Empowering Digital Transformation

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Spreading Digitalization in Public Sector in Latin America and the Caribbean

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Workshop Report

ACKNOWLEDGMENTS

United Nations | **Department of Economic and Social Affairs**

CONTENTS

1. BACKGROUND TO THE WORKSHOP

1.1. Context and Purpose

Latin America and the Caribbean (LAC) are at varied stages of digital transformation, facing unique challenges and opportunities. While significant strides have been made in advancing

e-government services and infrastructure, disparities in digital development persist, particularly for countries in special situations such as Least Developed Countries (LDCs), Landlocked Developing Countries (LLDCs), and Small Island Developing States (SIDS), as reflected in the 2024 UN E-Government Survey. Key issues include digital divides, uneven e-government adoption, and limited accessibility of services for vulnerable populations, such as immigrants, women, and those living below the poverty line.

The COVID-19 pandemic further emphasized the critical need for robust, inclusive digital governance mechanisms to ensure service delivery and contribute to sustainable development. The workshop *"Empowering Digital Transformation: Spreading Digitalization in Public Sector in Latin America and the Caribbean"* was organized by UN DESA's Division for Public Administration and Digital Government (DPIDG) on 25-27 November 2024 in Brasília, Brazil. Held under the umbrella of the VIII Digital Government Ministerial Meeting of the Americas, the workshop aimed to enhance digital governance across the region by leveraging the UN E-Government Survey methodologies and self-assessment tools.

This initiative builds on prior successes in capacity building regional workshops, such as those conducted for Eastern Europe and Central Asia, Southern and Eastern Africa, and South-Eastern Asia to create platforms for collaboration, knowledge exchange, and strategic planning to bridge gaps in digital transformation.

1.2. Rationale and Objectives

Aligned with the objectives of the 2030 Agenda for Sustainable Development and the Global Digital Compact, the workshop sought to address regional challenges and foster digital governance through targeted capacity building. Its main objectives included:

1. **Strengthening Self-Assessment Capabilities:** Equip participants with practical tools such as the UN E-Government Survey methodology, Online Service Index (OSI) and practical tools including UNEGOVKB database and National E-Government toolkit for assessing and improving e-government services.
2. **Enhancing Regional Collaboration:** Facilitate knowledge sharing among governments in the LAC region to identify common challenges and opportunities for cooperation.
3. **Promoting Inclusive Digital Governance:** Address digital divides by focusing on equitable access and inclusion in online services, especially for vulnerable populations.

4. **Aligning National Strategies with Global Frameworks:** Support countries in aligning their digital transformation strategies with international standards, emphasizing sustainable development and inclusive governance.

1.3. Workshop Structure and Activities

The workshop featured a blend of presentations, discussions, and interactive sessions. Highlights included:

- **Key Findings of the 2024 UN E-Government Survey:** Insights into global and regional trends, with a focus on SIDS of the region.
- **Online Service Indice (OSI):** Interactive group activities to assess participants' countries' digital service performance using the National E-Government toolkit and the UNEGOVKB platform.
- **Artificial Intelligence in Digital Governance:** Presentation on AI strategies and their application in selected countries.

1.4. Alignment with Global Initiatives

This workshop aligns with several global initiatives and frameworks, including:

- **Sustainable Development Goals (SDGs):** Specifically contributing to Goals 8, 9, 10, 11, 16, and 17 by fostering inclusive, innovative, and accountable governance.
- **Global Digital Compact Objectives:** Supporting digital inclusion, equitable data governance, and enhanced international cooperation in e-government.

1.5. About the Eighth Ministerial Meeting on Digital Government of the Americas

This 8th Ministerial Meeting on Digital Government of the Americas was hosted by the Ministry of Management and Innovation on Public Services and served as a pivotal platform for discussing regional actions and global best practices in digital transformation with equity. Held alongside the 18th Annual Meeting of the Inter-American Digital Government Network, the event focused on critical challenges such as data governance, artificial intelligence, and cross-border digital services. It provided an opportunity for regional ministers and experts to collaborate and prepare inputs for the upcoming Summit of the Americas in 2025, advancing commitments from the Ninth Summit on Digital Transformation. The meeting was aligned with the digital transformation efforts of the Inter-American Development Bank and connected to

broader global initiatives, including the G20 Summit's emphasis on building a fair and sustainable world.

Aligned with DPIDG's broader mission of fostering inclusive, transparent, and effective digital strategies, supporting ministries and public sectors in their journey toward digital modernization. During the panel session titled "Measuring the Progress of Digital Government," Mr. Vincenzo Aquaro delivered an insightful presentation on measurement methodologies and key findings from the 2024 UN E-Government Survey. He underscored the critical role of robust metrics in advancing digital transformation efforts.

1.6.   Looking Forward

The Brasília workshop provided a platform for regional governments to collaborate, share experiences, and develop actionable strategies for advancing e-government services. By addressing disparities in digital transformation and fostering inclusivity, this initiative contributes to sustainable development and equitable governance across Latin America and the Caribbean. Future workshops will build on these foundations, adapting to emerging challenges and opportunities in digital governance.

2.   WORKSHOP ACTIVITY

2.1.   UN DESA UNEGOVKB and National E-Government Toolkit for self-assessment on digital government

UN DESA consultant facilitated an engaging and interactive session on the UN DESA National E-Government Toolkit, a resource designed to support self-assessments and capacity building in e-government at the national level. The session aimed to familiarize participants with the toolkit's functionalities while empowering them to identify and address gaps in their e-government strategies.

Presentation   **Overview:**

The session began with a brief introduction to the toolkit, its core features, and its integration with the UNEGOVKB database, which visualizes country-specific data from the latest UN E-Government Survey. Participants were shown how to access their country's latest Online Service Index scores and subcomponent details.

