



Division for Public Institutions &
Digital Government, United Nations

Department of Economic and Social Affairs



**UNITED NATIONS
E-GOVERNMENT
SURVEY 2018**

GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION
TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES

Economic &
Social Affairs



UN E-GOV Survey 2018

**GEARING E-GOVERNMENT TO
SUPPORT TRANSFORMATION
TOWARDS SUSTAINABLE AND
RESILIENT SOCIETIES**

Vincenzo Aquaro
Chief, Digital Government Branch
DPIDG, UN DESA

Montevideo, 3 August 2018





PART ONE ABOUT THE SURVEY

E-Government Survey: The Mandates



The Survey is mandated by the **General Assembly** through **resolutions 69/327; 58/231 and 59/55** on Public Administration and Development



Relevant **ECOSOC** resolutions for the United Nations E-Government Survey include:

E/RES/2005/3

E/RES/2006/47

E/RES/2007/38

E/RES/2008/32

E/RES/2009/18

E/RES/2011/2

E/RES/2011/22

E/RES/2012/28

E/RES/2013/2

E/RES/2014/38

E/RES/2015/28



What is the UN E-Government Survey

- ❑ It is the only E-Government Survey that assesses the e-government development status of all 193 UN Member States
- ❑ It is used as a benchmark tool to measure e-government development, build governments' capacity, provide policy recommendations and share good practices from around the World
- ❑ It is a UNDESA flagship publication issued every two years since 2003



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

Just Some Numbers and References

UNITED NATIONS MEETINGS COVERAGE AND PRESS RELEASES

HOME SECRETARY-GENERAL GENERAL ASSEMBLY SECURITY COUNCIL ECONOMIC

PRESS RELEASE

ENV/DEV/1695
1 AUGUST 2016

New Global Survey Shows E-Government Emerging as Powerful Tool for Achieving Sustainable Development Goals

The United Kingdom, following the launch of its new digital services and information services, is showing the progress of

Outstanding International and National Media Coverage



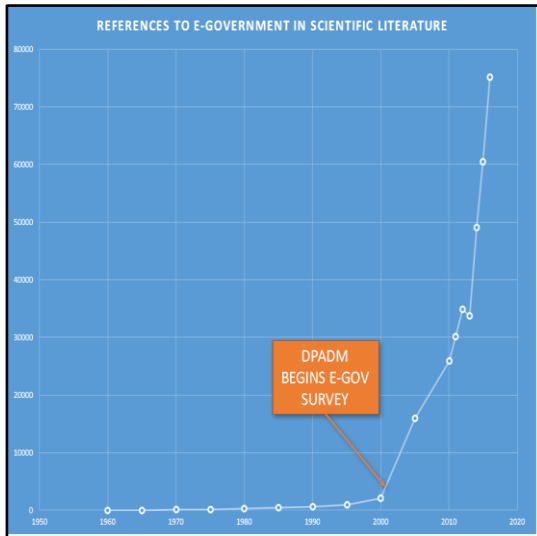
THE WORLD BANK



European Commission
Digital Competitiveness Report 2010



United Nations University



In 2017 >75,000 ref.

Citation analysis of scholarly references to the UN e-Government Survey reveals a rapidly expanding level of attention and inherent credibility of the product. ***

Timeframe	Downloads
Total downloads	> 5 ML
2016*	1,271,250
2015*	1,172,600
2014**	1,072,760

*Second most downloaded publication of DESA

**Most downloaded publication of DESA

*** UN E-Gov External Evaluation Results 2017

E-Government Survey: A Continuous Improvement

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

2003

2008

2010

2016

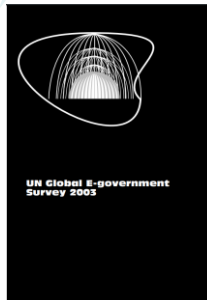
2018

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

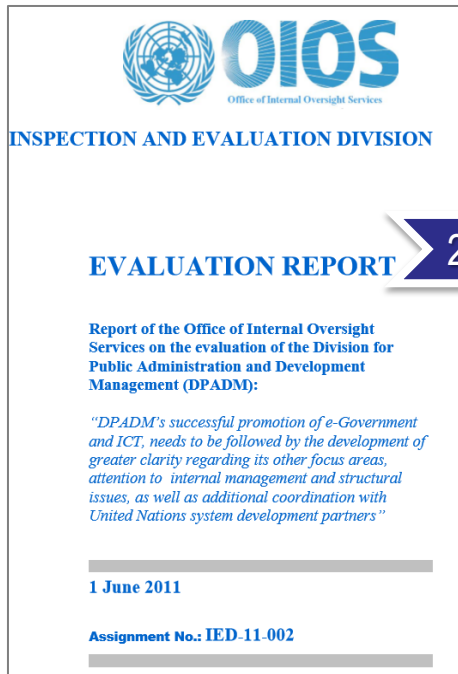
Call for Contributions

The deadline for submission is 31 December 2017

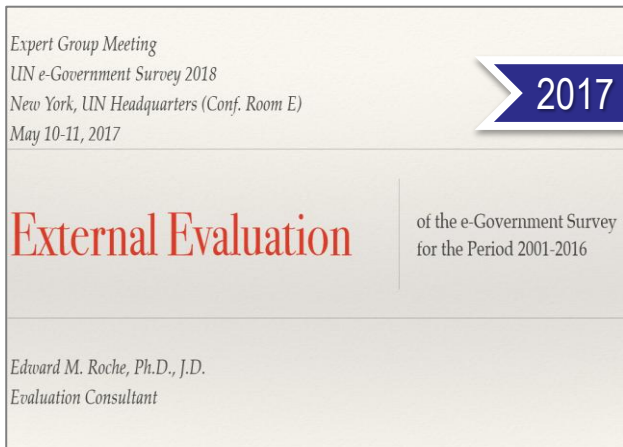
<https://publicadministration.un.org/en/Research/UN-e-EGOV2018-Call-for-Contributions>



Two External Independent Evaluations



The evaluation results showed that DPADM has, in particular, successfully promoted e-Government as a tool to deliver government services more efficiently. DPADM's **2010 United Nations E-Government Survey publication, as well as earlier versions, were recognized by stakeholders for their impact in raising general awareness of the benefits that governments can achieve by adapting e-Government strategies for service provision.** Additionally, DPADM's e-Government survey is credited with raising awareness of specific national rankings intended to measure the relative success of governments' implementation of such approaches. The influence of DPADM's eGovernment work spanned multiple continents, was well integrated with e-Government work being undertaken by "peer organizations," and, was serving as a credible benchmark in the development arena."



The e-Government Survey has been a remarkable success and has become one of the flagship publications of the United Nations. Although there are uncertainties in the precise measurement of the national rankings, **the readiness index has served as an invaluable tool for governments and policymakers.** The Index has been continually updated over the years, and now is in the process of being readjusted to make it supportive of the Sustainable Development Goals (SDG) program. There is no reason to imagine that going forward, the Index will not remain a crucial element in how governments will formulate their ICT strategies as regards citizen-facing public services.



Preparatory process of the 2018 E-Gov Survey



- ❑ 20 Months of Work
- ❑ A Taskforce of 308 Researchers
- ❑ 206 UN-Volunteers

- ❑ Partnership with **UNU-EGOV, ITU, ESCAP**
- ❑ Contribution from **ECLAC, UNECA, UNECE, ESCWA, UNOOSA**

- ❑ 1 External Evaluation Report(2003-2016)
- ❑ 2 Expert Group Meetings
- ❑ 1 Informal Advisory Working Group

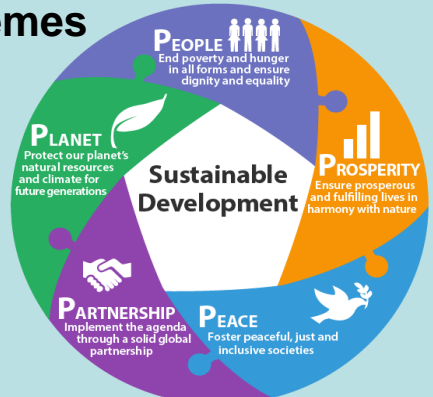
- ❑ Open Consultation with **193 MS (MSQ)**
- ❑ **100 MSQ** Returned
- ❑ **3x193 MS** Assessments in 66 languages

- ❑ **57** New Case Studies



What was changed in the 2018 edition compared to 2016

Core principles and linkages with 2030 Agenda and 2018 HLPF themes



GEARING E-GOVERNMENT TO SUPPORT TRANSFORMATION TOWARDS SUSTAINABLE AND RESILIENT SOCIETIES



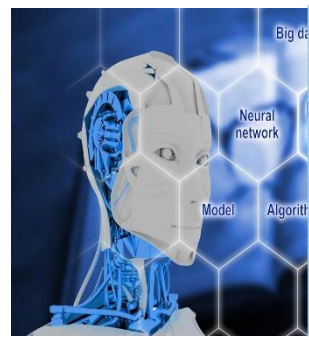
Five Dimensions of SDG16

16 PEACE, JUSTICE AND STRONG INSTITUTIONS

11 SUSTAINABLE CITIES AND COMMUNITIES

Local Component Cities

2018 Theme: Transformation Forward Resilience Society



Fast evolving technologies and Artificial Intelligence



What was changed in the 2018 edition compared to 2016

ONLINE SERVICE QUESTIONNAIRE

Country	Presence	Search	Advanced Search	Stamps	FAQ	Contact Us	Contact Us	Notes
...



❑ Online Service Questionnaire (OSQ), was expanded to include the main principles of the Sustainable Development Goals (SDGs) and Leaving No One Behind, with a particular focus on Goal 16

❑ An updated and detailed Member States Questionnaire (MSQ) was launched in 2017 to gather further detailed information about the efforts of governments in e-government development

❑ The MSQ and the list of 100 responding Member States were added in the Annexes.

❑ For the first time, the list of the OSQ areas assessed in this edition of the UN E-Government Survey was added in the Annexes.

