

THE GOVERNANCE OF ICT SUPPLIES AS KEY TO THE GROWTH OF COMPETITIVENESS

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INVESTING IN DEVELOPMENT

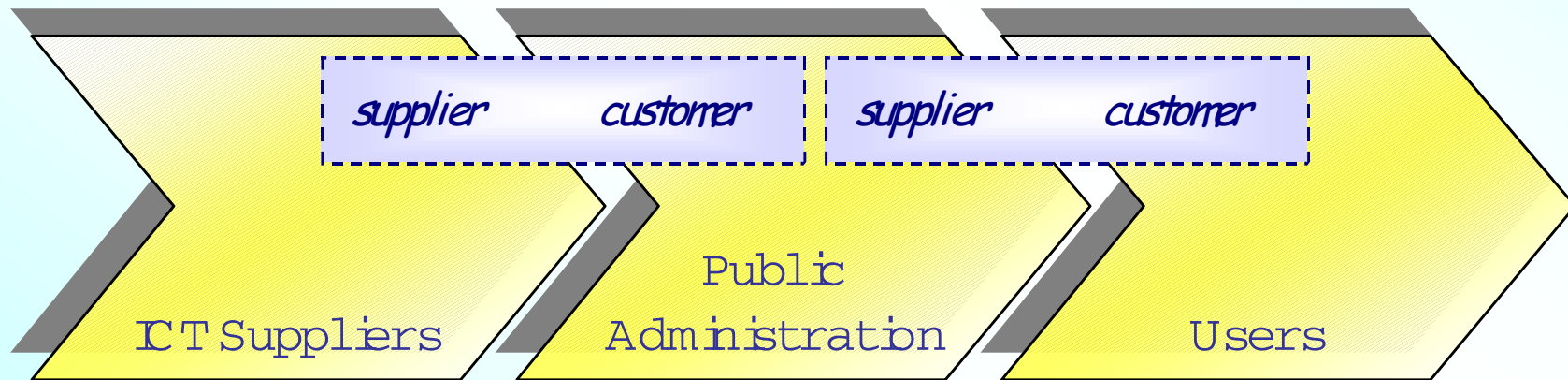
A Practical Plan to Achieve the MDG
Millennium Project Report to the UN Secretary-General



“...The private sector should further support the goals by promoting transparency and corporate governance initiatives, by advocating for the goals and by engaging responsibly with the government in economic policy discussions.”

SUPPLIER-CUSTOMER CHAIN

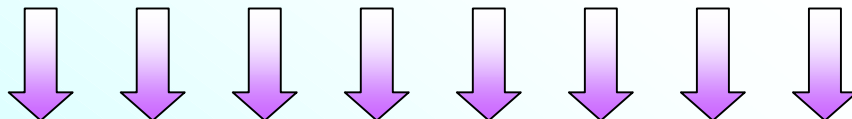
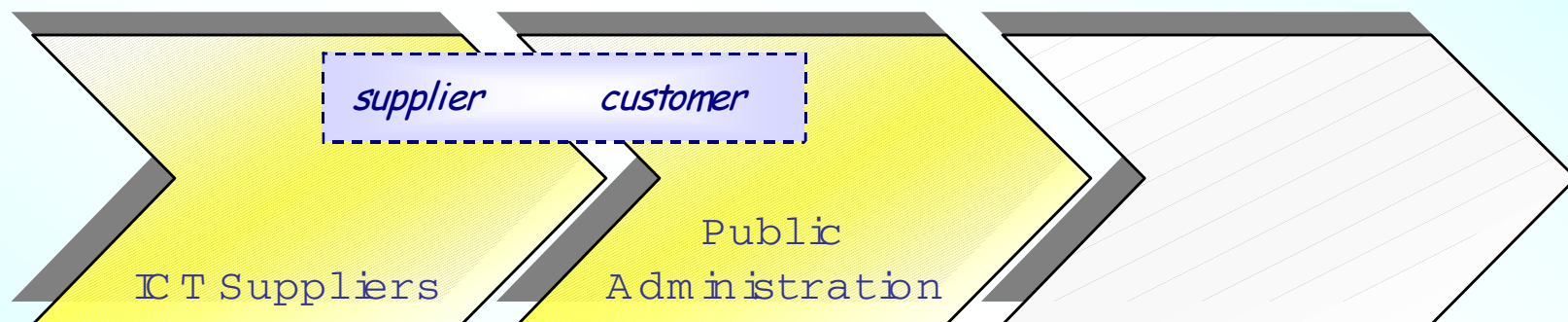
Innovation in technology is presenting new demands in terms of quality and productivity on the Public Administration.