The consultant then provided practical instructions on using the toolkit, structured around three key activity steps designed to enhance participants' understanding of their countries' digital readiness:

1. **Analysis:**
   - Participants reviewed their country's OSI and subcomponent scores using the UNEGOVKB data platform.
   - They identified the two weakest subcomponents and cross-checked these with their respective national e-government portal, linked in the UNEGOVKB platform, to identify missing or underdeveloped features.
   - A group discussion followed, exploring the reasons for these gaps and brainstorming improvement ideas.

2. **Improvement Planning:**
   - Using the toolkit, participants focused on 2-3 priority indicators and their associated practical recommendations for improving weak subcomponents.
   - They proposed one "Quick Win" (a short-term action) and one "Strategic Action" (a long-term plan) for addressing the gaps.

3. **Reflections:**
   - Participants presented their proposed solutions, including missing features and toolkit recommendations, to the wider group.
   - The session concluded with a collaborative discussion to identify challenges and explore support mechanisms for implementation.

Participant Engagement and Outcomes:

Participants actively engaged throughout the session, leveraging the toolkit to explore practical applications for their countries' e-government systems. They asked insightful questions about integrating the toolkit recommendations into their respective contexts and shared innovative solutions during group discussions.

The session highlighted the toolkit's adaptability across various national contexts and its value as both a diagnostic and planning tool. Many participants expressed a strong interest in using the toolkit further within their entities and countries, citing its relevance to their digital governance priorities.

Feedback and Reflections:

Participants appreciated the hands-on approach, which allowed them to directly apply the toolkit to real-life scenarios. They found the group discussions and collaborative exercises especially valuable for generating actionable insights and peer learning. Feedback captured in the annexes revealed that attendees felt empowered to implement the knowledge gained, with several indicating plans to use the toolkit for strategic planning within their governments.

The session reinforced the importance of adapting digital governance strategies to specific national and regional contexts, while emphasizing the need for sustained collaboration and knowledge sharing. Participants left the workshop equipped with practical tools and a clear roadmap for driving digital transformation in their respective countries.

Additional   Resources   Highlighted:
The consultant also introduced complementary resources, including a compendium of best practices derived from the toolkit indicators and the local equivalent of the toolkit, the local E-Government Toolkit. Participants were encouraged to contribute their own country or city case studies via a submission platform, further fostering international collaboration and knowledge exchange.

2.1.1.   The National E-Government Toolkit

As aforementioned, the National E-Government Toolkit was presented during the workshop to participants as a key resource to guide their efforts in advancing national e-government strategies. This toolkit, aligned with the OSI, is designed to support countries in improving the delivery of digital public services while gathering input from stakeholders for refinement. The toolkit provides comprehensive learning outcomes, equipping users with the knowledge to enhance online service delivery in their jurisdictions. Through its modules, participants can become experts in OSI, with a deep understanding of its components, such as institutional frameworks, technology, content and service provision, and Human Capital Index subcomponent, e-government literacy. The toolkit also emphasises how these advancements can contribute to achieving the Sustainable Development Goals.

The toolkit's structure includes modules covering the essential aspects of e-government in addition to e-government literacy alongside a compendium of best practices that participants can contribute to. By leveraging these resources, governments can strengthen their digital service offerings, foster inclusivity, and track progress using the OSI framework, while engaging in collaborative input to further refine national e-government policies and strategies.

2.1.2.   The Local E-Government Toolkit

While the focus of the workshop was on the National E-Government Toolkit, participants were informed of the existence of its counterpart at the local level, the Local E-Government Toolkit, designed to support cities in improving e-government services. Developed by UN DESA and UNU-EGOV, this toolkit is aligned with the 2024 Local Online Services Index (LOSI) and provides a structured approach to enhance digital governance in urban contexts.

The resource aims to empower local government officials with tools to drive efficient, inclusive, and citizen-centric public service delivery. A supplementary compendium of global best practices was also mentioned, showcasing real-world examples for cities to adopt and adapt.

3. THE 2024 UN E-GOVERNMENT SURVEY LAUNCH

An expert session was organized to provide an in-depth overview of the United Nations E-Government Survey 2024 tailored to the LAC region. Delivered by Mr. Vincenzo Aquaro, Chief of the Digital Government Branch at UN DESA, this session introduced the survey's findings and its newly developed Digital Government Model Framework. The framework is built around four transformative dimensions: The **Digital Ecosystem** emphasizes the creation of collaborative and networked systems to foster innovation and integration; **Inclusion by Design** focuses on ensuring accessibility for vulnerable populations, promoting equitable participation; **Agile Governance** advocates for iterative and flexible approaches to policy making and implementation; and **Secure by Design** integrates zero-trust architecture and robust cybersecurity measures to safeguard systems and data. Mr. Aquaro provided an advanced exploration of the survey's methodology, including the introduction of new subindices such as E-Government Literacy (EGL) and a refined Telecommunications Infrastructure Index (TII), which collectively enhance the capacity to measure digital government development. This technical session allowed participants to understand how the survey captures progress in digital service delivery and infrastructure, providing governments with actionable insights for strategic planning.

On the first plenary day of the 8th Digital Government Ministerial Meeting, Mr. Aquaro expanded on the survey's findings during a high-level panel discussion featuring Barbara Ubaldi from the OECD and Miguel Porrúa from the Inter-American Development Bank. This presentation framed the 2024 Survey results within the broader context of regional development and global digital trends. The findings showcased encouraging progress across the Americas, where the average E-Government Development Index (EGDI) exceeds the global average, and the proportion of countries in the "very high" EGDI category increased from 23% to 31% since 2022. Leading nations such as Uruguay, Brazil, and Chile demonstrated significant advancements in digital infrastructure and online service delivery, yet countries like Haiti, Cuba, and Honduras continue to struggle with gaps in infrastructure and human capital, compounded by political instability in some cases.

