



UN-ESCWA

UNITED NATIONS - Economic and Social Commission for Western Asia



UN-ESCWA

Advisory Services in Response to Country Requests

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Regional Adviser, April 3, 2012, Beirut



Outline

- ✓ **Advisory Services**
- ✓ **Responses**
- ✓ **Country Requests**
- ✓ **Procedure of requesting**
- ✓ **Procedure of responding**
- ✓ **Constraints**
- ✓ **Approaches**
- ✓ **Discussion**



Advisory Services

Advise on policies, strategies. Action plans, etc.

Coaching and supporting decision making in areas related to ICT

Evaluation and assessment of activities, projects, plans, etc

Specialized workshops (on demand)

SZ: 03/12



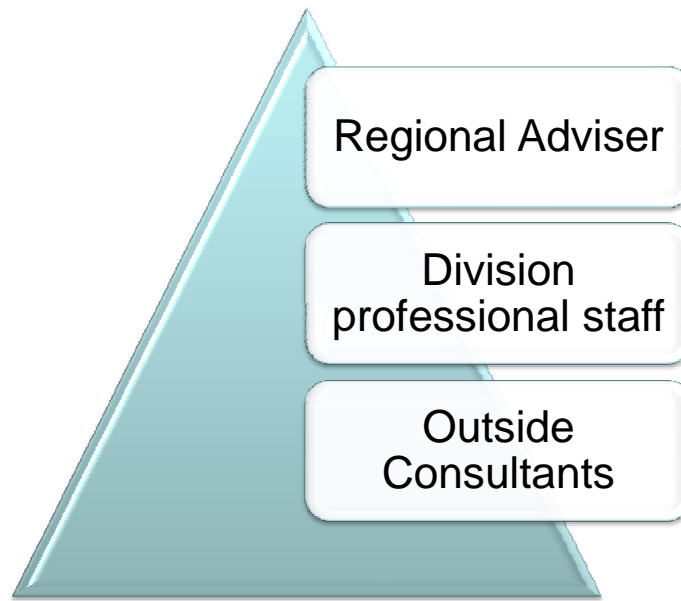
Areas of Technical Support

- ICT strategies and policies and action plans at both institutional and national levels;
- E-Government plans, actions, policies and strategies;
- E-Governance requirements, data centers and CERT applications;
- ICT integration in various aspects of government operation (eg: tourism, education, culture);
- Information management and related considerations such as ICT applications, infrastructure, databases, knowledge systems, strategic planning and feasibility analysis;
- ICT as a means for promoting balanced socio-economic development and regional integration;
- Support to the implementation of the outcomes of the World Summit on the Information Society;
- ICT for development indicators and measures of the information society;
- ICT applications, infrastructure and evaluation at national and regional levels;
- Promotion of an ICT enabling environment through cyber legislation and digital Arabic content.

