Webinar Presentation Summary

The Digital Government Branch is conducting a series of Webinars highlighting the findings and outlining the methodology behind the *2018 UN E-Government Survey.* At the same time, the Webinars aim to explain the preparations that are underway for the *2020 UN E-Government Survey*.

The UN E-Government Survey, produced by the Division of Public Institutions and Digital Government (DPIDG) of UNDESA biannually, looks at how e-government can facilitate integrated policies and services across the three dimensions of sustainable development. It is the only survey that assesses the e-government development status of the 193 UN Member States. It serves as a tool for countries to learn from each other, identify areas of strength and challenges in e-government and shape their policies and strategies in this area. It is also aimed at facilitating discussions of intergovernmental bodies, including the United Nations General Assembly and the Economic and Social Council, on issues related to digital government and the critical role of ICT in development.

During the first Webinar, DPIDG launched the Member States Questionnaire (MSQ) which officially begins the preparations for the *2020 UN E-Government Survey*.

The MSQ gathers information from the Member States governments on the website addresses (URL) of their national portal(s) and the different government ministries. It solicits information on efforts in support of e-government development, open government data, e-participation and the designated authority in charge of e-government policies . The MSQ is disseminated to the offices responsible for e-government development at the national level of all UN Member States, to gather detailed information about the status of the online public services available to each country's citizens. The MSQ is specifically designed to aid the assessment process of the Survey. In 2018, about 100 countries completed and returned the MSQ. Some of the case studies and best practices provided in the MSQ to DPIDG were included in the *2018 UN E-Government Survey*. For those countries that didn't return the MSQ, UNDESA internal researchers conducted online assessment of the national portals.

Based on the results of the MSQ assessment, another questionnaire called the Online Service Questionnaire (OSQ) is used to conduct a detailed assessment of each of the national government portals. The OSQ is not shared with Member States. It is only used by internal UNDESA researchers who perform the assessment of the national portals of each country using the country's national language(s). The OSQ assessment takes about 6–8 weeks and is used to calculate the Online Service Index (OSI), which accounts for one-third of the E-Government Development Index (EGDI).

One of the subcategories of the OSI is called the e-participation index (EPI). Some of the OSQ questions are designed to measure the EPI of a country. The other questions assess other categories such as open government data, privacy, mobile-government, digital divide, privacy, and security. The EPI measures how a country enables citizen participation, empowers and engages its people.

Some of the challenges of the doing the OSQ assessment are selecting the appropriate URLs, not having digital id, and lack of knowledge of national languages. To mitigate the challenges, DPIDG ensures that its researchers speak the national languages of the country and can acquire the necessary digital identity to access the portals. The OSQ covers many of the specific targets under the Sustainable Development Goal (SDG) 16. The are 150 to 200 areas in the national portal which are part of the OSQ assessment, they are listed in Annex A.5 in the *2018 UN E-Government Survey*. This Annex can be used to enable a country to construct its own questionnaire to assess its own e-government services.

The other components of EGDI are the Telecommunication Infrastructure Index (TII) generated the International Telecommunication Union (ITU) and the Human Capital Index (HCI) generated from UNESCO data.

Local Online Service Index (LOSI) is a new initiative piloted in 2018 in cooperation with United Nations University (UNU).. It analyzed and ranked 40 cities from different countries worldwide.

Preparations for the *2020 UN E-Government Survey* has began with DPIDG circulating the 2020 MSQ among Member States. The MSQ can be downloaded from this link
https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/MSQ_2020.docx

The questionnaire must be completed and sent to UNDESA (dpidg@un.org) no later than the **31 March 2019** deadline. The results of the questionnaire will be published on the DPIDG website unless otherwise requested by the Government.

DPIDG is also holding a series of expert group meetings to consult with various stakeholders how the *2020 UN E-Government Survey* and subsequent editions can be improved, kept in synch with the fast pace of the frontier technologies and remain relevant to the needs of Member States.