ANNEXES

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)

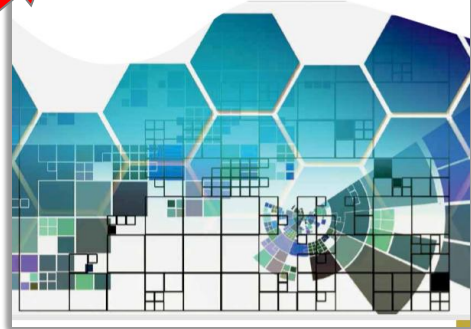
- Is there a national sustainable development strategy or equivalent?
- Is there a national e-Government/Digital Government strategy or equivalent?
- If yes, is there an implementation plan for the e-Government/Digital Government Strategy?
- Is the national development strategy aligned with an e-Government/Digital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

Legal Framework (where available, please attach evidence)

- Is there any 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,



What was changed in the 2018 edition compared to 2016

CHAPTER 7 • IMPROVE CITIES RESILIENCE AND SUSTAINABILITY THROUGH E-GOVERNMENT ASSESSMENT

Improve cities resilience and sustainability through e-government assessment

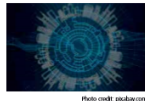


Photo credit: pixabay.com

7.1. Introduction

7.1.1 Urbanisation and Sustainability

Cities are important hubs of human activity that are gaining in population and increased importance in the global economy. In 2016, close to 4 billion people — 54 per cent of the world's population — lived in cities. According to the World Bank, in the last 50 years the proportion of population living in cities has increased by 50 per cent, and it is estimated that, by 2050, 6 billion people will be living in cities (66 per cent of the world's population). In 2014, high levels of urbanisation, at or above 80 per cent, characterised Latin America and the Caribbean and Northern America. Europe, with 73 per cent of its population living in cities, is expected to be over 80 per cent urban by 2050. Africa and Asia, in contrast, remain mostly rural, with 40 per cent and 48 per cent of their respective populations living in urban areas. Over the coming decades, the level of urbanisation is expected to increase in all regions, with Africa and Asia urbanising faster than the rest¹.

The role of local administration in the achievement of the United Nations Sustainable Development Goals (SDGs) is critical, since these goals recognise the transformative power of urbanisation for development and the significance of city leaders in driving global change from the bottom up. Most of the SDGs have targets that are directly or indirectly related to the daily operation of local and regional governments.

Local governments are policy makers and catalysts of change. They are also the level of government best placed to bind the goals with local communities². Improvement of local e-Government functions encompasses local public institutions, their operations and civil society organisations alignment with UN SDGs 11 and 17 for sustainable cities and communities and goal 16 for peace, justice and strong institutions. In practice, institutions are strengthened by free, fair and equal citizen participation. Furthermore, local governments that possess decentralised authority can better set local priorities to assess the rights and needs of vulnerable groups and provide transparent and accountable institutions.

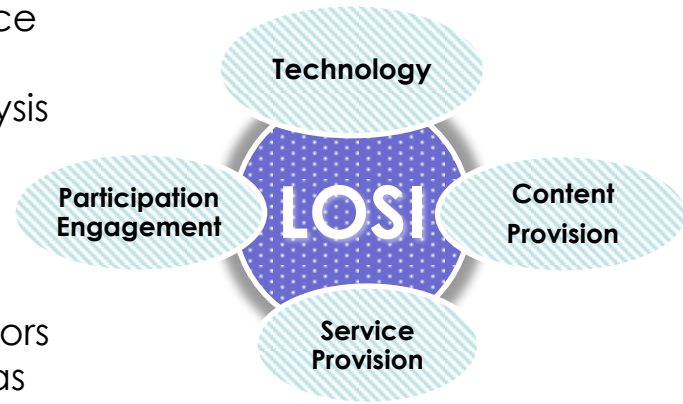
7.1.2 Public service delivery at a local level

Municipality administration constitutes the lowest level of governance in each country (Laman and Lewis, 2000). E-Government at the local level has its own flavour, since cities and municipalities are developing specific functions and components that cannot be found at other levels of government. On the one hand, local government serves the

In this chapter:

7.1. Introduction	151
7.1.1 Urbanisation and Sustainability	151
7.1.2 Public service delivery at a local level	151
7.2. Local e-Government	152
7.2.1 Supporting e-Government implementation at local level	152
7.2.2 e-Government assessment on local level	153
7.2.3. Relative assessment efforts	153
7.2.4. Towards Local e-Government Assessment	154
7.3. Current Status of Local Online Services: a Pilot Study	154
7.3.1 Study Methodology	155
7.3.2 Study Findings	158
7.4. Using Local e-Government to Advance SDG implementation	171
7.5. Conclusion	175
References	175

- ❑ A pilot Local Online Service Index (LOSI) has been created and a pilot analysis and ranking, covering 40 cities worldwide, was added (Chapter 7)
- ❑ The list of the LOSI indicators assessed in this edition was added in the Annexes.



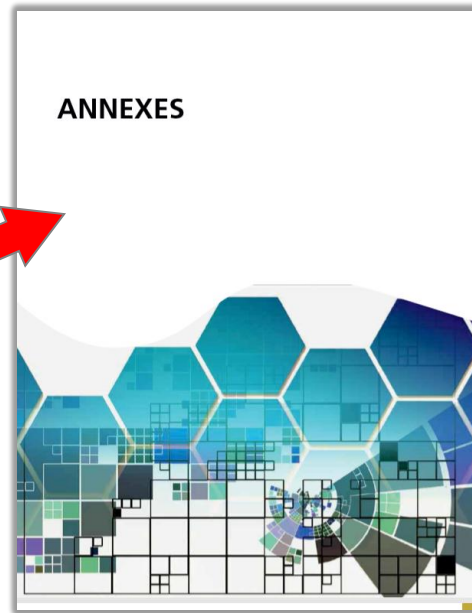
CHAPTER 7 • IMPROVE CITIES RESILIENCE AND SUSTAINABILITY THROUGH E-GOVERNMENT ASSESSMENT

Table 7.3 Ranking of cities

Rank	City	Total indicators	Technology indicators	Content indicators	Service provision indicators	Participation and engagement indicators	Cluster
1	Moscow	55	10	26	11	9	Very high (more than 75% indicators)
2	Cape Town	53	10	26	11	7	
2	Tallinn	53	11	26	12	5	
4	London	51	10	25	11	6	
4	Paris	51	11	24	8	9	
6	Sydney	50	11	21	12	7	
7	Amsterdam	49	9	25	10	6	
7	Seoul	49	11	25	6	8	
9	Rome	48	11	25	8	5	
9	Warsaw	48	11	25	7	6	
11	Helsinki	47	10	24	7	7	
11	Istanbul	47	6	24	12	6	
11	Shanghai	47	10	24	5	9	
14	Madrid	46	10	22	8	7	
14	New York City	46	10	21	10	6	
16	Dubai	44	10	21	10	4	
17	Prague	43	10	23	4	7	
18	Addis Ababa	42	12	21	4	6	
19	Tokyo	41	12	24	3	3	
19	Toronto	41	9	22	8	3	
21	Buenos Aires	40	8	27	5	6	
22	Berlin	39	11	21	3	6	
23	Jakarta	37	9	17	5	7	
24	Mumbai	36	12	19	5	1	
25	Almaty	35	11	19	3	3	
25	Kuala Lumpur	35	11	19	4	2	
27	Athens	33	8	18	7	1	
27	Caro	33	10	18	5	1	
27	Nairobi	33	5	15	10	4	
30	Riyadh	31	9	15	3	5	
31	Bogotá	30	7	17	3	4	
32	Mexico	29	7	20	1	2	
33	Colombo (commercial)	28	8	13	5	3	
34	Bangkok	24	5	11	5	4	
34	Port Moresby	24	9	12	0	4	
36	Accra	23	10	12	0	2	
37	Abidjan	19	10	9	0	1	
38	Luanda	17	8	9	0	1	
38	Santo Domingo	17	5	11	0	2	
40	Karachi	16	5	11	0	1	

Chapter 7

ANNEXES



GENERAL GOVERNMENT TO SUPPORT TRANSFORMING TOMORROW'S SUSTAINABLE AND RESILIENT SOCIETIES

Table 7.1 LOSI – Criteria and indicators

Technology	Content Provision
Internet connectivity	Contact details
Ease of portal design	Organization structure
Mobile usability	Name and contact details of departments
Mobile device compatibility	Municipality information
Usability	Budget related information
Internal search mechanisms	Information about government assessments
Internal advanced search mechanisms	Information about government results
Alignment with markup validation standards	Information about provided services
Alignment with digital standards	Information about municipality partnership with third parties
Alignment with accessibility standards	Facilities of free internet access
Customization of digital features	Health information
Foreign language support	Technical information
	Education information
	Social welfare information
	Sport and culture information
	Privacy policy
	Open data policy
	Open data provision
	Open data metadata
	Smart cities initiatives
	Use of emergent technologies
	Online user support
	Guiding information on online services use
	Links for government agencies
	Statistical data and statistics provision
	Evidence of portal content update
Service Provision	Participation and engagement
Portal authorization	Real time communication
Personal data availability	Feedback/ complaint addresses
Personal data updating	Online distribution provision
Municipality responsiveness: e-mail	Social networking features
Quality of email response	Reporting of occurrence in public space
e-Procurement service	Participatory land use plan
Public online declaration	Measurement of openness: participation activities
Address change notification	Feedback about consultation processes
Online readability	Online vacancies
Online building permit	e-Payment
Online vacancies	
e-Payment	



Fast-Evolving Technologies in E-Government

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

CHAPTER 8 • FAST-EVOLVING TECHNOLOGIES IN E-GOVERNMENT: GOVERNMENT PLATFORMS, ARTIFICIAL INTELLIGENCE AND PEOPLE

Chapter 8. Fast-evolving technologies in e-government: Government Platforms, Artificial Intelligence and People

8.1. Introduction

As public institutions focus on the implementation of Agenda 2030 with the core principles of leaving no one behind and eradicating poverty, frontier technologies are creating both opportunities and risks for future governance.

