Division for Public Institutions & Digital Government, United Nations

Department of Economic and 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

Outstanding International and National Media Coverage

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

ENV/DEV/1695
1 AUGUST 2016

REFERENCES TO E-GOVERNMENT IN SCIENTIFIC LITERATURE

DPADM BEGINS E-GOV SURVEY

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. ***

THE WORLD BANK

The Economist Intelligence Unit

United Nations

ITU

OECD

WORLD ECONOMIC FORUM
Global Information Technology Report 2010-2011

Ecommerce FOUNDATION

EJEG e-Journal of e-Government

HARVARD

European Commission
Digital Competitiveness Report 2010

Duke UNIVERSITY

United Nations University

5

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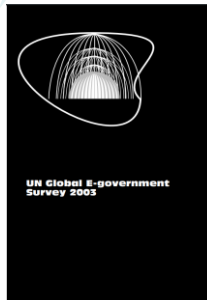
10th Edition of theUN E-Government Survey 2018
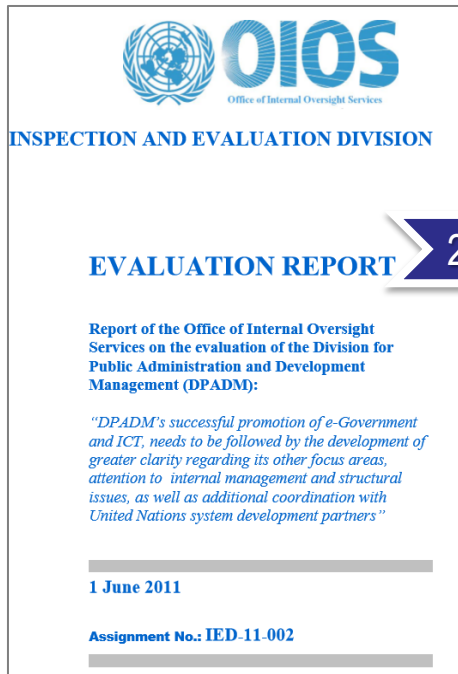"*Gearing E-Government to Support Transformation Towards Sustainable and Resilient Societies*"

Call for Contributions

The deadline for submission is 31 December 2017

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

2003

2008

2010

2016

2018

Two External Independent Evaluations

OIOS
Office of Internal Oversight Services

INSPECTION AND EVALUATION DIVISION

EVALUATION REPORT

Report of the Office of Internal Oversight Services on the evaluation of the Division for Public Administration and Development Management (DPADM):

"DPADM's successful promotion of e-Government and ICT, needs to be followed by the development of greater clarity regarding its other focus areas, attention to internal management and structural issues, as well as additional coordination with United Nations system development partners"

1 June 2011

Assignment No.: IED-11-002

2011 →

*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."*

Expert Group Meeting
UN e-Government Survey 2018
New York, UN Headquarters (Conf. Room E)
May 10-11, 2017

External Evaluation — of the e-Government Survey for the Period 2001-2016

Edward M. Roche, Ph.D., J.D.
Evaluation Consultant

2017 →
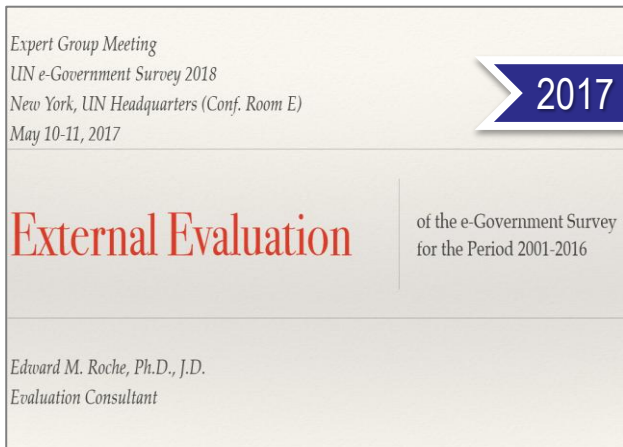
The e-Government Survey has been a remarkable success and has become one of the flagship publications of the United Nations. Although there are uncertainties in the precise measurement of the national rankings, ***the readiness index has served as an invaluable tool for governments and policymakers.*** 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)
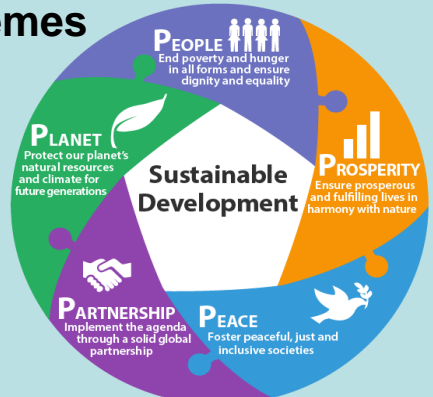- ☐ **2** Expert Group Meetings
- ☐ **1** Informal Advisory Working Group

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

- ☐ **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

Local Component Cities

2018 Theme: Transformation Forward Resilience Society
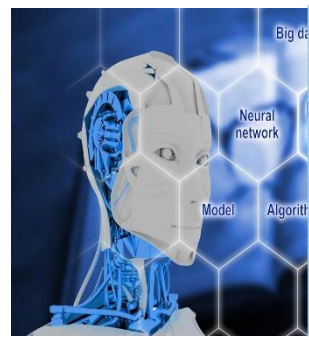
Fast evolving technologies and Artificial Intelligence

ONLINE SERVICE QUESTIONNAIRE

MEMBER STATES QUESTIONNAIRE

ANNEXES

❑ 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.

- 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.

