



UN Public Administration Programme

Division for Public Administration and Development Management (DPADM)
UN Department of Economic and Social Affairs (UNDESA)



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

**Gearing e-government to support transformation towards
sustainable and resilient societies**



**Division for Public Administration and Development Management
UN Department of Economic and Social Affairs**

Principles of Effective Governance (2030 Agenda)

United Nations
Economic and Social Council
E/C.16/2017/6
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3 February 2017
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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
principles of 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 that such principles, which should be few in number, express relatively easy for non-specialists to recall, cover a broad range of governance issues and be applicable to all 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 is the result of consultation with Committee members Margaret Mushtaq Khan.

The note recalls that there are three main pillars of the 2030 Agenda: institutions that are (a) effective, (b) accountable and (c) inclusive. Achievement of these objectives is to be achieved through the principles of the Charter of the United Nations and the principles 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 the Rule of Law, while widely agreed and largely aspirational for many countries and difficult

* E/C.16/2017/1.

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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



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

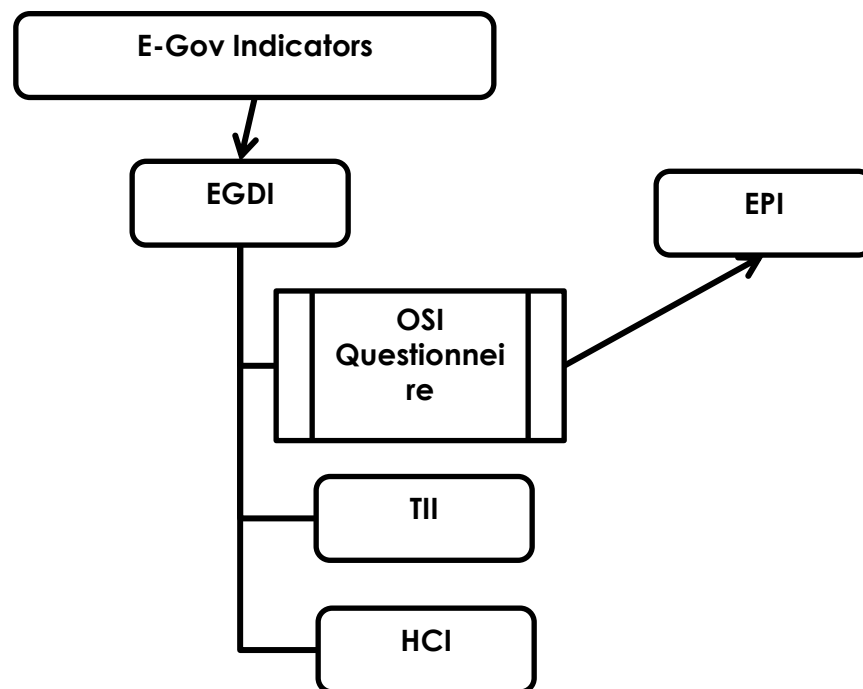
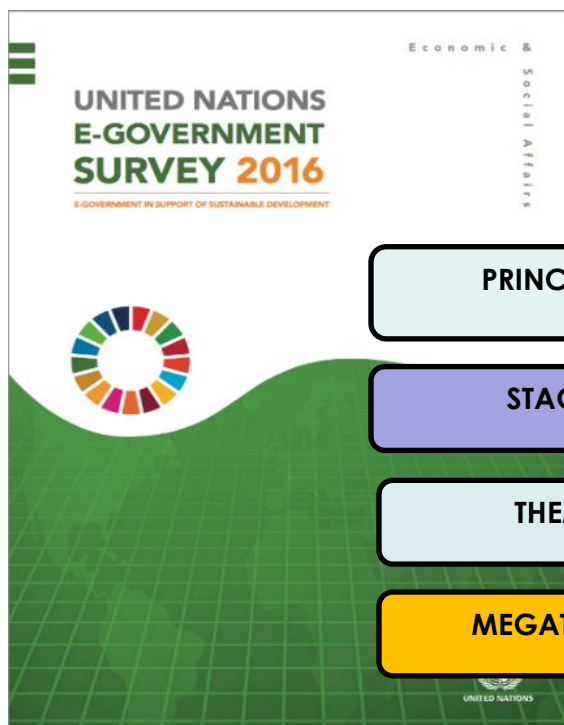
IMPLEMENTATION OF THE
NATIONAL DIGITAL AGENDA

CENTRAL AND LOCAL INSTITUTIONS
AND AGENCIES



The UN E-Government Survey: Basic Facts

✓ has been around for 16 years...