The fourth industrial revolution and convergence of innovative technologies, such as big data, Internet of Things (IoT), cloud and super-computing, geo-spatial data and broadband, artificial intelligence (AI), and deep machine learning, are promoting a dramatic shift towards more data and machine-driven societies, while development challenges and social inequality continue to increase. So-called disruptive technologies, including predictive analytics, are creating unforeseen opportunities in many government sectors, including health, security, water management, environment, among others. The rapidity with which these new technologies are evolving, combined with the knowledge that governments already possess, present a historic opportunity for sustainable development.

However, the pace and evolution of technological innovation can surpass the speed with which governments can absorb changes and reap their rewards. In the past decade, there have been groundbreaking technological advances, such as the economy app, blockchain, and facial recognition via simple smart phones, to name a few. Apart from the need for governments to catch up is the need to ensure that the new data tools are not concentrated in the hands of a few but are equitably distributed. A sufficient balance which serves the needs of many for the greater good is required. Thus, the process of integrating the new data tools could benefit from constant review and an incremental approach.

The accelerated speed of innovation and the integration of technology into all devices and all sectors are equally disrupting the public sector. Models governing the design and consumption of public services are evolving. Beyond digital transformation, governments themselves are increasingly called upon to evolve as well. Indeed, the degree to which technology is disrupting society on the one hand and supporting it on the other is unknown. The use of these fast-evolving technologies in

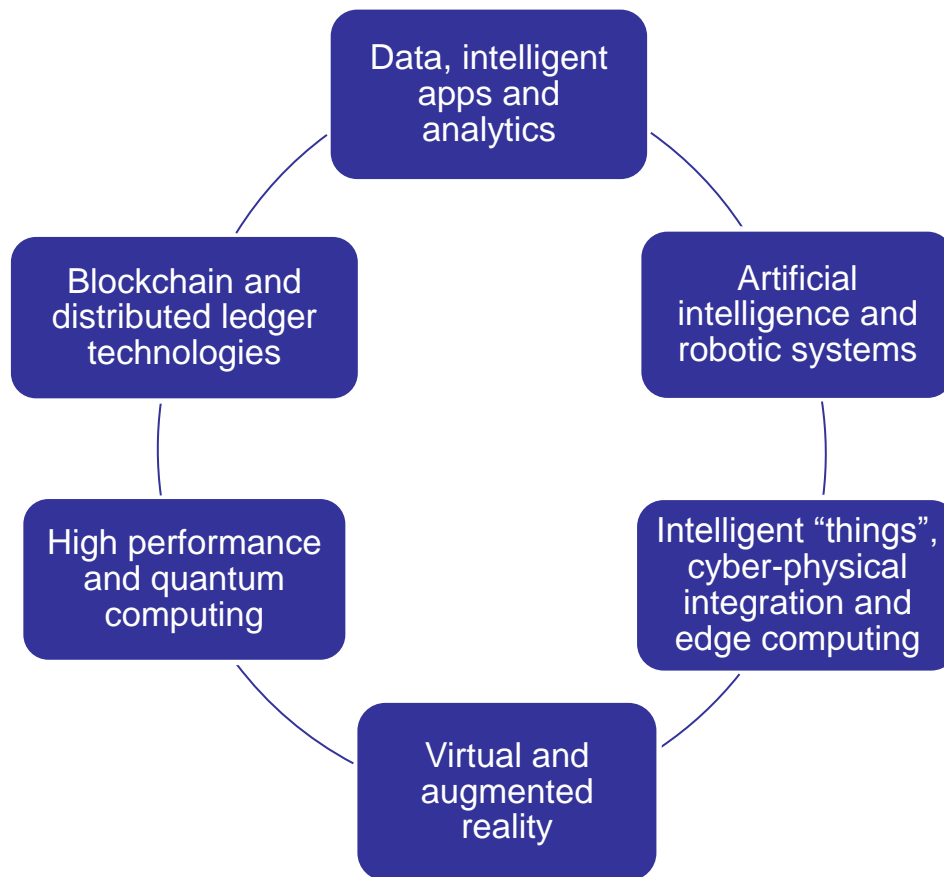


Photo credit: pixabay.com

In this chapter

8.1. Introduction	177
8.2. Harnessing fast evolving technologies	178
8.2.1. Data, intelligent apps and analytics	178
8.2.2. Artificial Intelligence and Robotic Process Automation	179
8.2.3. Intelligent "things", Cyber-Physical Integration and Edge Computing	179
8.2.4. Virtual and Augmented Reality	180
8.2.5. High Performance -- and Quantum Computing	180
8.2.6. Distributed Ledger Technologies	181
8.3. Deep Dive into a cluster of new technology revolving around data	183
8.3.1. Integrating government services -- public service as a platform	183
8.3.2. Insights for decision-making and intelligence at the point of action	185
8.3.3. Insights and Data-Driven decision-making in the public sector	185
8.3.4. Insights at the time and point of action: streamlining the use of real-time data	187
8.4. Deep Dive into a cluster of new technology revolving around AI and Robotics	187
8.5. Harnessing technology for societal resilience	189
8.5.1. People and technology driving new uses and new services	189
8.5.2. Symmetry and ethics as the way forward	192
8.6. Conclusion	193
References	195

Illustration



Chapter 8





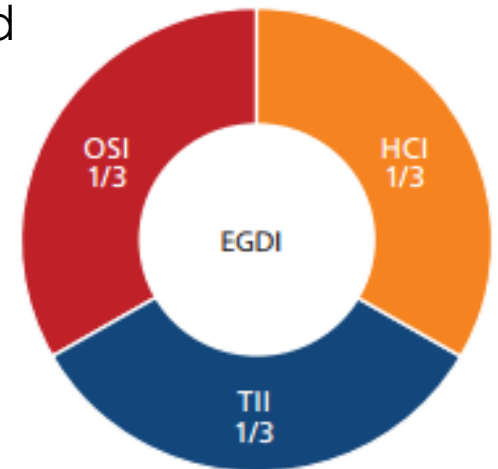
E-GOV METHODOLOGY

PART TWO

E-Government Survey Methodology: EGDI, OSI, TII, HCI

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

How does the Survey measure TII

Telecommunication Infrastructure Index (TII)

2016 Subcomponents



Estimated internet users per 100 inhabitants



Number of main fixed telephone lines per 100 inhabitants



Number of mobile subscribers per 100 inhabitants



Number of fixed broadband facilities per 100 inhabitants



Number of wireless broadband subscriptions per 100 inhabitants

2018 Subcomponents



Estimated internet users per 100 inhabitants



Number of main fixed telephone lines per 100 inhabitants



Number of mobile subscribers per 100 inhabitants



Number of fixed broadband facilities per 100 inhabitants



Number active mobile broadband subscriptions per 100 inhabitants



How does the Survey measure HCI

Human Capacity Index (HCI)

It is measured through the average of the following indicators the educational base of citizens that will allow them to access the government services online



Adult literacy



Mean years of schooling



Gross enrolment ratio
(Primary, Secondary, Tertiary)



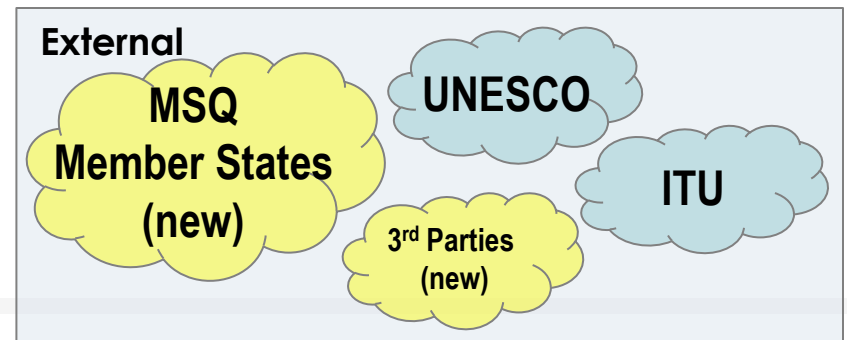
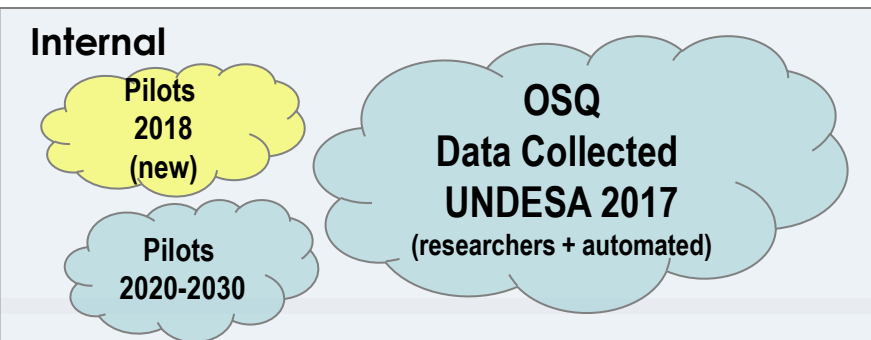
Estimated years of schooling

