

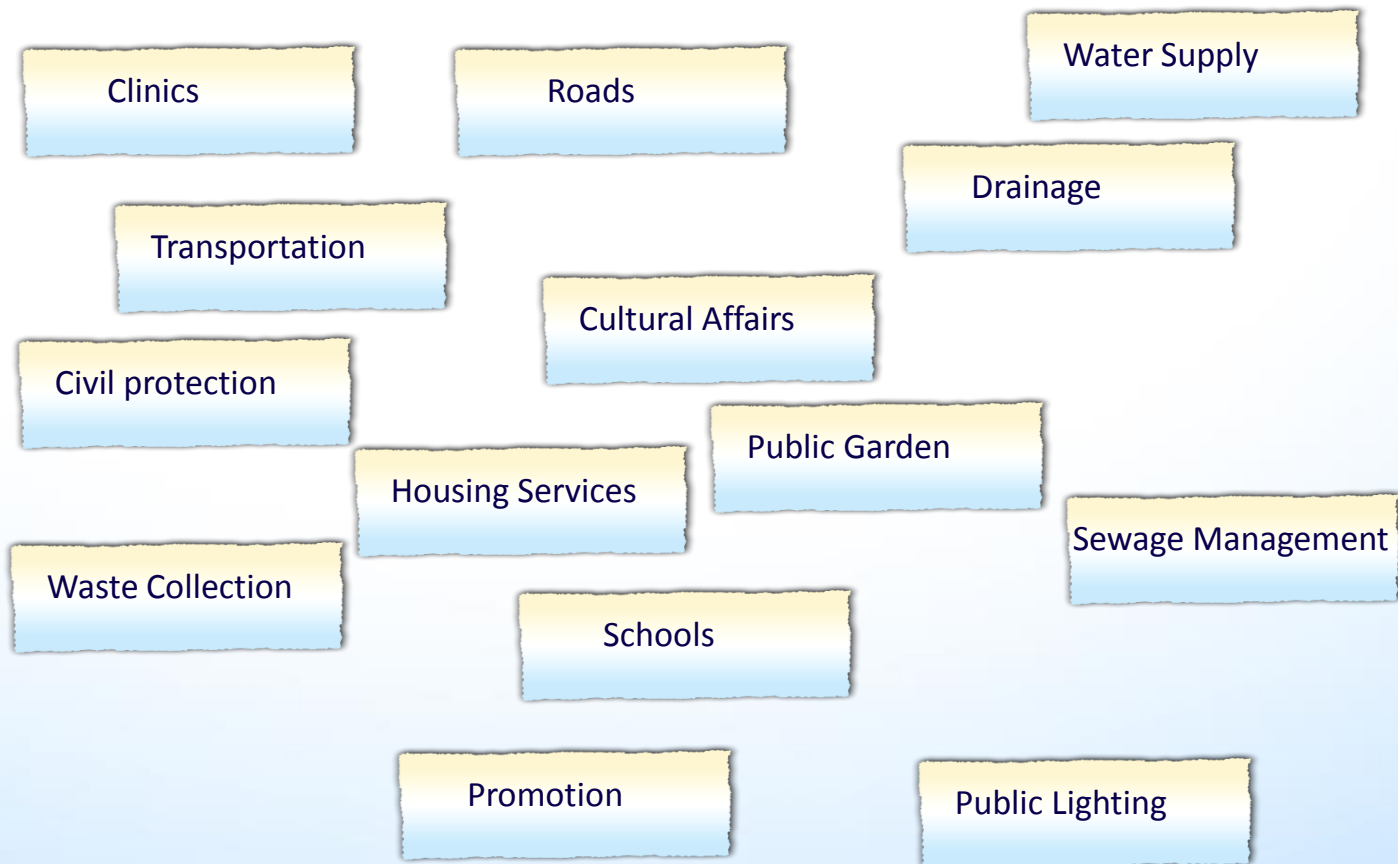


DIGITAL STRATEGIES FOR
DEVELOPMENT SUMMIT **2015**
Accelerating Inclusive Development through ICT Innovation
A Knowledge Exchange Forum for Asia-Pacific Region and Beyond

Measuring the Impact of Development Initiatives: **The ISO Way**

Dondi Mapa
Microsoft Philippines

What LGUs provide



What is ISO 18091?