Technology

Participation Engagement

LOSI

Content Provision

Service Provision

Fast-Evolving Technologies in E-Government

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

Diagram circle (clockwise):
- Data, intelligent apps and analytics
- Artificial intelligence and robotic systems
- Intelligent "things", cyber-physical integration and edge computing
- Virtual and augmented reality
- High performance and quantum computing
- Blockchain and distributed ledger technologies

PART TWO
E-GOV METHODOLOGY

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
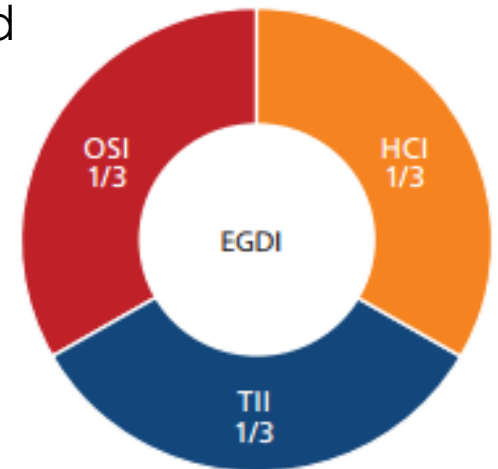
OSI—Online Service Index

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

Primary source: based on the ITU data

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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
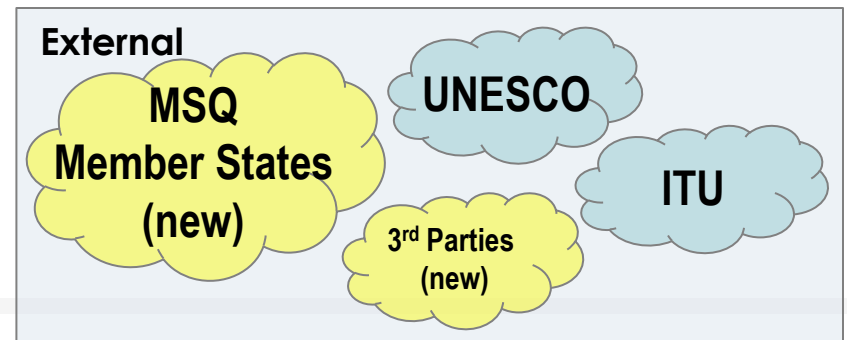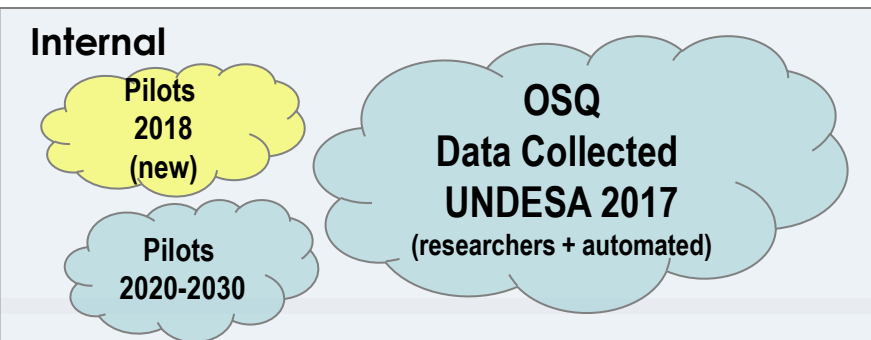
Questions cover these DOMAINS

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
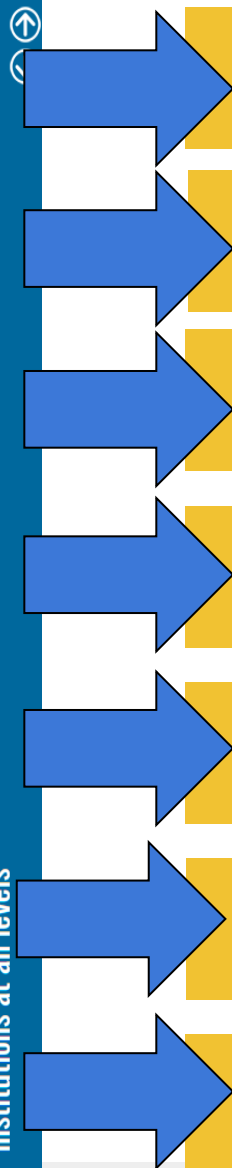
- HEALTH
- EDUCATION
- SOCIAL PROTECTION
- ECONOMIC GROWTH
- EMPLOYMENT & DECENT WORK
- ENVIRONMENTAL PROTECTION
- PUBLIC SECURITY

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

MSQ

OSI

3PI

OSQ

MEMBER STATES QUESTIONNAIRE

ONLINE SERVICE QUESTIONNAIRE

3RD PARTY INDICATORS

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 (function), 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 (OSQ) for the United Nations E-Government Survey 2018

Index Type	SDG Target	Features	Pillars				Domains					Themes (Proxy)					Notes
			Accountability	Effectiveness	Inclusion	Openness	Trustworthy	Health	Education	Social Protection	Employment and Environmental	Open Data (OD)	E-Participation	E-Government	Digital Divide	Usage (U) / Whole of Government	Local	
GENERAL		Is there at least one national government portal?	X	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			X		X	
GENERAL		Is a search feature easily available in the national portal?	X												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											X		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		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 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											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
ITU

Measuring the Information Society Report 2016

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**

Enabling Participation ······· • **E-information:** provision of information

Engaging People ······· • **E-consultation:** interaction with stakeholders in contributions to and deliberation on public policies and services