“VALUE CHAIN”

PUBLIC ADMINISTRATION AS CUSTOMER

Public Administration is directly responsible for all activities that can not, and should not, be assigned to the supplier.

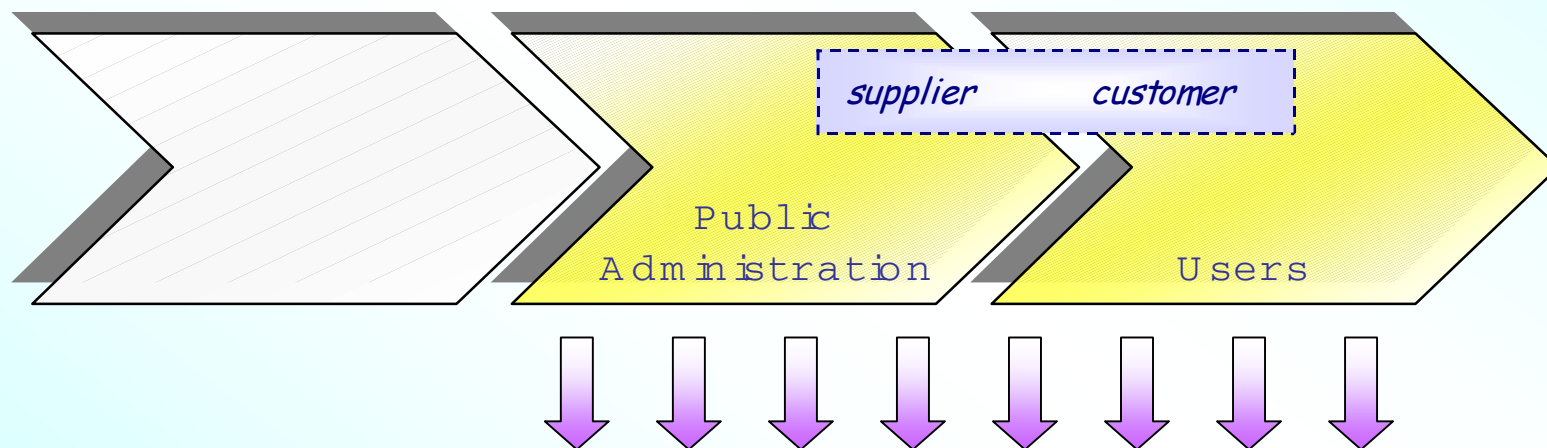


As **Customer** the Administration is responsible for:

- strategic planning of services;
- supply procurement policy;
- control and verification of the quality of goods and services procured;
- performance evaluation.

PUBLIC ADMINISTRATION AS SUPPLIER

Public Administration has to pay attention to the quality of supplied services and to their capacity of producing innovative services.

