



2018 UN e-Government Survey: insight and anticipations

**EGM on Innovation and Technology
for achieving the 2030 Development Agenda
5-7 December 2017, UN-ESCWA**



**Vincenzo Aquaro
Chief of E-Government Branch
DPADM-UN DESA**

What is the UN E-Gov Survey?

:

- Flagship publication of the United Nations Department of Economic and Social Affairs (UNDESA)
- Biannual publication - once every 2 years, since 2003
- Only survey that assesses e-government development of all 193 UN Member States
- A benchmark tool to measure e-government development, build governments' capacity, provide policy recommendations and share good practices around the world



UN E-Government Survey



9th Edition: UN E-Government Survey 2016

“ E-Government in Support of Sustainable Development ”



Who are the users of the Survey

- Governments
- Intergovernmental institutions
- International and regional organizations
- Academia, research centers and schools of public administration
- Private sector
- Civil society organizations
- Citizens

Timeframe	Downloads
Total download	> 5 ML
2015	> 1.5 ML
2016	> 1 ML

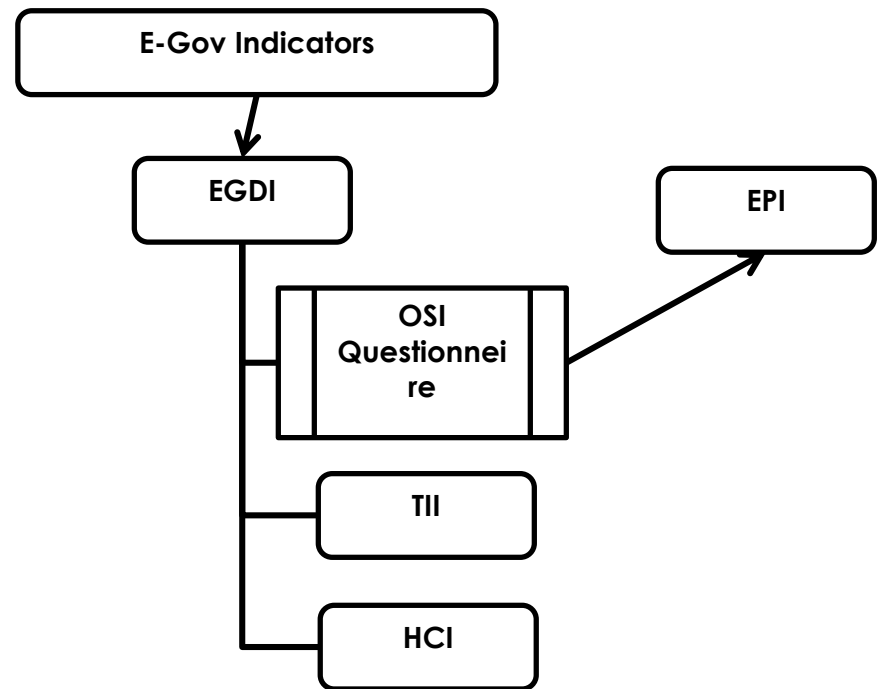
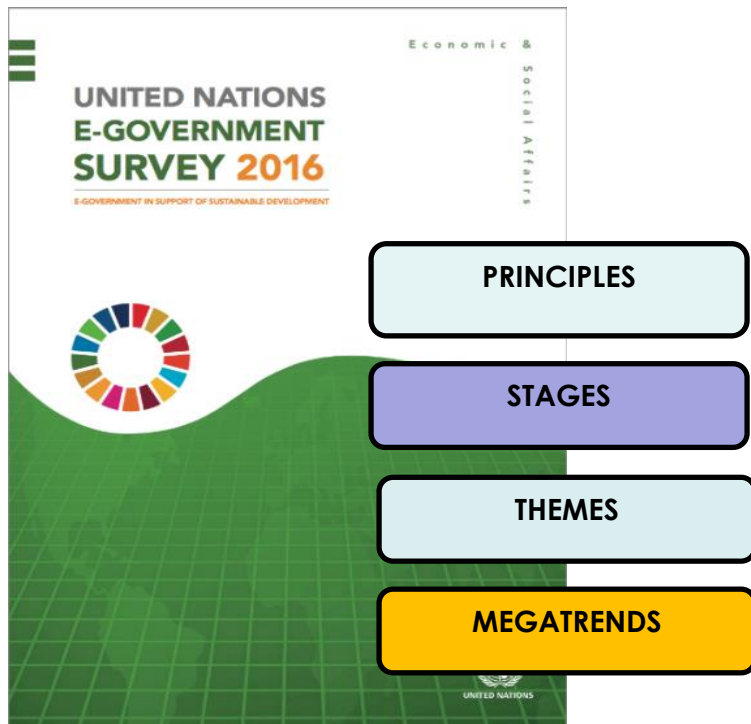
**Second most downloaded publication of DESA*

***Most downloaded publication of DESA*



The UN E-Government Survey: Basic Facts

✓ has been around for 16 years...



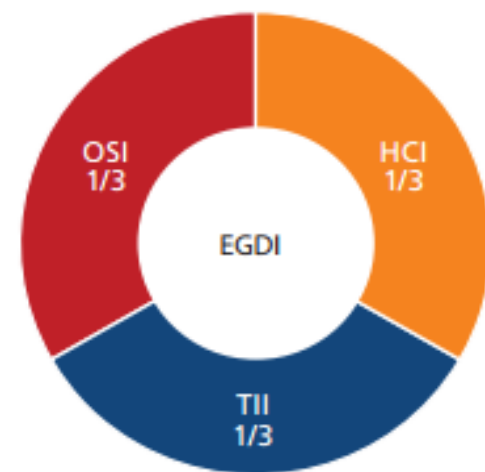
“The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing **efficiency, effectiveness, transparency, accountability, access to public services and citizen participation** in 193 Countries”

