Peter has received a request for ICA membership from Moldova.
- Frank has also heard from Botswana – they are planning to send an observer to the conference in Israel.
- Frank noted the World Bank is an associate member and suggested we ask one of them to speak in Jerusalem to assure that they attend.
- We can explore the possibility of the World Bank sponsoring some countries to come to the October Conference.
- We can invite Viet Nam to attend in Israel; discussion ensued over the rule on democratic countries as new members of ICA.
- Frank has the name of Warren Hero's boss and will remain in contact and invite him to the Jerusalem conference. Warren has advised Frank that ICA membership fees have been added to their budget.
- Portugal, Sweden, Austria and New Zealand are past members that did not pay their dues in 2011.
- Slovenia wants to be a member but cannot afford to pay their ICA dues.
- Cypress and Malta are paying members that have not been to conference.

- In 2011, there were 18 paying member countries and five non-paying member countries.

ACTION – Peter Bruce: to reply to Moldova that, pending approval from Council in October, their membership to ICA has been accepted.

ACTION – Peter Bruce and Secretariat: to bring new wording to Council in October, with a better definition of ‘democratic countries’ as it relates to new membership in ICA.

ACTION – Martha Dorris, Darlene Meskell and Pierre Boucher: to contact Mexico regarding membership in ICA.

ACTION – Frank Leyman: to contact Austria and Spain regarding membership in ICA.

ACTION – Pierre Boucher and Sue Bateman: to contact Brazil regarding membership in ICA.

ACTION – Howard Jyan: to contact Thailand regarding membership in ICA.

ACTION – Martha Dorris: to contact India regarding membership in ICA.

ACTION – Board and Programme Committee: all members are invited to send information on CIO’s from various countries and to keep the Secretariat informed so that a database may be maintained.

9. Treasurer and ICA Secretariat Reports

- Treasurer’s report, see Appendix 6
- Secretariat report, see Appendix 7

ACTION – Peter Bruce and Secretariat: to look into the reasons why the Secretariat is assisting Service Canada in a research project on service delivery practices

10. ICA Conference – 2013 and beyond

- Presently it is not likely that South Africa will host for 2013 so we need to look for alternatives.
- It is possible for the UK to host in 2014.
- Peter and Pierre have been looking at the possibilities of Canada hosting in 2013; presently they do not have approval at this time to host in 2013. They are advising the Board and Programme Committee that it would be a conference held in an environment of budget restraints. Most likely the timing of the conference will coincide with the GTEC conference (Oct 8 – 11, 2013). Peter and Pierre are checking on ways of making this happen and are checking on possible venues for the conference as well.
- What happens if the Canadian hosting of the ICA conference cannot be moved to 2013? Perhaps Japan could be approached in light of their huge tourist campaign since the Tsunami? Darlene has spoken with Jan Timmermans on hosting the conference in the Netherlands; this would not be for 2013 but perhaps 2015.

- Perhaps ICA should look at building a Business Case, a proposal to Governments on the benefits of hosting an ICA Conference?

11. Other Business

○ *ICA Use of Social Media*

Throughout the two days of meeting, discussion kept turning to the use of social media by ICA.

Martha Dorris facilitated the discussion and noted the use of social media, e.g. Twitter, Facebook and LinkedIn accounts, can establish ICA as a place to go to learn and as a place where a lot of things are happening. Social media can pique interest and get ICA more exposure. It also breaks down the geographical barriers faced by ICA members.

Martha has created a Facebook page and at the moment it is static. She feels we should all be tweeting at conference, that we should create hash tags for the conferences and that this will be an easy start to getting ICA involved with social media.

- Martha recommended we start with linkedIn; Frank felt this was something Vasilis would work on for ICA
- Mui Ken suggested that instead of putting presentations online, we could put up videos of the speakers on the website.

ACTION – Frank Leyman: to contact Gov2U about setting up a LinkedIn ICA account and to feed it on behalf of ICA.

ACTION – Frank Leyman: to look into Google Plus.

ACTION – Martha Dorris and Sue Bateman: to contact this and last year's Future Leaders and ask them to write a social media strategy, making recommendations and guidelines for ICA.

○ *Use of Teleconference Technology within ICA*

- Ideas generated included webcam meetings, for example using Skype.
- Sue Bateman has access to a 90 minute Cloud Presentation webinar that could be uploaded to the ICA website.
- Frank is happy to set up a trial webcast; it could be with the Future Leaders.
- Frank reports that Vasilis is working on a restructure of the website and is adding video conferencing capabilities to it.
- Howard gave everyone copies of the videos taken in Taiwan. These could be converted, by picking out sound bytes, and go to website.

ACTION – Shimon Broner: to look into the feasibility of converting some of the 45th Conference videos into small vignettes or sound bytes to be posted to the ICA website.

ACTION – Larry Caffrey and the Secretariat: to look into the possibilities offered by UK Freefone on video conferencing.

- *Lapel Pins for Use at ICA Conferences*

Larry reported the cost for lapel pins on a two to three hundred count order comes out to fifty cents each, and if we wanted lapel pins specific to each conference then the price would go up to about a dollar fifty each. There is a three week delivery time frame.

ACTION – Larry Caffrey: to order lapel pins, for the 46th conference, featuring the conference logo.

12. Summation and next meeting

Before closing the meeting on October 10th, Peter thanked everyone for their input and for the huge amount of work that was accomplished at this meeting. He then went around the table and asked everyone for their thoughts on the past two days. Most were very pleased with the group's energy and the amount of business we got through, praised Mui Ken for her facilitation and work on the Conference Program Agenda, and were happy to have the opportunity to network and work face to face.

Peter closed the meeting with a Thank You to Mui Ken for her work with the Conference Program Agenda and a presentation to Larry of a gift of Canadian whiskey for hosting the meeting.

The next meeting will be in Israel on May 29 and 30, 2012.