The panel highlighted both achievements and challenges, emphasizing the importance of regional cooperation to address digital divides, particularly in rural and remote areas. Small Island Developing States (SIDS) saw incremental progress, though disparities remain, with only a minority surpassing the global EGDI average. E-participation remains an area of

concern, with the region's performance in the E-Participation Index (EPI) lagging behind global benchmarks. Mr. Aquaro stressed the critical need for comprehensive strategies to enhance digital literacy, develop robust digital workforces, and implement responsible AI solutions.

By shifting the focus from technical methodologies to practical strategies for implementation, this session underscored the importance of inclusive and sustainable digital transformation. It called for adaptive digital ecosystems, ethical governance, and targeted investments in public infrastructure and citizen engagement mechanisms. The panel discussions provided a roadmap for LAC countries to harness digital technologies for inclusive growth and sustainable development, addressing structural inequalities while advancing their digital government capabilities.

3.1. Addendum on AI and Digital Government

During the expert workshop session, the "Addendum on AI and Digital Government" of the United Nations E-Government Survey 2024 was presented, focusing on the role of artificial intelligence (AI) in digital governance. The presentation, while admitting the risks of the AI technology and the necessity in taking a careful approach for its implementation also emphasized the transformative potential of AI technologies in achieving the 2030 SDGs and their critical role during crises, such as the COVID-19 pandemic. Examples like Brazil or Panama's AI-powered health bots, illustrated how AI can improve public service delivery by offering interactive voice responses for disease detection and case notification. The session also underscored the risks associated with AI, including data biases, "hallucinations" in AI outputs, and ethical concerns, advocating for robust regulatory frameworks. The presentation also highlighted the efforts of UN DESA in measuring the government's efforts in integrating AI to their digital governance agenda. The presentation highlighted increasing adoption of AI strategies worldwide, with nearly half of the surveyed countries implementing laws for ethical AI use in public administration. The call to action stressed three action points: Integrating AI governance within existing digital frameworks; the need for balanced approaches combining regulation, capacity-building, and public trust to harness AI's benefits safely and inclusively and the need for a collective global action to ensure inclusive, safe and effective development.

4. THE WAY FORWARD
4.1. Strengthening Regional Cooperation

It is recommended to build on the workshop's collaborative momentum by establishing a regional knowledge-sharing platform that facilitates ongoing dialogue and cooperation among LAC countries, including SIDS. Such a platform would enable governments to exchange best

practices, share challenges, and co-develop strategies to bridge digital divides. To deepen regional ties, it would be valuable to foster partnerships with key international organizations, private sector actors, and academia, ensuring a multi-stakeholder approach to digital governance.

Countries are advised to consider formalizing bilateral and multilateral agreements to support joint digital transformation initiatives, such as cross-border e-services, interoperability frameworks, and digital ID integration. The establishment of regional centers of excellence is recommended to pool resources, build technical capacities, and drive innovation in public administration.

4.2. Enhancing Capacity-Building Efforts

To ensure long-term success in digital transformation, it would be valuable to develop tailored capacity-building programs that leverage tools such as the UN E-Government Survey and the National E-Government Toolkit. These programs should include training modules, webinars, and workshops focused on emerging challenges such as artificial intelligence (AI), cybersecurity, and data governance.

A regional fellowship program is recommended to cultivate digital governance experts who can champion transformative projects within their respective countries, particularly in smaller economies like those of SIDS. It is also advised that a comprehensive online repository of resources, including e-learning modules, case studies, and toolkits, be created to ensure stakeholders across the region have easy access to essential materials.

4.3. Promoting Inclusivity and Bridging Digital Divides

Recognizing the persistent inequalities in digital access and service delivery, it is crucial to prioritize initiatives that promote inclusivity. This includes expanding connectivity to underserved areas, increasing digital literacy among vulnerable populations, and integrating accessibility features into e-government services.

The establishment of community-based digital hubs is suggested as a means to provide localized support for e-government adoption, particularly for women, immigrants, individuals living in poverty, and marginalized communities in SIDS. Governments are encouraged to explore funding opportunities, such as public-private partnerships, to address infrastructure deficits and reduce barriers to digital access.

4.4. Monitoring and Measuring Progress

To track the effectiveness of regional digital transformation efforts, it is recommended to implement a monitoring and evaluation mechanism. This should include periodic assessments of countries' OSI and EGDI scores, along with customized metrics that reflect regional priorities.

Countries are encouraged to maintain transparency in their evaluations and to share their findings through the regional knowledge-sharing platform.

4.5. Aligning National and Regional Strategies with Global Goals

It is recommended to integrate the frameworks of the SDGs and the Global Digital Compact into national strategies. Specific actions could include adopting the UN's Digital Government Model Framework, with its emphasis on agile governance, inclusion by design, and secure by design principles.

Governments are advised to work closely with international partners to ensure that regional strategies contribute to global objectives, such as equitable data governance and responsible AI use. This alignment will not only strengthen the region's digital governance capacities but also position it as a leader in innovative, inclusive public administration on the global stage.

4.6. Planning for Future Engagements

To sustain the momentum generated by the Brasília workshop, follow-up initiatives are encouraged, including a 2025 webinar series addressing emerging topics like AI ethics, digital inclusion, and cybersecurity. Additionally, it is recommended to host annual workshops to revisit regional priorities, adapt to new challenges, and evaluate progress.

Efforts should also focus on engaging stakeholders beyond government, including civil society organizations, private sector actors, and academic institutions. This inclusive approach is expected to enrich policy dialogues and foster the development of innovative solutions to the region's most pressing digital governance challenges.

By collectively committing to these forward-looking strategies, it is expected that the LAC region, including its SIDS, will be able to overcome existing disparities and embrace a future where digital governance drives sustainable, inclusive development for all.