UN E-Government Survey: Methodology & Index

✓ **EGDI consists of three components...**

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

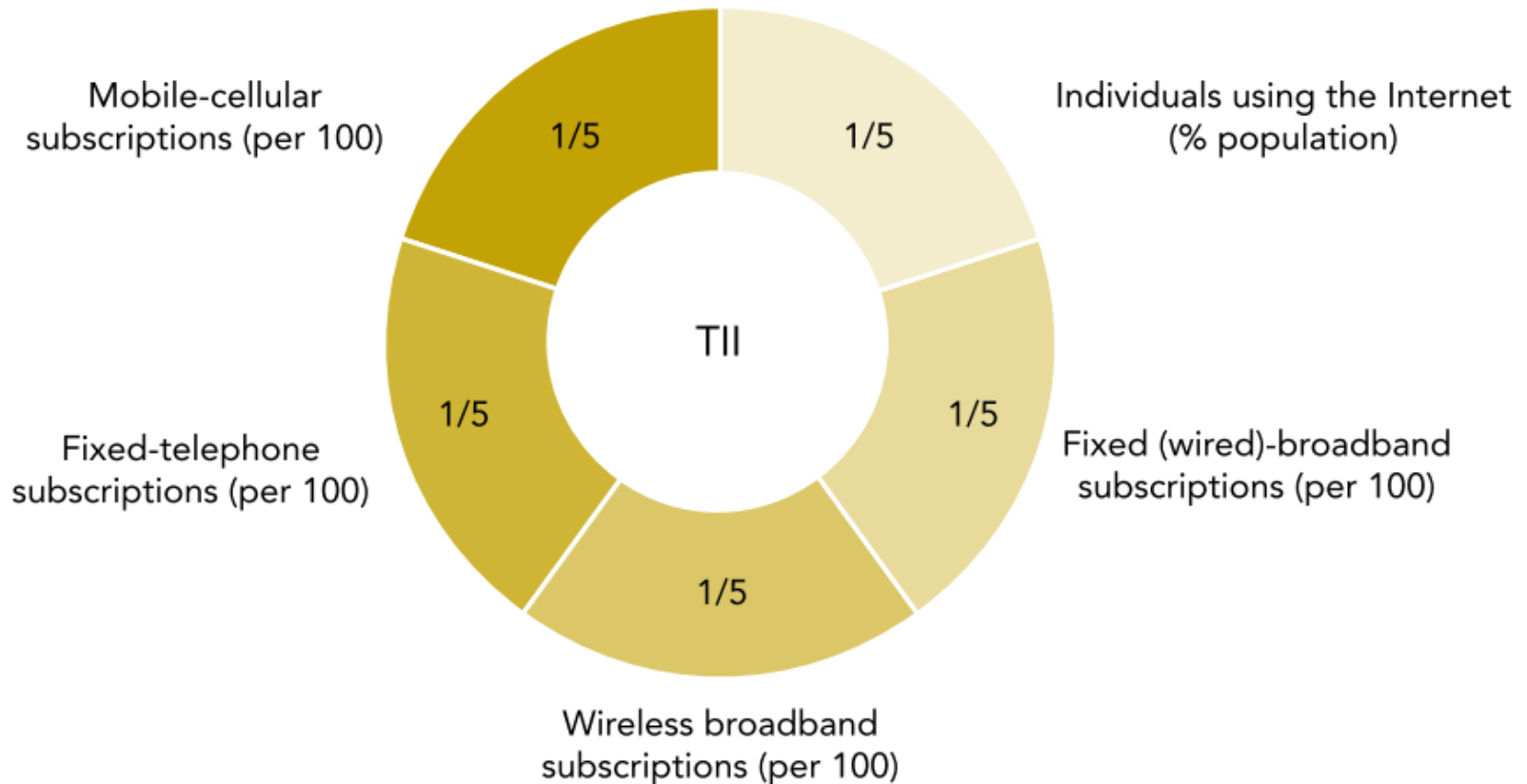
1. Scope and quality of online services
Online Service Index, OSI
2. Development status of telecommunication infrastructure
Telecommunication Infrastructure Index, TII
3. Inherent human capital
Human Capital Index, HCI



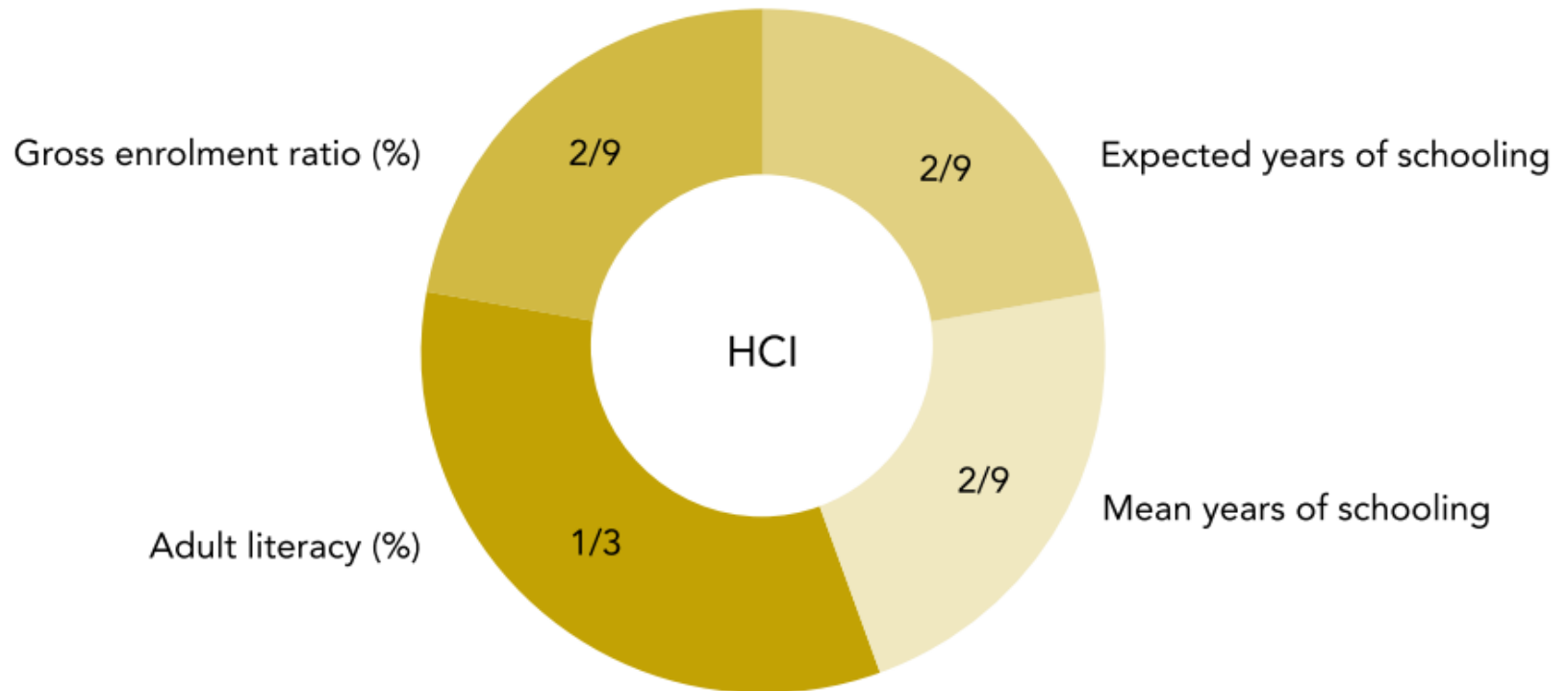
- OSI—Online Service Index
- TII—Telecommunication Infrastructure Index
- HCI—Human Capital Index



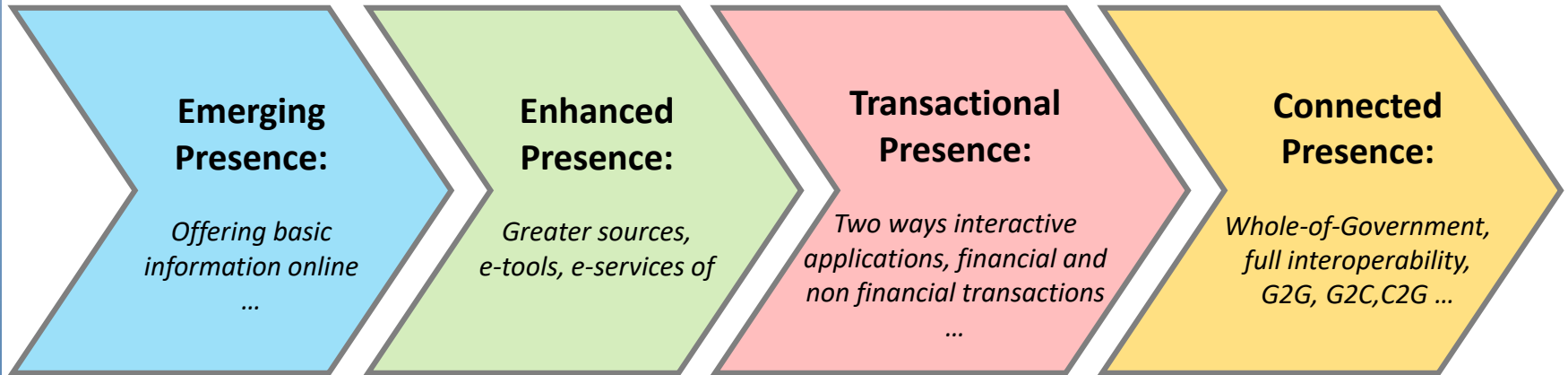
Telecommunication Infrastructure Index (TII)