**TABLE OF ACTION ITEMS FROM THE ICAWINTER MEETING, LONDON, UK
FEB 9 & 10, 2012**

LEAD	ACTION	EXPECTED COMPLETION DATE	COMPLETED
Board and Programme Committee	consider standing for re-election in October	ongoing	
	all members are invited to send information on CIO's from various countries and to keep the Secretariat informed so that a database may be maintained	ongoing	
	at the May meeting, plan for a contingency location for the 46 th conference and have a skeleton plan in place for holding the conference either in Brussels or the UK	May-29-12	
	take to Council a request for procedural change, that the Chair's term is for a minimum of two years and a maximum of three years with the support of Council and that there is a need to have members of upcoming conference countries on the Program Committee	Oct-01-12	
Peter Bruce	to reply to Moldova that, pending approval from Council in October, their membership to ICA has been accepted	Feb-24-12	
	in conjunction with the Secretariat, to look into the reasons why the Secretariat is assisting Service Canada in a research project on service delivery practices	Feb-24-12	
	in conjunction with the Secretariat, to send past Future Leaders a yearly letter asking them what they have been up to and what their present ties are with ICA	Mar-30-12	
	in conjunction with the Secretariat, to bring new wording to Council in October, with a better definition of 'democratic countries' as it relates to new membership in ICA	Sep-30-12	
Shimon Broner	to look into the feasibility of converting some of the 45 th Conference videos into small vignettes or sound bytes to be posted to the ICA website	Feb-24-12	
	to confirm a host for the Welcome Reception at Conference on Mon Oct 22, 2012	May-01-12	
	to confirm a speaker for the Welcome Address at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm Yesha Sivan, Israel, as the Keynote Speaker at Conference, on Tue Oct 23, 2012	May-01-12	
	to confirm Nachman Oron and his title, of Israel, as Chair of Panel 1 at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm the Israel Government CIO, as a Speaker of Panel 1 at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm the details of the Optional Tour at Conference on the evening of Tue Oct 23, 2012	May-01-12	
	to confirm the host of the Israel Evening: Jerusalem's	May-01-12	

LEAD	ACTION	EXPECTED COMPLETION DATE	COMPLETED
	Citadel & Eucalyptus Restaurant, at Conference on Wed Oct 24, 2012		
Mui Ken Cheung	to facilitate the updates to the 46th ICA Annual Conference Agenda and to keep the Board and Programme Committee apprised of these updates	ongoing	
	to confirm James Kang, Singapore, as a Speaker of Panel 1 at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm a Biz Analytics Speaker from Singapore, in Panel 3 at Conference, on Wed, Oct 24, 2012	May-01-12	
Martha Dorris	to send information and suggested names for a leader, to Shimon for a possible study group on open data	open	
	in conjunction with Sue Bateman, to contact this and last year's Future Leaders and ask them to write a social media strategy, making recommendations and guidelines for ICA	Feb-24-12	
	in conjunction with Pierre Boucher and Darlene Meskell, to contact Mexico regarding membership in ICA	May-01-12	
	to contact India regarding membership in ICA	May-01-12	
	to confirm Ann Steward or ?, Australia, as a Facilitator for Breakout Session 2, at Conference on Thu Oct 25, 2012	May-01-12	
Frank Leyman	to contact Gov2U about setting up a LinkedIn ICA account and to feed it on behalf of ICA	Feb-24-12	
	to look into Google Plus	May-01-12	
	to contact Austria and Spain regarding membership in ICA	May-01-12	
	to confirm Paul Timmers, Director General, European Commission, as a Speaker of Panel 1 at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm a Speaker from the Capgemini study, for Breakout Session 1 at Conference on Tue Oct 23, 2013	May-01-12	
	to confirm Dave Broster, IPTS, as a Speaker in Panel 2 at Conference, on Wed, Oct 24, 2012	May-01-12	
	to confirm Magnus Enzell, Sweden, as a Speaker in Panel 2 at Conference, on Wed, Oct 24, 2012	May-01-12	
	to confirm a speaker from the Netherlands, as a Facilitator for Breakout Session 2, at Conference on Thu Oct 25, 2012	May-01-12	
	to confirm Des Vincent , as either the Chair or a Debater, at Conference on Thu Oct 25, 2012	May-01-12	
Darlene Meskell	in conjunction with Pierre Boucher and Martha Dorris, to contact Mexico regarding membership in ICA	May-01-12	
	to provide a theme description for the 46th Conference	May-01-12	
	to contact Frank McDonough, ICA Life Member, and ask him to Chair the Election of Board & Program Committee Members, at the meeting of ICA Governing Board and Programme Committee, on Mon Oct 22, 2012	May-01-12	
	to confirm Dave McClure, as a Debater, at Conference on	May-01-12	✓

LEAD	ACTION	EXPECTED COMPLETION DATE	COMPLETED
	Thu Oct 25, 2012		Feb-15-12
Pierre Boucher	in conjunction with Jan Timmermans, to set up two plenary days in April or May for the Study Group	Mar-31-12	
	in conjunction with Martha Dorris and Darlene Meskell, to contact Mexico regarding membership in ICA	May-01-12	
	in conjunction with Sue Bateman, to contact Brazil regarding membership in ICA	May-01-12	
	to confirm Gale Blank, CIO, Wal-Mart, Canada, as a Speaker in Panel 3 at Conference, on Wed, Oct 24, 2012	May-01-12	
	to confirm a speaker from Service Canada, as a Facilitator for Breakout Session 2, at Conference on Thu Oct 25, 2012	May-01-12	
Howard Jyan	to contact Thailand regarding membership in ICA	May-01-12	
	to confirm a Speaker from Taiwan, in Panel 2 at Conference, on Wed, Oct 24, 2012	May-01-12	
Won Seon Ko	to confirm yourself a s speaker of Technology Vignettes, covering 'Mobile Service,' at Conference on Thu Oct 25, 2012	May-01-12	
Sue Bateman	to contact those interested in the Governance study group at conference and to outline a study group report for the Board	Feb-17-12	
	in conjunction with Martha Dorris, to contact this and last year's Future Leaders and ask them to write a social media strategy, making recommendations and guidelines for ICA	Feb-24-12	
	in conjunction with Pierre Boucher, to contact Brazil regarding membership in ICA	May-01-12	
	to confirm Bill McCluggage, Ulster University, UK, as a Speaker in Panel 3 at Conference, on Wed, Oct 24, 2012	May-01-12	
Larry Caffrey	in conjunction with the Secretariat, to look into the possibilities offered by UK Freefone on video conferencing	Feb-24-12	
	to order lapel pins, for the 46 th conference, featuring the conference logo	May-01-12	
	to confirm Stuart Wakefield, New Zealand, as a Facilitator of Cloud Computing, of Breakout Session 1 at Conference on Tue Oct 23, 2012	May-01-12	
	to confirm James Mackison, ICA Contributing Consultant, USA, to provide the Country Reports Summary, act as Rapporteur and provide a conference summary at Conference in Oct, 2012	May-01-12	✓ Feb-15-12
Secretariat	create a database on CIO's from various countries and to keep it updated with members input	ongoing	
	upload the Jerusalem video to the website	Feb-17-12	

