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

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

The U.N. e-Government Survey:
Methodology and Lessons Learned – 2003 to 2016

DAY 1
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“Executive Development Course: Digital Government for Transformation Towards Sustainable and Resilient Societies The Singapore Experience”


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Singapore, April 2018
Governance - A Concept Broader than Government

(G) State
(national, state and local levels)

(P) Private Sector
(formal, informal, corporations, SMEs, etc)

(C) Civil Society
(societal, institutions and individuals)
17 SDGs Approved by 193 Member States

1. No Poverty
2. Zero Hunger
3. Good Health and Well-being
4. Quality Education
5. Gender Equality
6. Clean Water and Sanitation
7. Affordable and Clean Energy
8. Decent Work and Economic Growth
9. Industry, Innovation and Infrastructure
10. Reduced Inequalities
11. Sustainable Cities and Communities
12. Responsible Consumption and Production
13. Climate Action
14. Life Below Water
15. Life on Land
16. Peace, Justice and Strong Institutions
17. Partnerships for the Goals
2030 AGENDA PRINCIPLES

1. Universal – 17 Objectives, 169 goals + indicators

2. Theme: Poverty, Peace and Justice, Hunger, Health, Education, Gender, Sustainable Management, Consumption, Climate Change, Cities, Ecosystems, other

3. Coherent Policies for Economic, Social and Environmental Development with Transparent, Efficient and Inclusive Institutions
E-Gov. for Sustainable Development

Public Policy Cycle
1) Agenda Definition
2) Policy Formulation
3) Decision-Making
4) Implementation
5) Monitoring and Evaluation
FROM INVENTION TO INNOVATION

• Computers
• ICTs
• Electronic Government
• Electronic Governance
• Digital Governance
• Ecosystems for Innovation
e-Governance and Public Service

1) Integrate Public Service Delivery
2) Effectiveness + Efficiency of the State
3) Transparency and Accountability
4) Public Participation at 3 levels:
   • Information, Consultation, Decision-Making
INFORMATION and STATE POLICY

ACCESS

PRIVACY

SECURITY
TRANSPARENCY

128 out of 193 UN Member States publish data sets on government budgets.

There are 68 countries that do not have this information online.
LEGAL FRAMEWORKS

105 countries - access to information and policies for **open data**.

113 countries - **laws for protection of personal data** - privacy
OFFER OF SERVICES

Since 2014

- Countries with high index of online services increased from 22 to 32.
- Countries with low online services index decreased from 71 to 53.
Editions of the UN e-Government Survey

2001-2016
UN E-Government Survey

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.

Adopted by Member States and Economists as a useful tool to benchmark e-Government Development and advance policy
Static Website X Dynamic


UN E-Gov Survey 1st Edition

Integrated Gov., Open Gov., Big Data, Linked Data

Sustainable Development

Technologies of Cloud computing Smart Phones
**Recommendations**

✓ **Survey is still a relevant tool**: changed behavior and improved governments.

✓ **Link the Survey with SDGs** analytical research of goals and targets, focus on HLPF) 2018/19.

✓ **Update the Survey methodology** by expanding from national to local (pilot)

✓ **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
Chapters e-Government Survey 2018

1. Resilient societies
2. Leaving no one behind
3. E-government to respond to disasters
4. Global trends in e-government
5. Transforming cities to increase sustainability
6. Fast-evolving technologies and applications for the SDGs
A country’s ranking determined by the EGDI e-Government Development Index, which is a weighted average of three normalized scores on:

1. Scope and quality of online services  
   **Online Service Index, OSI**

2. Status of telecommunication infrastructure  
   **Telecommunication Infrastructure Index, TII**

3. Inherent human capital  
   **Human Capital Index, HCI**
Methodology: e-Gov. Index

• **Online Presence** (UN DESA)

• **Infrastructure** (ITU)

• **Human Capital** (UNESCO)
Questions cover these DOMAINS

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

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

http://www.unpan.org/dpadm/
4 Steps to Develop Online Services

1. **Emerging Presence**
   - Basic information online

2. **Improved Presence**
   - Larger sources, e-tools, e-information services

3. **Transactional Presence**
   - Interactive applications, financial transactions.

4. **Connected Presence**
   - “WOG”, interoperability total, G2G, G2C, C2G

There is superposition, not always a sequence.