ANNEXES

A. Workshop Agenda

Expert session (Monday, 25 November 2024)	
09:00 AM - 12:30 PM	**I. Welcoming Event and Networking session**
12:00 PM - 14:00 PM	Lunch
14:00 PM - 15:30 PM	**II. Expert Sessions** **Introduction of the OECD index**
15:30 PM - 16:00 PM	**Coffee Break**
16:00 PM - 17:00 PM	**II. Expert Sessions** *Findings of 2024 E-government Survey* *Presentation 1: Highlights of E-government findings of 2024. Mr. Vincenzo Aquaro (20 min) Chief of the digital government branch DPIDG-DESA United Nations.* *Q&A session (10 min)* *Presentation 2: 2024 E-government survey toolkit. (20 min) Angelica Zundel Consultant, DPIDG, UN DESA* *Q&A session (10 min)*
17:00 PM - 18:30 PM	**Group Activity:** Self Assessment using the UN E-government Survey toolkit. Using the Egovkb website - Identify challenges of their country using the website Group discussion
18:30 PM - 19:00 PM	*Presentation 3: Addendum on AI and AI strategy case study in selected countries. (20 min) Mr. Junho Lee Associate Expert, DPIDG, UN DESA*

	Q&A session (10 min)

Other: [Presentation](#) on LOSI 2024 Global and Regional Trends

The 8th Digital Government Ministerial Meeting of The Americas Plenary Day 1 (Tuesday, 26 November 2024)	
08:25 AM - 08:30 AM	**<u>Welcome video</u>**
08:30 AM - 09:10 AM	**<u>Opening Session</u>** **Esther** **Dweck,** Minister of Management and Innovation in Public Services, Brazil. **Luciana** **Santos,** Minister of Science, Technology and Innovation, Brazil (TBC). **Mauro** **Vieira,** Minister of Foreign Affairs, Brazil (TBC). **Paula** **Acosta** **Márquez,** Division Chief, Innovation for Citizens Services, Inter-American Development Bank (IDB) (TBC). **Luis** **Porto,** Principal Advisor to the Strategic Counsel of the Organization of American States, OAS. Ministerial Representative from South Korea. **José** **Inostroza,** Digital Government Secretary, Chile (Red Gealc president country 2024).
09:10 AM - 09:30 AM	Photo of the delegations and Opening of the virtual voting process for the excelGOV 2024 Awards
09:30 AM - 10:00 AM	**<u>Keynote speaker day 1</u>** **Beatriz** **Vasconcellos** Research Fellow at the UCL Institute for Innovation and Public Purpose (IIPP).
10:00 AM - 11:00 AM	**Topic: Key aspects of digital transformation in the Americas** Cross-Border Interoperability **Siim** **Sikkut,** former CIO of Estonia. The Digital Future of Mexico **José** **Merino** Designated head of the Digital Transformation and Telecommunications

	Agency, Mexico.
	Digital transformation in Denmark **Adam** **Lebech** Deputy Director General, Agency for Digitalization, Denmark. Cybersecurity Challenges, Speaker to be confirmed.
11:00 AM - 11:20 AM	Coffee Break
11:20 AM - 11:50 AM	**Topc: Good practices of digital transformation in Mercosur** **César** **Gazzo** Undersecretary of Information and Communication Technologies, Argentina. **Cristina** **Kiomi** **Mori** Vice Minister of Management and Innovation in Public Services, Brazil. **Gustavo** **Villate** Minister of Information and Communications Technologies, Paraguay. **Hebert** **Paguas** Executive Director, AGESIC, Uruguay (TBC).
11:50 AM - 12:15 PM	**Topic: Historical milestone: the Mercosur Digital Citizen is a reality**
12:15 PM - 12:45 PM	**Topc:** **Artificial** **Intelligence:** **challenges** **and** **reality** Inter-American Framework of Reference for Data Governance and Artificial Intelligence **Mike** **Mora** Department for Effective Public Management, OAS, Technical Secretariat of Red Gealc. **Caribbean Case (Jamaica presentation).** **Moderator: Representative of Caixa Econômica Federal.**
12:45 PM - 13:00 PM	Closing of the virtual voting process for the excelGOV 2024 Awards
13:00 PM - 14:30 PM	Lunch Time
14:30 PM - 15:15 PM	**Topic: The Future of Digital Government and Digital Public Infrastructure** **Daniel** **Abadie** Center for Digital Public Infrastructure (CDPI). **Rahul** **Matthan**

author of The Third Way: India's Revolutionary Approach to Data Governance.

Rodrigo   **Assumpção**
President of the Social Security Technology and Information Company (Dataprev).

15:15 PM - 15:45 PM	**Topic: Africa, guest continent**
15:45 PM - 16:30 PM	**Topic: Measuring the progress of digital government** **Barbara** **Ubaldi** Head of the Digital Government Unit (OECD). **Vincenzo** **Aquaro** Chief of the digital government branch DPIDG-DESA United Nations. **Moderator:** **Miguel** **Porrúa** Data and Digital Government Coordinator Cluster, Inter-American Development Bank (IDB).
16:30 PM - 17:15 PM	**Topic: Learnings from digital transformation in the Republic of Korea**
17:20 -	**Closing of day 1 panels**
19:00 PM - 22:00 PM	**Cultural Dinner and ExcelGOV 2024 Awards Ceremony**

The 8th Digital Government Ministerial Meeting of The Americas Plenary Day 2 (Wednesday, 27 November 2024)	
08:45AM - 09:00 AM	**Installation of the second day of sessions**
09:00 AM - 10:00 AM	**Topic: Good practices of digital transformation in the Caribbean Area** **Marsha** **Caddle** Minister of Industry, Innovation, Science and Technology, Barbados (TBC). **Trevor** **Brown** Chief Technology Officer, Ministry of Finance, Bahamas. **Representative from Belize.** **Lennox** **John** **Andrews** Minister of Economic Development, Planning, Tourism, Creative Economy, Culture, Agriculture and Lands, Forestry, Marine Resources and Cooperatives, Grenada (TBC).