LEAD	ACTION	EXPECTED COMPLETION DATE	COMPLETED
	send out the request for Future Leader nominations	Feb-24-12	
	in conjunction with Peter Bruce, to look into the reasons why the Secretariat is assisting Service Canada in a research project on service delivery practices	Feb-24-12	
	in conjunction with Larry Caffrey, to look into the possibilities offered by UK Freefone on video conferencing	Feb-24-12	
	in conjunction with Peter Bruce, to send past Future Leaders a yearly letter asking them what they have been up to and what their present ties with ICA are	Mar-30-12	
	when sending out the Conference Program Agenda, take out the speaker names so that it appears as an invitation to all countries to provide speakers where they feel it is appropriate	May-01-12	
	to include the Country Reports on the May meeting agenda	May-01-12	
	open the conference registration in June, after the next meeting	Jun-01-12	
	in conjunction with Peter Bruce, to bring new wording to Council in October, with a better definition of 'democratic countries' as it relates to new membership in ICA	Sep-30-12	
Jan Timmermans	send a copy of his paper, presented to the Board on the Study Group "SSL Certificates" to the Secretariat	Feb-15-12	
	in conjunction with Pierre Boucher, set up two plenary days in April or May for the Study Group	March-31-12	

附錄三、ICA 2012 年年會議程草案

International Council for IT in Government Administration (ICA)
46th Annual Conference
22-25 October 2012, Jerusalem, Israel
Agenda

ICA Governing Board, Programme Committee & Council Meetings

Monday, 22 October 2012	
9.00-12.00	Meeting of ICA Governing Board and Programme Committee Chair: Peter Bruce, Chairman, ICA
12.00-14.00	LUNCH & NETWORKING (lunch provided) Governing Board, Programme Committee & Council Members
14.00-16.30	ICA 46th Annual Council Meeting Chair: Peter Bruce, Chairman, ICA Attendees: Governing Board, Programme Committee, National Representatives and Deputy National Representatives only (no substitutes)
16.30-17.00	Election of Board & Program Committee Members Chair: Frank McDonough, Life Member, ICA <TBC – Darlene> Attendees: Governing Board, Programme Committee, National Representatives and Deputy National Representatives only (no substitutes)
17.00-18.00	Welcome and Orientation for New Attendees Chair: Martha Dorris, Strategic Adviser, ICA and Larry Caffrey, Treasurer, ICA
18.00	ADJOURN
19:00	Welcome Reception: Inbal Hotel Host: <TBC - Shimon>

46th ICA Conference Programme
Connected Society – Bridging the Gap

<Theme description – Darlene>

Tuesday, 23 Oct 2012

09.00-09.10	<p>Conference Opening</p> <p>ICA Chair: Peter Bruce, Chairman, ICA</p>
09.10-09.30	<p>Welcome Address by <TBC – Shimon>, Israel</p>
09.30-10.10	<p>Opening Keynote: <Topic></p> <p>Chair: Peter Bruce, Chairman, ICA</p> <p>Keynote Speaker: Yesha Sivan, Israel <TBC – Shimon></p> <p>[Backup: Karine Nahon, Israel <Shimon>]</p>
10.10-11.00	<p>GROUP PHOTO & BREAK</p>
11.00-12.15	<p>Panel 1: Connected Society – Government Opportunities & Challenges</p> <p>In this session, the panelists will provide insights into the challenges and opportunities presented to Governments by the evolution of a Connected Society powered by ICT.</p> <p>Chair: Nachman Oron, <title>, Israel <TBC – Shimon></p> <p>Speakers:</p> <ol style="list-style-type: none"> 1. Israel Government CIO <TBC - Shimon> 2. Paul Timmers, Director General, European Commission <TBC - Frank> 3. James Kang, Singapore Government CIO <TBC - Mui Ken> <p>[Backup: Sean Gourley <Sue>]</p>
12.15 -13.30	<p>LUNCH & NETWORKING (lunch provided)</p> <p>Lunch Discussion: Managing Vendor Relations</p> <p>Delegates can share over lunch how to optimize government relationships with IT suppliers e.g. can governments come together to negotiate better prices with big IT companies.</p> <p>Chair: Frank Leyman</p>

Tuesday, 23 Oct 2012

13.30 – 14.00	ICA Study Groups Update Chair: Shimon Broner, Senior CIO, Ministry of Industry, Trade & Labor, Israel Speakers: Study Group Leaders
14.00-16.00	Breakout Session 1: ICA Study Group Topics There will be three breakout groups, one on each of the following topics: a) Governance – good/bad governance, performance issues, capability challenge b) Security, Identity, Privacy, eID – liability, biometric information – how it's used by government c) Cloud Computing – Cap Gemini study <TBC - Frank> Chair: Pierre Boucher, Canada Facilitators: 1. Governance, Sue Bateman, UK 2. Security, Jan Timmermans, Netherlands 3. Cloud Computing, Stuart Wakefield, New Zealand <TBC - Larry> [Coffee break will be served during Breakout session]
16.00-17.15	Country Reports & Open Discussion 1 Chair: Larry Caffrey, Treasurer, ICA
17.15	ADJOURN FREE EVENING Optional Tour – <Tour name and description><TBC – Shimon>