Empowering People ······· • **E-decision making:** engagement in decision making processes; co-creation of service components and delivery modalities
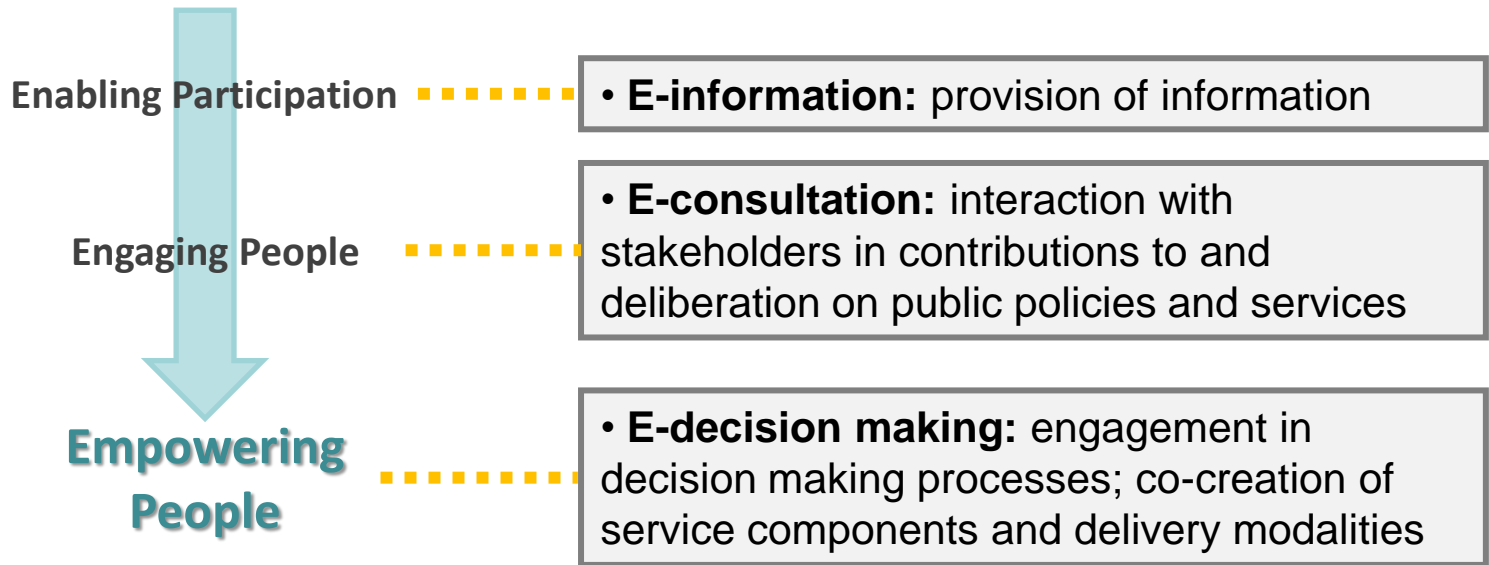
Customer Satisfaction Surveys	Discussion Forums	Opinion Poll	Social Networking Websites

2018: Local Online Service Index

National Component

Accountability
Effectiveness
OSI
Inclusion
Trustworthy
Openness

Technology
Participation Engagement
LOSI
Content Provision
Service Provision
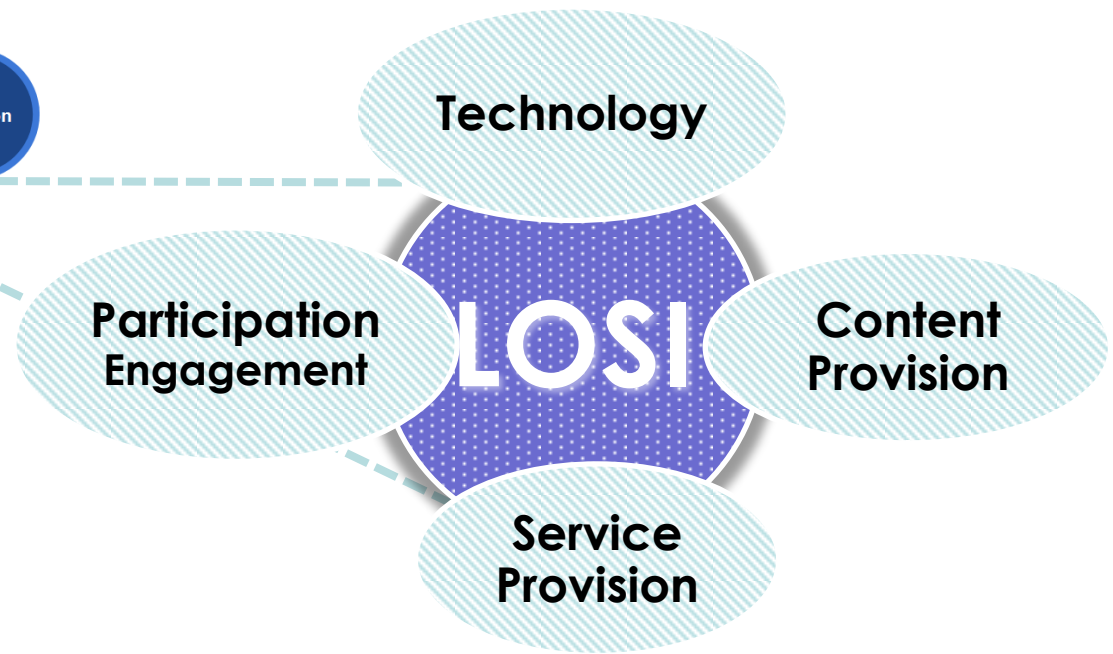
Local Component