Global Quality
Standard

Easy-to-Use

Balanced



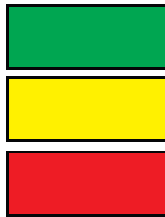
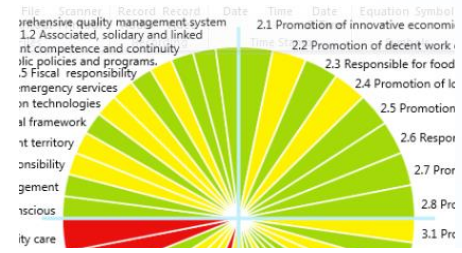
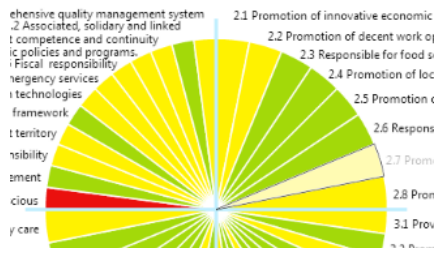
“ISO 18091:2014 is a general standard that aims to help local government organizations relate the concepts of quality management as described in the ISO 9000 family of standards with the practice and terminology commonly employed in the local government context”

What is ISO 18091?

Global Quality Standard

Easy-to-Use

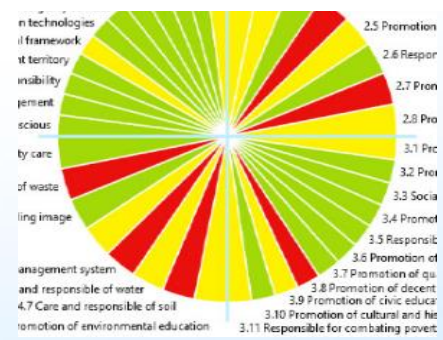
Balanced



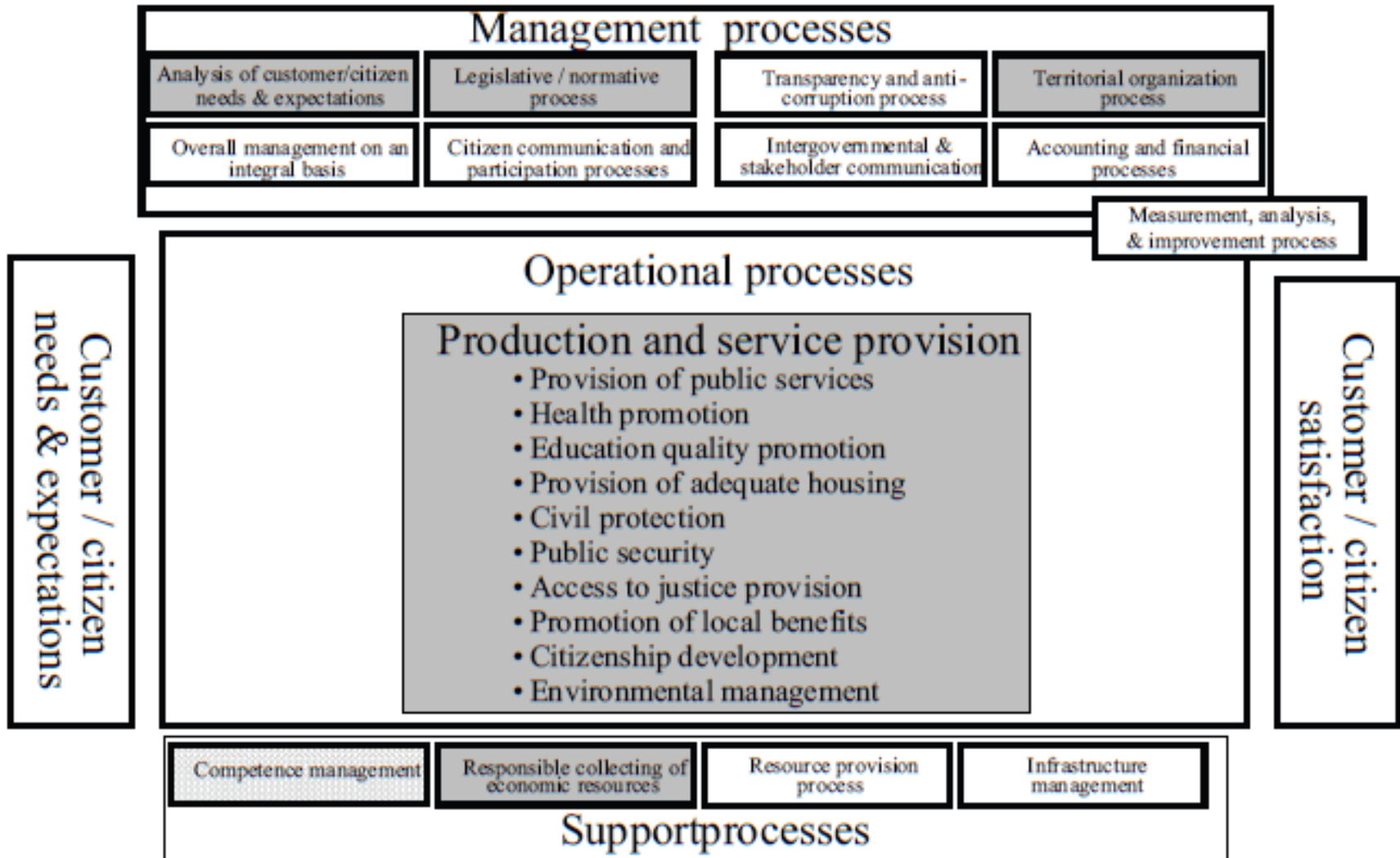
«GREEN» = Minimum acceptable practices level

«YELLOW» = Below the acceptable practices level

«RED» = Unacceptable practices level



Processes that make an LGU “reliable”



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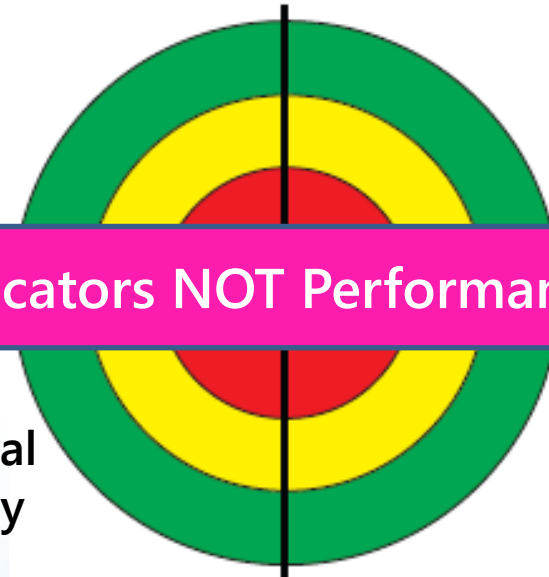
Governance
Culture