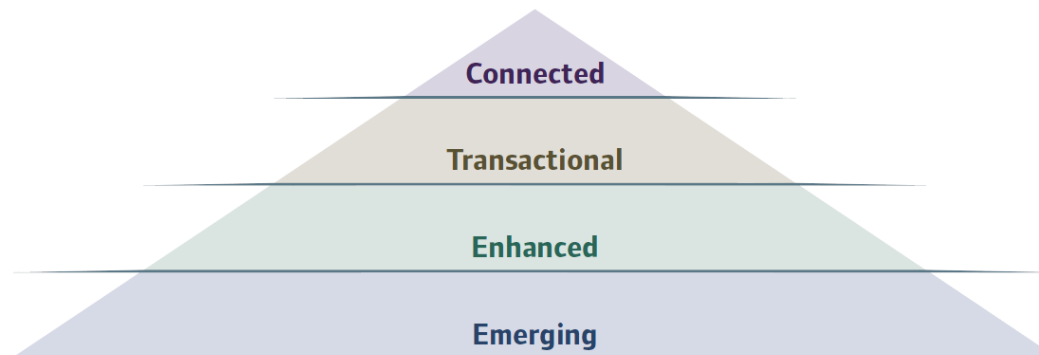
Human Capital Index (HCI)



Online Service Index (OCI)

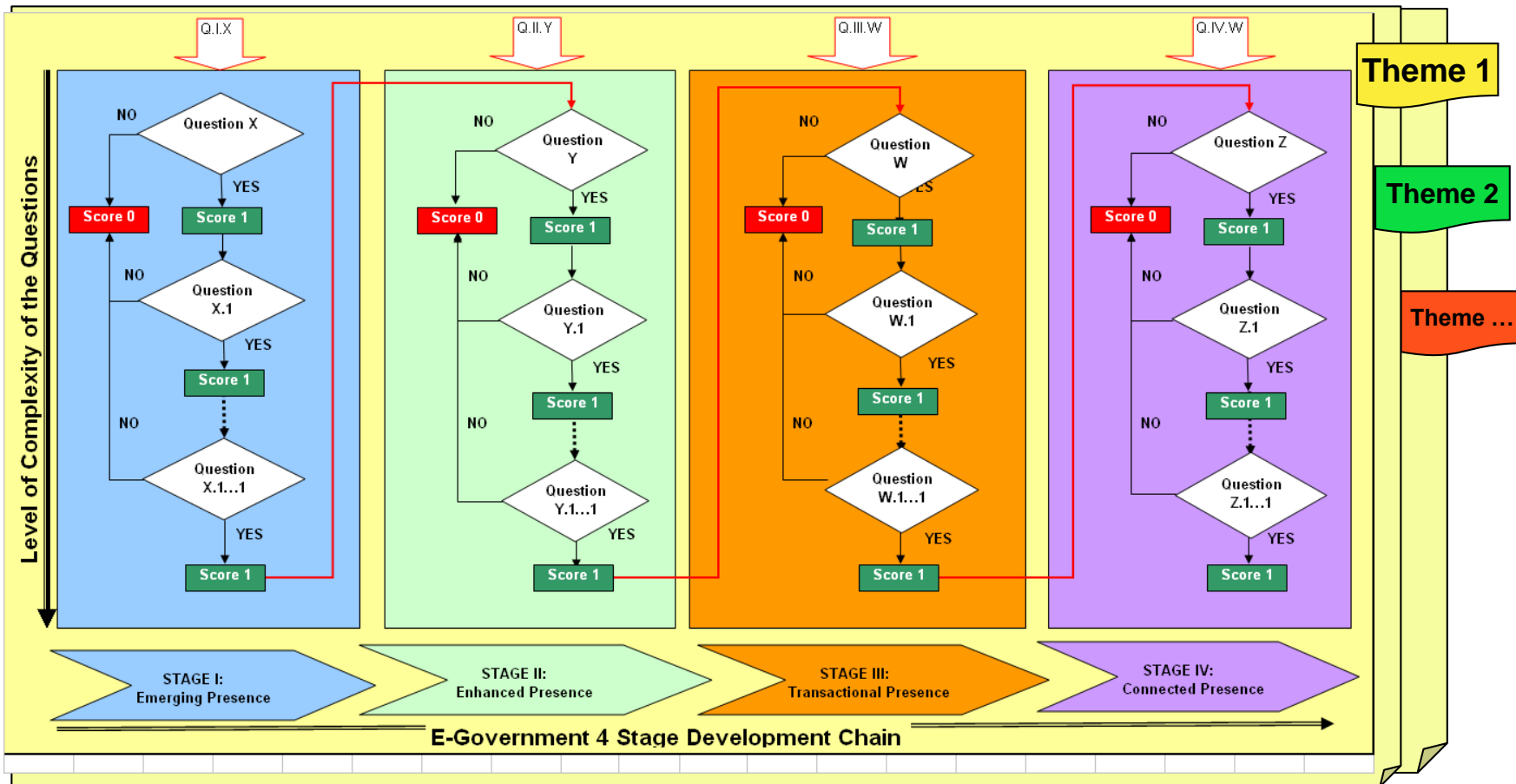


The four-stage model of OSI



How does the Survey measure e-government development?

OSI: A Quantitative Approach for a Qualitative Assessment



How does the Survey measure OSI?

Online Service Questionnaire

Stages	Nr.	Nr. In	Questions	MC	EP	EU	DDVG	OD	Wo
I	1	1	Is there a National Government site / homepage (yes ONLY if indicated—e.g., National Government, Government of... National Portal—or if indicated at other National Level site, such as Presidential site)?						
I	2	2	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for national policies other than the six sectors?						x
I	3	3	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for education information?						x
I	4	4	Does the official homepage provide links to sources of archived information (laws, policy documents, etc.) for health information?						x
II	44	17	Does the national website provide web statistics on citizen usage, such as new visits, total page views, average time on site, etc.? Proposed range			x			
II	45	18	Does the government report on citizen website usage in the form of online services			x			
II	46	19	Does the government website have any social networking service (e.g. Facebook, Twitter, Sina Weibo (China), Odnoklassniki (Russia), or similar)			x			
III	75	9	Does the government portal offer mobile apps in regards to the environment?	x					
III	76	10	Does the government site explain that payments can be made: Over the counter?	x					
IV	128	9	Does the government provide an e-participation policy or mission statement in a downloadable format, e.g. MS Word, PDF, etc.?		x				

