



2013 Global e-Government Forum

Session 1: Trends and Emerging Issues of Smart Government:

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E-Government and Knowledge Management

Outline



- **Development Efforts and Public Administration at the UN**
- **UN E-Government Survey**
- **Advocacy, Research and Capacity Building Programmes**

UN Public Administration Programme

(Since 1948)



Institutional and
Human Resource
Development



Electronic
and Mobile
Government



Citizen
Engagement in
Managing
Development



Open
Government Data

Advancing Public Governance for the Future

**Future Government = Citizen-centric + Agile and Responsive
+ Innovative + Inclusive
+ Open, Transparent and Accountable
+ Connected + Sustainable**

United Nations development efforts

We recognize the power of communications technologies, including connection technologies and innovative applications, to promote knowledge exchange, technical cooperation and capacity-building for sustainable development. These technologies and applications can build capacity and enable the sharing of experiences and knowledge in the different areas of sustainable development in an **open and transparent manner.**



RIO+20
United Nations
Conference on
Sustainable
Development

*Resolution adopted by the General Assembly
- 66/288. The future we want (11 September 2012)*

United Nations development efforts

High-Level Panel of Eminent Persons on Post-2015 Development Agenda

(3 Co-Chairs, 24 members, 1 *ex-officio*)



A New Data Revolution

“Too often, development efforts have been hampered by a lack of the most basic data about the social and economic circumstances in which people live. Stronger monitoring and evaluation at all levels, and in all processes of development (from planning to implementation) will help guide decision making, update priorities and ensure accountability. ... We must also take advantage of new technologies and access to open data for all people.”

UN E-Government Survey



8th Edition UN E-Government Survey 2014

Impact to Member States

- Argentina
- Azerbaijan
- Bahrain
- Bangladesh
- Brazil
- Brunei Darussalam
- Chad
- China
- Columbia
- Costa Rica
- Croatia
- Djibouti
- Dominican Republic
- Ethiopia
- Fiji
- Finland
- India
- Iraq
- Israel
- Italy
- Jordan
- Lebanon
- Lesotho
- Germany
- Georgia
- Ghana
- Malaysia
- Mexico
- Mongolia
- Morocco
- Netherlands
- Norway
- Oman
- Panama
- Portugal
- Qatar
- Republic of Korea
- Romania
- Russia
- Saudi Arabia
- South Africa
- Spain
- Sri Lanka
- Sweden
- United Arab Emirates
- Togo
- Tunisia
- Turkey
- Turkmenistan
- United Republic of Tanzania
- United States
- Vietnam
- etc.