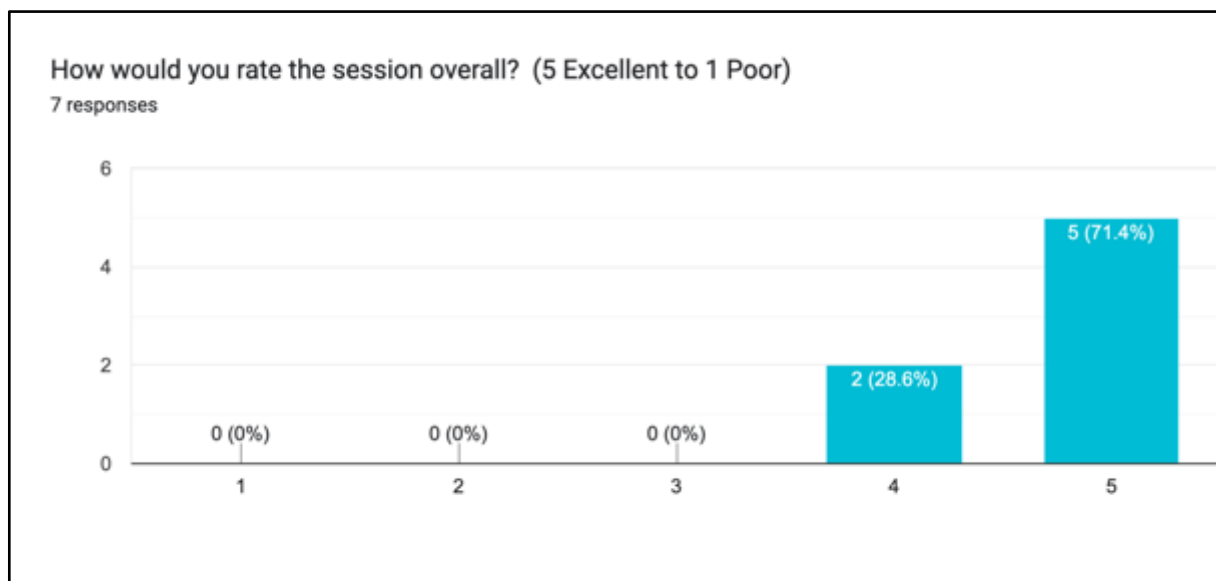|	
	Christopher **Deen** Chairman, National Data Management Authority, Guyana. **Virginia** **Albert-Poyotte** Minister of Public Service, Home Affairs, Labour and Gender Affairs, Saint Lucia. **Prewien** **Ramadhin** Director of e-Government, Cabinet of the President, Suriname. Representative from Trinidad and Tobago.
10:00 AM - 10:30 AM	**Topic: Good practices of digital transformation in the Andean Area** **María Nela Prada Tejada** Minister of the Presidency, Bolivia. **José** **Inostroza** Secretary of Digital Government, Ministry of Treasury, Chile. **Belfor** **García** Vice Minister of Digital Transformation, MinTIC, Colombia. **César** **Martín** Minister of Telecommunications and the Information Society (Mintel), Ecuador. **César** **Vilchez** Secretary of Government and Digital Transformation, PCM, Peru.
10:30 AM - 10:50 AM	**Coffee Break**
10:50 AM - 11:30 AM	**Topic: Good digital transformation practices in Central America** **Representative from Costa Rica.** **Daniel** **Méndez** Secretary of Innovation, El Salvador. **Edie Cux García** Coordinator and Executive Director, Presidential Commission on Open and Electronic Government, Guatemala. **Marcio** **Sierra** Minister of Results-Based Management, Honduras. **Representative from Panama.** **Sigmund** **Freund** Minister of Public Administration, Dominican Republic.

11:30 AM - 12:15 PM	**Topic: Successful digital government experiences in Brazil**
	Esther **Dweck**
	Minister of Management and Innovation in Public Services.
	Alexandre **Amorim**
	President of the Data Processing Service (SERPRO)
	Carlos **Antônio** **Vieira** **Fernandes**
	President of Caixa Econômica Federal.
	Moderator: **Rogério** **Mascarenhas**
	Digital Government Secretary.
12:15 PM - 13:00 PM	**Topc: International Organizations Panel**
13:00 PM - 14:30 PM	**Lunch Time**
14:30 PM - 16:00 PM	**Red GEALC Annual Assembly**
	• Approval of 2024 work plan report and 2025 work plan.
	• Approval of Ministerial Declaration 2024.
	• Election of authorities 2025.
	• Photo of the Executive Committee 2025.
16:00 PM - 16:30 PM	**Coffee break**
16:30 PM - 17:00 PM	**Closing Desk**
	Cristina **Kiomi** **Mori,**
	Vice Minister of Management and Innovation in Public Services.
	IDB representative.
	OAS representative.
	Minister from new country president 2025 of Red GEALC.

B. Google Forms Survey Participants' Responses (7 Respondents)

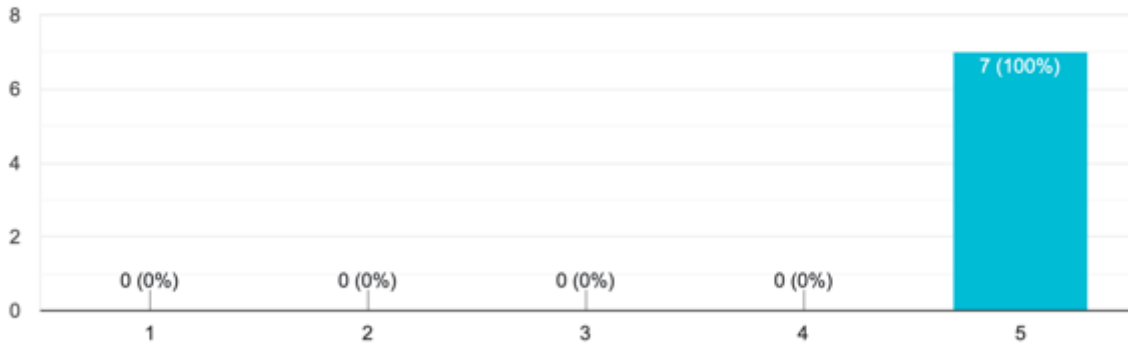| Country	Entity Name
El Salvador	Presidencia de la República
El Salvador	Secretaría de Innovación, Presidencia de la República
Guatemala	Comisión Presidencial de Gobierno Abierto y Electrónico
Honduras	Ministro de Gestión por Resultados
Honduras	Dirección de Gestión por Resultados