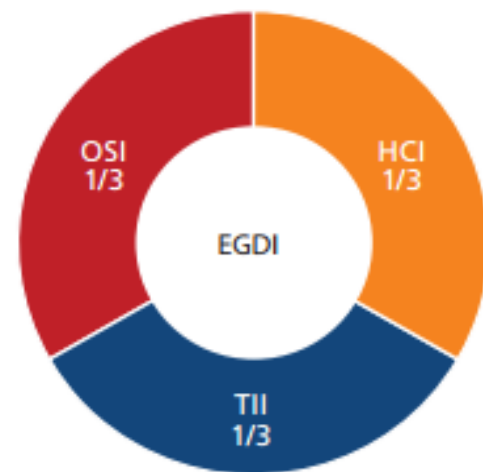
“The E-Gov Survey presents a systematic assessment of the use of ICT to transform and reform the public sector by enhancing **efficiency, effectiveness, transparency, accountability, access to public services and citizen participation** in 193 Countries”

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

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

3rd Parties
(new)

ITU



PILLARS

Local Component



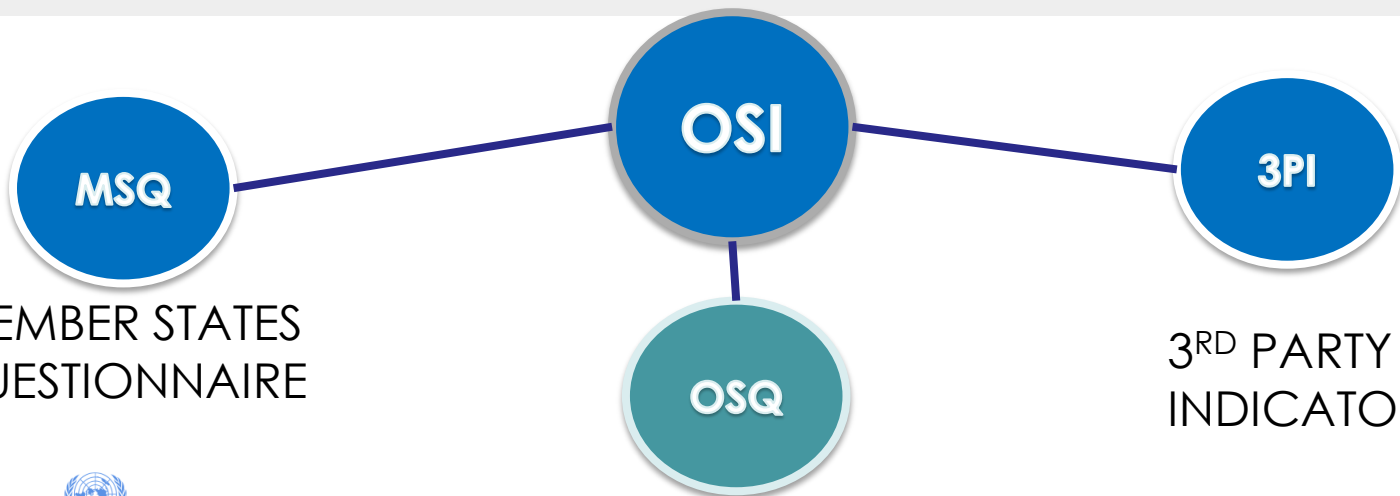
UNITED NATIONS
UNIVERSITY

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 Governance 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

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

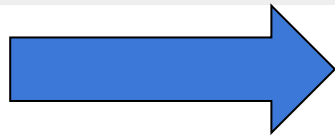
Online Service Questionnaire (OSQ) for the United Nations E-Government Survey 2018																																		
Index	Type	SDG Target	Features	Pillars					Domains					Themes (Proxy)					Notes															
				Accountability	Efficiency	Security	Governance	Transparency	Health	Education	Social Protection	Environment	Employment	Open Data (OD)	E-Participation	Digital Divide	Usage (U)	Access of Government		Local														
	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																			
	GENERAL		Is a search feature easily available in the national portal?	X																														Please find the search bar on the main web page of the national portal.
	GENERAL		Does the site provide advanced search options?	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																													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																														This feature is intended to help the user navigate the site and finding information and/or providing the used 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																													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																													