Meta Data Format

143 Questions

6 Themes

4 Stages



OSI: the Logical Flow

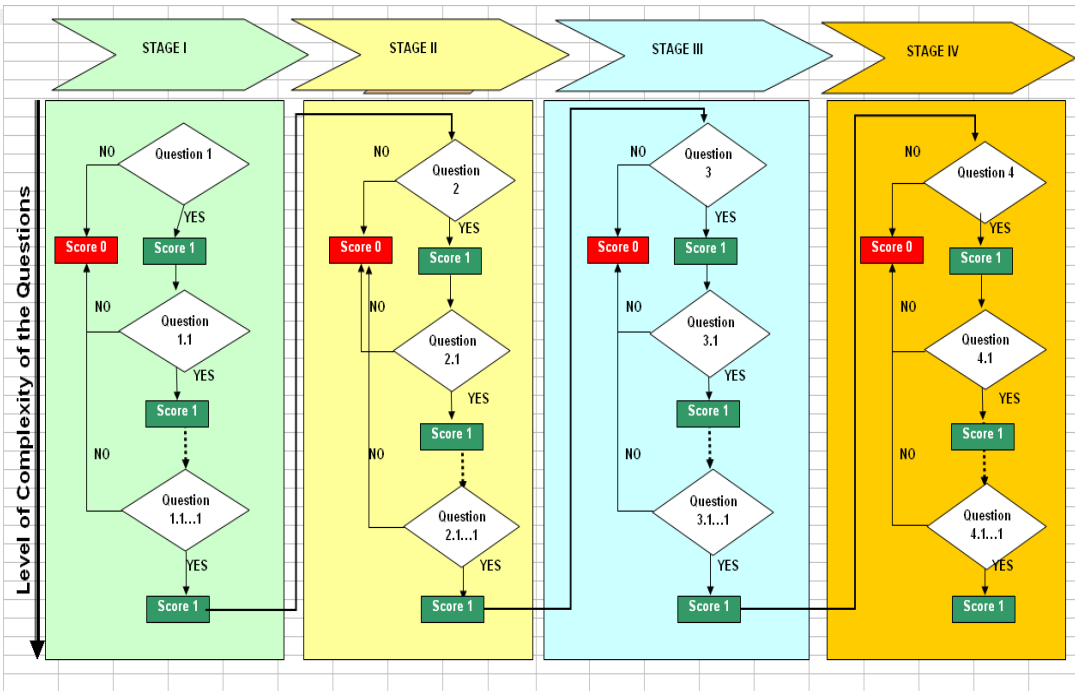
I-1: Is there a National Government site / homepage ?

I-2: Does the official homepage provide links to sources of archived information for national policies other than the six sectors?

I-3: Does the official homepage provide links to sources of archived information for education information?

I-9: Does the site have evidence showing that it was updated in the past three months?

II-1: Does the official homepage provide or link to downloadable sources of archived information in a downloadable format, e.g. MS Word, PDF in regards to national policies/information other than the six sectors?



III-4: Is it possible to make payments online in regards to national services other than the six sectors?

III-46: Does the website offer a service to read the content of pages aloud via a speaker or headphones?

VI-16: Does the website indicate whether there is a government-wide Chief Information Officer (CIO) or an equivalent post for coordinating national e-government policy?



E-Participation Index (EPI) :

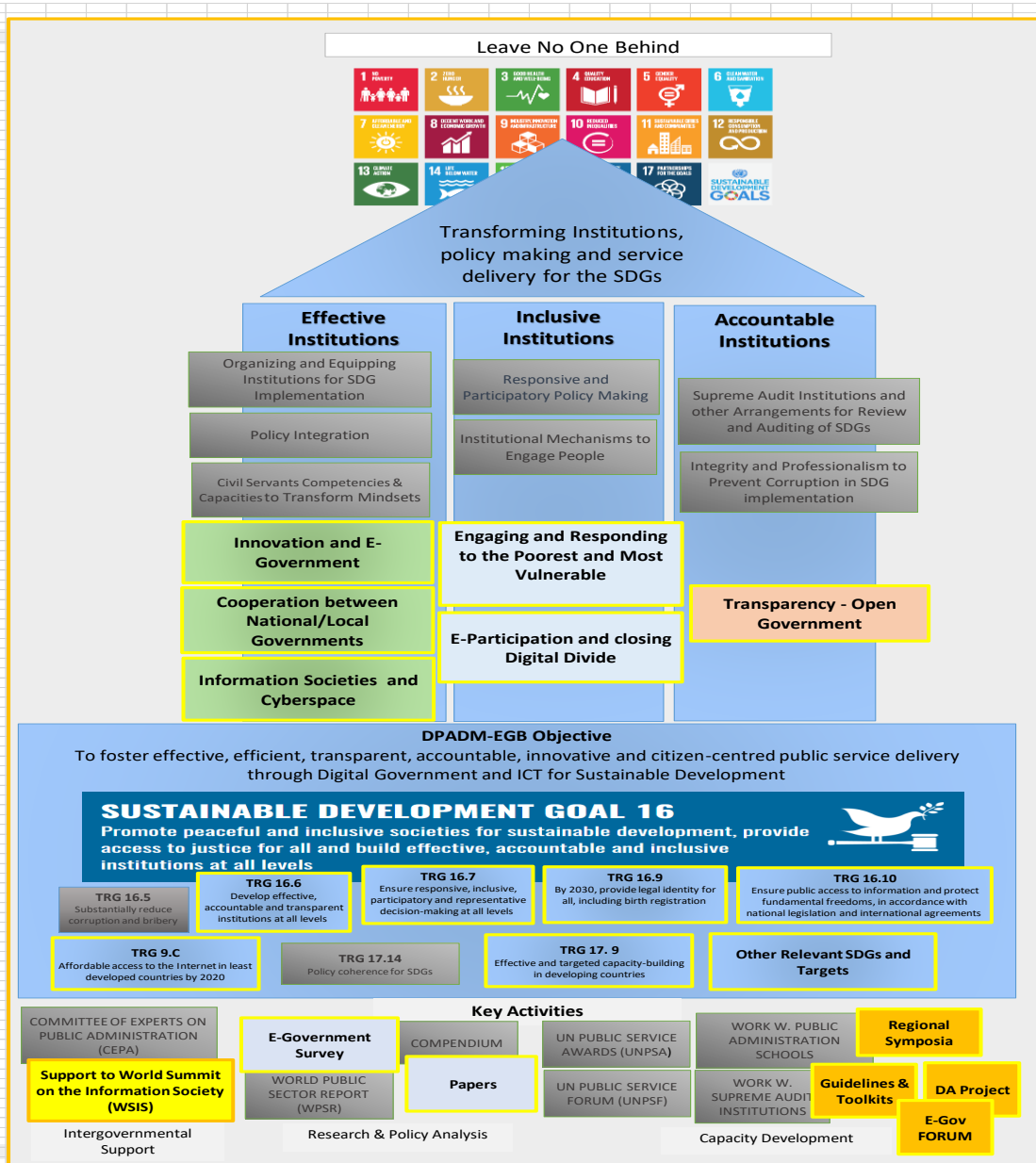
A Derivative of EGDI (Subset of OSI)

A.1. E-Participation Framework

- E-information: Enabling participation by providing citizens with public information and access to information without or upon demand
- E-consultation: Engaging citizens in contributions to and deliberation on public policies and services
- E-decision-making: Empowering citizens through co-design of policy options and co-production of service components and delivery modalities.



FOCUS AREAS OF DPADM E-GOVERNMENT BRANCH



Principles of Effective Governance (2030 Agenda)

Committee of Experts on Public Administration
Sixteenth session
24-28 April 2017
Item 3 (d) of the provisional agenda*
Ensuring effective implementation of the Sustainable
Development Goals through leadership, action and means:
development of principles of effective governance

Towards a set of internationally recognized
responsible and effective governance

Note by the Secretariat

Summary

At its fifteenth session, the Committee of Experts on Public Administration discussed the possibility of developing a set of internationally recognized principles of responsible and effective governance. The Committee agreed on a set of principles, which should be few in number, express relatively easy for non-specialists to recall, cover a broad range of governance issues and be useful to countries in addressing a broad range of governance issues with implementation of the 2030 Agenda for Sustainable Development. The Committee decided to continue with its consideration of the subject at its sixteenth session. The present follow-up note on the subject was developed in consultation with Committee members Margat Khan.