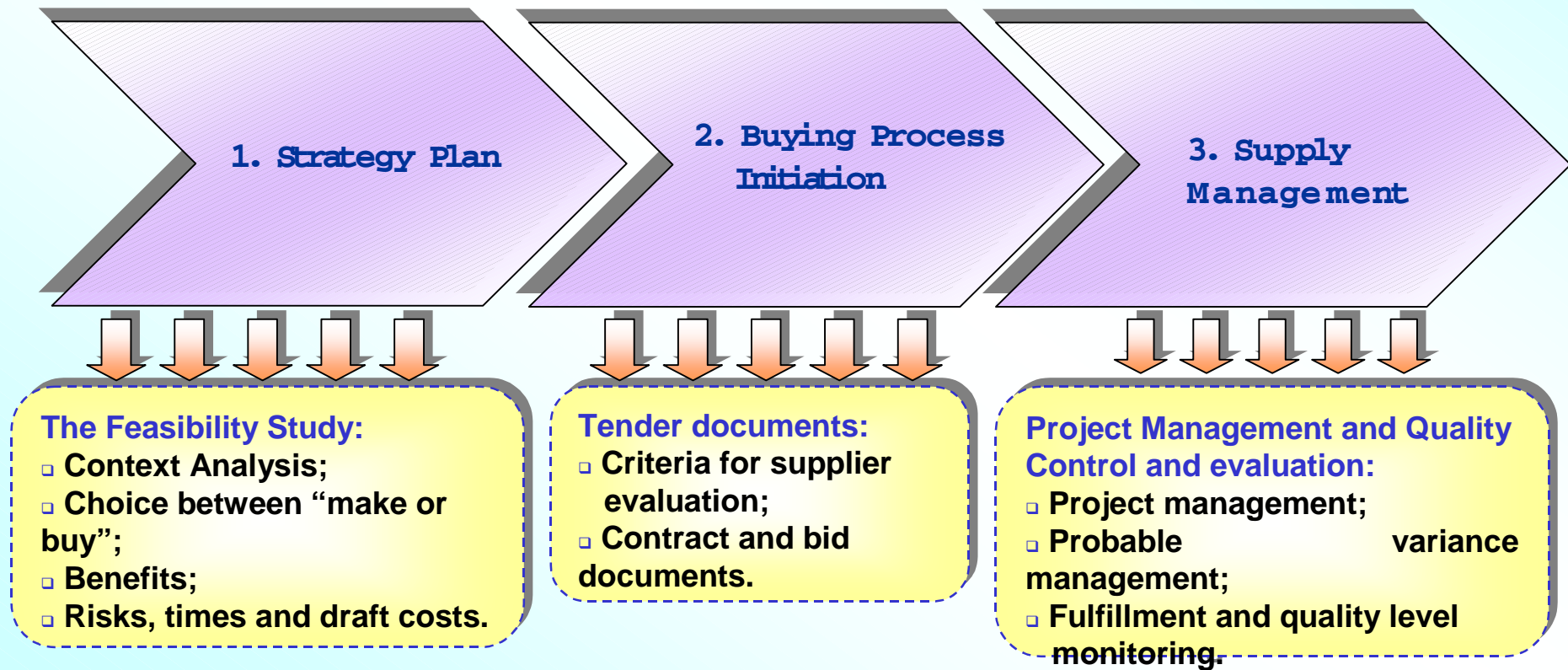


As **Supplier** a Public Administration has to change its perspective:

- rethinking and rationalizing its processes and organizational structure;
- rethinking and training its personnel.

ICT PA SUPPLY-ACQUISITION LIFE CYCLE

Public Administration has to manage the entire supply acquisition process.



FEASIBILITY STUDY

The Feasibility Study supplies the Administration with all the technical and economical information necessary to evaluate the realization of a project.

The Feasibility Study helps Administration to identify improvement targets and to adopt computerization project, restricting failure's risks:

- ❑ by socio-economical context analysis
- ❑ by analysis of project's technical and organizational feasibility
- ❑ by evaluating the capital outlay return
- ❑ through a conscious estimate of costs
- ❑ through a conscious estimate of risks
- ❑ through a conscious estimate of time

CRITERIA FOR TENDER SELECTION

Public Administration has to define in advance unambiguous supplier evaluation criteria in terms of quality and price.

The following objective is two-fold:

- to ensure **correctness and transparency** of the decision process;
- to guarantee fair competition to get the **best product/service** on the market within the noted economic restrictions (“**best value for money**”).

THE CONTRACT

The contract must allocate tasks between Supplier and Administration. It should also state methods for monitoring and measuring project quality in terms of KPI and SLA and associated penalties.

Minimal contents in an ICT contract:

- ❑ duration and value of the contract
- ❑ time and mode of execution of the supply
- ❑ project documentation
- ❑ key performance indicator (KPI)
- ❑ service level agreement (SLA)
- ❑ any penalties associated with the breach of SLA

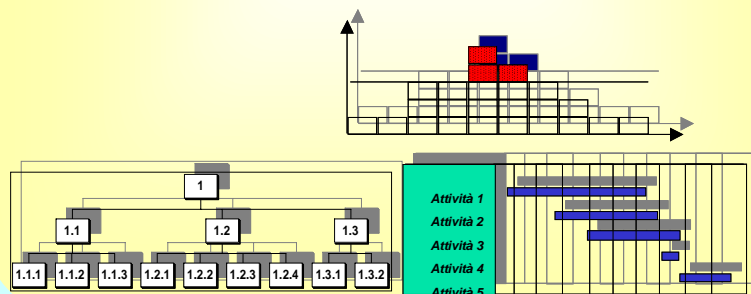
MONITORING

Public Administration must monitoring and control project activities to guarantee the quality of defined contract deliverables.