	Ministry of Science, Energy, Telecommunications and Transport
Jamaica	
Jamaica	egov Jamaica Ltd
Panamá	Presidencia de la República
República Dominicana	Ministerio de Administración Pública
República Dominicana	Ministerio de la Presidencia
República Dominicana	Oficina Gubernamental de Tecnologías de la Información y Comunicación (Ogtic)
Trinidad and Tobago	Ministry of Digital Transformation
Trinidad and Tobago	igovTT
Argentina	Subsecretaría de Tecnologías de la Información y la Comunicación
Bahamas	Ministry of Finance
Barbados	GovTech CEO
Bolivia	AGETIC
Brasil	Ministério da Gestão e da Inovação em Serviços Públicos
Chile	Ministerio de Hacienda
Costa Rica	Ministerio de Ciencia, Tecnología y Telecomunicaciones
Ecuador	Despacho ministerial Mintel
Guyana	National Data Management Authority
Paraguay	MITIC
Perú	Presidencia del Consejo de Ministros
Saint Lucia	Division of Public Sector Modernisation
Suriname	e-Government
Uruguay	AGESIC

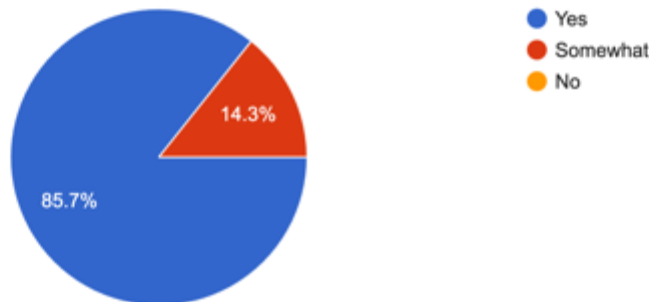How would you rate the session overall? (5 Excellent to 1 Poor)
7 responses

How helpful was the content presented (e.g., UN E-Government Survey findings and methodology, UNEGOVKB, Toolkit, and activities)? (5 Very Helpful to 1 Not Helpful)

7 responses

	1	2	3	4	5
	0 (0%)	0 (0%)	0 (0%)	0 (0%)	7 (100%)

Did the group activity help you better understand how to use the UN DESA resources for your own needs?

7 responses

- Yes
- Somewhat
- No

85.7%

14.3%

Please share how you plan to implement the knowledge and insights gained from the UN DESA Workshop.

Further examine the report

Doing an action plan, based on the indicators, to improve BR performance on Egdi.

Workshop for government CIOs and heads of entities; assist with strategic planning for the digital government institution

I'll discuss this internally with my e-Government group and see how we can implement the gaps

Educating my colleagues on how we can improve the country ratings

I don't' know

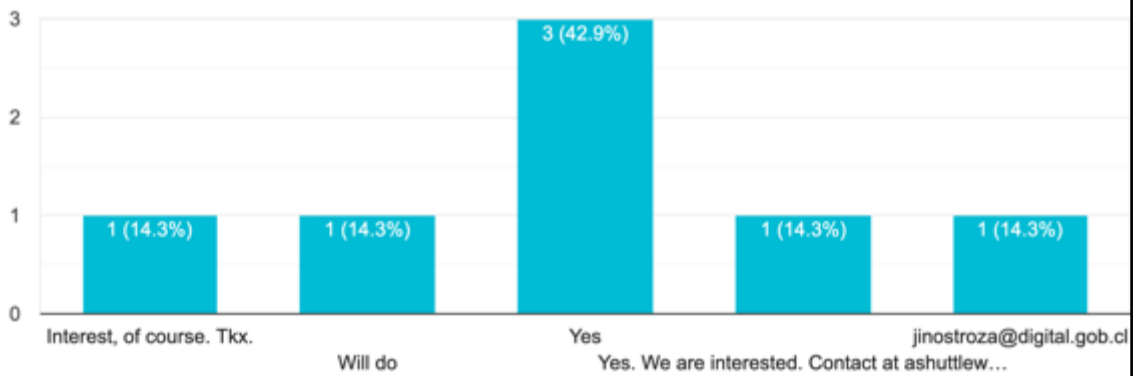## Please share any suggestions to improve future sessions:

