Executive Development Course:
“Digital Government for Transformation Towards Sustainable and Resilient Societies – the Singapore Experience”

Session <Digital Government – Policy and Strategy – for SDG Implementation>

Digital Government for SDG Implementation: Policy and Strategy

DAY 1
Monday, 2 April 2018

Mr. Chae Gun Chung
Head, United Nations Project Office on Governance (UNPOG), DPADM/UNDESA
Executive Development Course:
Digital Government for Transformation Towards Sustainable and Resilient Societies – the Singapore Experience

Digital Government for SDG Implementation: Policy and Strategy

Chae Gun Chung, Ph.D
Head
United Nations Project Office on Governance (UNPOG)
DPADM / UN DESA
Contents

2. Digital Government & SDG Implementation
3. Challenges and Policy Recommendations
4. Work of DPADM/UNPOG on Digital Government

1.1. Digital Government Strategies

**Thailand**
Digital Government Plan 2017-2021

**Mauritius**
Digital Mauritius 2030

**Brunei**

**Bhutan**
Bhutan E-Government Master Plan

**Lao PDR**
E-Government Development Plan 2013-2020

1.2. Emerging Trends of Technology & Digital Government

✓ AI
✓ IoT
✓ Blockchain
✓ Cloud Computing
✓ Big Data analytics
✓ VR/AR
2. Digital Government & SDG Implementation
2. Digital Government & SDG Implementation

2.1. Digital Government as an Enabler for Achieving the SDGs (1)

- Enhanced Public Service Delivery (the vulnerable)
- Participatory Governance
- Strengthened Transparency and Accountability
- Citizen Empowerment (the vulnerable)
- Citizen Engagement and Participation
- Achieving SDGs

"Leaving No One Behind"
2. Digital Government & SDG Implementation

2.1. Digital Government as an Enabler for Achieving the SDGs (2)

“E-Government aims at making public service delivery more effective, accessible and responsive to people’s needs. It aims at increasing participation in decision making and making public institutions more transparent and accountable. The purpose of e-government is thus consistent with the principles and goals of the 2030 Agenda and it contributes to the implementation of the Agenda.”

- UN E-Government Survey 2016 -
### 2. Digital Government & SDG Implementation

#### 2.1. Digital Government as an Enabler for Achieving the SDGs (3)

<table>
<thead>
<tr>
<th>Social Sustainability</th>
<th>Economic Sustainability</th>
<th>Environmental Sustainability</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-education</td>
<td>Online integrated business registration</td>
<td>Citizen-participating Greenhouse emissions</td>
</tr>
<tr>
<td>E-health services</td>
<td>Easy property registration systems</td>
<td>Monitor energy, water consumption for savings</td>
</tr>
<tr>
<td>Security</td>
<td>Open data licensed for commercial use</td>
<td>Green procurement</td>
</tr>
<tr>
<td>Transportation</td>
<td>Easy tax payment systems</td>
<td>Disaster management</td>
</tr>
<tr>
<td>Community planning</td>
<td>Innovative agricultural programmes</td>
<td></td>
</tr>
<tr>
<td>Inclusive social safety nets</td>
<td>Employment opportunities portals</td>
<td></td>
</tr>
<tr>
<td>Services to vulnerable groups</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Welfare networks</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Youth Engagement</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Silver innovation</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
2. Digital Government & SDG Implementation

2.1. Digital Government as an Enabler for Achieving the SDGs (4)

- E-health
- Employment portals
- Monitoring energy consumption
- E-education
- Disaster prevention/mitigation
- E-voting
2. Digital Government & SDG Implementation

2.2. Digital Government and Integrated Policymaking & Institutional Coordination

[Diagram showing Economic, Social, and Environmental aspects of Sustainable Development with a circular diagram labeled BIG DATA & THE SDGs]
2. Digital Government & SDG Implementation