PART THREE
TRENDS AND INSIGHTS

E-Government Development Index (EGDI)

| LOW | MIDDLE | HIGH | VERY HIGH |

0.00   0.25   0.50   0.75   1.00

TRENDS (IN NUMBER OF COUNTRIES)

16 ← L-EGDI   **66** ← M-EGDI   H-EGDI → **71**   VH-EGDI → **40**

32   67   65   29

2016

- Low EGDI, 32, 16%
- Very High EGDI, 29, 15%
- Middle EGDI, 67, 35%
- High EGDI, 65, 34%

2018

- Middle EGDI, 66, 34%
- Low EGDI, 16, 8%
- Very High EGDI, 40, 21%
- High EGDI, 71, 37%
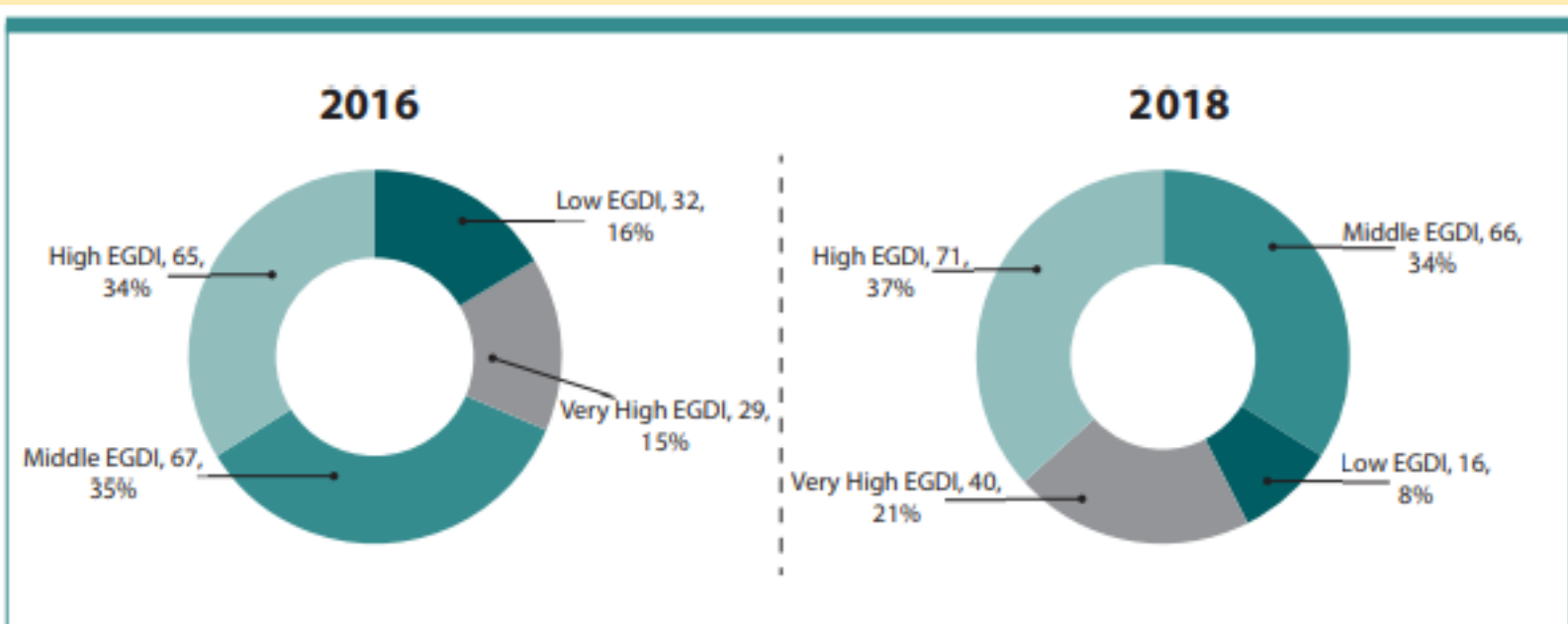
EGDI: Regional and Global Averages

