Online Consultation for the Preparation of the United Nations E-Government Survey 2018

Expert Group Meeting 10-11 May 2017
Overview

• 13 Questions – CIOs Network ; IGF; E-Gov LinkedIn ; UNPAN, UN-Missions;
• Was open at http://bit.ly/egov2018 since April 13<sup>th</sup> 2017
• There are more than 60 respondents, from governments, civil society, private sectors, academia and international organizations
Overview

Civil Society 5 (10%)
Government 17 (33%)
University 13 (25%)
Private Sector 11 (22%)
International Organization 4 (8%)

Africa 20 (38%)
West Europe 14 (26%)
Asia-Pacific 8 (15%)
Latin America 7 (13%)
East Europe 4 (8%)
Q1: How E-Government Advances Sustainable Development

- Reduce government corruption
- Increase citizen participation and engagement
- Limit bureaucracy and increase transparency
- Enhance government service delivery, especially to marginalized groups
- Improve efficiency and accountability
Q2: Challenges to Implement E-Government

- Lack of public data and unified information
- Corruption and lack of political leadership
- Infrastructure including electricity
- Government incapacity
- Weak public awareness and human capital
- Finance and budget
Q3: Expectation from the E-Government Survey

- Analysis and recommendation
- Demonstration of best practice
- Framework and roadmap on E-Government service
- Focus on the demand side
- Analysis on global trends
Q4: Usefulness of the UN E-Government Survey in Range of 1 (low) to 5 (high)
Q5: Most Crucial Part of the Survey

- Analysis of certain themes and areas: 62.3%
- Rankings of countries: 11.3%
- Analysis of the rankings by region and globally: 15.1%
- Other: 11.3%
Q6: Relevance of the Indexes

- E-Participation Index is the most relevant, followed by Online Service Index, Technical Infrastructure Index.

A) Online Service Index

B) Human Capital Index

C) Telecommunication Infrastructure Index

D) E-Participation Index
Q7: Improvements for the EGDI

- Include user-centered indexes
- Include open gov index (which can subsume EPI)
- Focus on “digital literacy” instead of just “literacy”
- Include case studies
- More qualitative analysis is preferred
- Up-to-date data (IP TV availability, wireless internet usage level)
- Consider different channels, mobile/smartphone
Q8: How the Survey is being Used?

- To evaluate progress and define priorities of government policies
- Look for and learn from other countries
- Used as a benchmark for comparison with others
- Used as an operational document in terms of knowledge-sharing, building capacity among employees, implementing best cases.
- To review our digital government efforts.

[Pie chart showing the distribution of responses to the survey question]

- Yes: 21 (41%)
- Not Sure/Need Information: 7 (14%)
- Yes but not much: 16 (31%)
- No: 7 (14%)
Q9: Limitation of the Survey

A) Themes Addressed
- Some themes may not be crucial to some regions
- Include content like marketing, communication, human capital and digital economy

B) Measurement Approaches and Index
- Include users’ satisfaction rate
- Include indexes like Interoperability, usage and impact
- Participatory methodologies
- Use other existing indicators

C) Structure of the Report
- Incorporate country profiles
- Include best performers
- Include recommendations and solutions

D) Format
- Focus more on data and result explanations
- Less on technical explanation
Q10: Innovative Approaches for the 2018

- Big Data, IOT, Robotics
- Disaggregation of data
- Include the measurement of Smart Cities, Internet of Things, Big Data, Interoperability, mobile devices and accessibility, adding questions about specific plans and actions related to them.
- An urban and local approach should be considered to explore new applications of ICTs in cities and territories
- How government resource management innovation is done - through enterprise architecture (EA), Government Integrated Data Center (GIDC), or cloud computing - can be measured for increasing return on e-government investment.
Q11: Government Specific Approaches and Access Tools to Measure E-Government Service

- Presence of frameworks, policies, standards and guidelines for e-Government implementation of e-government initiatives
- Regional tools like Eurostat’s measurement, OECD DigGov.
- Spending and Savings
- National initiatives i.e. a country developed a 140 Criteria Methodology to look at the Government websites’ openness, update, technology, security, friendliness, etc.
Q12: Other Dimensions the Survey Can Reflect

- Open data and portals
- Local content and local service
- Other digital services, like payment systems, proposals for legislation, self service PC station, etc.
- It should provide independently audited economic and social impact assessments (full costs and benefits) of a range of initiatives
- Beneficiaries satisfaction rate
- Include artificial intelligence / voice assistance as related service enabler. Social networks might be included as promoter / quality assurance.
- Use of multiple portals, websites and other social media like Twitter or Facebook
Q13: Other Suggestions

- Publish trends in E-Government every year
- Pay specific attention to various initiatives
- Adjust the e-government development index. For example, reduce the weight of the Human Capital sub-indexes and Telecommunications are not part of the public policy of digital government in some countries
- Extensive promotional activities worldwide regarding UN E-Government survey
Raw responses available at