The note recalls that there are three main objectives of the 2030 Agenda: institutions that are (a) effective, (b) accessible and (c) inclusive. Achievement of these objectives is to be guided by the principles of the Charter of the United Nations as well as the principle of the rule of law and human rights, as well as the principle of the rule of law and other high-level commitments adopted at the United Nations Conference on Effective Governance, while widely agreed and largely aspirational for many countries and difficult

* E/C.16/2017/1.

17-01164 (B) 070217



Effectiveness

- Efficiency in delivery of public services
- Sound public management
- Policy coherence
- ...

Inclusion

- Access to public service (equality)
- Participation and engagement
- Representation
- ...

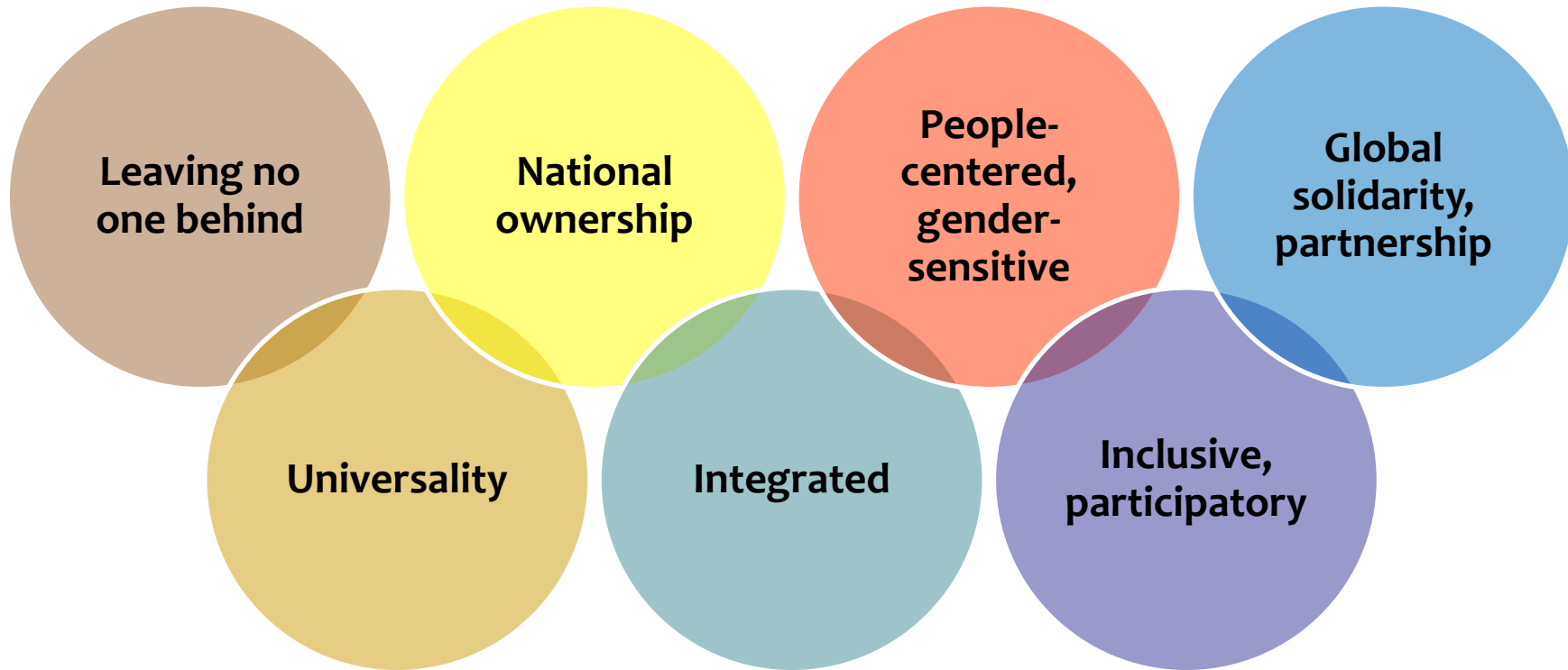
Accountability

- 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)



Principles that guide the 2030 Agenda



E-government Survey as an Enabler for Sustainable Development

INTERNATIONAL LEVEL

United Nations
Agenda 2030 for Sustainable
Development



Baseline of SDGs Indicators
identified for monitoring the
implementation of the Agenda