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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.
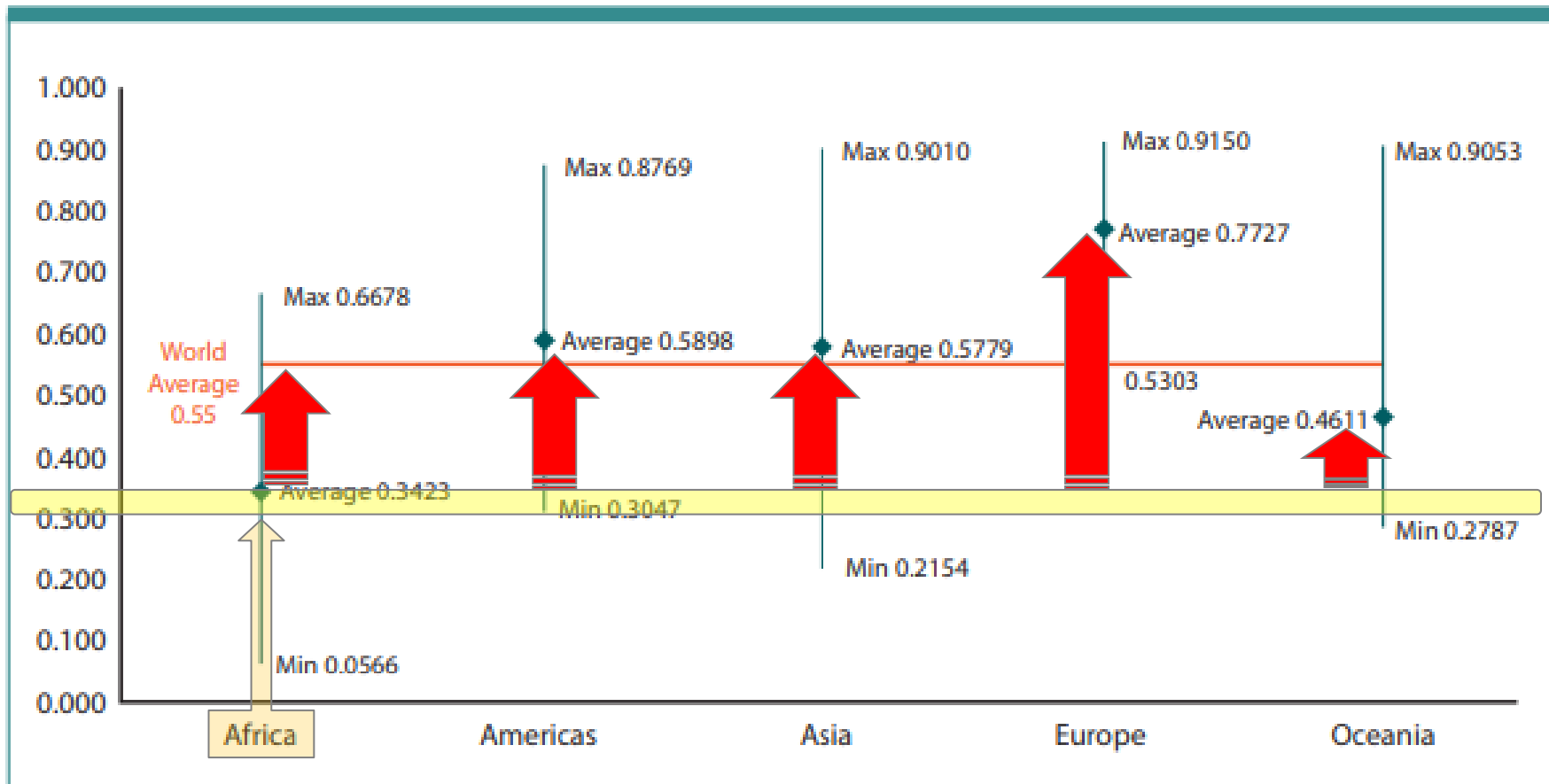
Percentage of countries grouped by EDGI levels in each region
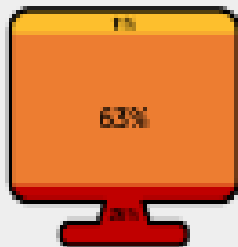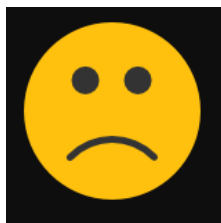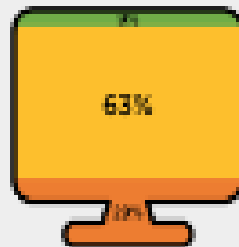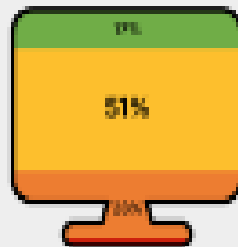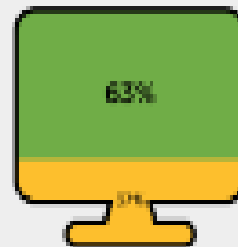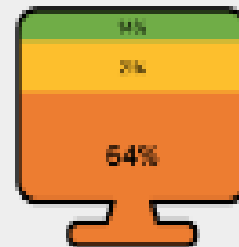
2018 Global Ranking: World Leaders

Top Leading Countries in E-Government Development

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

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 Kingoom 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

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#	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	Kazakhistan	Asia	0.8681	32	39
34	China	Asia	0.8611	34	65
35	Switzterland	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

#	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 – EGDI

LOW	MIDDLE	HIGH	VERY HIGH

0.00   0.25   0.50   0.75   1.00
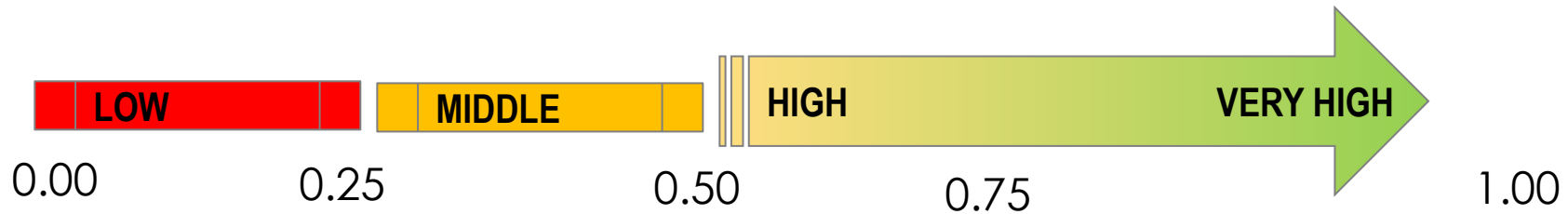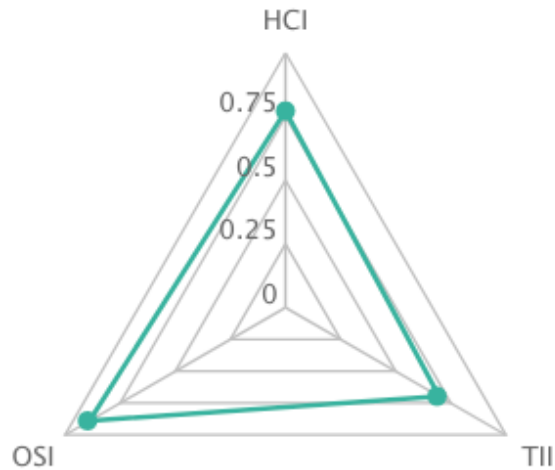
2018 EGDI