Economic
Growth

Process Indicators NOT Performance Measures

Environmental
Sustainability

Social
Inclusion



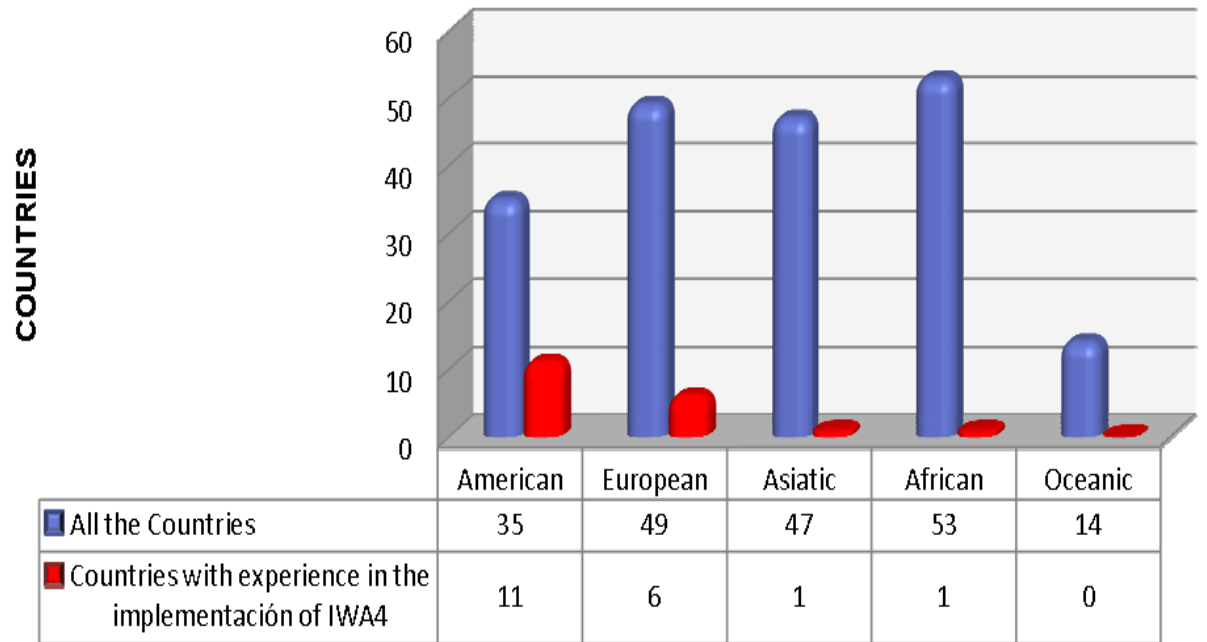
Why use ISO 18091?

Tried and Tested

Citizen Centric

Foundational

Countries with Experience in the Implementation of IWA4



Who are using ISO-18091 as of Nov 2014

American	European	Asian	African	Oceanic
Argentina	Slovenia	Russia	Egypt	Australia
Bolivia	Scotland	Indonesia	Botswana	New Zealand
Brazil	Spain	Pakistan		
Chile	Italy	India		
Colombia	Netherlands	Philippines		
Costa Rica	Sweden	Vietnam		
Ecuador	Ukraine			
El Salvador				
Guatemala				
Mexico				
Panama				
Venezuela				

National Standard in 11 countries

Translated in 9 languages: Arabian, Chinese Mandarin, Slovenian, Spanish, French, English, Italian, Portuguese & Russian

Documented cases in some cities like:

Mexico

León, Guanajuato with a 1.5m population with a Citizen Observatory in place

Aguascalientes, 0.5m pop.

Rural communities in Puebla, each w/20k pop

Italy

Pisa in Tuscany w/90k pop

Cornated'adda w/10k pop

Bellusco w/8k pop

Spain

City Council of Sant Fost de Campsentelles, province of Barcelona; 8k pop (2010).

City Council of Getxo, province of Biscay; 80k pop (2010).

City Council of Malaga, province of Malaga; 568k pop (2010).

City Council of Logroño, in the province of La Rioja; population 152,650 inhabitants.(2010).