Primary source: based on the UNESCO data

2018: Digital Government Framework



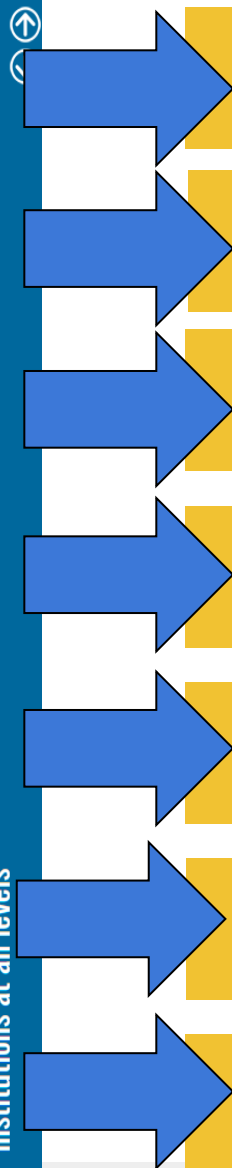
Data Framework



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



2018 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



**3RD PARTY
INDICATORS**



**Global
Cybersecurity
Index**



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

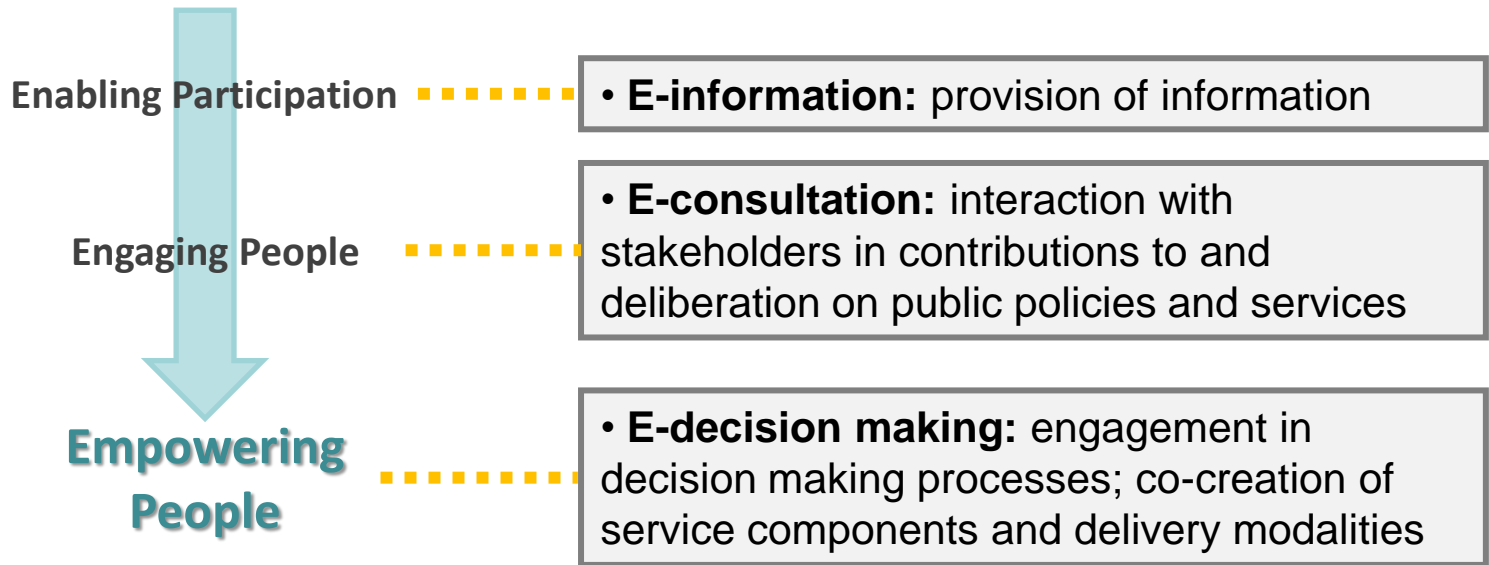
Type	SDG Target	Feature	Pillars		Domains		Themes (Proxy)				Notes	
			Accountability	Openness	Health	Education	Open Data (OD)	E-P participation	M-Governance	Digital Divide (DD)		Web 2.0
GENERAL		Is there at least one national government portal?	X	X				X				The national portal is an internet site providing 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						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. 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



How does the Survey Measure EPI

E-Participation Index (EPI)

Based on an independent online assessment and a questionnaire conducted by DGB/DPIDG
It emphasizes citizen's participation in public decision-making



Customer Satisfaction
Surveys

Discussion Forums

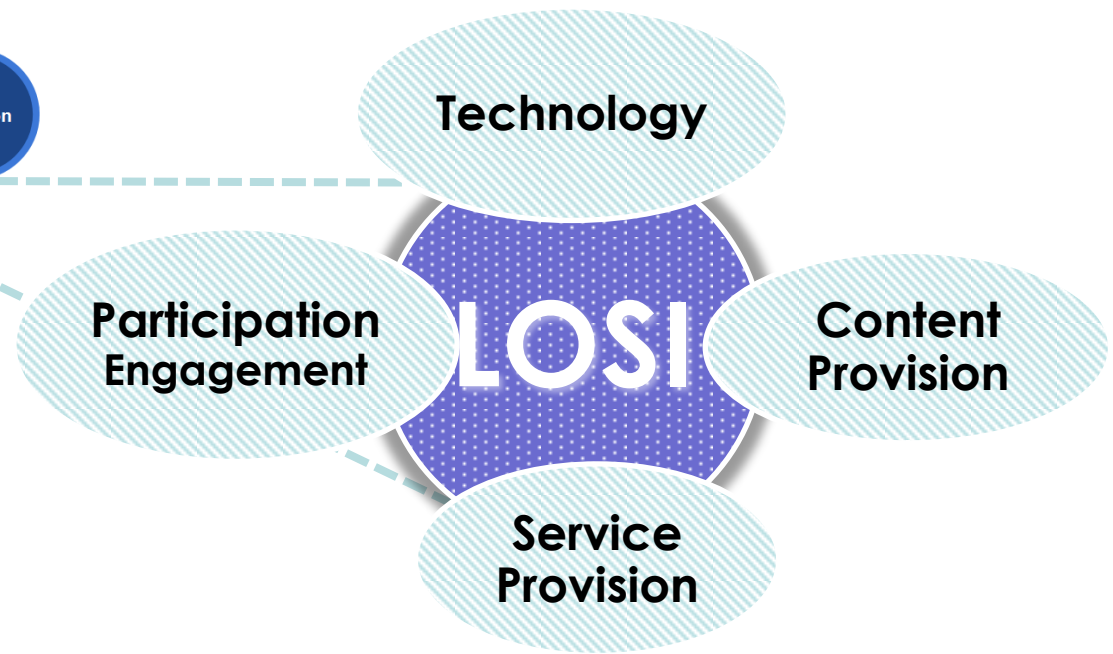
Opinion Poll

Social Networking
Websites



2018: Local Online Service Index

National Component



Local Component



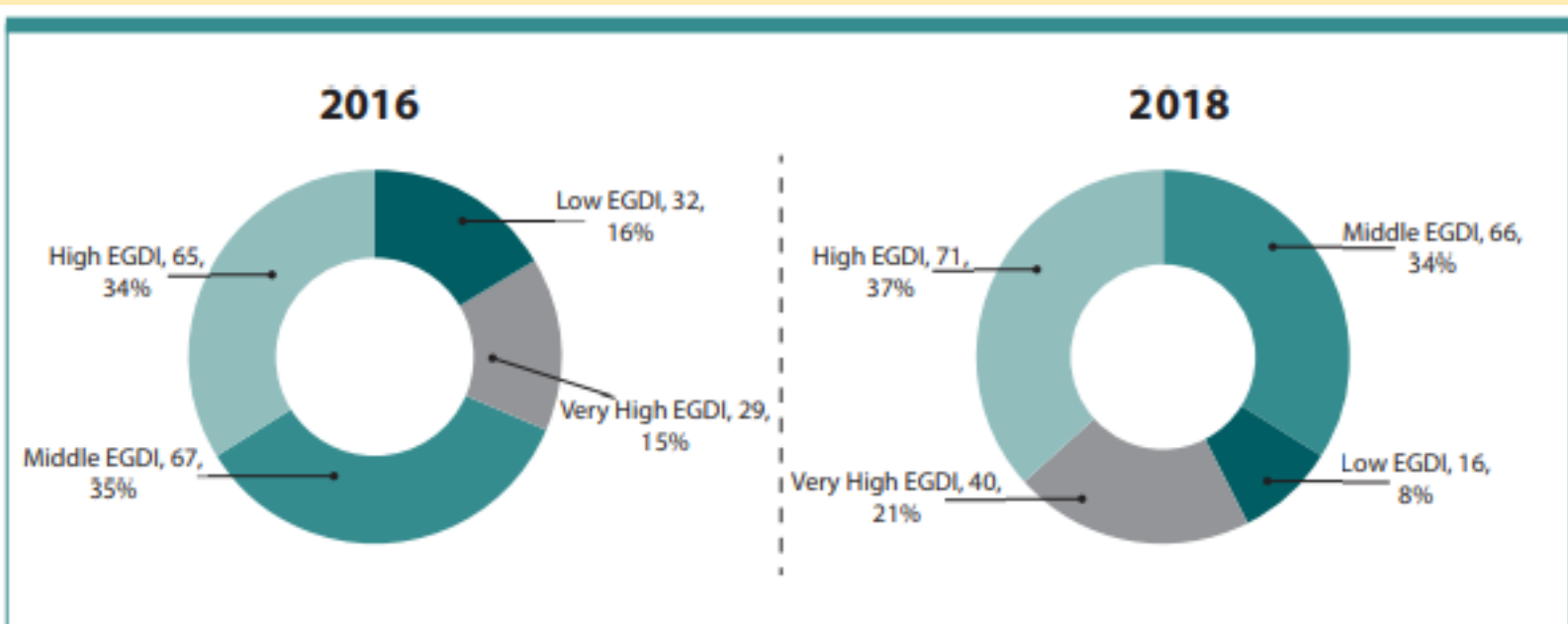


PART THREE TRENDS AND INSIGHTS

E-Government Development Index (EGDI)



TRENDS (IN NUMBER OF COUNTRIES)



EGDI: Regional and Global Averages



0.5491



World Average
0.4997 (2016)

0.3423



Africa
0.2882 (2016)

0.5898



Americas
0.5245 (2016)

0.5779



Asia
0.5132 (2016)

0.7727



Europe
0.7241 (2016)

