



ACTION REFLECTION NOTE TEMPLATE FOR GLOBAL E-GOVERNANCE WORKSHOP

28-30 JUNE'05, CAPE VERDE

Guidelines for drafting an Action Reflection Note (ARN).

An Action Reflection Note (ARN) consists of a one-pager that explains, in a concise manner, the overall impact and lessons learned of the project, programme or activity at hand. In general, some guidelines for assessing the project should include the following answers to:

- Did the project achieve what it set out to achieve, and how did it do so?
- What were the challenges and obstacles?
- Did the project have positive outcomes which were not mentioned as goals in the action plan?
- What is the most positive impact you think the project has had on the stakeholders/beneficiaries in terms of human development (also, emphasize (if applicable), ownership, capacity building, gender and partnership building)?
- What stage is the project at? Very briefly, what is the exit strategy? (If it has not been formally established, what are your thoughts on how the project may become sustainable)
- If you had to recommend someone on the lessons learned (LL) of the project, what would the LLs be?

ARN Template

Programme Officer (if different from author of ARN):	Yevgeny Korneev
Author of ARN:	Sokol Haxhiu
Title of Project:	Support to pilot E-government services for Government of Albania
Total budget for project::	US\$ 118.335
UNDP contribution:	US\$ 118.335 UNDP/Italian Trust Fund
Timeframe of initiative	12 months
Start date:	December 2004
End date:	December 2005
Introduction (One paragraph)	This project will assist the Government Albania to survey, design and deploy a set of pilot ICT-driven information services. The assistance will aim to enable all participating institutions to take a full advantage of such vital services as E-mail and Government's intranet, and thus, improve collaboration among all agencies and better access and management of content and information flows. The assistance will be based on careful evaluation and replication of Italy's best practices and specific applications, adapted to the Albanian context.

Action Reflection Note
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<p>Objectives (One paragraph)</p>	<p>The main objectives of the Projects are:</p> <ul style="list-style-type: none"> -Government e-mail services is implemented in all line-ministries -A report on Intranet recommendation is produced and Intranet established -Comprehensive study for VoIP over the network is produced -Enhance the capacity of IT staff in line-ministries
<p>Analysis (One paragraph)</p>	<p>The present Project will be closely linked with the GovNet Project and will build on the communication infrastructure created under the latter; moreover, many of the GovNet objectives will be complemented by deployment of E-services and surveying of E-Government priorities envisaged under this Project proposal. The first activity has been the determination of Government expectations and requirements for Electronic Mail and National Government's Intranet system, based on Italy's best practices and including well-established commercial products as well as open-source software solutions. One of the challenges faced by the Project has been the skill barrier. Most of line-ministries do not have a proper IT structure in place and even the ones that have, the staff lack the proper education and/or training. Also, the local experts in IT field are few and not easy to find, as a consequence the international expertise has been necessary. The staff turnover has been a great problem in the IT sector in government. The Project has worked closely with the government in order to guarantee the full support and motivation for the existing staff.</p> <p>A very important part of this Project has been the development of human capacities in line-ministries. The successful implementation of this Project will ensure a great support for the GovNet Project and for the future sustainability of the Project. The Project concludes around the same time that that GovNet Project concludes and during the whole period has worked to prepare the government side for taking the responsibility in supporting and maintaining the outcomes of the project.</p>
<p>Lessons Learned (One paragraph)</p>	<ul style="list-style-type: none"> - When it comes to implementing IT project in government institutions it is important that there are IT structures in place in government motivated and trained to handle the job. - Standardisation of IT policies and procedures in all government institutions is important in order of having a smooth project implementation - Creating of good relationship with the direct beneficiaries of the project is a good way of facing the problems that might arise.