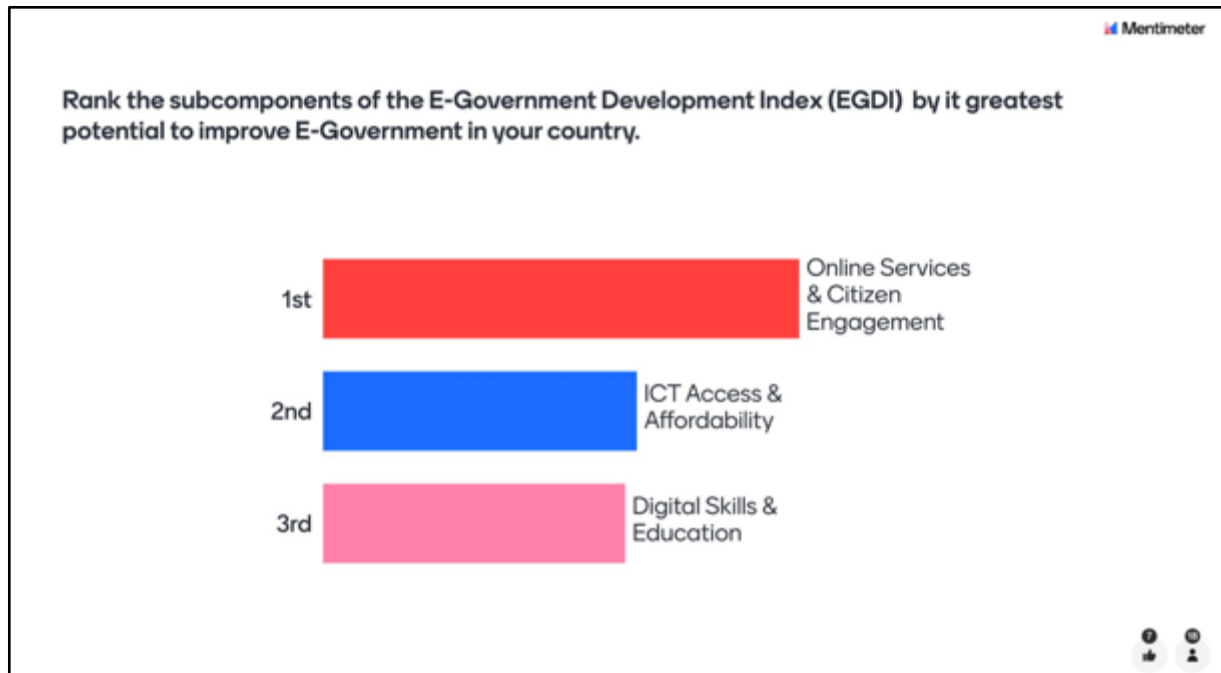| |
|---|
| In country workshops |
| There has to be more sessions like this |
| more practical examples |

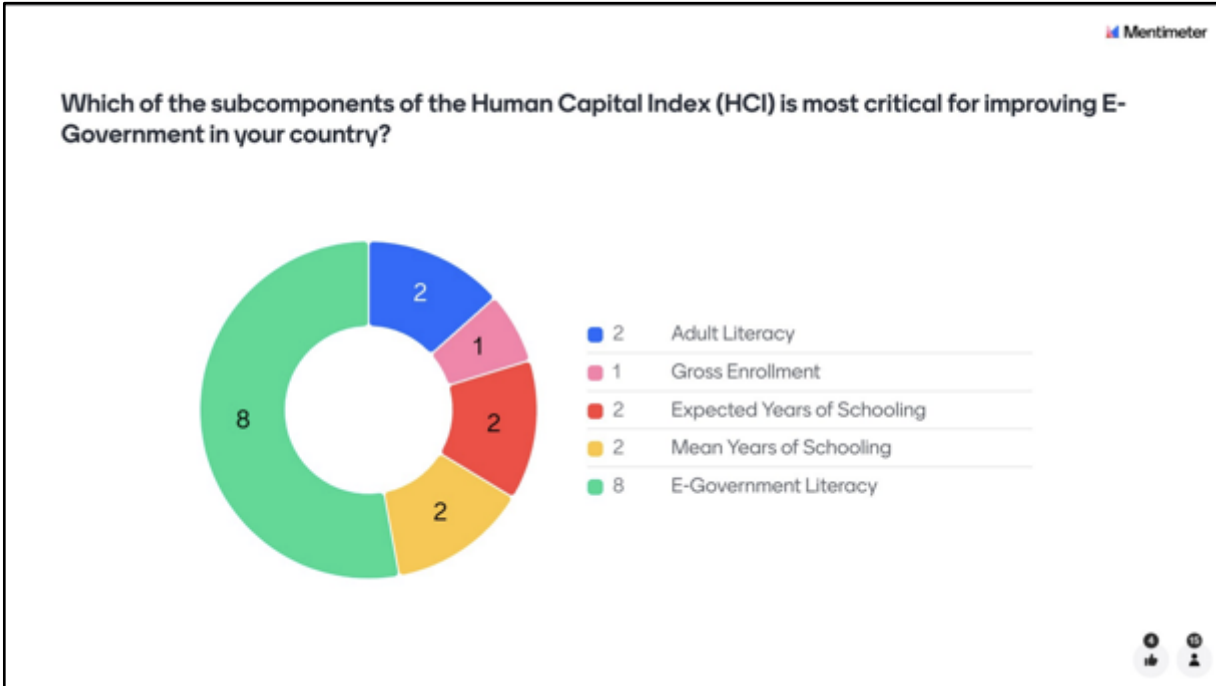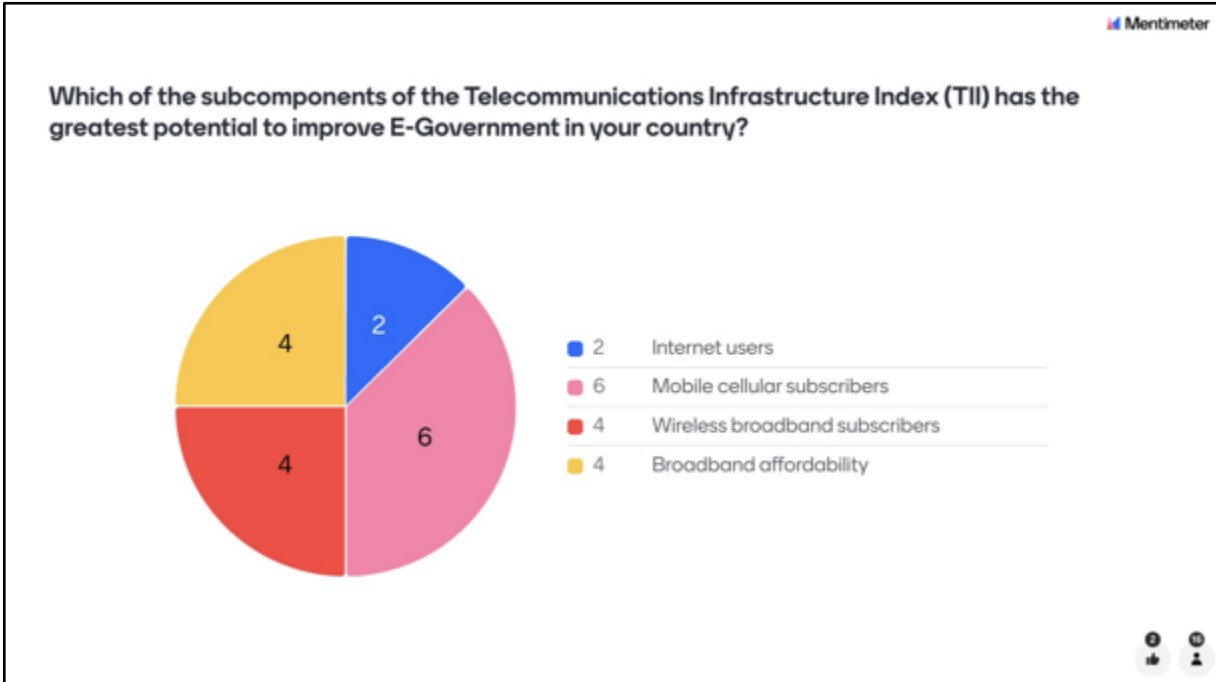If you are interested in collaborating on e-government initiatives in your country, please reach out to dpidg@un.org