Annex 1. List of Questions

- Is agenda about introduction to EGDI and LOSI only? E-Mail says that agenda will contain also major findings but there is no slide related to them?
- you speak about an Annex, where can we find it?
- we have already filled out a member state questionnaire (MSQ) in 2018, is the yesterday published one a new one called MSQ 2019?
- where can I find the member state questionnaire?
- will LOSI continue in the next report?
- what will be the deadline for filling MSQ?
- How do you measure the 5 features of OSI? The five features are Trustworthiness, Openness, Accountability, Effectiveness, and Inclusiveness. Normally these features should be clear.
- what is new in e-government survey 2020?
- can you send MSQ via e-mail to the participants?
- How are we supposed to act if MSQ 2020 was not received yet?
- Is the MSQ for 2020?
- How do we know to whom the MSQ was sent?
- for the OSQ I understand each question is rated from 1-5, how do you allocate the score for each question in MSQ and can you share the weightings?
- Will the MSQ survey be send from government?
- Is it possible to access the data from the survey just to make other graphics?
- When is the survey of 2020 to be published?
- Could you please explain about Telecommunication Infrastructure Index?
- how many questions are in MSQ?
- how can we submit the MSQ survey?
- is there going to be an expert group meeting this year?
- approximately when are you planning to distribute MSQ surveys to member countries to fill in?

- Will you do a written summary about the answers related to the questions of the participants?
- I understand that ITU is reviewing the indicators that they track and may be dropping some of the 2018 TII indicators. How will this affect the 2020 indicators used for TII?
- is the 31 march the deadline for both OSQ and MSQ?
- to which address should we send MSQ with answers?
- Do you expect the results of the OSI questionnaire to be validated by the countries?
- what is the difference between MSQ and OSQ?
- will there be digital literacy measurement to support the e-government measurement soon?
- How and When can we get revised TII indicators (if) in terms of 2020?
- is TII data from ITU?
- only TII will change? or other indicators will be changed?
- In which month do you pull data from ITU database? The reason is in the past we had updated the values at ITU, however the same was not reflected in the UN E-Government report
- how can we submit the new data to ITU?
- do you know the national Point of contact for the HC index in the countries?
- how is the score of e-participation calculated?
- are you going to admit the school enrollment rate of over 100? impossible in theory?
- Why is HCI data consumed from UNDP as well as UNESCO UIS database?
- Could you please provide the timeline to pull the data from both UNESCO and ITU?
- Should we update both UIS and UNDP databases?
- Do you plan to add social media literacy as a new index for HCI?
- when do we get the summary of this webinar?
- how do you collect data for e-participation?
- The UN 2020 OSI index, does it have emphasis on application/usage of emerging technologies e.g. (Artificial Intelligence and Block chain)?
- what will be the new metrics for TII? Fixed Lines Adoption is now obsolete.
- how the assessed features are scored for OSI and e-participation?
- is the OSQ available online? where?
- What are the 150 features in the OSI? is there a description available?
- how can we become part of UN expert groups?
- What is the process to ensure that some of National case studies can be showcased in the next report?
- could the deadline of the return of the MSQ 2019 be extended to end of April 2019 due to many other benchmark duties?
- can I confirm that you said: 1) TII indicators are likely to change and 2) OSI list of services will change?

- do you also consider LOSI to measure e-participation?
- Local Online Service Index: Do you have Plan to add more cities for the assessment in 2020 along with 40 cities that you have assessed in 2018? Are there any criteria for the selection procedure of cities?
- how the assessed features are scored for OSI and e-participation?
- will there be any changes to the HCI indicators?
- when do we get your summary?
- how the assessed features are scored for OSI and e-participation?
- Why is HCI data consumed from UNDP as well as UNESCO UIS database?
- Could you please provide a summary of this WebEx and the timeline?
- When do you pull the data from UIS and UNDP?

- How is decided what feature to check at what website?
- do you have a POC in your team for further questions?
- will there be a common summary of all three webinars (we are also interested in Q&A of those two future events)
- how many participants today, how many countries?
- Do you want web pages in English or in national languages?

Annex 2. Participants

Participant Statistics:

Category	Total number
National Government Officials	33
Local Government Officials	1
Academia	2
Businesses	1
UN System	1
Other/Unknown	21

Annex 3. Website Links

Webinar Audio Recording

https://publicadministration.un.org/egovkb/Portals/egovkb/Documents/un/2020-Survey/WebinarAudioRecording.mp4

UNDESA Event Page

https://publicadministration.un.org/en/news-and-events/calendar/ModuleID/1146/ItemID/2988/mctl/EventDetails