Global
Cybersecurity
Index



Questions cover these DOMAINS



HEALTH



EDUCATION



SOCIAL PROTECTION



ECONOMIC GROWTH



**EMPLOYMENT & DECENT
WORK**



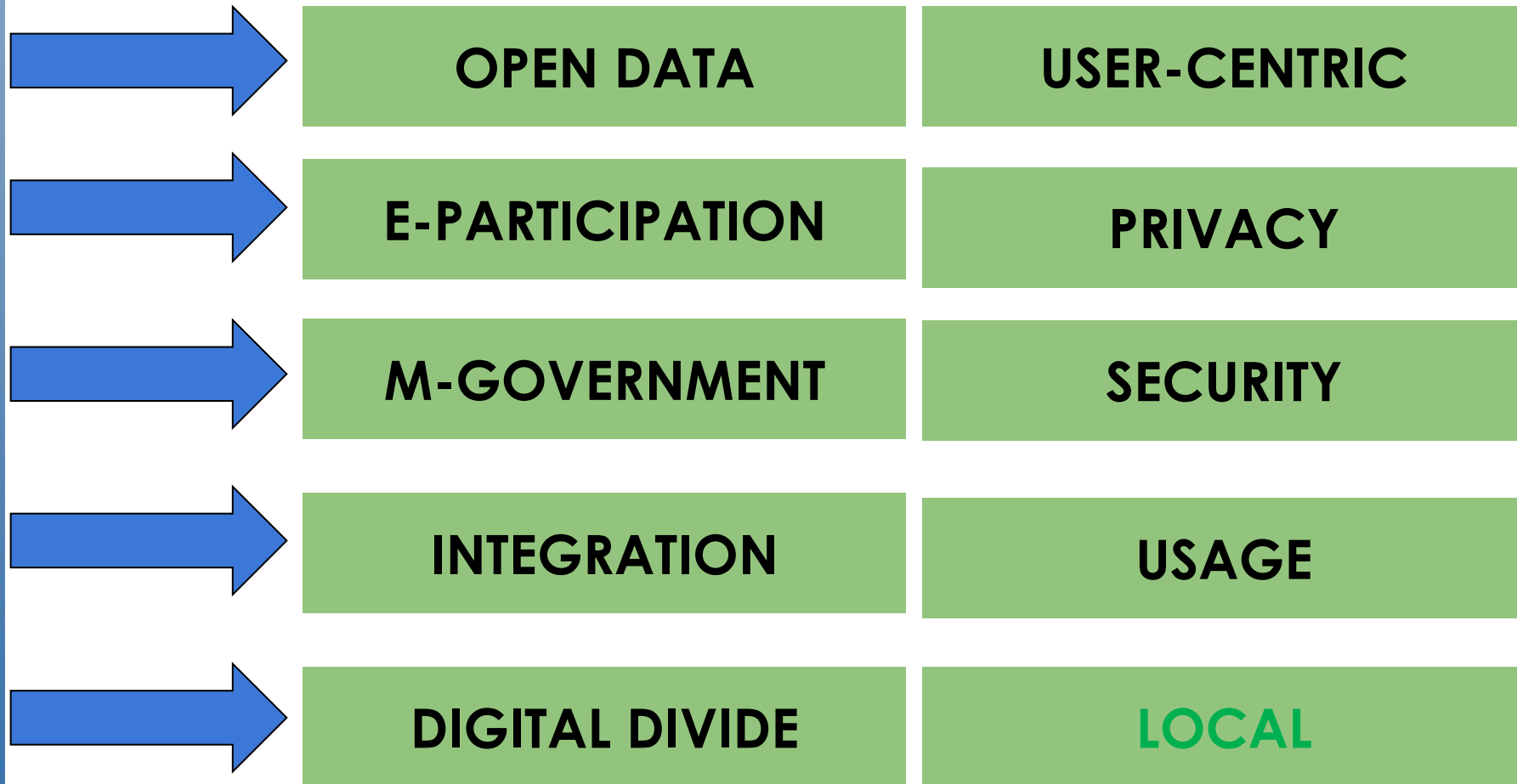
**ENVIRONMENTAL
PROTECTION**



PUBLIC SECURITY



THEMES



3rd Party Analysis

**MOBILE/USER
CENTRIC**

**WEB TRENDS for usage
such as (Google,
Bidou...)**

ACCESSIBILITY

**SOCIAL MEDIA (user
feedback analysis)**

**PRIVACY AND
SECURITY**

**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

2018 Survey Outline (continued...)

- **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 DE

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

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

Thank you for your attention