E-Government (2018 EGDI: 0.7858)

2018 Rank	34
Group	VHEGDI
2016 Rank	34
Change	

E-Participation (2018 EPART: 0.9157)

2018 Rank	26
2016 Rank	39
Change	-13

Uruguay: EGDI

Uruguay: OSI

0.00   0.25   0.50   0.75

| LOW | MIDDLE | HIGH |

Online Service Index   **VERY HIGH** 1.00

2018

Uruguay	0.8889	**0.8889**
World Leader Denmark	1.0000	
Region Leader United States of America	0.9861	
Sub-Region Leader Brazil	0.9236	

0   0.1   0.2   0.3   0.4   0.5   0.6   0.7   0.8   0.9   1

◆ World Average   ◆ Region Average   ▪ Sub-Region Average

Uruguay: EPI

0.00	0.25	0.50	0.75	
LOW	**MIDDLE**	**HIGH**		

E-Participation Index	**VERY HIGH**	1.00

2018

Uruguay	0.9157	**0.9157**
World Leader Denmark	1.0000	
Region Leader United States of America	0.9831	
Sub-Region Leader Brazil	0.9719	

Legend: ● World Average ◆ Region Average ▪ Sub-Region Average

Highcharts.com

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

Uruguay: TII and HCI

2018 TII

Internet users

75

50

25

0

Wireless

Tel. Lines

Broadband

Mobile Subs.

