



**United  
Nations**

Department of  
Economic and  
Social Affairs



# Building on Bangkok

## A Follow-up Discussion on the LOSI Capacity Building Workshop Outcomes

March 4<sup>th</sup>, 2024

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# Today's Agenda



## 1. Opening Remarks by DPIDG Director Juwang Zhu

Guiding Questions



## 2. Post Bangkok: Outcomes and Developments

LOSI Methodology, Network,  
Outreach, and other  
developments.



## 3. Roundtable – Open Discussion

Participants' respective  
progress since the workshop  
on Local E-Government



## 4. Closing

Next Steps



# Guiding Questions

1. What success stories and evidence can we share to demonstrate the value of LOSI for government officials and other stakeholders?
2. With the rising uptake of LOSI, what are the biggest challenges currently impeding its broader implementation, both globally and within specific regions?
3. How can we enhance coordination and collaboration within local e-government initiatives, including LOSI, to maximize their impact on promoting local digital government?
4. What do we envision for the future of LOSI in the next 5-10 years, considering evolving needs and technological advancements?

# Bangkok Workshop

## Next Steps - Recommendations

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1. Updating The LOSI Instrument

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  2. LOSI Pilots Expansion

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  3. LOSI Informal Advisory Group

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  4. LOSI Newsletter

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  5. Outreach to Public Officials about LOSI

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  6. Refining the Memorandum of Understanding (MoU)

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  7. Cross-country Support for LOSI Application

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  8. LOSI - OSI Integration Study

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  9. Rural LOSI

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# Improved LOSI Methodology (Beta phase):

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## Key Changes:

- Streamlined Assessment: 95 questions (2024 edition) divided into two categories:
  - **Channel-independent** (31 questions): Assessors can find information/services on any portal or channel.
  - **Municipal Government Portal (MGP)-specific** (64 questions): Assessors can find information/services only through the MGP or its external links.

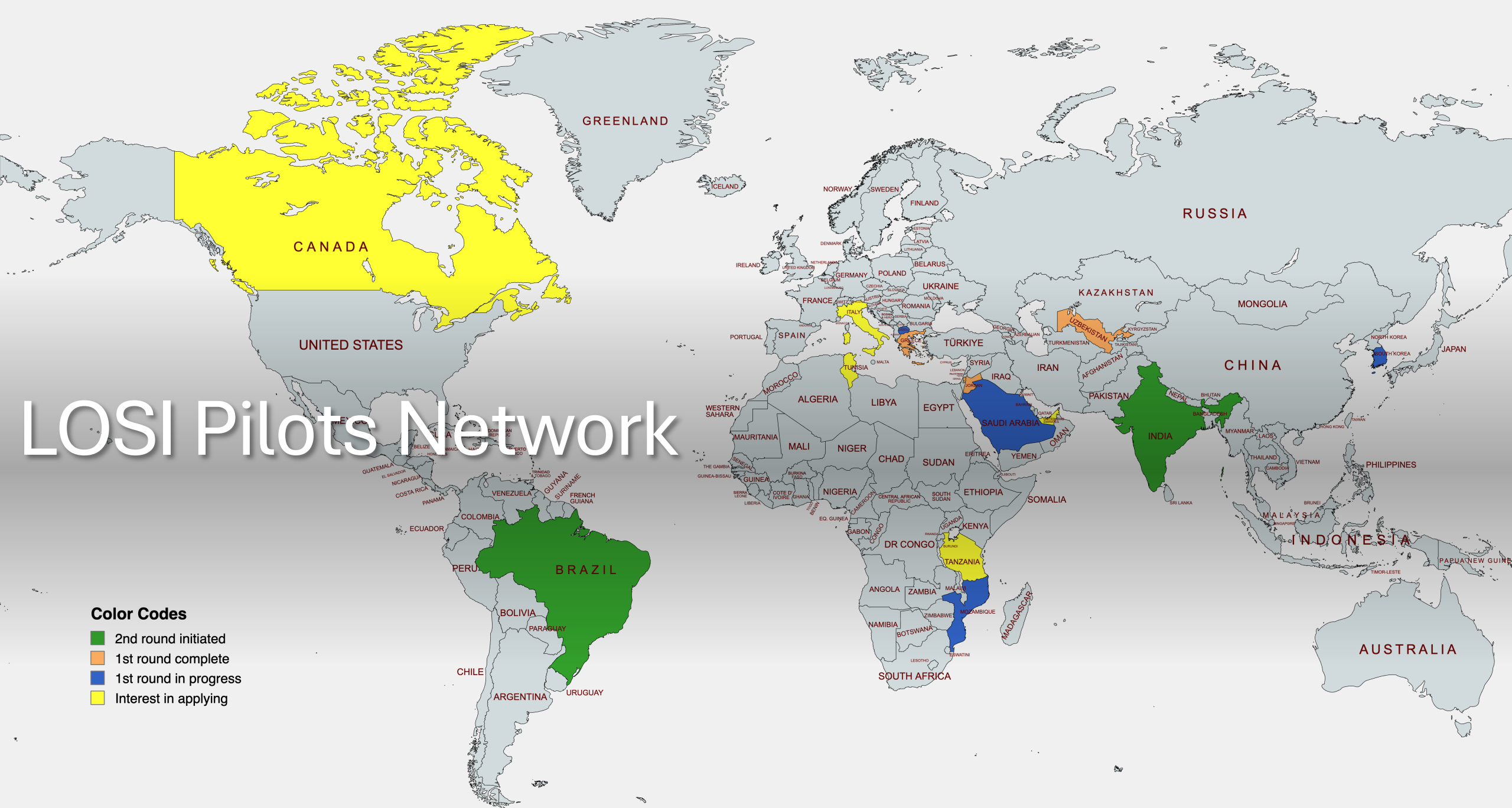
## Expected Benefits:

