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 4 – Enhancement to the Survey's Methodology

Key Highlights from Consultations

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Key Highlights from Consultations

- **Focus Question 5. How can the previous trends be measured by the Survey?**

- **Focus Question 6. What enhancements could be made to the E-Government Development Index (EGDI) and its components?**

Regional Workshops

- **Bahrain**
- **Belgium**
- **Colombia**
- **Estonia**
- **Kazakhstan**
- **Morocco**
- **Republic of Korea**

Question 5:

- **How can the previous trends be measured by the Survey?**

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- **Support to National e-Government Surveys**
- **Indicators for Green ICT used to measure Green Government**
- **Evidence of crowd sourcing or crowd funding as a key indicator for collaborative partnership for sustainable development (e.g. "Fix my street")**

- **Open Data Portal available? Open Data requirement to have machine-readable data**
- **Cyber security as one batch: cloud computing, big data, data analytics and open government data**
- **How many clicks is the information away?**
- **Availability of e-Petition, e-Consultation**
- **Measure User Satisfaction. How many complaints / total number of users? (This would require a uniform treatment of user complaints)**

- **Introduction of Stage 5: "Invisible Government"**

- **Satisfaction/usage with services:**
  - **can start with 1-2 typical services to develop methodology**
  - **user take-up measurement of key/common online services**

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- **<u>Cyber-security:</u>**
  - **institutional framework**
  - **existence and functioning of CERT**
  - **national cyber-security policy in place**
  - **rules for critical infrastructure protection**
  - **cyber crime legislation**
  - **public opinion on trust**
  - **public guidance website availability**
  - **privacy guidelines**
  - **existence of personal data protection laws and agency**

- **<u>Development of digital ID:</u>**
  - **existence of state guaranteed eID**
  - **collection of biometrical data**
  - **usage of eID in actual services**
  - **use of international standards (eIDAS)**
  - **eID take-up (# issued, % of population)**

- **<u>Interoperability:</u>**
  - **data exchange standard and policy in pace**
  - **data exchange figures / rates: # of key databases connected (predefined set)**
  - **adoption of "only once" principle**

- **<u>Availability of mobile services:</u>**
  - **prerequisite is consolidated back-end**
  - **electronic and mobile banking availability**
  - **core public services availability by mobile**

- **<u>Variety/availability of services:</u>**
  - **availability of key services online per typical life events – both for citizens and businesses**

- **<u>Use of cloud technology</u>**
  - **existence cloud policy**
  - **infrastructure availability**

- **<u>Cross-border interoperability and services:</u>**
  - **existence and number of formalized cross-border cooperation relations with other states**
  - **cross-border availability of key life-event services (are open for other nationalities?)**

- **<u>Availability of quality data:</u>**
  - **existence of main registries (with data guaranteed by the state)**
  - **existence of procedures and policies**
  - **open data policy available**
  - **open data supply and demand figures**

Question 6:

- **What enhancements could be made to the E-Government Development Index (EGDI) and its components?**

- **Should we extend the Survey to cover trends and problems of e-government at regional / state / city? If so, how?**

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- **Include bandwidth per capita**
- **Cost per Mbps as criteria**
- **Infrastructure index - fixed telephone lines should be eliminated, use of dial-up is obsolete Member States focusing on mobile broadband and wireless infrastructure**
- **Make methodology applicable by countries for local levels of government**

- **Include questions on policy: is digital-by-default approach in place or not ? is multi-channel strategy in place, etc?**

- **Add indicators on use of online purchases and online banking**

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- *TII:*
  - **Abolish fixed telephone lines criterion**
  - **Merge broadband (wire & wireless) indicators – total access**
  - **Expand definition of broadband (quality & speed)**
  - **Cap mobile subscriptions indicator at 100%: rates higher than that do not really show much (in advanced societies people walk around with multiple SIMs)**
  - **Include more advanced access measurements: availability of IPTV, availability of 3G and 4G in the country (not just wireless internet availability)**

- *HCI:*
  - **Include focus on digital divide with additional indicators**
  - **Consider changing indicator on schooling (not relevant to e-Gov)**
- *Suggestions for recalculating weights:*

  OSI 50%, HCI and TII 25% each

  OSI 20% HCI and TII 40% each

Workshops encouraged UN to continue with the Survey as a global asset.

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Thank you!

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