2018 HCI

Literacy

Enrollment

0   25   50   75   100

%

2018 HCI

Expected years of education

Mean years of schooling

0   5   10   15   20

Division for Public Institutions and Digital Government
United Nations Department of Economic and Social Affairs
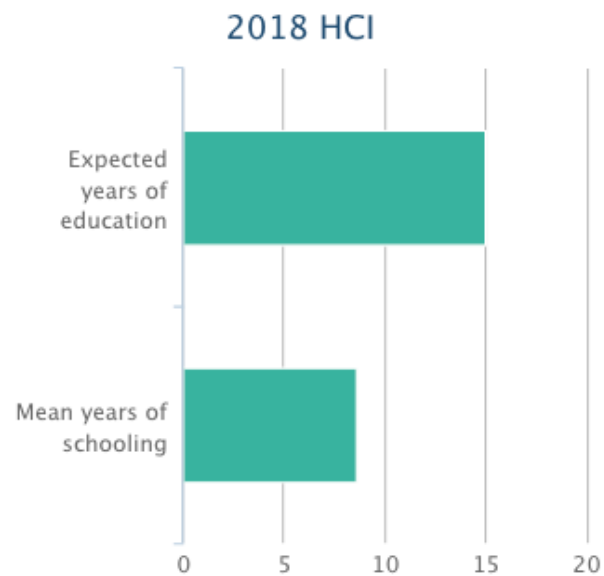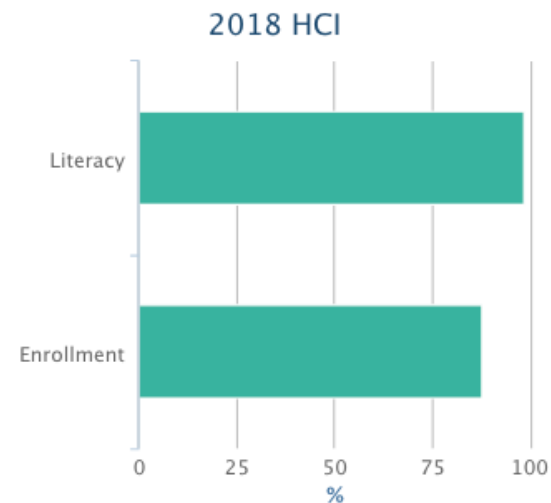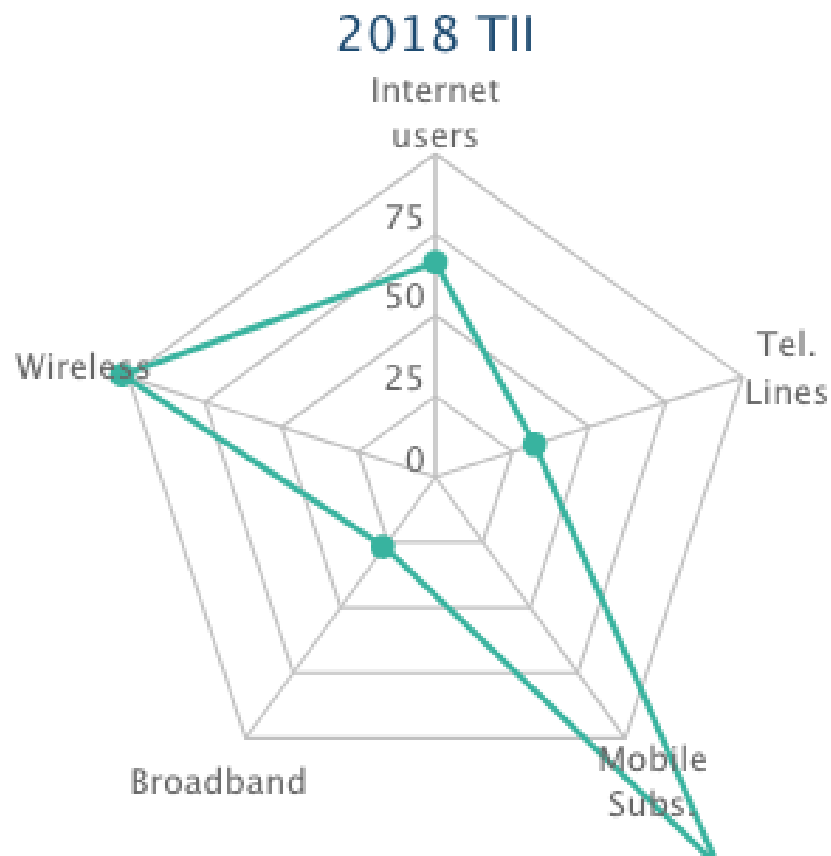
Uruguay: TII
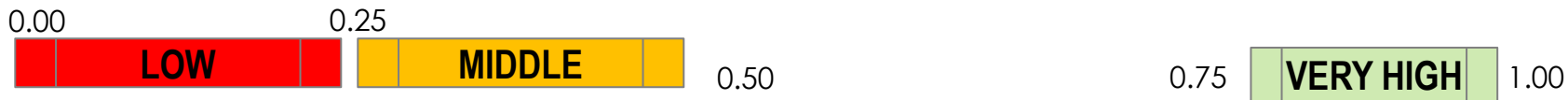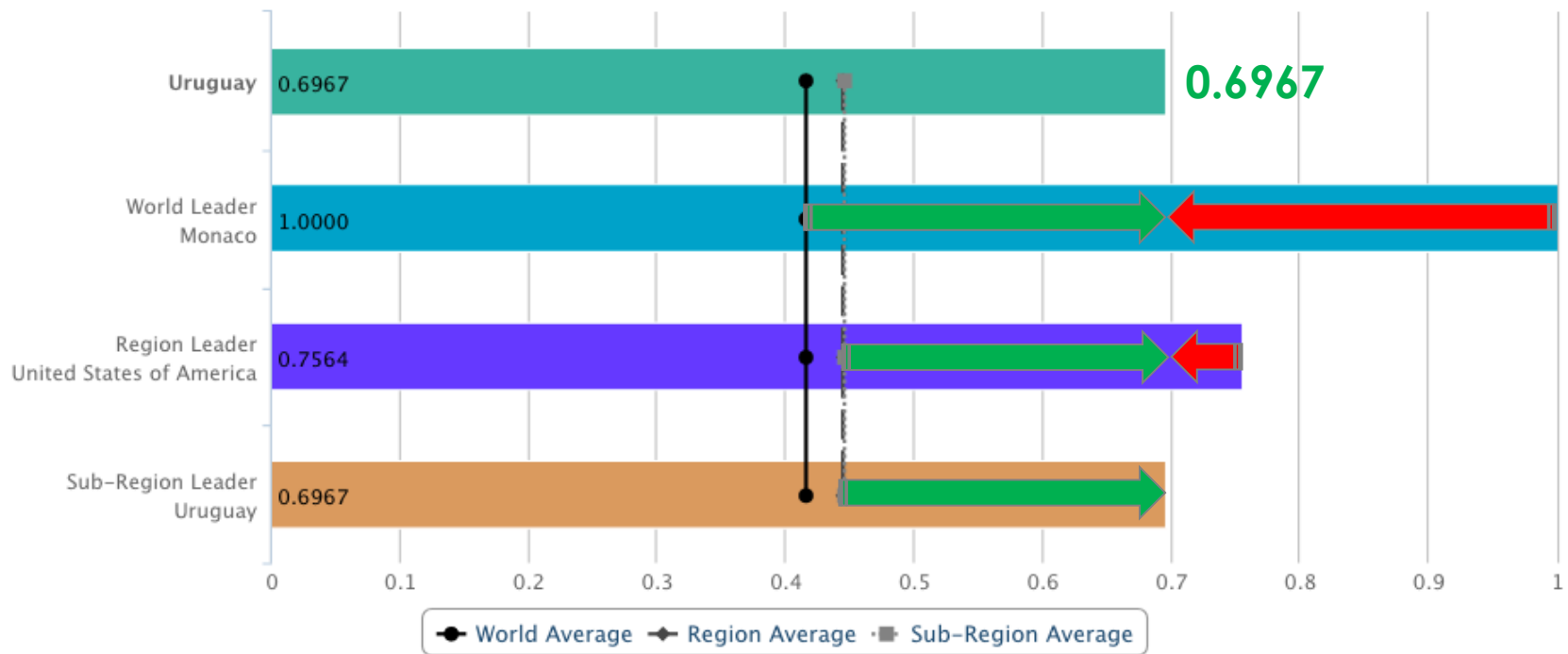
Uruguay: HCI