OUTCOMES

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

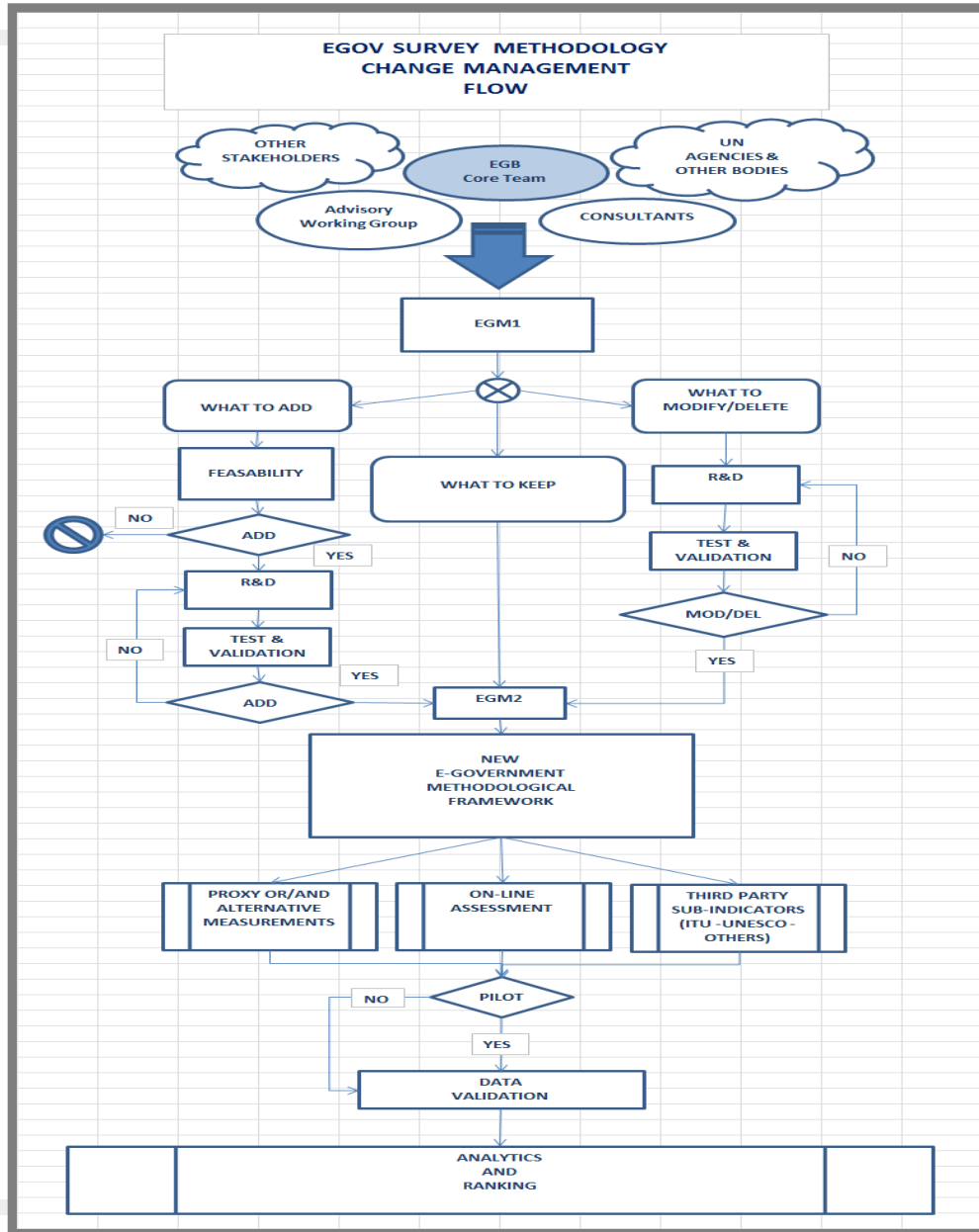
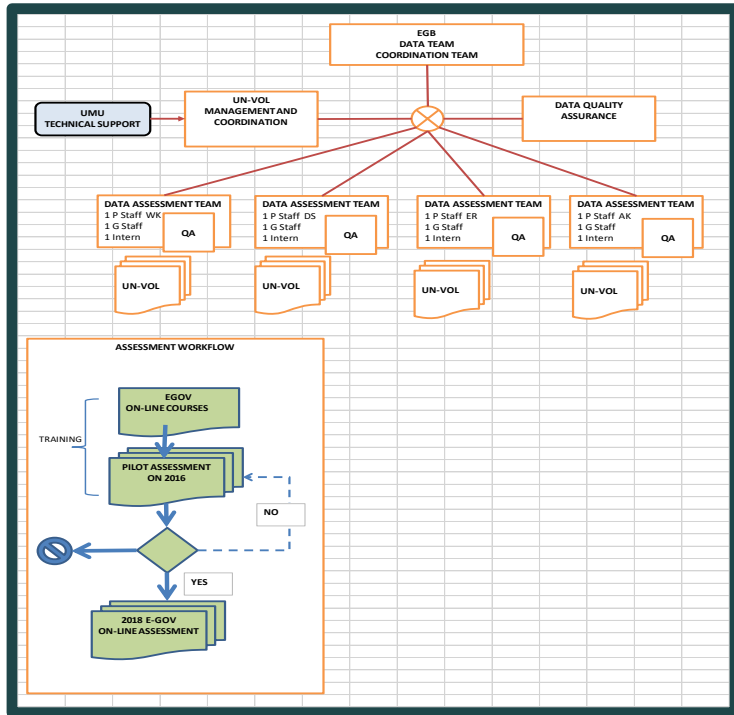
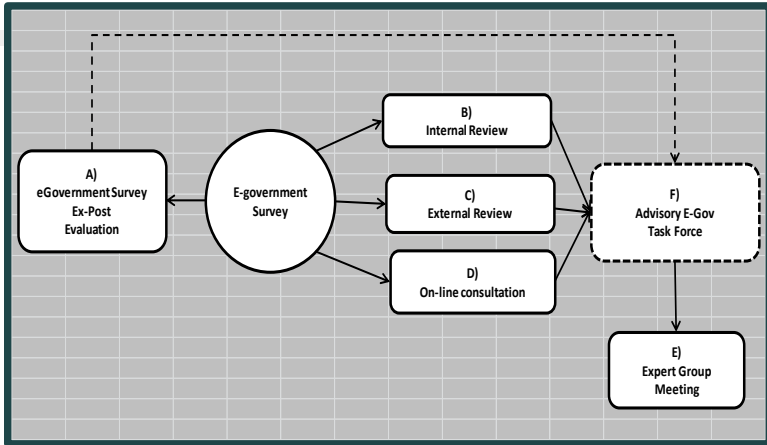
MEMBER STATE

IMPLEMENTATION OF THE
NATIONAL DIGITAL AGENDA

CENTRAL AND LOCAL INSTITUTIONS
AND AGENCIES



2018 E-GOVERNMENT SURVEY WORK FLOW



EGM Recommendations for the next edition of Survey...

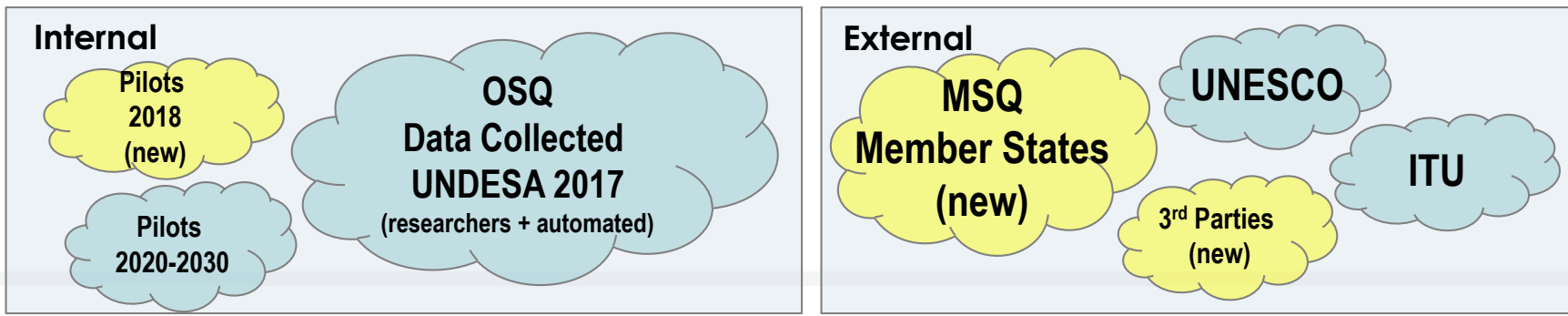
- ✓ **Survey is still a relevant tool:** and has a power to change behavior and lead the government to change for the better.
- ✓ **Link the Survey with SDGs** through analytical research to specific Goals of the 2030 Agenda, particularly to those goals to be reviewed by the High-level Political Forum (**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