All questions require a binary response YES (1 pt) or NO (0 pt)
Online Services Index (OSI)

Emerging Presence
Basic Information Online

- Web Presence of Public Institutions:
  - National portal
  - Ministerial portals (Education, Health, Financial, Work, Social Services)
- Sources of archived information (laws, policy documents, etc.)
- News or changes in government policies
- Chief Information Officer (CIO) or similar employee with leadership role.
Online Services Index (OSI)

- Wi-Fi technology to send messages to mobile phones
- Security Indicators (secure connection)
- Functions to allow access to people with visual and physical difficulty
- Audio, video, multilingual translation functions
- Contact Information

**Improved Presence**
Large sources, e-tools, information e-services
Online Services Index (OSI)

Transaction Presence
Interactive applications, financial transactions

- Single window for online services
- Access to printable forms
- Access to online forms
- Online Transactions
- Use of "Real Simple Syndication" (RSS) technology for e-participation
Online Services Index (OSI)

- Calendar of upcoming e-participation activities
- Citizen feedback on national strategy, policies, electronic services, ...
- Archive of answers by the Government to inquiries and questions of citizens
- E-participation tools for public opinion (Polls, blogs, chats, online forum, etc.)
e-Participation Index

OBJECTIVE:

• Improve citizens' access to public information and services
• Improve participation in decision making.

3 LEVELS:

• e-Information,
• e-Consultation,
• e-Decision making
e-INFRASTRUCTURE

5 Indicators:

1. Internet Use/Access
2. Mobile (wireless) - Broadband
3. Main Phone Lines
4. Mobile Phone Use/Access
5. Internet Broadband Subscriptions
Human Capital Index

4 Indicators:

1. Adult Literacy
2. Education - Primary, Secondary, Tertiary
3. Average Years of Schooling
4. Forecast Years of Schooling
e-Government for Sustainable Development

• Australia, Uruguay – Data Integration in Social Policies
• India – Use of Big Data for social benefits
• MapAfrica – Statistical map of programs against poverty
• Public Procurement with ICT in 98 countries
e-Government for Sustainable Development

- Kenya, Tanzania – Payments via Mobile Phone
- Egypt, Italy, Malaysia – Online Employment
- 90 countries (50 developing) have a single service platform and require digital ID
Challenges

• Interoperability of systems, entities and individuals.

• Provide services in an integrated electronic form, i.e. Health.

• Ensure the integration of services in all sectors.
Challenges in Countries with Lower EGDIs

- Institutional Coordination
- Lack of clarity in workflows and decision making
- Data Reliability (CIOs)
- Proliferation of Channels (websites, data centers, etc)
- Systematization should precede automation
Interoperability

• 105 countries - advanced search functions
• 98 countries require digital ID for mobile services
• 71 countries provide an online tracking system
• 90 countries - single window service platform.
Global Tendencies

• “WOG” Whole-of-Government

• Open Government, Open Data

• e-Participation

• Multi-channel Services

• Attention to Vulnerable Groups and Especial Needs
Characteristics e-Gov

• Official portals have become user-centered tools;

• Service provision has increased 18% since 2012;

• Offer is still lower in Africa and parts of Asia than in other regions.
Recent Conclusions

- Asian countries show the highest levels of disparity worldwide in terms of online presence;
- The decrease in the rankings in Central and Southern Asia could be attributed to insufficient telecommunications infrastructure and online presence;
- Countries with high rankings show longer-term commitment to e-Gov. Development, leadership, strong national education policies, institutional coordination and consistent investments in infrastructure.
e-Gov Tendencies

- Open Government
- Access of Information Laws
- Cyber-security
- Privacy
e-Gov Tendencies

BACK-OFFICE

• Avoid Overloading the “Back-office”
• Interoperability between public entities
Global Tendencies

Positioning of the Office of Electronic Government in the institutional framework of the State + Channels of Cooperation
Conclusions

1. The balance between access, security and privacy of information is becoming a key theme for national development policies.

2. The current scenario of national digital strategies remains very heterogeneous at regional and global levels.
Conclusions

3. Governments are faced with very basic yet crucial decisions concerning the design of:

- platforms for online public service delivery,
- open government,
- e-participation,
- multi-channel service delivery,
- user take-up,
- addressing the digital divide,
- attention to vulnerable groups so as to leave no one behind.
Conclusions

4. In addition, the most advanced countries began to incorporate artificial intelligence, block chain technologies, big data analytics and smart government approaches to address the most pressing challenges.
Conclusions

5. There are no blueprint cookie-cutter solutions. Adapting technological solutions to less developed countries require careful public administration considerations in terms of integrated policy approaches and incremental approaches fit for purpose at national level.

6. Nevertheless, bridging the digital gap between countries and within countries remains a major challenge within national policy spaces.
THANK YOU

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