URUGUAY

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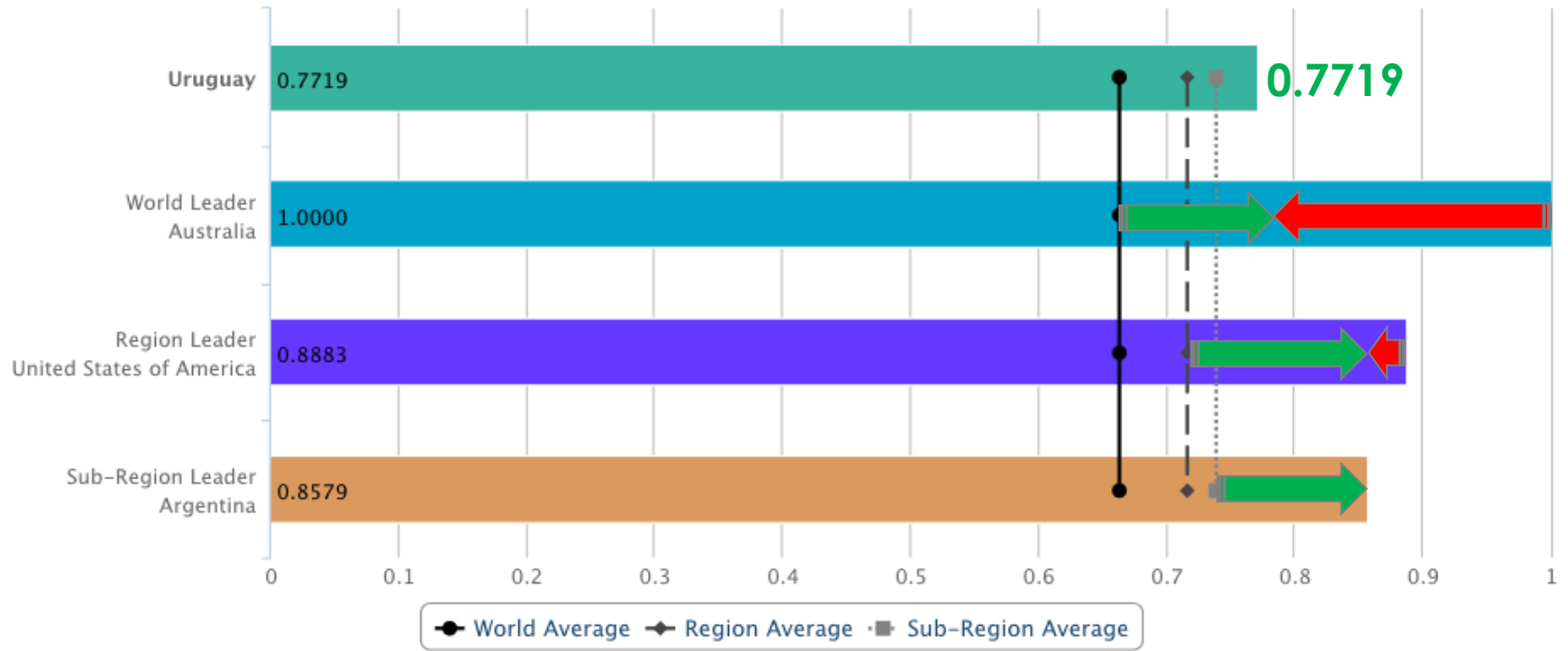
The Government of Uruguay committed to the digitalization of all services by 2020 (presidential goal):

- 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.
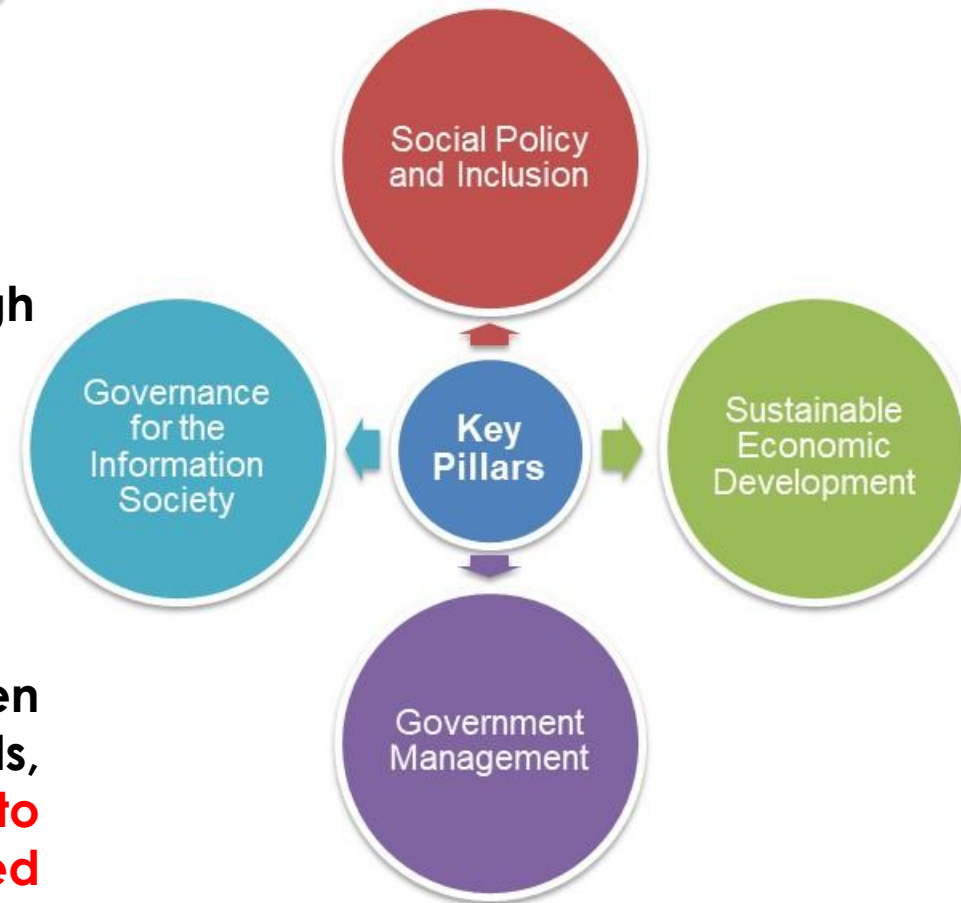
URUGUAY: Digital Government Plan

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.

Social Policy and Inclusion

Governance for the Information Society

Key Pillars

Sustainable Economic Development

Government Management

2018 UN e-Government Survey: Insights and regional prespecive

Thank you for your attention

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