Colombia

Bogota, Federal District is using it to observe and review the government from their citizen audit governmental organization, 8m citizens

Africa

Kweneng District Council in Botswana

Kena District in Egypt

Chile

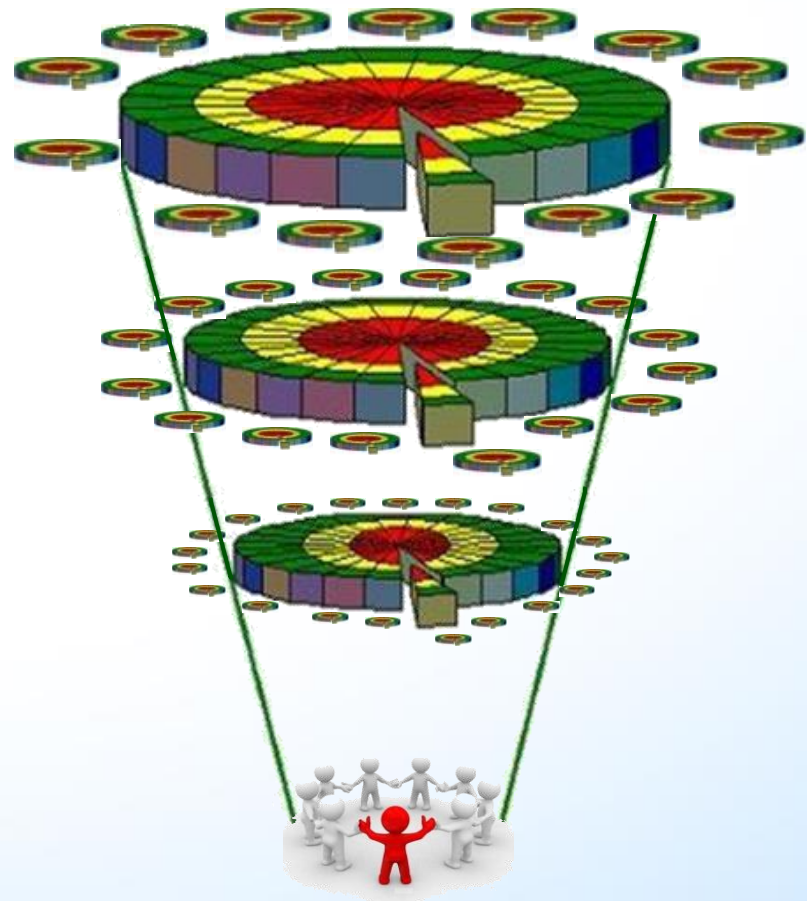
Providencia the main economic municipality in Santiago

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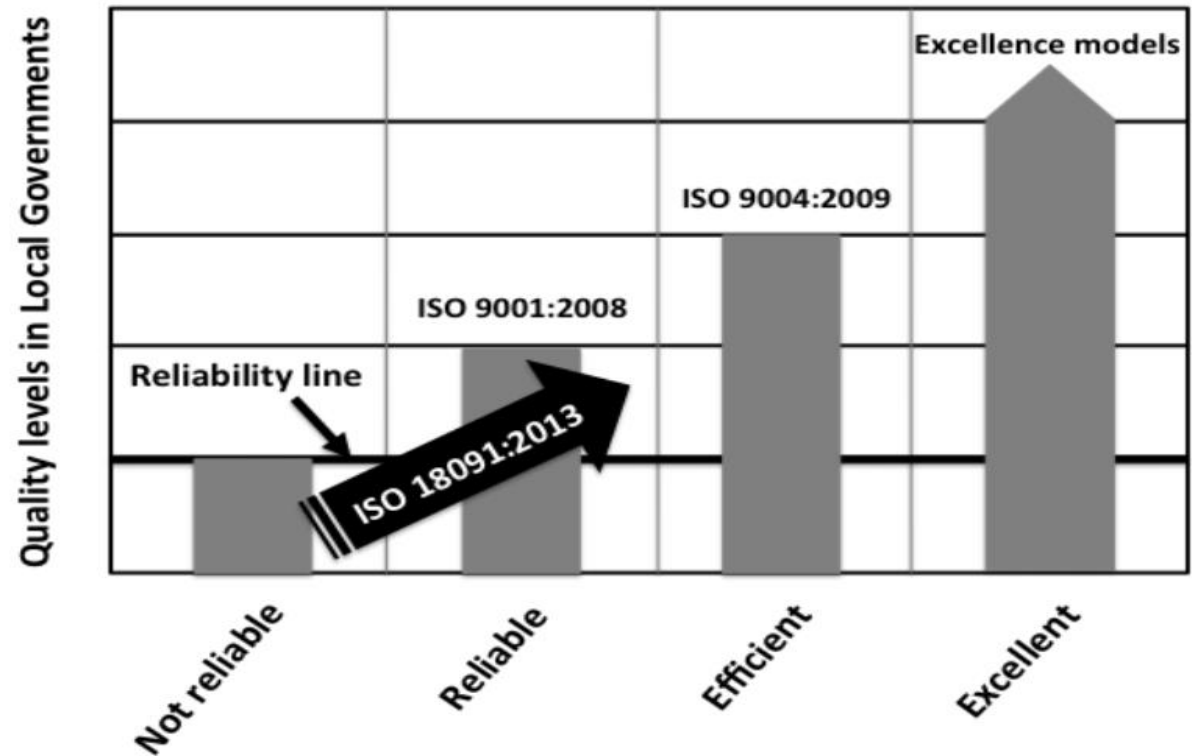