SZ: 04/12



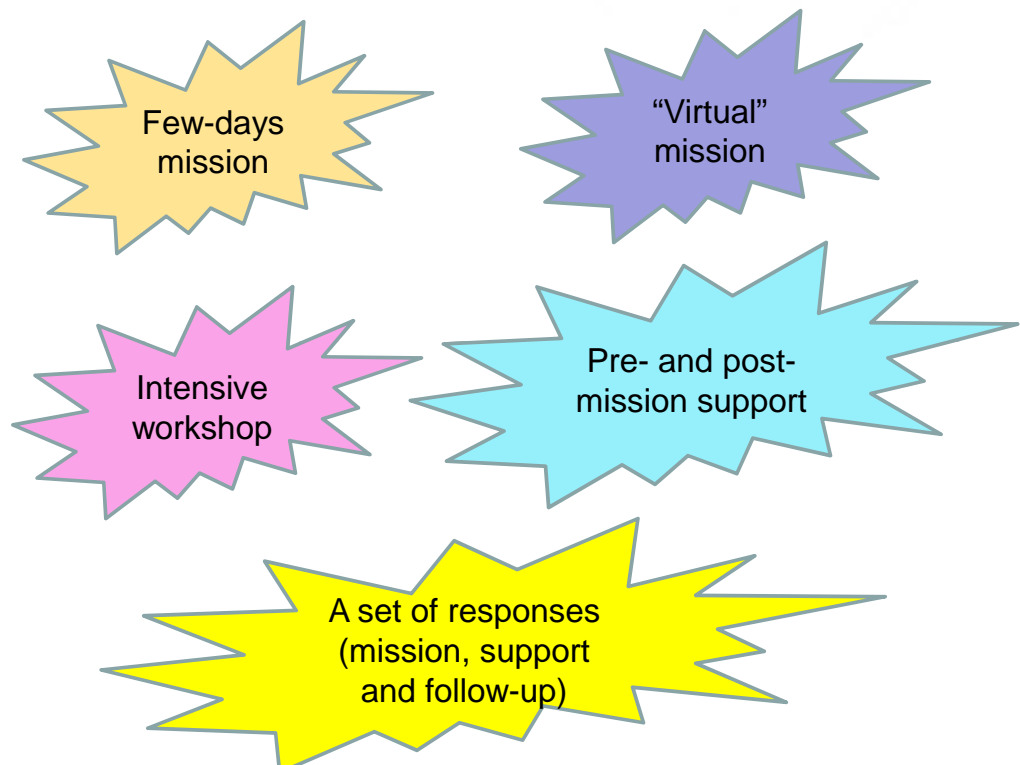
Resources



SZ: 05/12



Responses



SZ: 06/12



Procedure of Requesting

1. Technical staff in a government organization requests support from ESCWA focal point (normally in the ministry of planning or foreign affairs)
 2. Focal point sends it to their minister's office
 3. An official request from the Minister's office to the office of Executive Secretary of ESCWA
 4. The OES sends it to the PPTCD (technical cooperation section)
 5. Substantive division (in this case ICTD) makes a decision as it is to acknowledged or not, to PPTCD
1. **Action plan prepared and implemented as a response to the request**
 2. **Report and assessment completed by both sides**

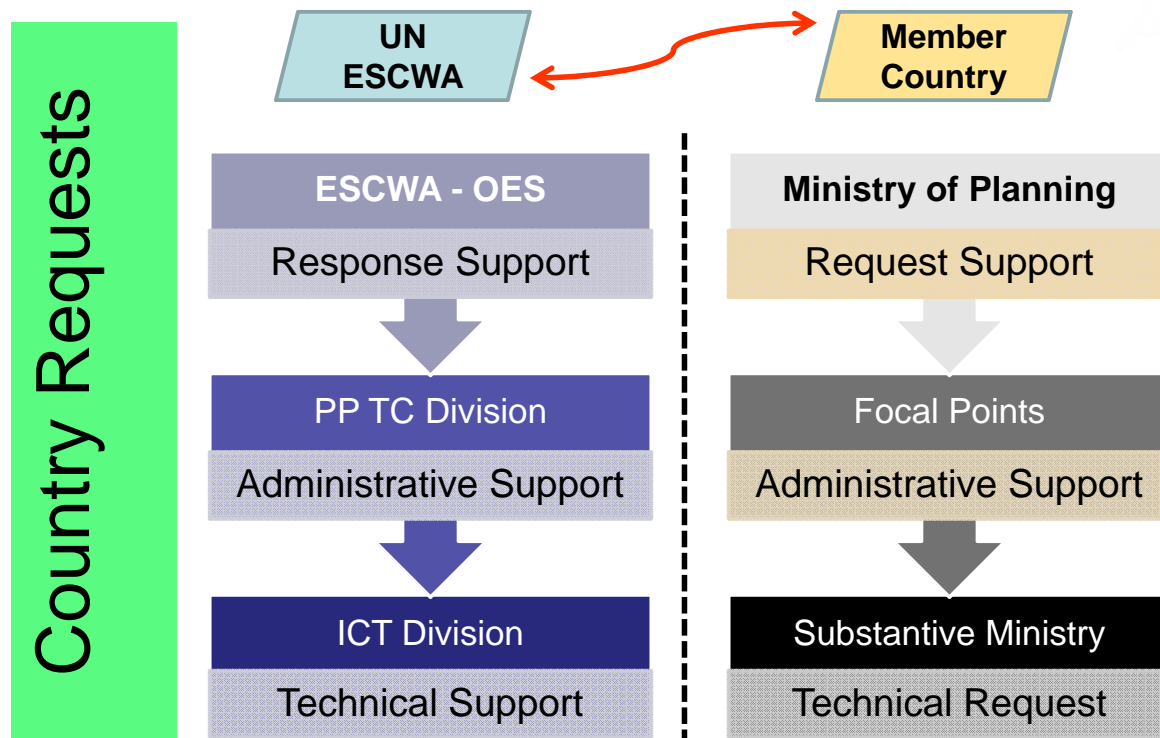
SZ: 07/12



Procedure of Responding

1. An official acknowledgement letter sent to the member country indicating willingness fo ESCWA to respond to the request
2. **The RA with support form the Division, resources are identified**
3. An action plan to respond is done. This may include a simple few-days mission to answer and work with the technical staff or more elaborated than that.
4. **The technical staff at member country accepts the action plan (with any modification agreed on by both sides)**
5. Terms of Reference are listed and approved
6. **The actual mission is implemented**
7. A technical report on the mission is sent back to the country
8. **An evaluation of the mission outcome is sent back to ESCWA**

SZ: 08/12



SZ: 09/12



Examples of Constraints

ESCWA

- ✓ Lack of time for staff
- ✓ Lack of sufficient funds
- ✓ Theme and topic is outside the mandate of ESCWA
- ✓ Request includes material support (e.g. funds or equipment)
- ✓ Repeated request from the same country

Member Country

- ✓ The request is a “shopping list”
- ✓ Requests for long-period support (weeks and months)
- ✓ Requests expect ESCWA to do the work, and not to advise only...
- ✓ Repeated requests of “study tours” and material funding

SZ: 10/12



Approaches

- A single request

demand-driven

- a longer relation to respond to the request

set of activities

- ?????

???

SZ: 11/12



Discussion



SZ: 12/12