COMMISSION ON SCIENCE AND TECHNOLOGY FOR DEVELOPMENT (CSTD)

Seventeenth Session
Geneva, 12 to 16 May 2014

Submissions from entities in the United Nations system and elsewhere on their efforts in 2013 to implement the outcome of the WSIS

Submission by

UNIDO

This submission was prepared as an input to the report of the UN Secretary-General on "Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels" (to the 17th session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

WSIS report 2013 from UNIDO

Executive summary

This year's report from UNIDO primarily focuses on the different WSIS action lines and gives examples of how projects make use of ICT in transferring knowledge and technology, and assist project beneficiaries. An attempt is made to give examples for each action line. Activities span all developing continents and a number of different applications, be in youth employment, investment promotion or technological upgrading. These activities may be viewed as <u>direct</u> interventions.

In the past year UNIDO has undergone a significant shift in terms of managing all its operations and processes in an integrated ICT application, which, inter alia, allows for better delivering to recipients' needs; better meeting donors' and member states' expectations; and enhancing an efficient and pro-active working environment. This may be called an <u>indirect</u> intervention to the benefit of target beneficiaries.

Within the confined space of four pages, only examples and snapshots can be provided but, to be sure, several similar interventions using ICT applications are occurring in UNIDO projects round the developing world. And the use of ICT applications in UNIDO projects, with their steady technical improvement and accessibility, is on the rise. Perhaps it is no surprise that *e-learning* and *ICT applications* have been the fastest growing applications of ICT in projects. However, it can be seen that *capacity building* and *access to information and knowledge* are in increasing use as well.

Action lines: Direct interventions

C1: The role of public governance authorities and all stakeholders in the promotion of ICTs for development

The case of Viet Nam serves as a nice example of C1. Thanks to full on-line access to the National Business Registration System (NBRS) database, the legally valid and binding company information could be provided to the private sector, the Government and the general public. As a result and most importantly, the Agency for Business Registration under the Ministry of Planning and Investment is regularly providing to the Government monthly business registration status report showing new registrations, amendments, suspension of operation of enterprises and dissolutions. Every quarter, a summary report on the above information is regularly reviewed at the Cabinet meeting and used in policy decision-making. In market economies, as well as in Viet Nam, such access to enterprise information reduces the risks of doing business in the country, as present and future business partners are able to verify the identity of any enterprise, its lines of activity, its owners and their shares, the legal representatives of the enterprise as well as review annual financial statements easily and inexpensively.

C2: Information and Communication Infrastructure

In the Viet Nam registration project mentioned under C1, hardware and software to set up the NBRS were provided nation-wide.

Another example of C2 is the Digital Entrepreneurship Platform (DEP) that was developed in Tunisia and has further developed into a 2.0 phase. The purpose of the platform is to assist the development of entrepreneurship in the country. To this end, UNIDO and the Internet Society Tunisia Chapter have designed, developed and implemented a web-based platform (www.dep-youth.org) that allows young people in Tunisia to:

1. Learn about entrepreneurship and successful entrepreneurs (peer-to-peer support)
2. Discuss and elaborate on viable solutions to address unemployment in the country
3. Present innovative approaches and identify solutions to the Government of Tunisia as well as to an international audience (MENA Conference on Productive Work for Youth)
4. Share knowledge and opportunities for business partnership in Tunisia and MENA countries
5. Receive coaching and counseling from a network of experts such as UNIDO and ILO

6.   Identify adequate source of funding

When first launched, the DEP could count a community of over 2,500 users. It is expected that with version 2.0 of the platform the community will increase both in number and geographical coverage. The platform has attracted a number of partners and supporters, such as the ILO, UNDP and Google.

C3: Access to information and knowledge

Again, the Viet Nam registration project mentioned above (C1 and C2) provides a good example because while public access to individual records on business registries of statistics, taxation, customs, social security or any other public administration is banned due to confidentiality of these registers, each record on the NBRS is open to the public and can be accessed through the NBRS Portal on the Internet in Vietnamese and English.

Also in Viet Nam, the Viet Nam Investment Monitoring Platform (VIMP) was launched and made available online at http://investment.unido.org/imp/, providing registered users with access to the data base and allows them to carry out interactive analyses that can be made visible to other platform users. In addition, a similar platform covering 19 sub-Saharan African countries found under the same URL has been launched.

Based on its project experiences in the field and in close collaboration with practitioners and academics, UNIDO's Clusters and Business Linkages Unit has developed a dedicated website (www.clustersfordevelopment.org) that makes its **cluster development methodology** accessible to interested practitioners and experts worldwide. It features relevant reading and training materials (including checklists and questionnaires), case studies and project examples as well as provides access to a network of cluster practitioners.

