



UN Public Administration Programme

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



Expert Group Meeting

*“United Nations E-Government Survey 2016:
E-Government for Sustainable Development”*

**Plenary Session 3 – Emerging E-government Issues and Innovative Approaches for
Sustainable Development**

Key Highlights from Consultations

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What are your country's approaches and innovative practices in advancing e-government for sustainable development?

- Develop and implement eGovernment Strategy with clear action plan and milestones
- Focus on a Citizen Centric Approach while defining and implementing e-Government initiatives
- An open mindset with a focus on various initiatives for change management
- Focus on providing abundant services to Citizens, Government and business
- Public Key Infrastructure (PKI) initiative is considered to be an innovative practice which focus on granting each citizen to have one PKI ID.
- Digital welfare: changing health, education, social welfare with tech (the real frontline of public services beyond transactions)
- Hold workshops in raising awareness on post 2015 agenda.
- Innovative Public Private Partnership (PPP), such as crowd sourcing and crowd funding, enables governments to secure enough funding as well as expertise from the private sector.
- Digital by default policy
- "Mediator" that helps people in completing electronic services → civil servant local government / post office workers. (to bridge the digital divide)
- Open data / open government
- Strong Data Protection
- Privacy regulation that protects personal data but still allows e-government applications
- Big data and data analytics could help governments effectively respond to disasters, as seen in dengue outbreak in Singapore.
- Focus on granting access of information to people, improving the level of awareness in social media despite having problems of infrastructure
- Wide spread usage of Telemedicine



What emerging innovative e-government approaches and trends should be considered for the Survey 2016?

- Some issues that were not strongly reflected in the Survey are: social networks, local development, security frameworks, predictive government, smart cities (emphasizing issues associated with reducing energy consumption), use of technology and evolution and technological plans instead of governance plans for maturation.
- Open data and Mobile Government will steer the trend and should be considered for the 2016 survey. For measuring the open data, it would be better to classify based on the type of data (xml, xls, pdf etc.) The delegates added that it is desirable to place open data under the Open government should continue to be considered for the Survey 2016 because its importance has continuously been rising in building transparency, trust and effectiveness of governments, but a limited number of countries have implemented this initiative. UN should actively promote this initiative among developing countries.
- Citizen engagement aspect/dimension as open data will help to support citizen's in an area where he/she is in need.
- Using ICT and smart governance including development of business contingent plan and standard operation procedures (SOP) for building resilience and disaster risk management, should be covered by the forthcoming Survey, as the intensity and frequency of disasters keep rising globally and governments are increasingly confronted with challenges to respond more effectively.
- Cloud computing, big data and data analytics, which are emerging trends and already piloted by advanced countries, should be considered for 2016 Survey along with cyber security and data sovereignty.
- Identity management as a key to e-Government.
- Green government including green procurement should also be covered by 2016 Survey, as ICT and e-government have been proved as significant channels to protect the environment through conserving energy consumption and paper usage.
- Collaborative governance and partnerships for sustainable development should be included in the 2016 Survey, especially crowd sourcing and crowd funding for securing financing for sustainable development
- Mobile solutions, apps, cloud computing, open data available for the public, use of geo-data, internet of things; interoperability, PPP, cross border initiatives; one stop-shop; e-procurement.



Thank you!

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