Wednesday, 24 October 2012	
09.00-09.30	Breakout Session Report Back 1 Chair: Pierre Boucher, Canada
09.30-10.30	Panel 2: Social Media This session will discuss the governance issues faced by governments with the increasingly pervasive use of social media for social, political and business purposes. These issues include: <ul style="list-style-type: none"> - Threat of Social Media e.g. Facebook and Twitter, to IT Security and Government - Monitoring the use of social media by citizens - Legal issues of social media - Negotiating terms of use with social media service providers such as Facebook - Who owns the information in social media websites e.g. who owns Google's picture of my house? - Social Media and democracy Chair: Howard Jyan, Taiwan Speakers: <ol style="list-style-type: none"> 1. Dave Broster, IPTS <TBC - Frank> 2. Taiwan <TBC - Howard> 3. Magnus Enzell, Sweden <TBC - Frank> [Backup: US Speaker <Darlene>]
10.30-11.00	BREAK
11.00-12.00	Panel 3: Big Data This session will discuss how governments are managing the Big Data phenomenon created by the spike in the growth of both structured and unstructured data; and how they are unlocking new sources of economic value from the vast amount of data now available, through technologies such as analytics and initiatives such as Open Data. Chair: Speakers: <ol style="list-style-type: none"> 1. Bill McCluggage, Ulster University, UK <TBC - Sue> 2. Gale Blank, CIO, Wal-Mart, Canada <TBC - Pierre>] 3. Biz Analytics, Singapore <TBC - Mui Ken> [Backup: Kristian Kloeckl <Howard>, Roy Gelbard, Bar-Ilan University, Israel <Shimon>]
12.00-13.00	Country Reports & Open Discussion 2 Chair: Larry Caffrey, Treasurer, ICA
13:00 – 14.00	Lunch

Wednesday, 24 October 2012	
14.00-18.00	Site Visit to Intel - Research and manufacturing <TBC> <Intel sharing on Conference topics.> Leader: Shimon
18.00-19.00	ADJOURN (Buses will leave at XXXX from the Hotel)
19.30	Israel Evening: Jerusalem's Citadel & Eucalyptus Restaurant Host: <TBC – Shimon>

Thursday, 25 October 2012

09.00-10.00	<p>Technology Vignettes (Live Demos)</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> <p>Chair: Darlene Meskell, USA</p> <p>Speakers:</p> <ol style="list-style-type: none">1. eID, Pierre Boucher, D CIO, Canada2. Mobile service, Won-Seon Ko, South Korea <TBC – Won-Seon>3. Innovative Technology in Service Delivery, Darlene Meskell, USA <p>[Backup: Moldova <Frank>, EU Interoperability <Frank>]</p>
10.00-12.00	<p>Breakout Session 2: e-Government Service Delivery</p> <p>The three breakout groups will discuss:</p> <ul style="list-style-type: none">- Future of portals / self-service delivery- Technology innovations driving service delivery- Value and measurement of e-Government service delivery <p>Chair: Martha Dorris, USA</p> <p>Facilitators:</p> <ol style="list-style-type: none">1. Ann Steward or ?, Australia <TBC - Martha Dorris>2. Service Canada, Canada <TBC - Pierre>3. Netherlands <TBC - Frank> <p>[Note: Coffee break to be taken during discussion.]</p>
12.00-13.30	<p>LUNCH & NETWORKING (Lunch Provided)</p> <p>Lunch Discussion: New Study Group Topics</p> <p>Chair: Shimon</p>
13.30 – 14.00	<p>Breakout Session Report Back 2</p> <p>Chair: Martha Dorris</p>
14.00-15.00	<p>Debate: Mobility and BYOD will Dominate the Government Workspace of the Future</p> <p>With mobility becoming so endemic that BYOD (Bring Your Own Device) is becoming the norm, the debaters will argue the case for and against this “Consumerisation of IT” phenomenon in government work space.</p> <p>Chair: Pierre Boucher or Des Vincent <TBC – Frank></p> <p>Debate:</p> <ol style="list-style-type: none">1. Pierre Boucher or Des Vincent <TBC>2. Dave McClure <TBC - Darlene> <p>[Backup: Bill McCluggage <Sue>]</p>

Thursday, 25 October 2012

15.00-15.40	Country Reports & Open Discussion 3 Chair: Larry Caffrey, Treasurer, ICA
15.40-16.00	BREAK
16.00-16.30	Future Leaders' Conference Reports Chair: Peter Bruce, Chairman, ICA Speakers: Future Leaders
16.30-16.50	Conference Summary Rapporteur : James Mackison, ICA Contributing Consultant, USA
16.50-17.15	Looking ahead to 47th ICA Conference in Ottawa, Canada – Peter Bruce and Pierre Boucher, Canada
17.15-17.30	Conference Closing – Peter Bruce, Chairman, ICA
17.30-18.30	ADJOURN (Buses will leave at xxxx from the Hotel)
18.30	ICA Gala Dinner – Mercaz Shimshon-Beit Shmuel ICA Awards Ceremony (Shimon)

附錄四、ICA 第 46 屆年會執行評估報告



**45th ICA Conference
12-14 October 2011, Taipei, Taiwan**

Conference Evaluation Results

ICA Programme Committee Chair
&
ICA Secretariat
2012-02

1



**ICA 45th Conference Evaluation
Summary**

Conference Delegates:

- Registered : 50
- Actual attendance: around 60-70

Evaluations received:

- Day 1: 58% -62 forms collected, 36 responded 26 blank
- Day 2: 45% -64 forms collected, 29 responded 35 blank
- Day 3: 45% -74 forms collected, 33 responded 41 blank

Evaluation results reflect views of **48%** of delegates (ave of 3 days)

Recommendations to improve response rate:

- Small gift in exchange for completed evaluation forms at end of each day.
- Online evaluation forms were provided on ICA website but no one submitted online. Recommend not to spend effort on online version.

2



Speakers

28 speakers and panelists:

1 Keynote:

- Opening Keynote: Intelligent Taiwan, Smart City and Green Lifestyle

3 Plenary Sessions:

- Panel 1: Insight & Foresight on ICT-Enabled Innovations in Government
- Panel 2: Innovative Service Delivery
- Panel 3: Workspace of the Future

1 Site Visit to Hsinchu Science Park

1 Technology Vignettes

1 Debate

2 Breakout Sessions:

- Session 1: Learning From the Past
- Session 2: Looking to the Future

5 Reports:

- ICA Study Groups Update
- Country Reports x 2
- Future Leaders Report
- Conference Summary

3

*Same score



SPEAKERS

Top 5 – Content and Usefulness

Technology Vignettes
 Debate
 Debate*
 Panel 1.3*
 Future Leader*
 Future Leader*
 Country Reports*

Kristian Kloeckl, USA
 Bill McCluggage, UK
 Don-Yun Chen, Taiwan*
 James Kang, Singapore*
 Emma Gawen, UK*
 Phumeza Stuurman, South Africa*
 Larry Caffrey, UK*

