Benchmark Global e-Government Development
- 2018 UN e-Government Survey

Gearing e-government to support transformation towards sustainable and resilient societies
Principles of Effective Governance (2030 Agenda)

- **Effectiveness**
  - Efficiency in delivery of public services
  - Sound public management
  - Policy coherence
  - …

- **Inclusion**
  - Access to public service (equality)
  - Participation and engagement
  - Representation
  - …

- **Accountability**
  - Access to information
  - Open government
  - Corruption controls
  - …

Source: 16th Session of Committee of Experts on Public Administration (CEPA). 24-28 April 2017, Towards a set of internationally recognized principles of responsible and effective governance (Note by the Secretariat)
E-government Survey as an Enabler for Sustainable Development

**INTERNATIONAL LEVEL**
- United Nations Agenda 2030 for Sustainable Development

**NATIONAL LEVEL**
- National Development AGENDA
  - PRINCIPLES GOALS TARGETS
  - PILLARS PRIORITIES RESOURCES
  - DIGITAL AGENDA
    - UNITED NATIONS PRINCIPLES AND PRIORITIES RELATED TO ICT4SD AND DIGITAL GOV (2030 AGENDA - WSIS +10)
    - DIGITAL GOV PRINCIPLES PILLARS MEGATRENDS BASIC MODULES COMPONENTS

**UN E-GOVERNMENT NEW METHODOLOGICAL FRAMEWORK**
- New EGDI to assess 193 MS

**MEMBER STATE**
- IMPLEMENTATION OF THE NATIONAL DIGITAL AGENDA
  - CENTRAL AND LOCAL INSTITUTIONS AND AGENCIES

**OUTCOMES**

Baseline of SDGs indicators identified for monitoring the implementation of the Agenda
The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing efficiency, effectiveness, transparency, accountability, access to public services and citizen participation in 193 Countries
UN E-Government Survey: Methodology & Index

EGDI consists of three components...

A country’s ranking in the survey is determined by the **E-Government Development Index (EGDI)**, which is a weighted average of three normalized scores on:

1. Scope and quality of online services
   - **Online Service Index (OSI)**

2. Development status of telecommunication infrastructure
   - **Telecommunication Infrastructure Index (TII)**

3. Inherent human capital
   - **Human Capital Index (HCI)**
EGM Recommendations for the next edition of Survey...

✓ **Survey is still a relevant tool:** and has a power to change behavior and lead the government to change for the better.

✓ **Link the Survey with SDGs** through analytical research to specific Goals of the 2030 Agenda, particularly to those goals to be reviewed by the High-level Political Forum (**HLPF**) in 2018 and 2019.

✓ **Update the Survey and its methodology** by expanding e-government **benchmarking from national to the local level** (pilot assessment)

✓ **Focus on emerging trends:** (i) artificial intelligence, (ii) internet of things, (iii) open, virtual, and cloud-based architectures, (iv) big data and analytics, (v) smart platforms, (vi) social and mobile technologies
Digital Government Framework

Data Framework

Internal
- Pilots 2018 (new)
- Pilots 2020-2030
- OSQ Data Collected UNDESA 2017 (researchers + automated)

External
- MSQ Member States (new)
- UNESCO
- ITU
- 3rd Parties (new)
ONLINE SERVICE INDEX

MEMBER STATES QUESTIONNAIRE

OSI

3RD PARTY INDICATORS

ONLINE SERVICE QUESTIONNAIRE

Global Cybersecurity Index
Questions cover these DOMAINS

- HEALTH
- EDUCATION
- SOCIAL PROTECTION
- ECONOMIC GROWTH
- EMPLOYMENT & DECENT WORK
- ENVIRONMENTAL PROTECTION
- PUBLIC SECURITY
THEMES

- OPEN DATA
- USER-CENTRIC
- E-PARTICIPATION
- PRIVACY
- M-GOVERNMENT
- SECURITY
- INTEGRATION
- USAGE
- DIGITAL DIVIDE
- LOCAL
3rd Party Analysis

- MOBILE/USER CENTRIC
- ACCESSIBILITY
- PRIVACY AND SECURITY
- WEB TRENDS for usage such as (Google, Bidou...)
- SOCIAL MEDIA (user feedback analysis)
- FINDABILITY (in search engines)
2018 Survey Outline

- Part 1 – Digital government to help build sustainability and resilience
  (linking to 2030 Agenda and HLPF 2018 theme)
  - Mobilizing e-government to build resilient societies: preconditions and enabling environment
  - E-Government for Leaving No One Behind
  - E-government: A tool to better anticipate and respond to disasters
  - Building the resilience of e-government
2018 Survey Outline (continued...)

- Part 2 – The state of the e-government worldwide
  - E-Government Development: global progress and new trends
  - Regional Development and Country Groupings Performance
  - Transforming cities to increase resilience and sustainability
Part 3 - Fast-evolving technologies affecting e-government

- Technologies affecting e-government
- E-government at Local Level

As well as...

- Annexes
- Methodology
- Data Tables
UNEGOV2018 CALL FOR CONTRIBUTIONS BY DEC 2017

1. By submitting a policy brief
2. By submitting a contribution to one of the UNEGOV 2018 chapters


Thank you for your attention