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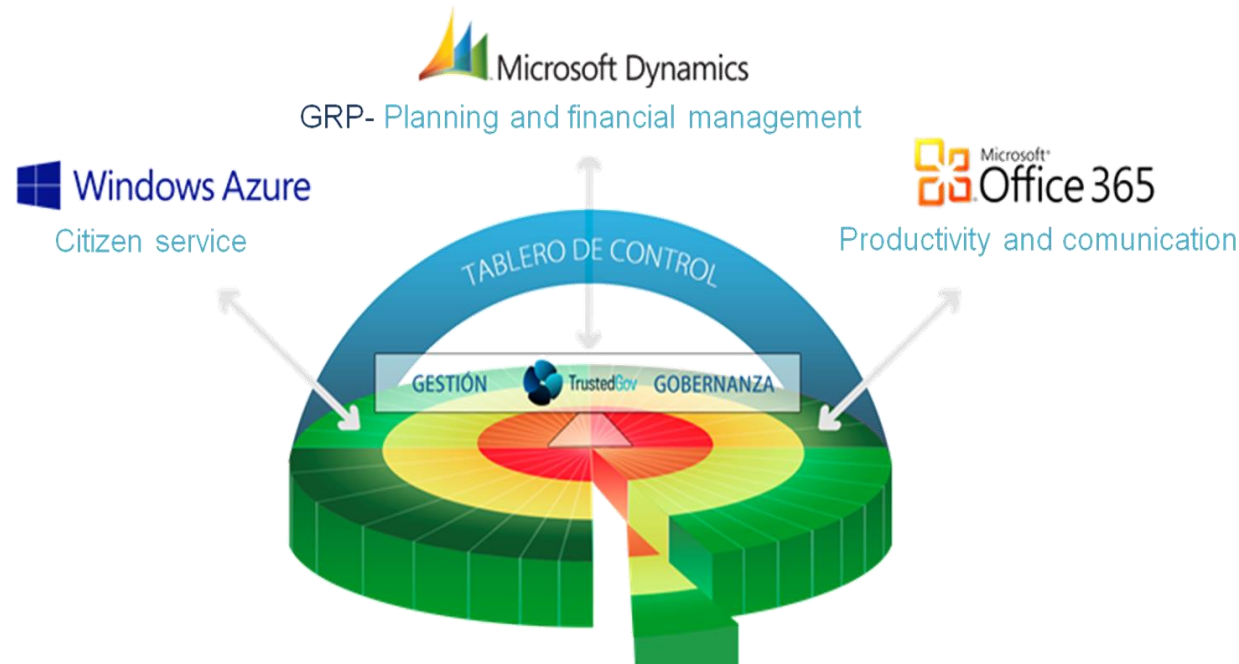


How use ISO 18091?