C4: Capacity building

In the case of the Registration project in Viet Nam, over 500 staff of ABR and 65 provincial Business Registration Offices (BROs) in all 63 provinces are direct beneficiary of the project through various capacity building activities in the computerization of standardized processes and procedures and their implementation. National institutions, typically Investment Promotion Agencies, in Viet Nam and sub-Saharan Africa linked to the VIMP had their capacities upgraded to carry out analyses and inputs for purposes of policy making.

A unique joint project in Erbil, Iraq, between Government of Iraq, UNIDO, Scania/Swedfund and Sida on provides industry with skilled workers, instant access to technological development and advanced training equipment. Central to the success of the project is that of computer skills training as well as training in heavy equipment repair/mechanics, i.e. advanced engine-, transmission-, electronics- and mechanical systems in modern trucks, buses, power generation plants. The student population is mixed: Primary, Secondary, Industrial School, Institute, and University levels. The Academy also caters for advanced mechanics training for public and private enterprises.

C7: ICT applications

UNIDO regularly organizes training courses (in French, English and Spanish) for governmental institutions, private associations, consortia coordinators and brokers, on the UNIDO export and origin consortia methodology. Participants attend a one week-to-ten days training course at the ILO International Training Centre in Turin and then continue the training online through a dedicated platform (http://unidoexportconsortia.itcilo.org) created to ensure that remote coaching of participants from different countries is provided.

To support manufacturing SMEs in developing countries to implement corporate social responsibility (CSR) principles, UNIDO has developed the *Responsible Entrepreneurs Achievement Programme (REAP)*. Beyond the consideration of specific CSR issues and structured guidance on their implementation, REAP features an analytical software that can be used to gather, process, evaluate and report data to track progress on CSR implementation. This can be seen as a first step in the process of meeting various social and environmental reporting requirements brought forward by governments, buyers and consumers. At present UNIDO is working on a revised approach entitled *REAP+* to be applied by suppliers and buyers in cooperation with the *Global Social Compliance Programme (GSCP)*. The notion behind *REAP+* is to adapt both the training package to the monitoring and reporting software. In addition, it will also contain a mentoring and an assessment scheme.

A new, simplified procedure for registration of commercial legal entities, tax, customs, and statistics codes and company seals, with each enterprise being given a unique ID was established thanks to institutional collaboration and electronic linkages for data sharing between Ministries of Planning and Investment (MPI) and Finance (MOF) in Viet Nam. The NBRS has installed fully computerized workflows based on the combined and simplified procedures for registration at BROs. A fully on-line registration facility, complete with e-payments and e-signatures was launched on the web in April 2013 (www.businessregistration.gov.vn). According to IFC estimates, as a result of simplified registration procedures, since 2010 every year about 80,000 newly registering enterprises, including those by women entrepreneurs, in Viet Nam alone annually save about USD 4 million.

C7c: e-learning
Through specific project interventions, additional tools and methodologies for open access have been put in place. Since its early intervention that started in 2004 with the "Traceability of Agro-industrial Products for the European Market" (ETRACE) project, agro-industrial sectors in Egypt continue to be supported using the value chain approach as a tool for inclusive growth. As a knowledge management and online training tools, UNIDO together with the Ministry of Trade and Industry has launched an e-learning portal on Traceability and Agribusiness (http://etrace-elearning.com/) as well as another specialized web-portal dedicated to the Medicinal and Aromatic Plants (MAP) Industry. It includes information on new products, value addition options, and best practices in growing and processing MAP products in addition to updated market information.

UNIDO has developed a total of 160 video lessons (approximately 45 minutes per lesson) for the provision of distance education courses on issues related to the Subcontracting and Partnership Exchange Programme (SPX) as well as broader investment promotion and enterprise development issues. This e-learning material was originally developed in the framework of the Enterprise Development through Information and Communication Technology (EDICT) Programme for Iraq but, due to the generic nature of the content, it has been made available in a more general global context on http://spx.unido.org/spx/Elearning.aspx. The material will complement technical assistance through physical and direct trainings and serves as a knowledge repository that companies and institution can refer to, whenever required.

There are also e-learning activities of the UNIDO Institute for Capacity Development to report on. In 2012, the Institute established its e-learning platform. Making use of its own Moodle-based e-learning platform, UNIDO offers high-quality e-learning courses in the organization's core fields of expertise. These facilitated courses are offered both as stand-alone courses and in combination with in-residence trainings.
So far, five online courses have been conducted:

- UNIDO-KIT: Diagnostics for Industrial Value Chain Development (2012) – 40 participants
- Green Industry: Towards the Industry of the Future (2012) – 120 participants
- UNIDO-KEMCO: Sustainable Energy and Climate Change Capacity Building (2012) – 20 participants
- UNIDO: Trade Capacity Building in Central Asia (2013) – 60 participants
- Green Industry: Pathways Towards the Industry of the Future (2013) – 180 participants

The platform can be accessed at http://institute.unido.org/elearning.html.