* Same score

Top 5 – Competence and Quality of Delivery

Technology Vignettes*
 Debate*
 Panel 1.3*
 Debate
 Future Leader

Kristian Kloeckl, USA*
 Bill McCluggage, UK*
 James Kang, Singapore*
 Don-Yun Chen, Taiwan
 Emma Gawen, UK

* Same score

Top 5 – Overall

Technology Vignettes
 Debate
 Panel 1.3
 Debate
 Future Leader*
 Future Leader

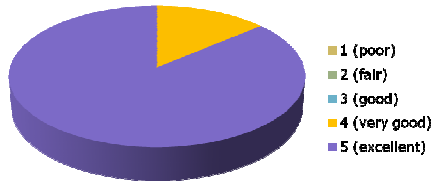
Kristian Kloeckl, USA
 Bill McCluggage, UK
 James Kang, Singapore
 Don-Yun Chen, Taiwan
 Emma Gawen, UK
 Phumeza Stuurman, South Africa

4



Overall Conference Rating

Overall Conference Rating



29 responses:
86% Excellent, 14% Very Good

"Overall logistics and coordination were excellent, wonderful hospitality, fine program - congratulations to the organizers and hosts."

"Taiwan hosts organized a 5 star conference. They thought of everything and were so gracious to us. Their hard work is obvious and resulted in one of ICA's finest conferences."

"What a treat! Thank you, Howard and Ken."

"So well organized - excellent presentations and wide range of topics and perspective."

5



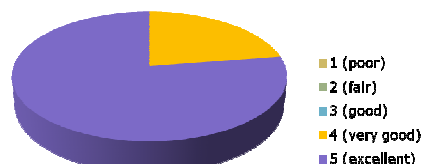
Overall Conference Rating

Layout / Setup



31 responses:
68% Excellent, 32% Very Good

Conference Room Comfort



31 responses:
77% Excellent, 23% Very Good

Conference Materials



31 responses:
74% Excellent, 26% Very Good

"Every detail was thought of and addressed."

"Internet access problem."

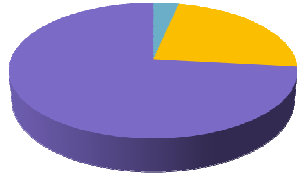
"Country reports delayed."

6



Overall Conference Rating

Topics



30 responses:
73% Excellent 23% Very Good 3% Good

- 1 (poor)
- 2 (fair)
- 3 (good)
- 4 (very good)
- 5 (excellent)

"Would have liked more discussion, although the presentations were all excellent."

"Would prefer more time for engagement."

"Some sessions needed more time."

Session Formats



30 responses:
73% Excellent 27% Very Good

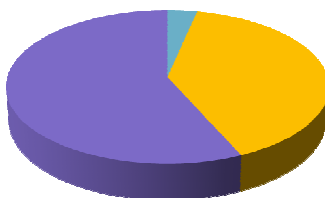
- 1 (poor)
- 2 (fair)
- 3 (good)
- 4 (very good)
- 5 (excellent)

7



Overall Conference Rating

Time Allotments



30 responses:
57% Excellent 40% Very Good 3% Good

- 1 (poor)
- 2 (fair)
- 3 (good)
- 4 (very good)
- 5 (excellent)

"About right. It would have been good to hear more vignettes – especially on platforms"

"Vignettes too short."

"Well structured."

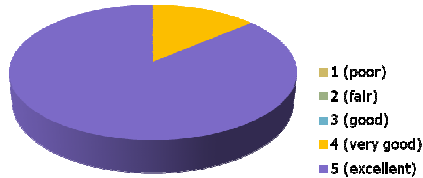
"Would be good to have more time for Q and A."

8



Overall Conference Rating

Accommodation



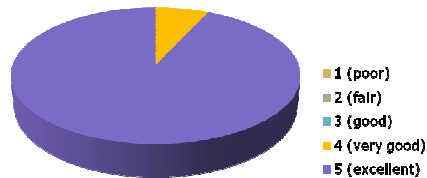
30 responses:
73% Excellent 23% Very Good 3% Good

"A lot of food! Great hospitality and opportunity to enjoy Taiwan culture."

"Excellent!"

"Every event was great and exceeded my expectations."

Dinner and Social Events



29 responses:
93% Excellent, 7% Very Good

"Very well organized - and great social events to experience some of Taiwan's culture."

9



Most Useful Topics & Sessions

MOST USEFUL:

- break out sessions (5 remarks)
- country reports (2 remarks)
- technology vignettes (5 remarks)
- insight and foresight on ICT
- innovative service delivery (2 remarks)
- innovation debate
- looking to the future panel
- discussions with and among participants
- site visit

LEAST USEFUL:

- CISCO presentation
- science park visit (context was good but this trip was too long)
- site visit was long. More hands-on visit of manufacturing process and people would be good
- I need more time to discuss each presentation
- schedule was too busy

10



Areas for Improvement

- ask speakers who present actual experiences to spend some time reflecting on the pros and cons, lessons learned, etc
- more active participation (2 remarks)
- more time for questions and discussions at the end of each presentation
- more opportunity for guided discussion
- more time for discussion and remarking during the day
- more participation of attendees in presenting
- time control should be more precise
- put evaluation forms online

11



Learning Points

□ Time Allocation

- More time needed for session chair, speakers & discussion after each panel session:

- **Current:** 3 speakers x 20 min each including Q&A

- **Proposed:**

Option 1:

2 speakers x 30 min each (20 min present + 10 min Q&A)
Remain as 1 hour per panel

Option 2:

3 speakers x 30 min each (20 min present + 10 min Q&A)
1.5 hours per panel, reduce number of sessions in conference

Advantage: More time for session chair, speakers, discussion

Disadvantage: Fewer speakers / fewer sessions - less breadth of coverage

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Learning Points

- ❑ **Speakers**
 - Not to have vendors as speakers if possible
- ❑ **Site Visit**
 - Shorter travelling time
- ❑ **Internet Access**
- ❑ **Country Reports**
 - All submitted reports uploaded before country reports session

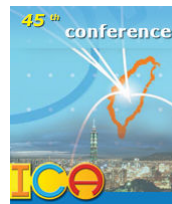
13



ICA Conference Evaluation



**45th ICA Conference
12-11 November 2011,
Taipei, Taiwan**



14



Speaker Comments – Day 1

□ Delegates commented:

[Panel 1: Dr Toshio Obi](#)

- High potential - would like to look at the slides in more detail.
- Singapore adapting many innovative strategies - great approach.