- **More User-centric:** Aligns with user experience for service discovery.
- **Increased Accuracy & Objectivity:** Clearer picture of overall online service availability across channels.
- **Enhanced Inclusivity & Flexibility:** Fairer assessment for diverse governance structures.

**Note:** Potential for higher scores is just one outcome and not the sole objective. Improved service delivery and user experience remain the primary goals.

# LOSI Pilots Network

- Color Codes**
- 2nd round initiated
  - 1st round complete
  - 1st round in progress
  - Interest in applying



# Post LOSI Pilot - Outreach Strategy

## Entities applying LOSI:

- 1. Compile contacts:** List officials/experts in communication, digitalization, and public policy (national/regional/local).
- 2. Prepare materials:** Create a 1-page summary of pilot results with **policy messages for policymakers**.
- 3. Disseminate:**
  - a. Webinar:** Share results and improvement areas using the compiled contact list, or/and;
  - b. Q&A session:** Engage contacts with the summary and detailed report
- 4. Share learnings:** Submit a condensed 1-page summary of **lessons learned and suggestions** to UN DESA DPIDG for future pilot reference.

## UN DESA:

- **LOSI Newsletter:** Share updates, reports, best practices, and events regularly
- **LOSI Network Google Group:** Foster collaboration among LOSI pilots.
- **Informal Advisory Group:** Establish a group of entities using LOSI to provide guidance and support.

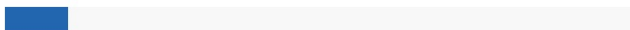
# Other Developments

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Local E-Government - Toolkit

10% Complete



Continue

Online Course for the Local E-Government Toolkit



## National E-Government Toolkit

*Equipping Governments for An Impactful Digital Transformation*



Development of a National E-Government toolkit for the national level



# Next Up On The Agenda



**Discussion around the guiding questions (next slide) throughout the meeting**



**Roundtable – Current and future Local E-Government projects**

- 1. LOSI Pilot Developments**
- 2. LOSI Methodology**
- 3. LOSI Network & Outreach , and other local e-government initiatives (e.g. Rural LOSI)**



**Recommended Next Steps**



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