Indirect interventions

In this section, a report on the impact of the Programme for Change and Organizational Renewal (PCOR) including the Enterprise Resource Planning (ERP) solution on providing the necessary ICT tools/applications to meet a number of the 'WSIS Action Lines' is provided. Since the ERP solution is cross-cutting across various 'Action Lines' only a summary of the most important features is provided. In particular, the report is clustered around the impact on external stakeholders i.e. member states, donors and recipients.

The ERP solution implemented at UNIDO is an integral part of PCOR, which is an organization-wide change management initiative that was launched in 2010 and is scheduled to be concluded in December 2013. The ERP

enables the Organization to manage all its operations and processes in an integrated ICT application. The main objective of the Programme is to make UNIDO "fit for the future" by, among others:

- Better delivering to recipients' needs;
- Better meeting donors' and member states' expectations;
- Enhancing an efficient and pro-active working environment.

To achieve the above objective, fundamental adjustments and improvements have been made in the Organization's operations to, inter alia, greatly increase its efficiency and effectiveness with enhanced accountability and transparency, as well as to improve compliance with external standards such as the Global Environment Facility (GEF) Fiduciary Standards and the International Public Sector Accounting Standards (IPSAS). This has been achieved through, among others, the redesigning of business processes; the implementation of an Enterprise Resource Planning (ERP) covering all operations of the Organization; the introduction and institutionalization of results-based management (RBM), enterprise risk management (ERM) and knowledge management and collaboration (KMC), as well as the development of staff and changes to the organizational culture and working practices. These measures have significantly contributed to making UNIDO "fit for the future".

Specifically the ERP solution allows the Organization to better achieve these objectives through:

- Meeting the diversified demands of member states, donors and recipients: The new ERP business model for Technical Cooperation (TC) activities, based on RBM principles, allows for cost-effective service delivery anywhere in the world and shall contribute towards making UNIDO's programmes/projects more influential and targeted. This includes the implementation of a portfolio and project management (PPM) module to support the TC portfolio, thus enabling the Organization to efficiently and effectively manage its entire technical cooperation cycle - from identifying a request to designing, implementing, assessing, monitoring and reporting - in an integrated solution. Furthermore, the following shall further contribute towards meeting this objective by: measuring results/impact based on key performance indicators (KPIs); systematic risk management; streamlined processes to enable the up-scaling of operations; tools to facilitate decentralization of tasks and enable HQ and field staff to work together; improved ability to monitor operations; provision of information on all UNIDO operations to internal and external stakeholders through dashboard and reporting tools ensuring 'one version of the truth', etc. Additionally, this new systematic and holistic approach to portfolio and project management allows for easier monitoring of UNIDO's activities and for quality reporting on results to Member States, Donors and other key stakeholders.

- Increasing the Organization's transparency towards external stakeholders through a results-oriented approach to highlight UNIDO's core mandate: This is being achieved by, among others, making the best use of the ERP online globally accessible dashboard monitoring and reporting tools on all UNIDO's operations, including information on results/impact of its programmes/projects, risks, human capital management information etc. to keep the Member States and Donors fully engaged and committed to UNIDO's mandate and operations.

- Further strengthening and expanding external partnerships: The ERP allows, among others, inter-operability; service delivery anywhere in the world; knowledge sharing and teamwork; access to real-time information for all stakeholders, including donors, recipients, partners and vendors.

- Providing a comprehensive ICT solution for a knowledge management-based organization to better share and disseminate information with external stakeholders: This covers the implementation of ICT tools to achieve organization-wide collaboration and knowledge sharing and manage all documents relating to TC activities, human capital management, finance, procurement, logistics and other operations. Its global accessibility contributes to more transparency, improved knowledge sharing and cross-organizational collaboration by making TC programme/project information and related documents (progress reports, consultants/experts reports, donor agreements, risks, key performance indicators, results/impact, etc.) available to all staff, both at Headquarters and in the field, donors and recipients. This will further contribute to UNIDO becoming a knowledge and collaboration-based organization and improve the sharing and dissemination of information with external stakeholders.

- Ensuring enterprise risk management is institutionalized: The solution enables effective risk management in all UNIDO operations through the provision of a number of enterprise risk management tools. This includes the portfolio and project management module allowing for the systematic management of project risks during the entire TC project cycle. Similarly, human capital management, finance, procurement and logistics modules

allow for capturing of major risks in these areas. Furthermore, user-friendly online reporting tools allow for risk monitoring and reporting through tailor-made dashboards. These tools will further facilitate monitoring and reporting to Member States and other key stakeholders.

The ERP solution implemented at UNIDO is unique in the UN system as it covers all operations and processes of the Organization both at Headquarters and in the field in a single fully integrated solution. The ERP system was implemented within the approved timeframe and budget. This is an impressive achievement considering the industry experience and the findings by the UN Joint Inspection Unit of most UN organizations' ERP systems being implemented over budget and with significant delay.