[Panel 1: Olaf Andersen](#)

- Good presentation but did not talk at all about learning from the past.
- "Recycle" is good idea. We should stop 'scrap and build'.

[Panel 1: James Kang](#)

- A top level presentation.
- Really engaging and interesting.

[Breakout Session 1: Frank Leyman](#)

- Great coordination. Very useful discussion.

[Country Reports 1: Larry Caffrey](#)

- Very useful knowing what's happening in other countries.
- Very interesting – more would be good.

15



Speaker Comments – Day 2

□ Delegates commented:

[Breakout Report 1: Frank Leyman](#)

- Facilitation was perfect!

[Breakout Report 1: Vasilis Koulolias](#)

- Very good summary - well presented.

[Panel 2: Seppo Kurkinen](#)

- Time control could be better.

[Panel 2: Iurie Turcanu](#)

- Difficult to hear presentation.

[Panel 3: Chuan-Te Ho](#)

- Very interesting+ engaging style.
- I enjoyed his high energy. Was delivered with passion and energy.

[Panel 3: Jeff Wang](#)

- This was a business pitch without direct relevance to ICA.

[Site Visit: Hsinchu Science Park](#)

- A visit to a manufacturing facility would have been very interesting.

16



Speaker Comments – Day 3

□ Delegates commented:

[Tech Vignettes – Gour-Tsair Pan](#)

- Slides were too complicated to read.

[Tech Vignettes – Kristian Kloeckl](#)

- Very interesting. New ideas.
- Exactly what vignettes are meant for.
- Excellent presentation and examples from MIT.

[Tech Vignettes – Ain Avisoo](#)

- Very thoughtful insights and new ideas.

[Breakout 2 – Sharon Dawes](#)

- Sharon's summaries were thoughtful and will be helpful.
- Excellent facilitator and speaker.

[Breakout 2 – Warren Hero](#)

- Very productive session.

[Breakout 2 – Magnus Enzell](#)

- Good, drew out discussion in the guys

17



Speaker Comments – Day 3 (cont'd)

□ Delegates commented:

[ICA Study Groups – Shimon Broner](#)

- Fascinating initiative.

[Breakout Report Back 2 – Sharon Dawes](#)

- Great summary - well prepared.

[Debate – Don-Yun Chen](#)

- Great format and interesting perspectives.

[Debate – Bill McCluggage](#)

- Great show.

[Rapporteur – James Mackinson](#)

- Great wrap-up - well presented!

18



Next Conference



**46th ICA Conference
22 – 25 October 2012,
Jerusalem, Israel**

19



Areas/Topics you would like to have in next conference agenda? (from Conference Feedback Forms)

- Robots taking government jobs
- DNA - more on that
- mobile service
- cloud computing in government
- focus on information use and value
- who owns the data
- big data - data analytics. data sharing
- open government - data models
- disaster prevention / recovery
- 1) cyber security 2) security over the internet
- how to manage and restore of trust after a security breach
- evaluation methods on ICT policy implementation.
- perform an evaluation of e-government
- practical implementation and examples of real initiatives using ICT
- shared initiatives - lessons learned on shared initiatives. ICT in health

20



Areas/Topics you would like to have in next conference agenda? (from 45th Council Meeting Survey)

Cloud Computing	Social Media
Cloud Computing: One Solution for Citizen to Access His Files Anywhere	Social Media as a Channel
Cloud Computing	Social Media & Government
Government Under Clouds	Communicate by Social Media
Cloud Computing – Cost Focus vs Transformation Opportunity	Disruptive Participation... Good (Libya)/Bad (UK)
Government Cloud – Progress	
	Consolidation
Mobile Computing	Consolidation or Standardisation – which strategy, why and when
Mobile Digital Administration	Saving \$ Through Consolidation
Mobile Government	
Smart Work – Telework, Mobile Work	Service Delivery
	Improving Service Delivery in Time of Budget Restraint
Data	Citizen-centric Services
Open Data in View of Better Governance	
Information on Tip of Your Fingers	Measurements & Benchmarks
Privacy Protection	Government Performance Evaluation &
Security in Citizens' Data Management	eGovernment Metrics and Measuring Citizen Benefit
Open Government Partnership... how to's	Radically Improving Productivity Strategies

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Areas/Topics you would like to have in next conference agenda? (from 45th Council Meeting Survey)

Partnerships
Cross Border Trust in Government
Public/Private Partnership & Role of Intermediaries
Cross-agency Cooperation and Workflow Reform
Working with Suppliers – Avoiding Costly Lock-in
Should Governments Move Away from Managing ICT?
Technology
Robotics – Technology, Ethics of, Replacing Government Employees
Voice Translation – effects on diplomacy, effects on immigrants, effects on travelers, effects on data mining, effects on law enforcement, effects on warfare
Game Changing Technology
IT Trends in the World Today (Comparing Country Reports)