0.4611

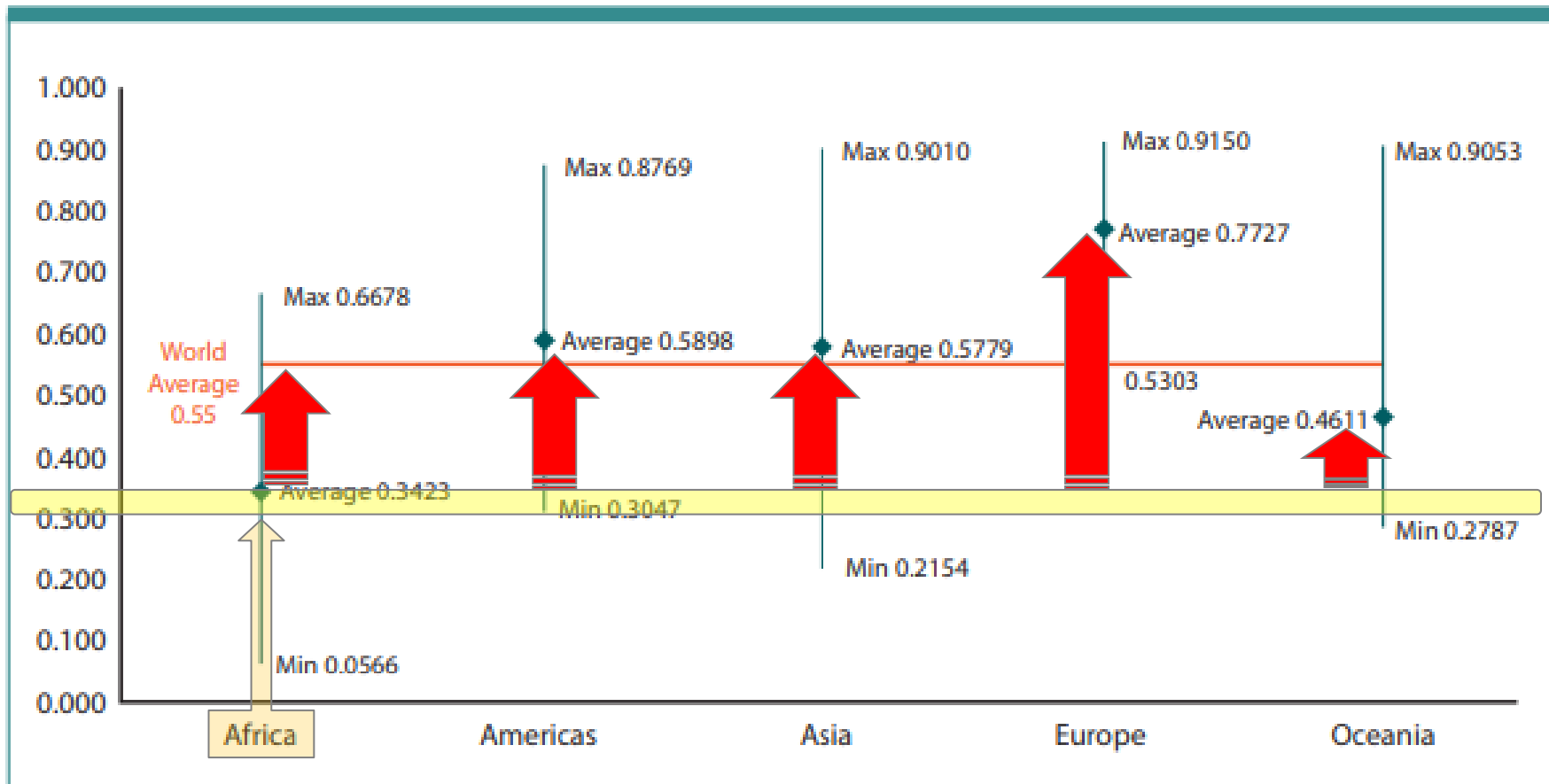


Oceania
0.4154 (2016)



EGDI: Digital Divide

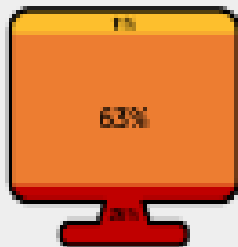
Despite some development gains and investments in technology in several countries, e-government divide and digital divide continue to persist. Only 4 countries out of 54 in Africa score higher than the world average EGDI of 0.55, whereas 14 LDCs countries have very low EGDI scores below 0.25.



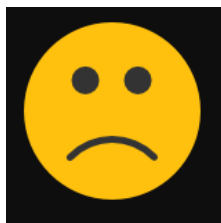
2018 E-Government Survey: Regional Trends

Percentage of countries grouped by EDGI levels in each region

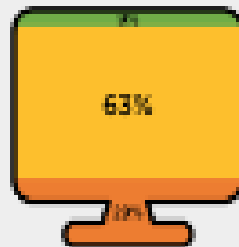
Africa
(54 countries)



Low EDGI



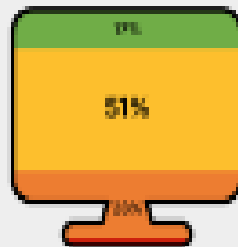
Americas
(35 countries)



Medium EDGI



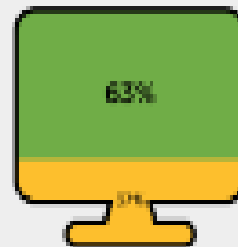
Asia
(47 countries)



High EDGI



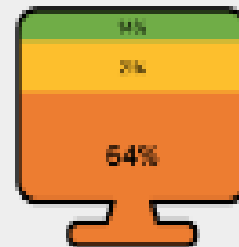
Europe
(43 countries)



Very High EDGI



Oceania
(14 countries)



2018 Global Ranking: World Leaders

Top Leading Countries in E-Government Development

Country	Region	Subregion	EDGI	Rank	Country	Region	Subregion	EDGI	Rank
Denmark	Europe	Northern Europe	0.9150	1	United Arab Emirates	Asia	Western Asia	0.8295	21
Australia	Oceania	Australia and New Zealand	0.9053	2	Ireland	Europe	Northern Europe	0.8287	22
Republic of Korea	Asia	Eastern Asia	0.9010	3	Canada	Americas	North America	0.8258	23
United Kingdom	Europe	Northern Europe	0.8999	4	Italy	Europe	Southern Europe	0.8209	24
Sweden	Europe	Northern Europe	0.8882	5	Liechtenstein	Europe	Western Europe	0.8204	25
Finland	Europe	Northern Europe	0.8815	6	Bahrain	Asia	Western Asia	0.8116	26
Singapore	Asia	South-Eastern Asia	0.8812	7	Belgium	Europe	Western Europe	0.8080	27
New Zealand	Oceania	Australia and New Zealand	0.8806	8	Monaco	Europe	Western Europe	0.8050	28
France	Europe	Western Europe	0.8790	9	Portugal	Europe	Southern Europe	0.8031	29
Japan	Asia	Eastern Asia	0.8783	10	Malta	Europe	Southern Europe	0.8011	30
United States of America	Americas	North America	0.8769	11	Israel	Asia	Western Asia	0.7998	31
Germany	Europe	Western Europe	0.8765	12	Russian Federation	Europe	Eastern Europe	0.7969	32
Netherlands	Europe	Western Europe	0.8757	13	Poland	Europe	Eastern Europe	0.7926	33
Norway	Europe	Northern Europe	0.8557	14	Uruguay	Americas	South America	0.7858	34
Switzerland	Europe	Western Europe	0.8520	15	Greece	Europe	Southern Europe	0.7833	35
Estonia	Europe	Northern Europe	0.8486	16	Cyprus	Asia	Western Asia	0.7736	36
Spain	Europe	Western Europe	0.8415	17	Slovenia	Europe	Southern Europe	0.7714	37
Luxembourg	Europe	Western Europe	0.8334	18	Belarus	Europe	Eastern Europe	0.7641	38
Iceland	Europe	Northern Europe	0.8301	19	Kazakhstan	Asia	Central Asia	0.7597	39
Austria	Europe	Western Europe	0.8301	20	Lithuania	Europe	Northern Europe	0.7534	40

Source: United Nations E-Government Survey 2018 • <https://publicadministration.un.org/egovkb>



Regional Trends: Americas

Countries with the Highest EDGI		
Country	EGDI	2018 Rank
United States of America	0.8769	11
Canada	0.8258	23
Uruguay	0.7858	34
Chile	0.7350	42
Argentina	0.7335	43
Brazil	0.7327	44
Barbados	0.7229	46
Costa Rica	0.7004	56
Colombia	0.6871	61
Mexico	0.6818	64

Countries with the Lowest EDGI		
Country	EGDI	2018 Rank
Guatemala	0.4974	113
Suriname	0.4773	116
Jamaica	0.4697	118
Saint Lucia	0.4660	119
Honduras	0.4474	123
Guyana	0.4316	124
Nicaragua	0.4233	129
Belize	0.4115	132
Cuba	0.4101	134
Haiti	0.3047	163



Case Study on Agenda Uruguay Digital 2020

In addition to developing “**Digital Government Plan 2020**”, the Government of Uruguay has created “**Agenda Uruguay Digital 2020**”, a plan built on four key pillars:

- **Social Policy and Inclusion**
- **Sustainable Economic Development**
- **Government Management**
- **Governance for the Information Society**

The Americas is continuing its improvement in e-government development into 2018. The **region is no longer represented in the low-EGDI and low-OSI levels**. The average regional EGDI improvement of 0.0650 represents the **largest regional improvement in 2018**.