Impact of UN E-Government Survey



WORLD BANK
ICT At-a-Glance



Global Information Technology
Report 2010-2011



European Commission
Digital Competitiveness Report 2010



PARTNERSHIP ON
MEASURING ICT
FOR DEVELOPMENT



MDG Gap
Task Force Report 2011



ADVANCED E-GOVERNMENT LEADERSHIP



United Nations University

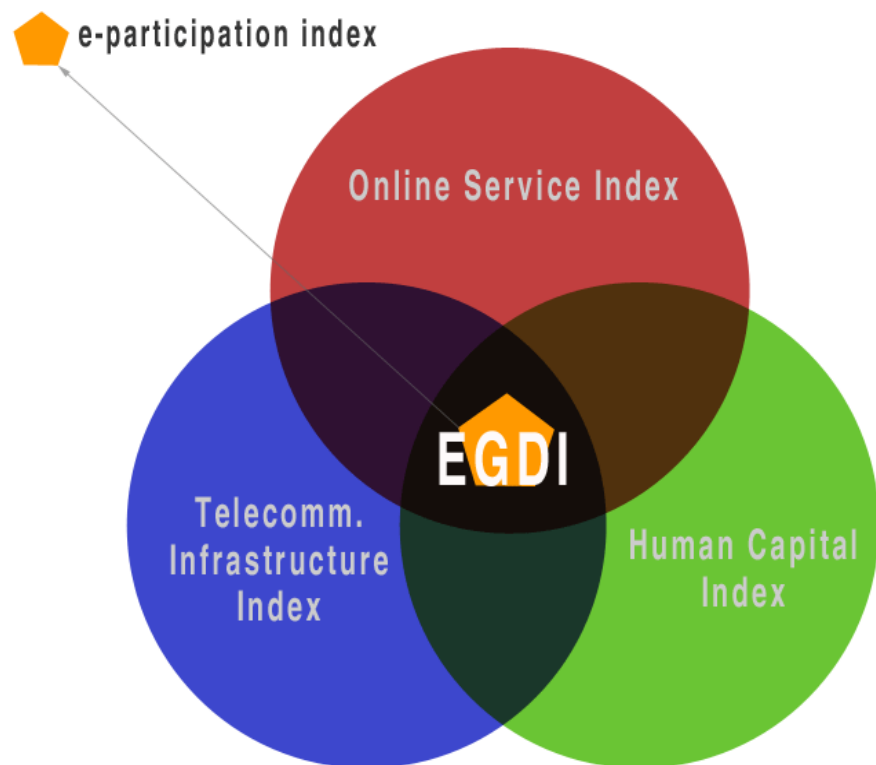


UN E-Government Survey

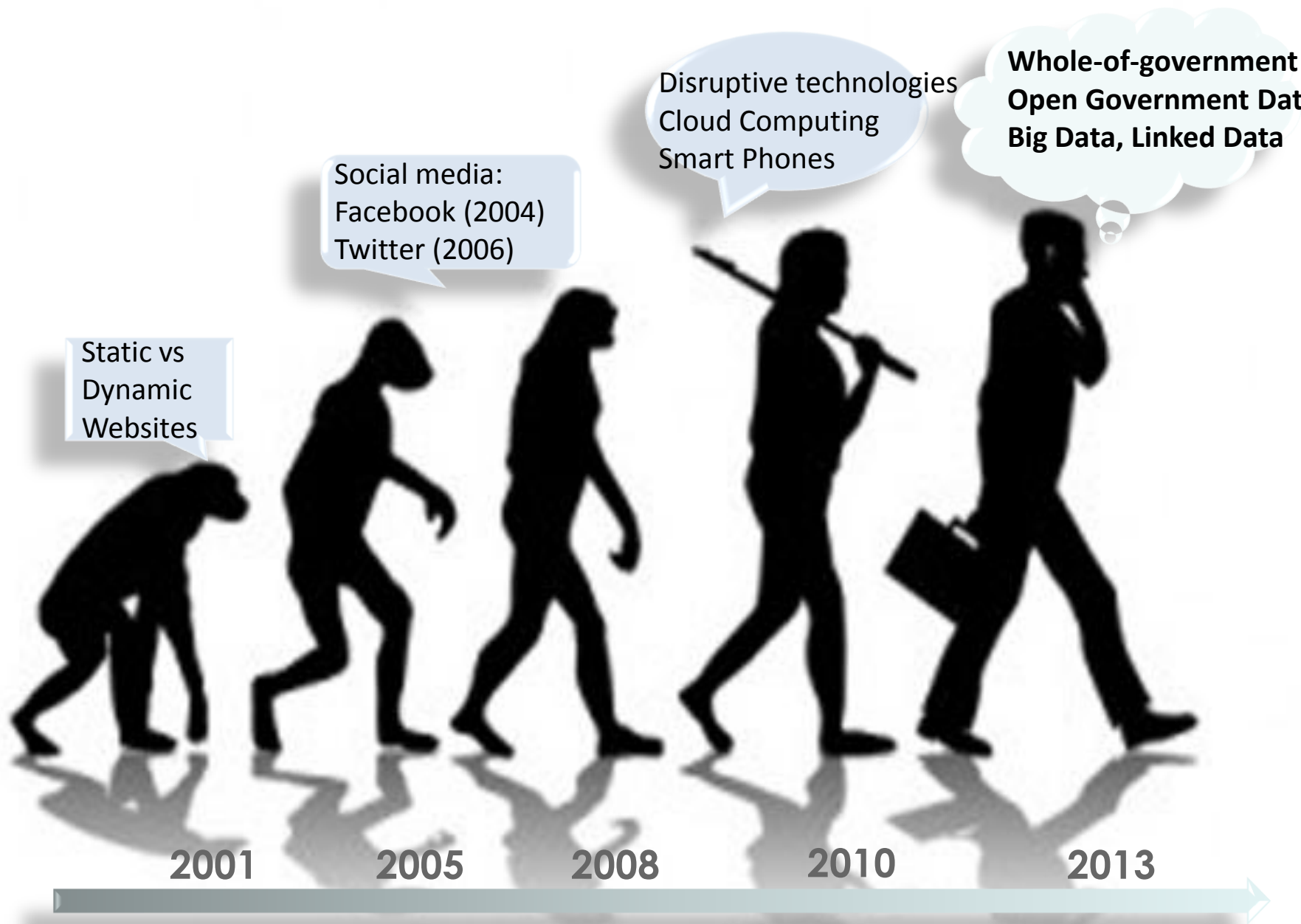
In the UN Survey, the E-Government Development Index (EGDI) is derived as a composite indicator comprising:

1. Online services
2. Telecommunication infrastructure
3. Human capital

Supplementary:
E-participation facilitation



E-Government Development Index (EGDI)



Telecommunication Infrastructure

2012 Indicators

- Estimated Internet Users
- Main fixed phone lines
- Mobile subscribers
- Fixed Internet subscriptions
- Fixed broadband



2014 Indicators

- Estimated Internet Users
- Main fixed phone lines
- Mobile subscribers
- Wireless broadband
- Fixed broadband



Thematic Focus of 2014 Survey

- Overall trends of online services
- E-Participation development
- Embracing whole-of-government approach
- Expanding usage
- Bridging the digital divide
- Maximising mobile and multi-channels
- Effective use of open government data



