

Group I:

Discussion Key point: make tangible proposals

What changes should be made? When should it be made?

- **Dinand:** Most important measure- measure the demand side. Measures the citizens satisfaction with e-gov survey. How to observe it? Through self-reported survey.- Then is there an annual survey? Existence of satisfaction survey? Is there a feedback session on the government website? Another indicator- sentiment analysis (?). E.p tax. Focus can be on national portals or regional portals

Question 1: Is the Survey looking at the right things in the right way?

- Harmonize with SDGs mildly not dramatically
- Allocation of certain features, propose a new definition
- Add measurements that encourage dialogue among countries
- Remove the stages in the current version of the Survey
- Citizen centricity- customize/personalize services; satisfaction
- Publish the new and old rankings after adding new subindexes
- Digital transmission index: improvement- transparency (data, spend, approach); open data policy (portal); e-participation; governance CIO (CIO mandate, coordination). Common data infrastructure. Government CIO network.
- Digital readiness: focus on internet use- broadband availability; functionality; affordability, PPP; smart government, availability and the use of those services; security and capacity (e.p. legal services)

Question 2: Is the EGDI (e-government development index) adequate and how can it be improved if needed, along with its, questionnaire and sub-indexes?

- Publish all the findings and data
- Government e-capacity index
- Government e-skills
- Measurement: policy and political

Question 3: Is the OSI (online service index) adequate and how can it be improved if needed, along with its, questionnaire and sub-indexes?

- Change the focus. Include new online sources of data. E.p. SIS data. Can be supplied by government, but can be provided by mobile provider. Include usage data. Include national statistics office

- Sources of data: supplier, consumer, computers
- Measure services deliveries, not just government
- One stop service, integration. Online observations. Portal/mobile/social media/call center
- Services to the disadvantaged and services with new technology. Scope of digital divide
- Share of data-driven services, share of proactive services
- Partnership with private sector
- Improve the effectiveness
- The current index doesn't fully capture the system. How to capture the data as the center of system?

Question 4: What other channels can we consider?

- Diversify sources of data
- New channels: mobile; DTT data; international awards; local municipalities and local services; automated collection
- National portals, local level websites, broadband connectivities in rural area and remote area

Question 5: Can we come up with more sub-indexes? Should we? Is there a need for that?

- More sub-indexes- ESCWA GEMS as a forth component
- Open government index
- Open data index
- 3 SDG principles: effectiveness, inclusiveness, accountability
- Citizen participation and encouragement of citizen participation
- Citizen satisfaction with e-government services- based on social media/big data and direct/indirect surveys
- ICT infrastructure. Legal policies. Organizational capacity. Leadership supports
- Accessibility to different groups. e.p. languages
- Accountability- exposure of A2I laws; desktop research; OGP action plans
- Maturity of digital government ecosystem (not just the portals)
- Smart city
- Data quality/framework
- Negative feedbacks of digital government
- Measures to overcome the downside of e-government (AI, big data)

Conclusion: What should be done by 2018

- Overall: Structural changes

- Should make a pilot
- Additional sub-index. If the data sources are available, can be done by 2018. E.p. affordability is feasible to be included by 2018.
- Publishing the new and old ranking after adding new sub-index
- Pyramid shape can be remained, get rid of stages
- Even though some may not able to be measured, but can be presented
- Present the trends
- Have the indicator of the satisfaction included
- Increase the number of questions. Re-assess the current questions
- Mobile friendly platforms: Mobile version. mobile apps. Assess different sectors
- Separate chapters: Data driven. Datasets. Mega trends, recent trends. E.p artificial intelligence, highlight major institutions that are working on it as well