22

ICA 45TH Conference - Wednesday 12 October 2011 - Evaluation Results

Speaker	Poor				Excellent		Comments	Response
	1	2	3	4	5	6		
10:00 Keynote, Jin-Fu Chang							A keynote speaker must bring us to make: "WOW!!" It doesn't happen.	
<i>Content & Usefulness</i>				18	18		Would have liked to hear some reflection on the challenges, barriers, practical strategies that underlie the development story in Taiwan.	36
<i>Competence & Quality of Delivery</i>			1	16	19		Fascinating - would first like to hear about some of the topics in more depth.	36
							Very insightful.	
10:45 Panel 1.1 Toshio Obi, Japan							Good presentation but did not talk at all about learning from the past.	
<i>Content & Usefulness</i>		1	8	12	15		High potential - would like to look at the slides in more detail.	36
<i>Competence & Quality of Delivery</i>		1	6	14	15		Singapore adapting many innovative strategies - great approach.	36
Panel 1.2 Olaf Andersen, Netherlands							Good presentation but did not talk at all about learning from the past.	
<i>Content & Usefulness</i>		1	2	17	16		"Recycle" is good idea. We should stop 'scrap and build'.	36
<i>Competence & Quality of Delivery</i>			3	16	15			34
Panel 1.3 James Kang, Singapore							A top level presentation.	
<i>Content & Usefulness</i>				13	23		Really engaging and interesting.	36
<i>Competence & Quality of Delivery</i>				9	27			36
14:00 Breakout Session 1, Don-Yun Chen, Taiwan								
<i>Content & Usefulness</i>				10	6			16
<i>Competence & Quality of Delivery</i>				9	6			15
Frank Leyman, Belgium Cnt & Usflns							Great coordination. Very useful discussion.	
<i>Content & Usefulness</i>				5	11			16
<i>Competence & Quality of Delivery</i>				3	11			14
Vasilis Koulolias, Greece Cnt & Usflns							Talking too much about himself, not sharing the talking time fairly.	
<i>Content & Usefulness</i>			1	6	3		Interesting discussion.	10
<i>Competence & Quality of Delivery</i>			1	5	4			10
16:00 Highlights Country Reports, Larry Caffrey, Treasurer, ICA							Very helpful.	
<i>Content & Usefulness</i>				10	23		Very useful knowing what's happening in other countries.	33
<i>Competence & Quality of Delivery</i>				12	21		Very interesting - more would be good!	33
TOTALS:	0	3	22	175	233			

62 forms were collected - 26 of those were blank - 36 contained responses

0.580645

7 speakers

1 report (Country)

ICA 45TH Conference - Thursday 13 October 2011 - Evaluation Results

Speaker	Poor				Excellent	Comments	Response
	1	2	3	4	5		
9:00 Breakout Session 1 Report Back, Chair Frank McDonough							
Don-Yun Chen, Taiwan							24
<i>Content & Usefulness</i>	0	0	2	13	9		24
<i>Competence & Quality of</i>	0	0	2	14	8		
Frank Leyman, Belgium						Facilitation was perfect!	25
<i>Content & Usefulness</i>	0	0	2	12	11		25
<i>Competence & Quality of</i>	0	0	0	14	11		
Vasilis Koulolias, Greece						Confusing story and slides.	
<i>Content & Usefulness</i>	0	0	3	8	13	Very good summary - well presented.	24
<i>Competence & Quality of</i>	0	1	1	8	14		24
Panel 2 Seppo Kurkinen, Finland						Bad time management.	
<i>Content & Usefulness</i>	0	0	2	12	13	Time control could be better.	27
<i>Competence & Quality of</i>	0	1	5	12	9	Microphone!	27
Shimon Broner, Israel						Not interesting topic.	
<i>Content & Usefulness</i>	0	0	2	15	12		29
<i>Competence & Quality of</i>	0	0	1	12	16		29
Iurie Turcanu, Moldova						Difficult to hear presentation.	
<i>Content & Usefulness</i>	0	0	2	9	18		29
<i>Competence & Quality of</i>	0	0	1	9	19		29
Panel 3 Chuan-Te Ho, Taiwan						Very interesting, + engaging style.	
<i>Content & Usefulness</i>	0	0	1	9	18	This was an excellent presentation which	28
<i>Competence & Quality of</i>						I enjoyed his high energy. -Was delivered	
<i>Delivery</i>	0	0	2	7	19	with passion and energy.	28
Christine Payant, Canada							
<i>Content & Usefulness</i>	0	0	1	10	17		28
<i>Competence & Quality of</i>	0	0	0	9	19		28
Jeffrey Wang, Taiwan						First video was <u>not</u> useful!	
<i>Content & Usefulness</i>	0	2	5	6	10	Fascinating but off topic.	23
<i>Competence & Quality of</i>						This was a business pitch without direct	
<i>Delivery</i>	0	2	5	6	10	relevance to ICA.	23
Highlights from Country Reports2						Why did we have CISCO's presentation? I dont need that.	
Larry Caffrey, Treasurer, ICA							
<i>Content & Usefulness</i>	0	0	0	7	17	Great Summary. Very useful.	24
<i>Competence & Quality of</i>	0	0	1	4	19		24
Science Park Visit						A visit to a manufacturing facility would have been very interesting.	
<i>Content & Usefulness</i>	0	0	5	5	9	I would have liked to visit manufacturing companies like Hon Hai.	19
<i>Logistics Arrangements</i>	0	0	0	5	14	Travel time was too long.	19
<i>Visit Duration</i>	0	0	0	10	9	Thank you very much.	19
TOTALS:	0	6	43	216	314		

64 forms were collected - 35 of those were blank - 29 contained responses

0.453125

9 speakers

1 report (Country)