Project Management

This activity:

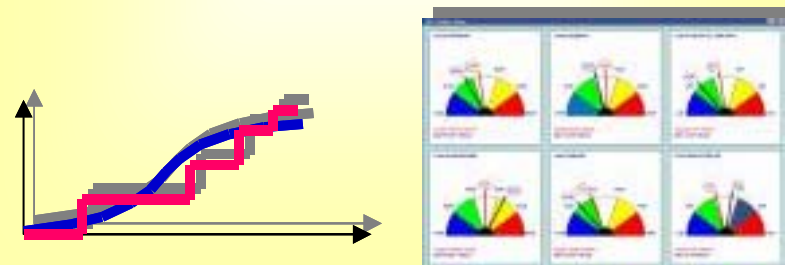
- evaluates work progress assessment and analyses variance from plan (with regard to time, costs and use of resources);
- manages contract variances and causes of non-compliance;
- verifies contractual document availability.



Quality Level Monitoring

Quality levels are monitored through:

- key performance indicator definition and testing;
- service levels measure;
- random checking of supplier measures;
- ISO standard compliance;
- customer satisfaction.



KNOWLEDGE TRANSFER

Public Administration should encourage and enable by 2006 an internal environment conducive to ICT innovation, process re-engineering and re-qualifying human capital.

MillenniumProject - TEN KEY RECOMMENDATIONS

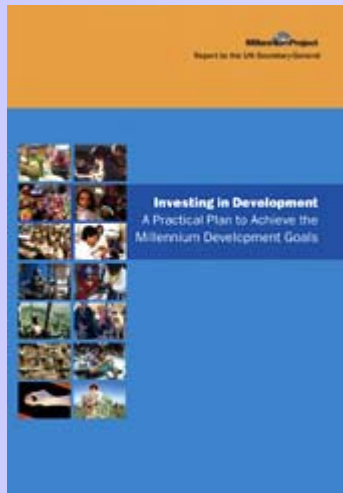


R.1 – Developing country governments should adopt development strategies bold enough to meet the MDG targets for 2015 (...) To meet the 2015 deadline, we recommend that all countries have these strategies in place by 2006 (...)

R.5 – Developed and developing countries should jointly launch , in 2005 a group of Quick Win actions to save and improve millions of lives and to promote economic growth. They should also launch a massive effort to build expertise at the community level (...) The massive training program of community-based workers should aim to ensure by 2015, that each local community has: expertise in public sector management (...)

A COMMON FRAMEWORK TO SUPPORT KNOWLEDGE TRANSFER

Public Administration should encourage a common ICT knowledge base framework through the transference of the expertise required for innovation.



R.2 – The MDG based poverty reduction strategies should anchor the scaling up of public investments capacity building, domestic resource mobilization and official development assistance. They should also provide a framework for strengthening governance, promoting human rights, engaging civil society and promoting the private sector. (...)promote mechanisms for transparent and centralized governance(...) involve cso's in decision making and service delivery, and provide the resources for monitoring and evaluation.

R.3 – Developing country governments should craft and implement the MDG based poverty reduction strategies in transparent and inclusive processes, working closely with cso's, the domestic private sector and international partners.

THE COMMON FRAMEWORK AS A MODEL FOR GLOBAL COOPERATION

The aim of the framework should be to promote best practices and good governance of ICT supplies as the key to the growth of competitiveness.



R.6 – Developing country governments should align national strategies with such regional initiatives as the news partnerships for Africa’s Development and Caribbean Community (and Common Market), and regional groups should receive increased direct donor support for regional projects. Regional development groups should :

- Be supported to identify, plan, and implement high priority cross-border infrastructure projects;
- Receive direct donor support to implement cross-border projects;
- Be encouraged to introduce and implement peer-review mechanisms to promote best practices and good governance.

OVERALL SCENARIO