Open Government Data

- Limitations of existing legislation; emerging trend towards OGD related legislation: Freedom of Information Act, Data Protection Act; Data Governance Policy
- Institutionisation of OGD
- Data driven political processes and policies
- Value of data: relevance; business case; data at local level; promoting transparency and accountability
- Supporting multi-platforms for publishing OGD
- Privacy and Security; lack of trust (Lack of Trust (G2G, G2C, C2G) and Reluctance to share data (common reasons)
- Return of investment (ROI) on open data; Incentives for use of OGD
- Abuse of data and incomplete data



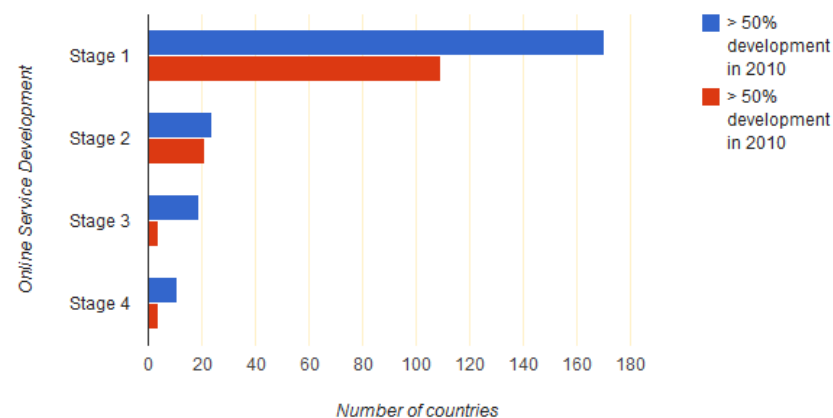
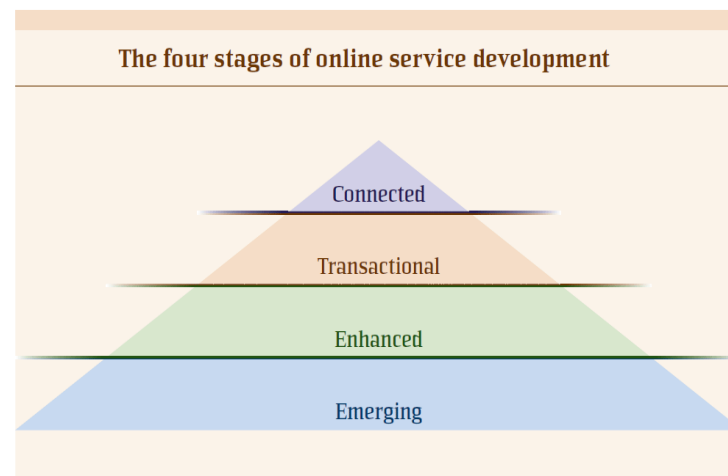
Expanding Usage

- **Targetisation/automation; personalisation**
- **Value proposition; context and relevance**
- **New forms: mobile, social media, open data, cloud computing, crowd sourcing**
- **Government commitment**
- **Government as a platform**
- **Decentralisation of e-government services**
- **Enhanced access to the vulnerable groups**
- **Open data and co-creation**
- **Campaigns, awareness, outreach and training: self-assist, virtual-assist, assisted use**
- **Ecosystem approach to online services**




E-Government Self-Assessment Toolkit

- Interactive toolkit for countries to perform self-assessment based on the UN E-Government framework and methodology
- To enable countries to collect and analyze data to gain deeper understanding on their current e-government development and impact; and to identify areas of improvement



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

- 
- Decision & policy making
- Consultation process
- Information provision



Public Administration at the UN

- **Advocacy and Normative Support**
- **Research and Analysis**
- **Knowledge Sharing and Training**
- **Advisory Services in the Field**



UN Public Administration Country Studies

UNPACS
United Nations Public Administration Studies
Advancing Public Governance for Sustainable Development

Enter Keywords Search

UNPACS THEMES

- Public Administration Capacity
- Electronic and Mobile Government
- Citizen Engagement
- Open Government Data

UNPACS FOR MDGs

- 1 Eradicate Extreme Poverty and Hunger
- 2 Achieve Universal Primary Education
- 3 Promote Gender Equality and Empower Women
- 4 Reduce Child Mortality
- 5 Improve Maternal Health
- 6 Combat HIV/AIDS, Malaria and Other Diseases
- 7 Ensure Environmental Sustainability
- 8 Global Partnership for Development

UNPACS MAP

Please select country

HIGHLIGHTS

Expert Group Meeting
2012 e-Government Survey
Towards a More
Citizen-Centric Approach

Visit Our Online Training Centre

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- Comprehensive, up-to-date and readily accessible online knowledge-base in public administration
- Enables governments and all stakeholders in making evidence-based decisions for the implementation of IAD agenda including the MDGs



UN Public Administration Programme

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



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شكرا ▪ 谢谢 ▪ thank you ▪ merci ▪ bienvenidos ▪ gracias