PILLARS

11 SUSTAINABLE CITIES AND COMMUNITIES



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

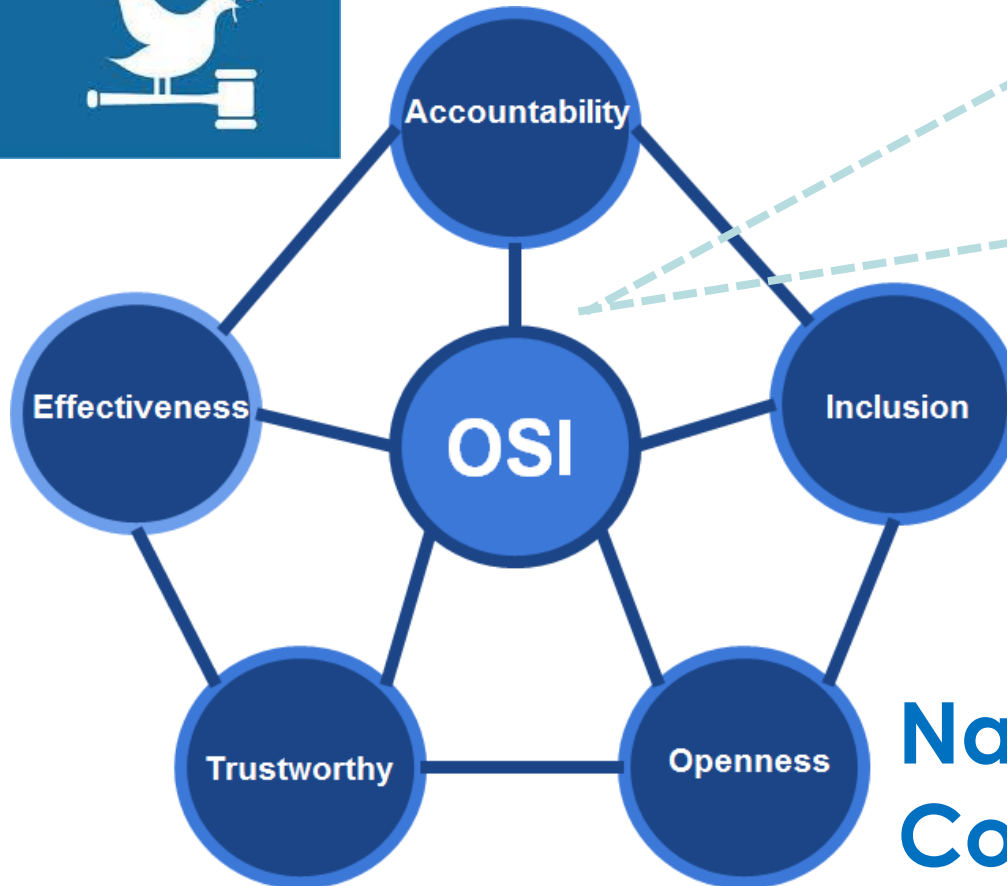


Local Component



UNITED NATIONS UNIVERSITY

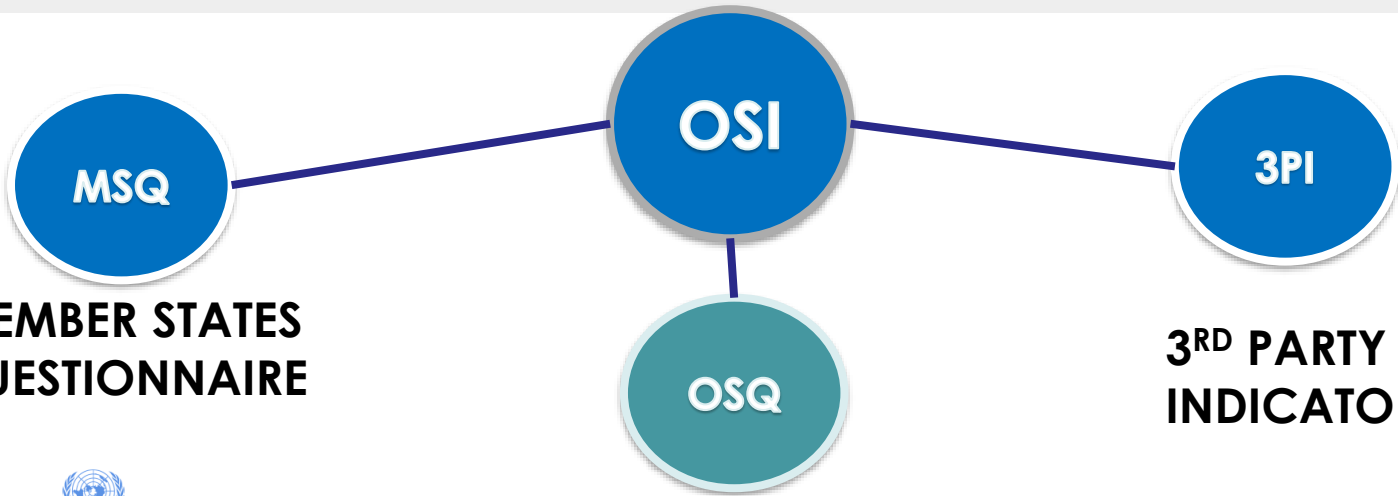
UNU-EGOV



National Component



ONLINE SERVICE INDEX



MEMBER STATES QUESTIONNAIRE



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2018

Please provide the most recent information on your country, as this information will be used in preparation of the United Nations E-Government Survey 2018.

Strategy/Implementation Plan/Policy (where available, please attach evidence)

- Is there a national sustainable development strategy or equivalent?
- Is there a national e-Government/Digital Government strategy or equivalent?
- If yes, is there an implementation plan for the e-Government/Digital Government Strategy?
- Is the national development strategy aligned with an e-Government/Digital Government Strategy under the framework of the Sustainable Development Goals (SDGs)?

Legal Framework (where available, please attach evidence)

- Is there any e-government related legislation?
- Is there an access to information law such as the Freedom of Information Act?
- Is there a personal data protection law such as the Data Protection Act?
- Is there a digital security law such as the Cybersecurity Act?
- Is there any legislation on open government and open government data?
- Is there a national policy on e-participation and/or inclusion in Digital Government?
- Is there any legal framework promoting the accessibility of telecommunication services such as the expansion of mobile/broadband frequencies?
- Is there legislation governing the reuse of government software and systems?
- Is there legislation in place to promote (or enforce) interoperability?
- Is there legislation in place to promote transparency and accountability?

Portals (National level) (where available, please attach evidence)

- Is there an official e-government portal? Please name all portals if there is more than one national portal.
- Is there an official open data portal?
- Please provide the URLs for the ministries of education, health, social protection, labor (employment and decent work), environmental protection, or any institutions performing the equivalent functions of these ministries.
- Is there a one-stop shop portal available for services such as taxation, education, health,

ONLINE SERVICE QUESTIONNAIRE

3RD PARTY INDICATORS



Global Cybersecurity Index



Online Service Questionnaire (OSQ) for the United Nations E-Government Survey 2018

Type	SDG Target	Feature	Pillars		Domains		Themes (Proxy)				Notes		
			Accountability	Openness	Health	Social Protection	Open Data (OD)	E-P participation	M-Governance	Digital Divide		Web 2.0	Government
GENERAL		Is there at least one national government portal?	X	X					X				The national portal is an internet site providing access or links to other government sites.
GENERAL		Can any one of the national portal(s) be found on the first result page of any search engine typically used in that country?	X	X					X				Please find the search bar on the main web page of the national portal.
GENERAL		Is a search feature easily available in the national portal?	X							X			Advanced search options may include features that allow user to run custom searches with specific text, indicate unwanted words, specify date ranges, language options, etc.
GENERAL		Does the site provide advanced search options?	X							X			Options available to refine the results after the search page are also acceptable for "Yes" to this question.
GENERAL		Is a sitemap (or index) available in the national portal?	X	X						X			A sitemap is a list of pages of a web site accessible users. It is a webpage that lists all the available pages within the website, typically organized in hierarchical fashion. This helps visitors and search engine bots find pages on the site.
GENERAL		Is a "Help" feature or "Frequently Asked Questions" (FAQs) section available in the national portal?	X							X			This feature is intended to help the user navigate the site and finding information and/or providing the user with an extensive knowledge base of commonly asked questions that users pose in their search for information.
GENERAL		Is there a "contact us" feature in the national portal? E.g. email, phone (one-way), address	X	X						X			The "contact us" feature comes in a variety of labels, however, as long as one finds the method of contact, this feature should be scored.
GENERAL		Is information available on the organizational structure and chart, the names and titles of head of departments/functions?	X	X								X	



QUESTIONNAIRE

- Analyzing and grouping questions from the E-government Survey into 5 pillars of OSI (accountability, effectiveness, inclusion, openness, trustworthy).
- There is possibility of future expansion of OSI pillars.