2.3. Digital Government for Inclusive Growth (1)

Online government services for vulnerable groups in 2014, and 2016

2. Digital Government & SDG Implementation

2.3. Digital Government for Inclusive Growth (2)

“Leaving No One Behind”
2. Digital Government & SDG Implementation

2.4. Digital Government for Enhancing Citizen Engagement and Participation (1)

Number of countries undertaking online consultations in 2014 and 2016, by sector

<table>
<thead>
<tr>
<th>Sector</th>
<th>2014</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Health</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Finance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labour</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social welfare</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Countries offering social media networking tools on national portals, by income in 2016

2. Digital Government & SDG Implementation

2.4. Digital Government for Enhancing Citizen Engagement and Participation (2)

Table 3.1. Summary of assessed e-participation features

- Availability of sources of archived information (policies, budget, legal documents, budgets, etc.); use of digital channels (including mobile devices/platforms) and open data technologies in the areas of education, health, finance, social welfare, labour, environment.
- Availability of online information on citizens' rights to access government information (such as Freedom of Information Act or Access to Information Act)
- Evidence about government partnership/collaboration with third parties (civil society, private sector) to provide services
- Evidence about free access to government online services through the main portal, kiosks, community centres, post offices, libraries, public spaces or free WiFi
- Availability of open datasets (in machine-readable non-proprietary formats), related policies/guidance
- Evidence about collaborative co-production, crowdfunding
- Evidence about engaging citizens in consultation/communication to improve online/mobile services and raise citizens' satisfaction with them
- Evidence about engaging citizens in consultation/communication on education, health, finance, social welfare, labour, environment
- Availability of "personal data protection" legislation online
- Evidence about opportunities for the public to propose new open datasets to be available online
- Availability of e-participation policies/mission statements
- Availability of public procurement notifications and tender results online
- Availability of online tools (on the national portal) to seek public opinion and other input in raw (non-deliberative) form policy formation
- Evidence about decisions made that included the results of consultation with citizens online in the area of education, health, finance, social welfare, labour, environment
- Evidence about governments' publishing the outcomes of policy consultations online

Source: UN E-Government Survey 2016
2. Digital Government & SDG Implementation

2.5. Digital Government for Enhancing Transparency and Accountability (1)

![Chart showing the number of countries offering datasets in open standards by region.](https://publicadministration.un.org/egovkb)

2. Digital Government & SDG Implementation

2.5. Digital Government for Enhancing Transparency and Accountability (2)

3. Challenges and Policy Recommendations
3. Challenges and Policy Recommendations

3.1. Challenges of Digital Government (1)

- Political leadership & vision
- ICT infrastructure
- Cyber Security
- Governance & Law and regulations
3. Challenges and Policy Recommendations

3.1. Challenges of Digital Government (2)

- Digital divide
- Newly-emerging digital technologies
- Lack of digital skills and human resources
3. Challenges and Policy Recommendations

3.2. Policy Recommendations

- Leadership and political commitment to digital strategy
- Multi-stakeholder partnership
- Digital skills of public officials
- Promotion of digital government to citizens
- Peer-learning between countries
4. Work of DPADM/UNPOG on Digital Government
4. Work of DPADM/UNPOG on Digital Government

**DPADM’s work on e-government**

To support e-government development for responsive, efficient, effective and equitable delivery of public service to all people, building public trust and ensuring transparency, participation and collaboration in the development process.
4. Work of DPADM/UNPOG on Digital Government

4.1. UN E-Government Survey

UN E-Government Survey 2018 to be published
4. Work of DPADM/UNPOG on Digital Government

4.2. Support for WSIS

World Summit on the Information Society (WSIS)

Photo Source: ITU Photo
4. Work of DPADM/UNPOG on Digital Government

4.3. Capacity Development Programmes
4. Work of DPADM/UNPOG on Digital Government

4.4. Online Training Toolkit

E-Government for Women’s Empowerment in Asia and Pacific
4. Work of DPADM/UNPOG on Digital Government

4.5. Research

“E-Government for Promoting Sustainable Development in Small Island Developing States (SIDS)”

Photo Source: UN Sustainable Development Knowledge Platform
Thank You