ICA 45TH Conference - Friday 14 October 2011 - Evaluation Results

Speaker	Poor				Excellent		Comments	Response
	1	2	3	4	5	6		
Technology Vignettes								
Gour-Tsair Pan, Taiwan							Slides were too complicated to read.	
<i>Content & Usefulness</i>	0	1	5	16	11		Too bad we could not get a live demo.	33
<i>Competence & Quality of Delivery</i>	0	0	9	15	9		It would be better to have some demonstration.	33
Kristian Kloeckl, USA							Very interesting. New ideas.	
<i>Content & Usefulness</i>	0	0	0	5	27		Exactly what vignettes are meant for.	32
<i>Competence & Quality of Delivery</i>	0	0	0	5	27		Excellent presentation and examples from MIT.	32
							Really enjoyed this segment.	
Ain Aaviksoo, Estonia							He gave a good introduction to an	
<i>Content & Usefulness</i>	0	0	0	12	20		important energy area.	32
<i>Competence & Quality of Delivery</i>	0	0	1	9	22		Very thoughtful insights and new ideas.	32
Break-Out2 Sharon Dawes, USA							Sharon's summaries were thoughtful and will be helpful.	
<i>Content & Usefulness</i>	0	0	0	6	16		Good ideas to get back home.	22
<i>Competence & Quality of Delivery</i>	0	0	0	5	17		Excellent facilitator and speaker.	22
Warren Hero, South Africa								
<i>Content & Usefulness</i>	0	0	0	4	14		Very productive session.	18
<i>Competence & Quality of Delivery</i>	0	0	0	5	13			18
Magnus Enzell, Sweden								
<i>Content & Usefulness</i>	0	0	0	6	12		Good, drew out discussion in the guys.	18
<i>Competence & Quality of Delivery</i>	18	0	0	6	12			18
ICA Study Groups Shimon Broner, Israel								
<i>Content & Usefulness</i>	0	0	1	15	14		Very technical.	30
<i>Competence & Quality of Delivery</i>	0	0	1	14	15		Fascinating initiative.	30
Break-Out2 Report Back Sharon Dawes, USA								
<i>Content & Usefulness</i>	0	0	0	7	18		Great summary - well prepared.	25
<i>Competence & Quality of Delivery</i>	0	0	0	6	19			25
Warren Hero, South Africa								
<i>Content & Usefulness</i>	0	0	1	10	15			26
<i>Competence & Quality of Delivery</i>	0	0	0	6	20			26
Magnus Enzell, Sweden								
<i>Content & Usefulness</i>	0	0	0	10	18			28
<i>Competence & Quality of Delivery</i>	0	0	0	10	18			28
Don-Yun Chen, Taiwan								
<i>Content & Usefulness</i>	0	0	0	9	23		Great format and interesting perspectives.	32
<i>Logistics Arrangements</i>	0	0	1	7	24			32
Bill McCluggage, UK								
<i>Content & Usefulness</i>	0	0	1	4	26		Great show.	31
<i>Competence & Quality of Delivery</i>	0	0	0	4	27			31
Dawn Chou, Taiwan								
<i>Content & Usefulness</i>	0	0	2	5	22			29
<i>Competence & Quality of Delivery</i>	0	0	1	6	22			29
Emma Gawen, UK								
<i>Content & Usefulness</i>	0	0	0	4	23			27
<i>Competence & Quality of Delivery</i>	0	0	0	4	23			27
Phumeza Stuurman, South Africa								
<i>Content & Usefulness</i>	0	0	1	5	23			29
<i>Competence & Quality of Delivery</i>	0	0	0	7	22			29
Rapporteur James Mackinson								
<i>Content & Usefulness</i>	0	0	0	5	21		Great wrap-up - well presented!	26
<i>Competence & Quality of Delivery</i>	0	0	0	6	20			26
TOTALS:	18	1	24	238	613			

74 forms were collected - 41 of those were blank - 33 contained responses

15 speakers

1 report (Rapporteur)

0.445946
48.33333

ICA 45TH Conference - Overall Conference Feedback - Evaluation Results

Topic	Poor				Excellent		Comments
	1 (poor)	2 (fair)	3 (good)	4 (very go)	5 (exceller)		
a) Overall Conference Rating	0	0	0	4	25		Overall logistics and coordination were excellent, wonderful hospitality, fine program - congratulations to the organizers and hosts.
							What a treat! Thank you Howard and Ken.
							Taiwan hosts organized a 5 star conference. They thought of everything and were so gracious to us. Their hard work is obvious and resulted in one of ICA's finest conferences.
							So well organized - excellent presentations and wide range of topics and perspective.
b) Facilities							Except internet access problem.
<i>Layout / Setup</i>	0	0	0	10	21		Email should work.
<i>Conference Room Comfort</i>	0	0	0	7	24		Country reports delayed.
<i>Conference Materials</i>	0	0	0	8	23		Every detail was thought of and addressed.
c) Organization and Content							Would prefer more time for engagement.
<i>Topics</i>	0	0	1	7	22		Some sessions needed more time.
<i>Session Formats</i>	0	0	0	8	22		Would have liked more discussion, although the presentations were all excellent.
Topic	1 (poor)	2 (fair)	3 (good)	4 (very go)	5 (exceller)		Comments
<i>Time Allotments</i>	0	0	1	12	17		About right. It would have been good to hear more vignettes - especially on platforms.
							Vignettes too short.
							Well structured.
							Would be good to have more time for Q and A.
							A few more meals would be good.
d) Catering and Social Programme							A lot of food! Great hospitality and opportunity to enjoy Taiwan culture.
<i>Accommodation</i>				4	25		Excellent!
<i>Dinner and Social Events</i>				2	27		Every event was great and exceeded my expectations.
							Very well organized - and great social events to experience some of Taiwan's culture.
TOTALS:	0	0	2	48	160		

73 forms were collected - 42 of those were blank - 31 contained responses

e) Which areas / topics of the conference were most useful?

break out sessions (5 remarks)
country reports (2 remarks)
technology vignettes (5 remarks)
insight and foresight on ICT.
innovative service delivery (2remarks)
innovation debate.
panel / panel discussion / panel & workshop.
looking to the future panel.
site visit.
workplace of the future.
workplace 2.0 (2 remarks)
all topics were useful.
all interactive sessions.
discussions with and among participants.
warm community of professionals.
really balanced between developed and developing countries.

f) Which areas / topics of the conference were least useful?

CISCO presentation.
science park visit (context was good but this trip was too long)
site visit was long. More hands-on visit of manufacturing process and people would be good.
I need more time to discuss each presentation.
schedule was too busy.
none.

ICA 45TH Conference - Overall Conference Feedback - Evaluation Results

g) What areas / topics would you like to have in the programme for the next conference?

Robots taking government jobs.
DNA - more on that.
mobile service.
cloud computing in government.
focus on information use and value.
who owns the data.
big data - data analytics.
data sharing.
open government - data models.
disaster prevention / recovery.
1) cyber security 2) security over the internet.
how to manage and restore of trust after a security breach.
evaluation methods on ICT policy implementation.
perform an evaluation of e-government.
practical implementation and examples of real initiatives using ICT.
shared initiatives - lessons learned on shared initiatives.
ICT in health.
if any of the topics discussed ith the 45th ICA conference were implemented and how.
site visits / demo to e-government service.
viewpoint of non-IT professional leader's and for citizen.
role of CIO changing and how?

h) How would you like this confrence to be improved?

ask speakers who present actual experiences to spend some time reflecting on the pros and cons, lessons learned, etc.
more active participation (2 remarks)
more time for questions and discussions at the end of each presentation.
more opportunity for guided discussion.
more time for discussion and remarking during the day.
more participation of attendees in presenting.
time control should be more precise.
put evaluation forms online.
it will be more than enough if the next conference will remain in the level of this conference concerning accommodation, social events, etc.
the ICA Model is perfect.
it was / is excellent.
thank you so much.