Citizen
Observatory

Tiered
Analysis

CityNext



Microsoft CityNext

Summary

What

Global Quality
Standard

Easy-to-Use

Balanced

Why

Tried and
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Citizen
Centric

Foundational

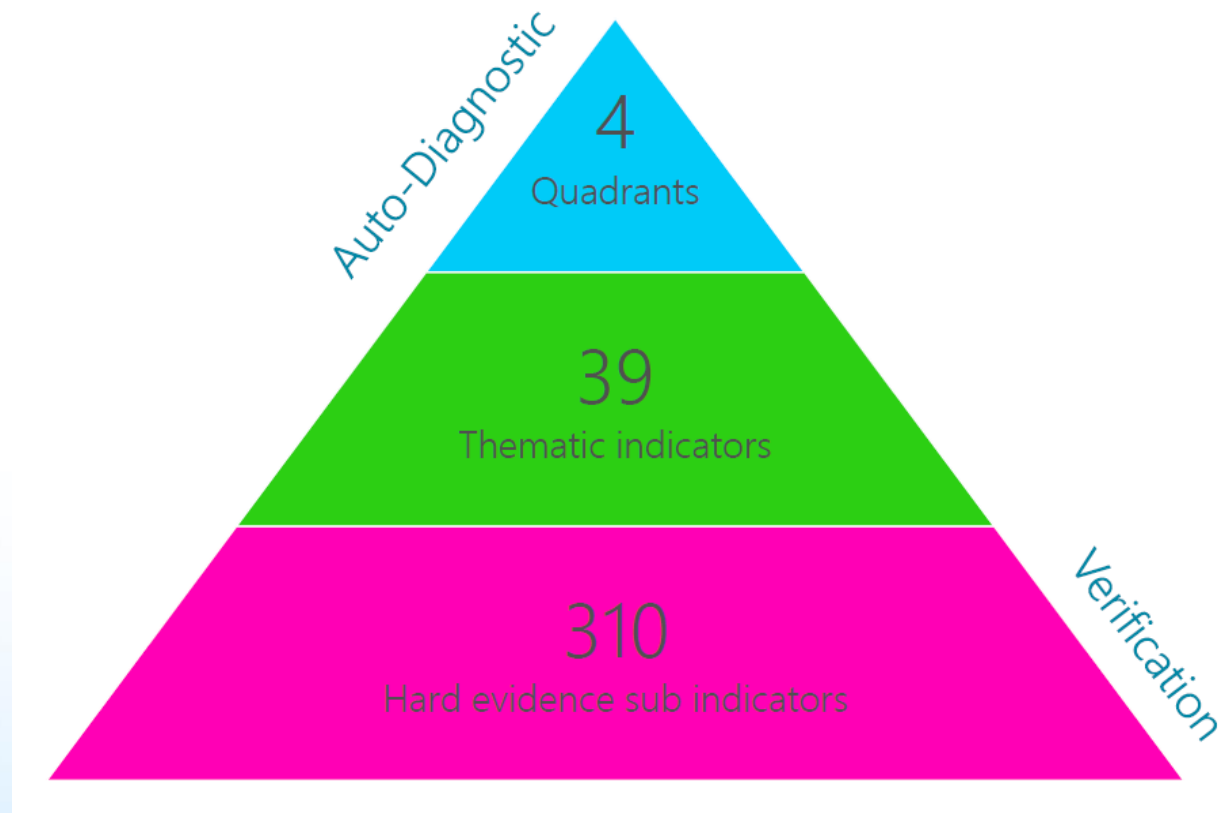
How

Citizen
Observatory

Tiered
Analysis

CityNext

Assess, then verify



Next Steps

- Try it yourself: www.trustedgov.com/citynext
- Attend a free one-day workshop
 - Manila, October 20, Tuesday
 - Cebu, October 21, Wednesday
 - ???, October 23, Friday
- **Dondi Mapa**
 - dmapa@microsoft.com