Online Service Questionnaire (OSQ) for the United Nations E-Government Survey 2018											
Index	Type	SOI Target	Feature	Accessibility	Pillars	Domains	Themes (Proxy)	Local	Notes		
				Effectiveness	Inclusion	Openness	Trustworthy	Accountability			
					Transparency	Education	Social Protection	Employment	Environment		
						Open Data (OD)	E-Participation	Open Government	Digital Inclusion		
								Usage (U)	Whole of Government		
									Local		
	GENERAL		Is there at least one national government portal?	X	X	X				X	The national portal is an internet site providing access or links to other government sites.
	GENERAL		Can any one of the national portal(s) be found on the first result page of any search engine typically used in that country?	X	X				X		
	GENERAL		Is a search feature easily available in the national portal?	X						X	Please find the search bar on the main web page of the national portal.
	GENERAL		Does the site provide advanced search options?		X					X	Advanced search options may include features that allow user to run custom searches with specific text, indicate unwanted words, specify date ranges, language options, etc.
	GENERAL		Is a sitemap (or index) available in the national portal?	X	X					X	A sitemap is a list of pages of a web site accessible users. It is a webpage that lists all the available pages within the website, typically organized in hierarchical fashion. This helps visitors and search engine bots find pages on the site.
	GENERAL		Is a 'help' feature or 'Frequently Asked Questions (FAQs)' section available in the national portal?	X						X	This feature is intended to help the user navigate the site and finding information and/or providing the user with an extensive knowledge base of commonly asked questions that users pose in their search for information.
	GENERAL		Is there a "contact us" feature in the national portal? (e.g. email, phone (one-way), address)	X	X					X	The "contact us" feature comes in a variety of labels, however, as long as one finds the method of contact, this feature should be scored.
	GENERAL		Is information available on the organizational structure and chart, the names and titles of head of departments/functions?	X	X					X	

LOOK AT LOCAL

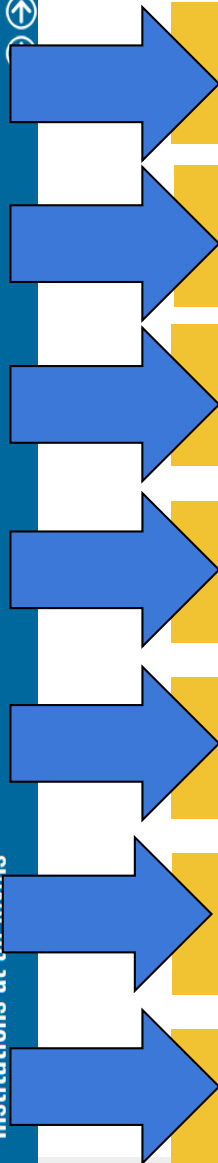
- Analyzing questions from the E-Government Survey with regard of applying them to local dimensions.
- There is a need to select cities for the assessment of local dimensions.



Questions cover these DOMAINS

SUSTAINABLE DEVELOPMENT GOAL 16

Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels



HEALTH

EDUCATION

SOCIAL PROTECTION

ECONOMIC GROWTH

EMPLOYMENT & DECENT WORK

ENVIRONMENTAL PROTECTION

PUBLIC SECURITY

3 GOOD HEALTH AND WELL-BEING



4 QUALITY EDUCATION



5 GENDER EQUALITY



10 REDUCED INEQUALITIES



9 INDUSTRY, INNOVATION AND INFRASTRUCTURE



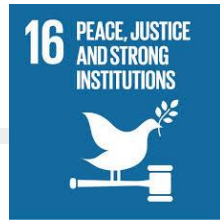
8 DECENT WORK AND ECONOMIC GROWTH



13 CLIMATE ACTION



THEMES



OPEN DATA

USER-CENTRIC



E-PARTICIPATION

LOCAL



M-GOVERNMENT

PRIVACY



INTEGRATION

SECURITY



DIGITAL DIVIDE

USAGE



10th Edition: UN E-Government Survey 2018



EGOV SURVEY 2018
Gearing e-government to support transformation towards sustainable and resilient societies
STRUCTURE OF THE REPORT

EXECUTIVE SUMMARY

PART I
E-Government to help build sustainability and resilience

CHAP 1
Mobilizing e-government to build resilient societies: preconditions and enabling

CHAP 2
E-government for leaving no-one behind

CHAP 3
A Tool to better Anticipate and Respond to disasters

CHAP 4
Building the resilience of e-government

PART II
ANALYTICS AND RANKING
The State of the E-government worldwide

CHAP 5
Global Trends in E-Government

CHAP 6
Regional Development and country grouping performance

CHAP 7
E-Government at Local Level : Pilot analysis on selected cities

PART III
FAST-EVOLVING TECHNOLOGIES AND ANNEXES

CHAP 8
Fast-evolving technologies affecting e-government and possible applications for SDGs

A1 - SURVEY METHODOLOGY

A2- DATA TABLES

A3- PILOT DATA TABLES

OVERALL CONCLUSION



2018 E-Gov: Part 1 – Digital government to help build sustainability and resilience



HIGH-LEVEL POLITICAL FORUM ON SUSTAINABLE DEVELOPMENT

2018: Transformation towards sustainable and resilient societies

2019: Eradicating poverty and promoting prosperity in a changing world

- **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 E-Gov: Part 2 – The State of the E-Government Worldwide

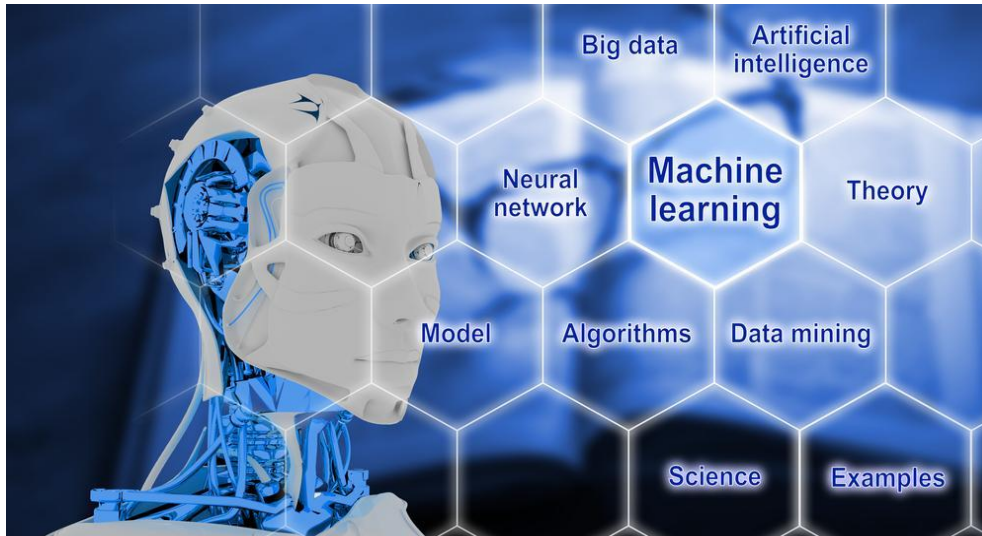


- **E-Government Development: global progress and new trends**
- **EGDI Ranking**
- **EGPI Ranking**
- **Regional Development and Country Groupings Performance**
- **Transforming cities to increase resilience and sustainability**
- **Pilot analysis (40-45 Municipalities)**

2018 E-Gov: Part 3 - Fast-Evolving Technologies Affecting E-Government



- Artificial intelligence can help analyse enormous volumes of data, which in turn can improve predictions, prevent crimes and help governments better serve people. We are harnessing the power of big data to improve the basis for decision-making and accountability". **UN Secretary-General, Mr. Antonio Guterres**



- The new technologies has expanded policy options that literally did not exist as recently as few decades



10th Edition of the UN E-Government Survey 2018
“Gearing E-Government to Support Transformation Towards
Sustainable and Resilient Societies”

Call for Contributions

The deadline for submission is 31 December 2017



<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys/UNEGOV2018-Call-for-Contributions>





2018 UN e-Government Survey: insight and anticipations

Thank you for your attention



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