

# Terms of Reference

## Working Group for the 2018 United Nations E-Government Survey

### Background

In support of the preparation of the 2018 United Nations E-Government Survey, the Division for Public Administration and Development Management (DPADM) of the United Nations Department of Economic and Social Affairs (UNDESA) is forming an advisory working group. The group is to contribute diverse points of views and expertise during the preparation of the 2018 United Nations E-Government Survey. It will act as a think tank and advise on how to link the Survey with the Sustainable Development Goals (SDGs, the Actions Lines of the World Summit on the Information Society (WSIS), and other international agreements. It is also expected to advise the Department on the review of the methodology and existing indicators in the survey as well as help develop new indicators.

The ultimate objective of the survey has been to promote the use of e-Government as a way to support development and improve people's well being. The survey is based on the understanding that the e-government improves the quality and access to government services; supports participation, transparency, and accountability; helps to improve coordination in government; contributes to social equity as well as to managing the risk of disasters or reducing carbon emissions. Thus, as reflected in the 2003 edition, the survey aims "to be a tool at the disposal of the government, which, if applied effectively, can contribute substantially to promoting human development".

The survey pursues this objective by giving an indicative assessment of the diffusion of e-government through a performance rating of national governments relative to one another. It is not designed to capture e-government development in an absolute sense,.

The E-Government Survey presents the ranking of e-government development across 193 United Nations Member States by assessing e-government development according to a quantitative composite index of e-readiness based on Online Service, Telecommunication Infrastructure, and Human Capital Indexes. It aims to provide decision makers with information that enables them to identify their areas of strengths and challenges, as well as suggested options on how best to move ahead. The Survey is a flagship [recurrent publication](#) of DPADM/UNDESA and has been published at regular intervals since 2003.

### Responsibilities of the advisory Working Group:

1. To introduce fresh thinking and new perspectives into the purpose, content and approach of the United Nations E-Government Survey considering recent trends and developments in the area of e-government, digital government, and ICT for development.
2. To reflect on the main value added of the Survey in the current environment
3. To reflect on the main issues and dimension the survey should focus on and propose options. To advise in identifying priority areas for the 2018 Survey and for following years including providing case studies.
4. To advise on how much emphasis should be placed on measurement compared to thematic analysis

5. To evaluate the current methodology of the Survey so far and make proposals for its improvement -- or for addressing new issues if it is decided to change the coverage of the survey. To advise on how to ensure continuity with previous editions of the survey if the focus or methodology of the survey is changed.
6. To advise on the E-Government Development Index, the relevance of current indexes taken from ITU (Telecommunication Infrastructure Index) and UNESCO (Human Capital Index) and ways of measuring online services
7. To advise on specific aspects such as the stages of e-government or the stages of e-participation,
8. To advise on the approach to collecting data and information for the survey, including a review of the questionnaire, and whether to collect information from Member States and other stakeholders.
9. To make proposals for adjustments to be made for the 2018 E-Government Survey and for those to be made for the 2020 Survey
10. To advise on how the Survey can contribute to the ongoing work of follow-up and review mechanism for the implementation of the new 2030 Agenda for Sustainable Development and WSIS Action Line particularly C7 e-government.
11. To undertake ad-hoc assignments as requested in support of the specific research priorities on topics related to digital government, ICT4D and SDGs.

### **Group Procedures**

There will be periodical virtual meetings with all of the group members including conference calls and continuous discussions through a dedicated mailing list.

All discussions will be held under the 'Chatham House rule'<sup>1</sup>.

### **Remuneration**

Members will not receive any fee for their participation in this working group.

### **Languages**

Fluency in English is required (both oral and written).

### **Duration of Term**

10 months (1 March 2017 - 31 December 2017). The duration of the contract may be extended.

### **Travel**

Some members of the working group may need to travel to New York to attend an Expert Group Meeting early in May 2017. There may be limited funds available for participation from developing countries.

### **Working Group Coordinator**

Mr. Vincenzo Aquaro, Chief

E-Government Branch (EGB), Division for Public Administration and Development

---

<sup>1</sup> When an activity or a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed.

Management (DPADM)

United Nations Department of Economic and Social Affairs (UNDESA)