Very High OSI: Top Leaders (57 MSs)

#	Country	Region	OSI Score 2018	OSI Rank 2018	EGDI Rank 2018
1	Denmark	Europe	1.0000	1	1
2	Singapore	Asia	0.9861	2	7
3	United States of America	Americas	0.9861	2	11
4	France	Europe	0.9792	4	9
5	Republic of Korea	Asia	0.9792	4	3
6	United Kingdom of Great Britain and Northern Ireland	Europe	0.9792	4	4
7	Australia	Oceania	0.9722	7	2
8	Finland	Europe	0.9653	8	6
9	India	Asia	0.9514	9	96
10	Italy	Europe	0.9514	9	24
11	Japan	Asia	0.9514	9	10
12	New Zealand	Oceania	0.9514	9	8
13	Norway	Europe	0.9514	9	14
14	Sweden	Europe	0.9444	14	5
15	United Arab Emirates	Asia	0.9444	14	21
16	Spain	Europe	0.9375	16	17
17	Canada	Americas	0.9306	17	23
18	Germany	Europe	0.9306	17	12
19	Netherlands	Europe	0.9306	17	13
20	Poland	Europe	0.9306	17	33
21	Portugal	Europe	0.9306	17	29



Very High OSI: Top Leaders (57 MSs)

#	Country	Region	OSI Score 2018	OSI Rank 2018	EGDI Rank 2018
22	Brazil	Americas	0.9236	22	44
23	Luxembourg	Europe	0.9236	22	18
24	Mexico	Americas	0.9236	22	64
25	Russian Federation	Europe	0.9167	25	32
26	Estonia	Europe	0.9028	26	16
27	Malaysia	Asia	0.8889	27	48
28	Turkey	Asia	0.8889	27	53
29	Uruguay	Americas	0.8889	27	34
30	Colombia	Americas	0.8819	30	61
31	Philippines	Asia	0.8819	30	75
32	Austria	Europe	0.8681	32	20
33	Kazakhstan	Asia	0.8681	32	39
34	China	Asia	0.8611	34	65
35	Switzerland	Europe	0.8472	35	15
36	Malta	Europe	0.8403	36	30
37	Chile	Americas	0.8333	37	42
38	South Africa	Africa	0.8333	37	68
39	Ireland	Europe	0.8264	39	22
40	Israel	Asia	0.8264	39	31

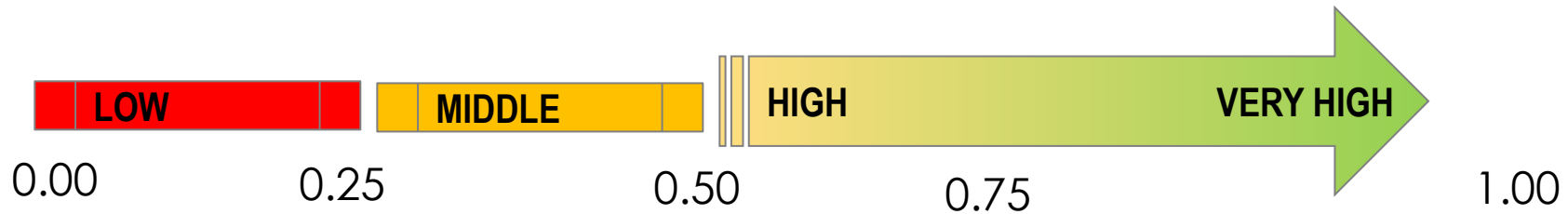


Very High OSI: Top Leaders (57 MSs)

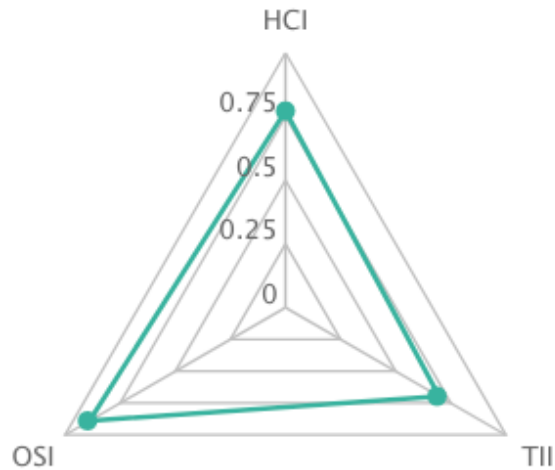
#	Country	Region	OSI Score 2018	OSI Rank 2018	EGDI Rank 2018
41	Greece	Europe	0.8194	41	35
42	Peru	Americas	0.8194	41	77
43	Oman	Asia	0.8125	43	63
44	Tunisia	Africa	0.8056	44	80
45	Bahrain	Asia	0.7986	45	26
46	Liechtenstein	Europe	0.7986	45	25
47	Lithuania	Europe	0.7986	45	40
48	Slovenia	Europe	0.7986	45	37
49	Kuwait	Asia	0.7917	49	41
50	Qatar	Asia	0.7917	49	51
51	Saudi Arabia	Asia	0.7917	49	52
52	Uzbekistan	Asia	0.7917	49	81
53	Bangladesh	Asia	0.7847	53	115
54	Cyprus	Asia	0.7847	53	36
55	Republic of Moldova	Europe	0.7708	55	69
56	Bulgaria	Europe	0.7639	56	47
57	Belgium	Europe	0.7569	57	27



Uruguay – EGD



2018 EGD



E-Government (2018 EGD: 0.7858)

2018 Rank 34

Group VHEGD

2016 Rank 34

Change

E-Participation (2018 EPART: 0.9157)

2018 Rank 26

2016 Rank 39

Change -13

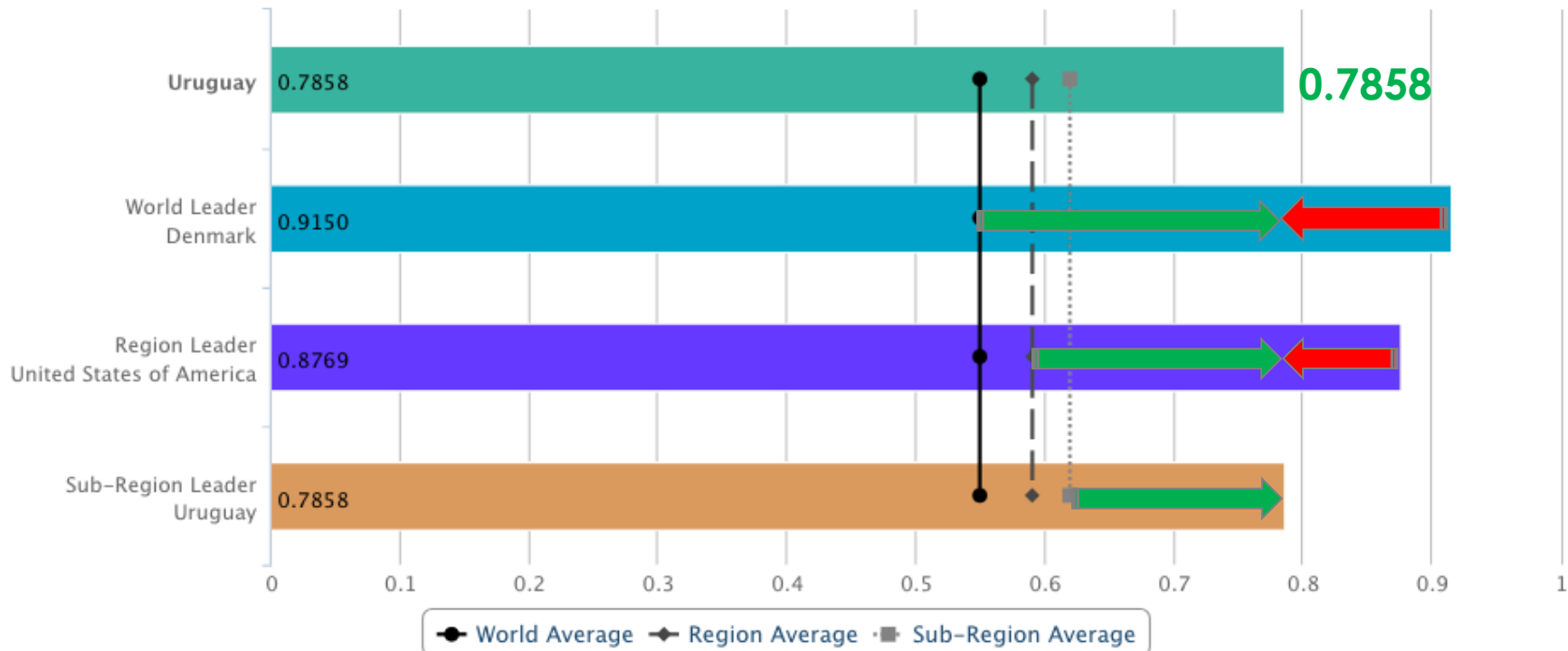
Uruguay: EGD



E-Government Development Index

VERY HIGH 1.00

2018



Highcharts.com

EGDI Rank	2018	2016	2014	2012	2010	2008
Uruguay	34	34	26	50	36	48



Uruguay: OSI

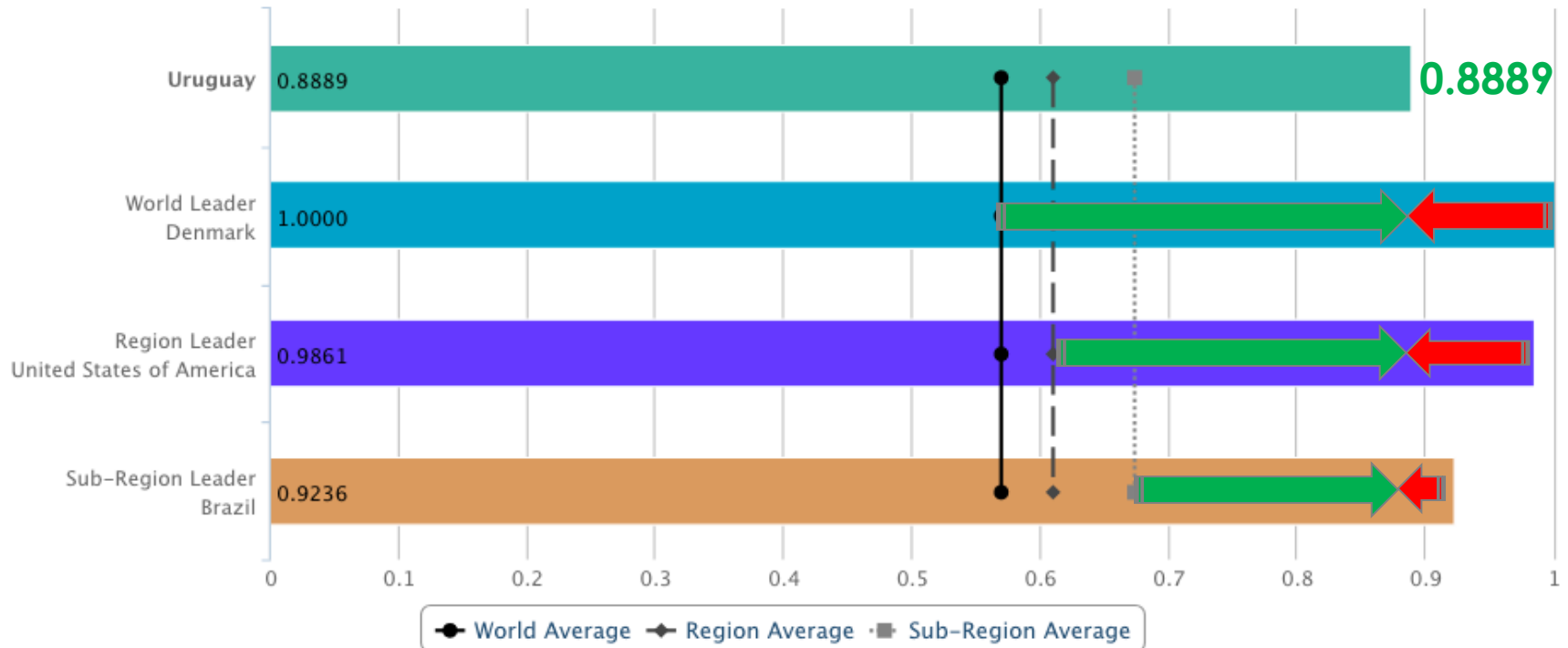


Online Service Index

VERY HIGH

1.00

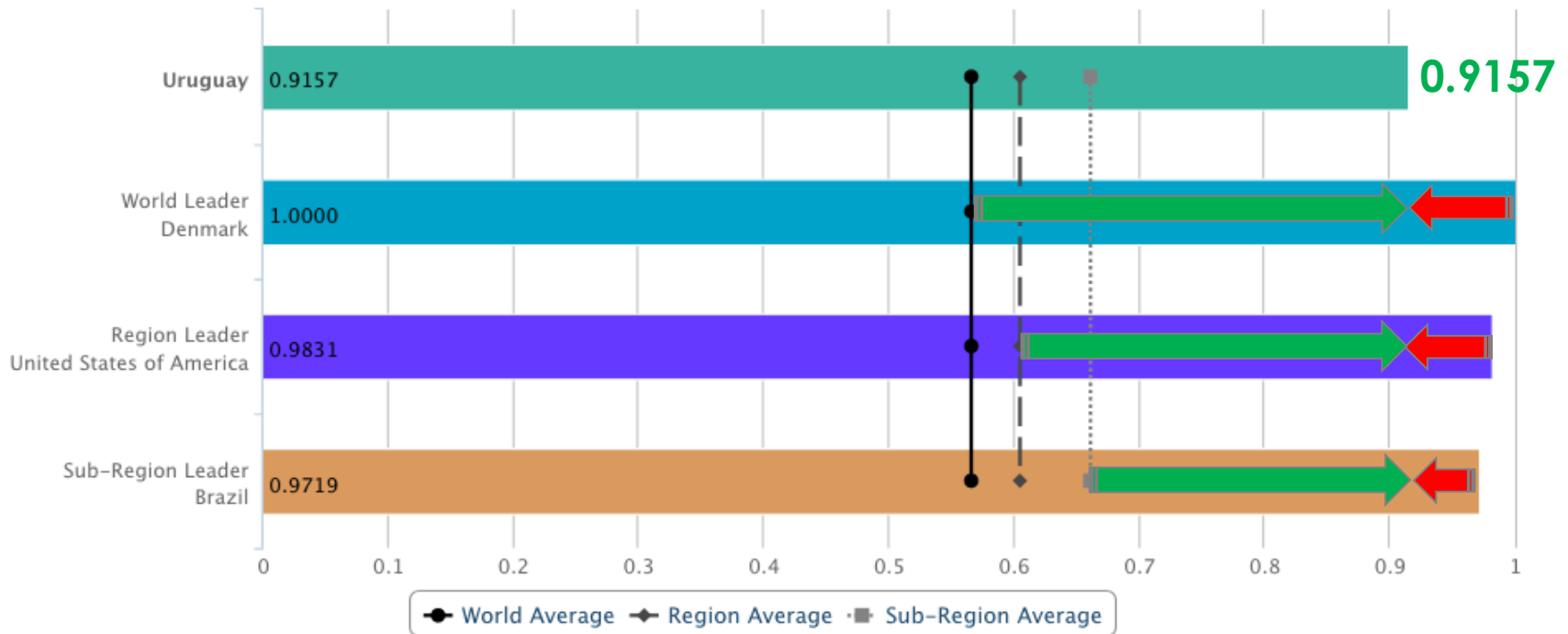
2018



Uruguay: EPI



2018

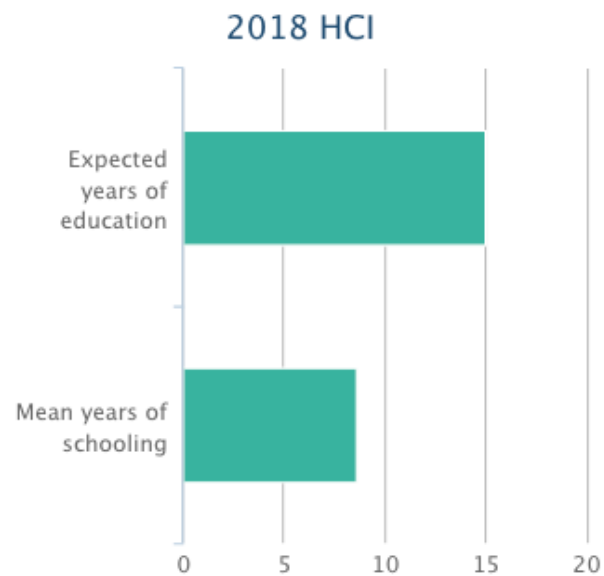
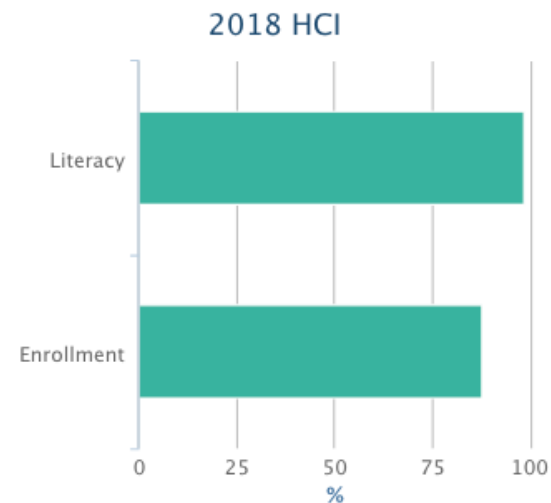
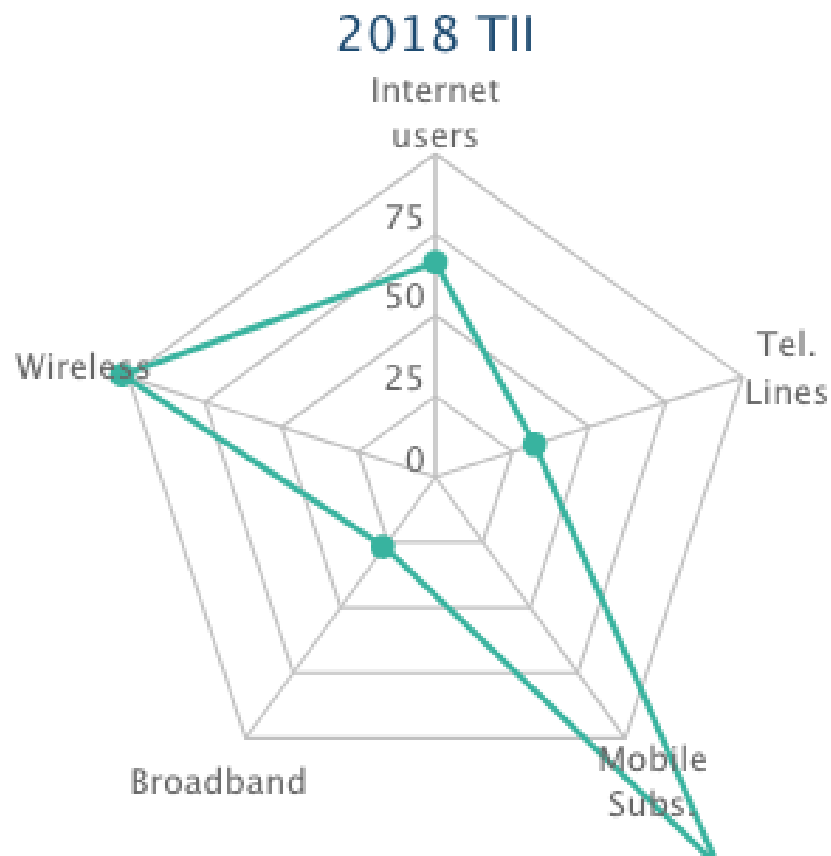


Highcharts.com

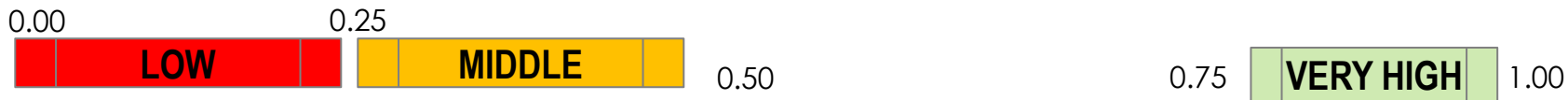
EPART Rank	2018	2016	2014	2012	2010	2008
Uruguay	26	39	3	75	48	116



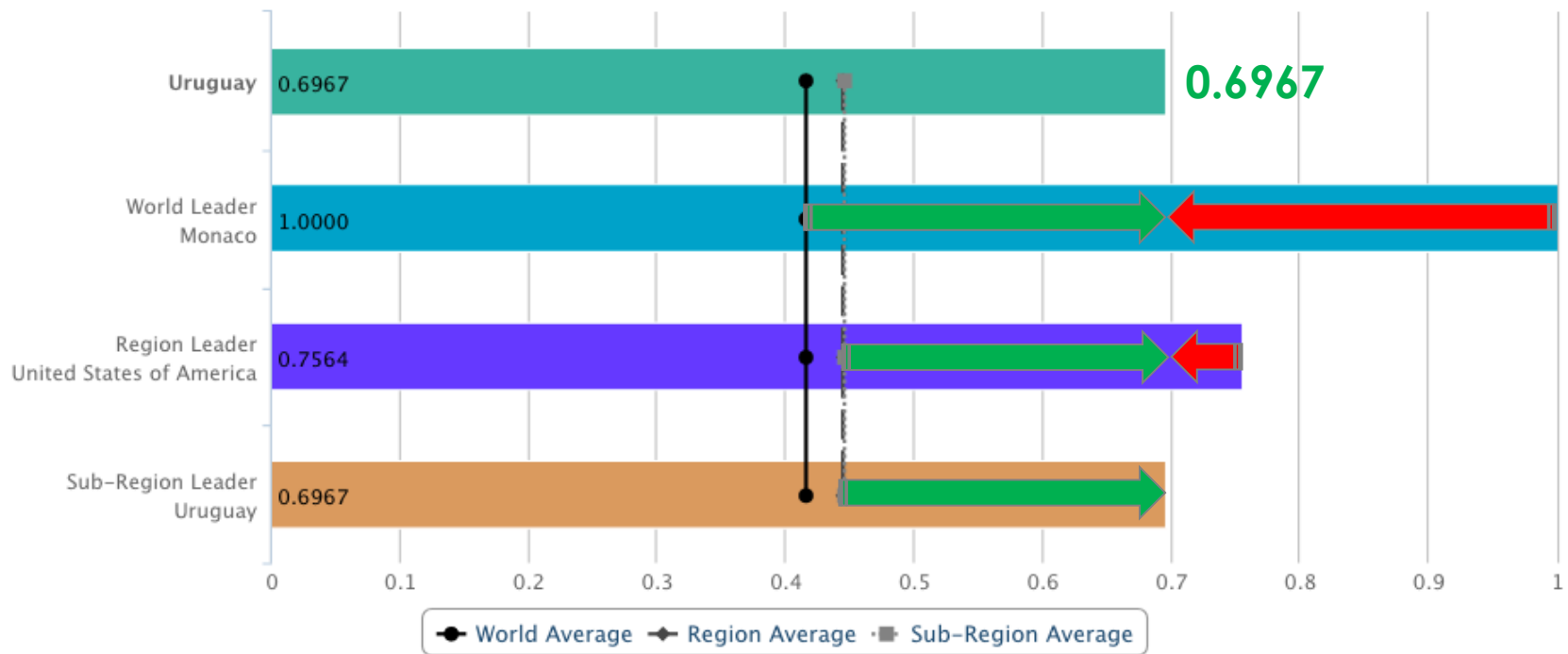
Uruguay: TII and HCI



Uruguay: TII



2018



Uruguay: HCI

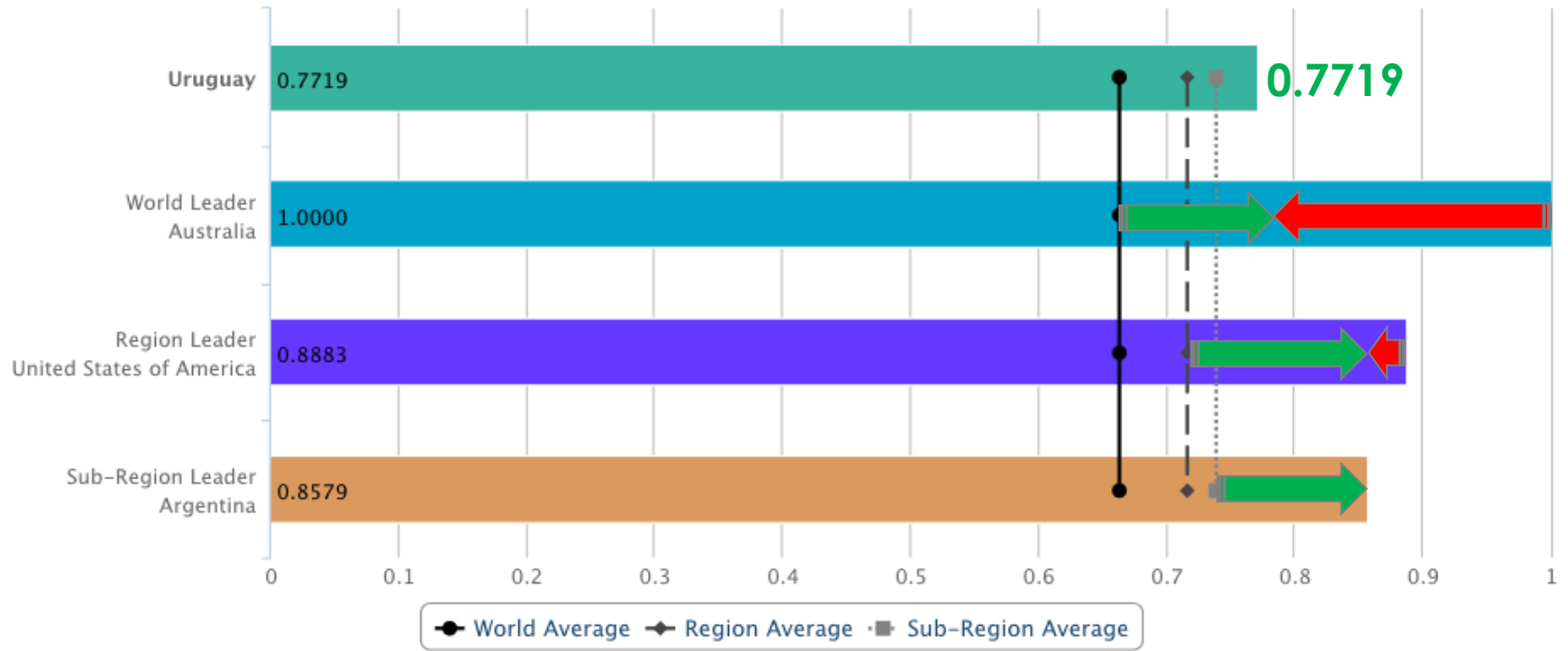


Human Capital Index

VERY HIGH

1.00

2018



URUGUAY

Democratizing access to all government services



The Government of Uruguay committed to the digitalization of all services by 2020 (presidential goal):

- All services should be started online by the last quarter of 2016.
- E-forms, e-notifications, e-payments are being digitized, making them more user-friendly.
- The “single-sign-in” allows citizens to log in to all government services with a single user ID and password or by using the digital signature integrated into the Uruguayan ID card.
- All these are being coordinated by the Agency for e-Government and Information and Knowledge Society (Agesic) from the Office of the President, as part of the Uruguayan digital policy of transforming with equity.



URUGUAY: Digital Government Plan

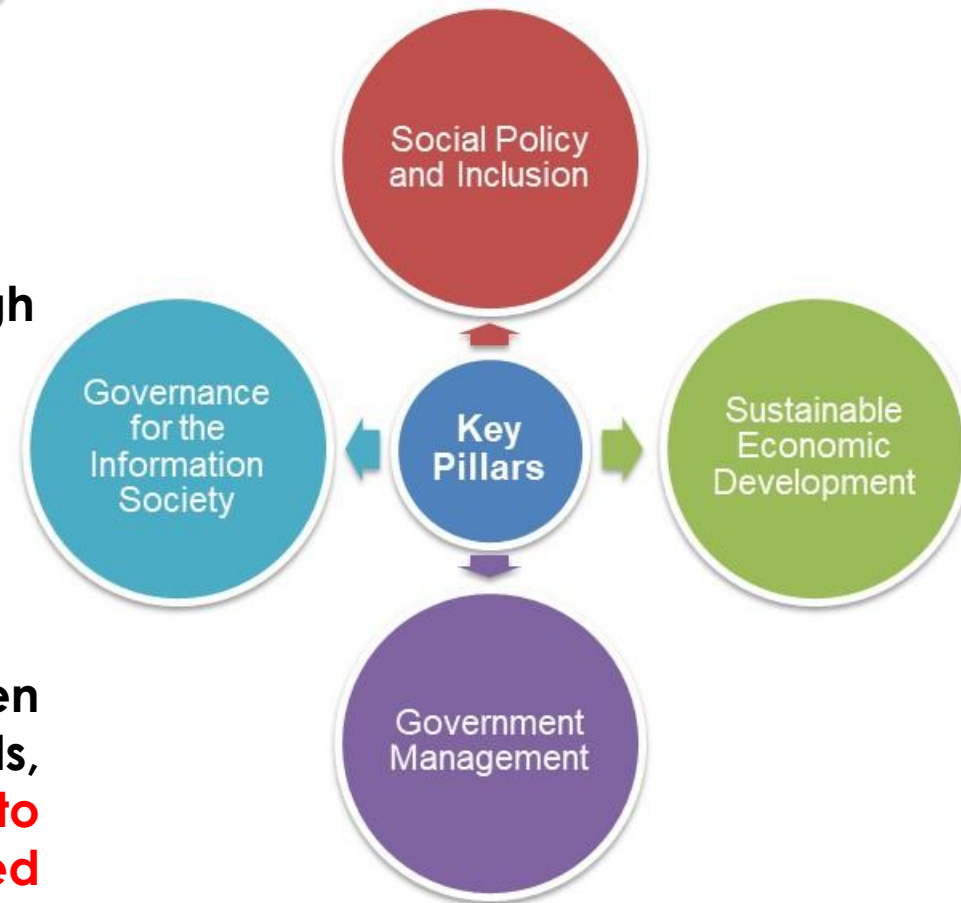
Agenda Uruguay Digital 2020

Objective VI of the Agenda
“Proximity government”

Improve **transparency**,
accountability, **citizen**
participation and **services** through
increased focus on citizens’
interaction with the Government.



Goals: Establishment of “Citizen
Response Centers” and portals,
which will **allow citizens to**
complete all transactions related
to select services online.





Division for Public Institutions &
Digital Government, United Nations

Department of Economic and Social Affairs



2018 UN e-Government Survey: Insights and regional prespective

Thank you for your attention

Vincenzo Aquaro
Email: Aquaro@un.org