7 responses

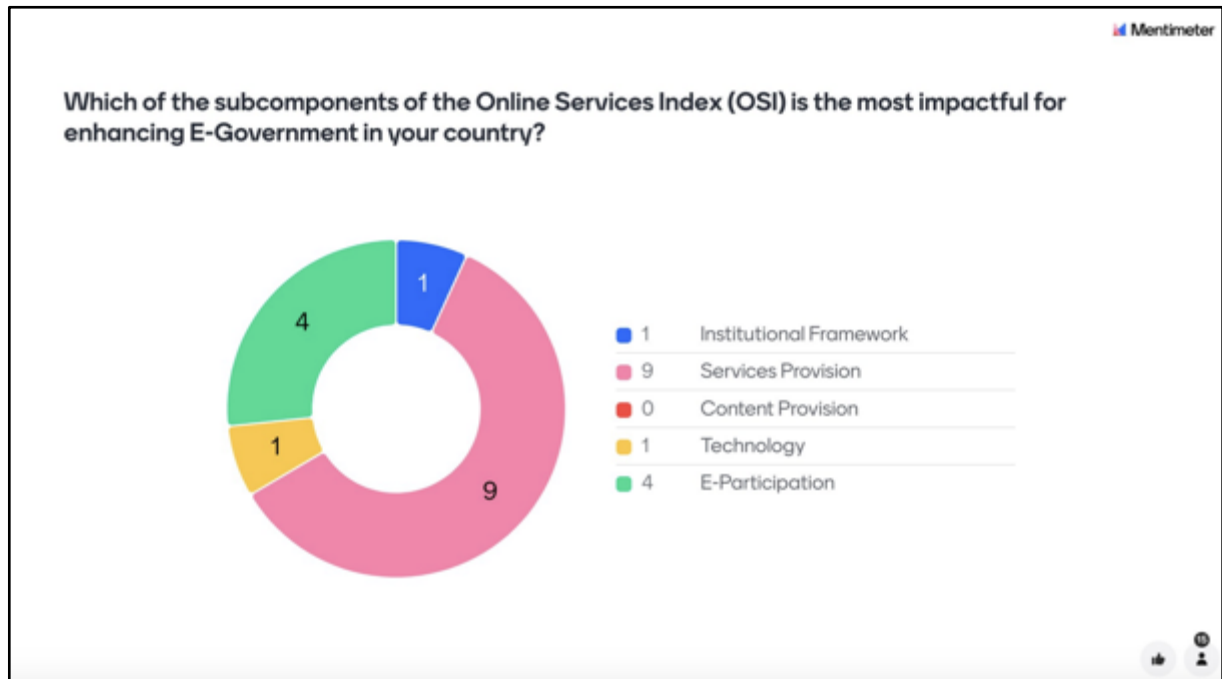## C. Mentimeter Live Polling Participant Responses

Mentimeter

Which of the subcomponents of the Telecommunications Infrastructure Index (TII) has the greatest potential to improve E-Government in your country?

■	2	Internet users
■	6	Mobile cellular subscribers
■	4	Wireless broadband subscribers
■	4	Broadband affordability

Mentimeter

Which of the subcomponents of the Human Capital Index (HCI) is most critical for improving E-Government in your country?

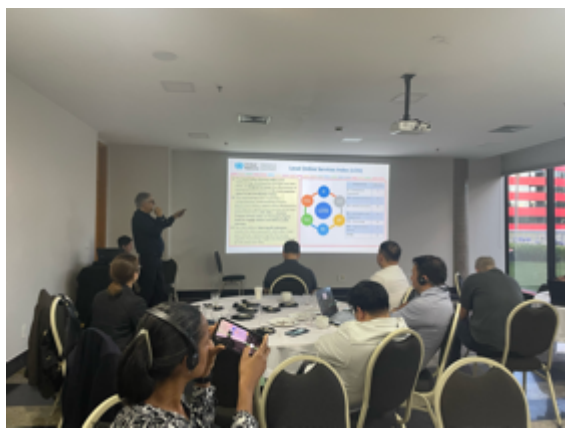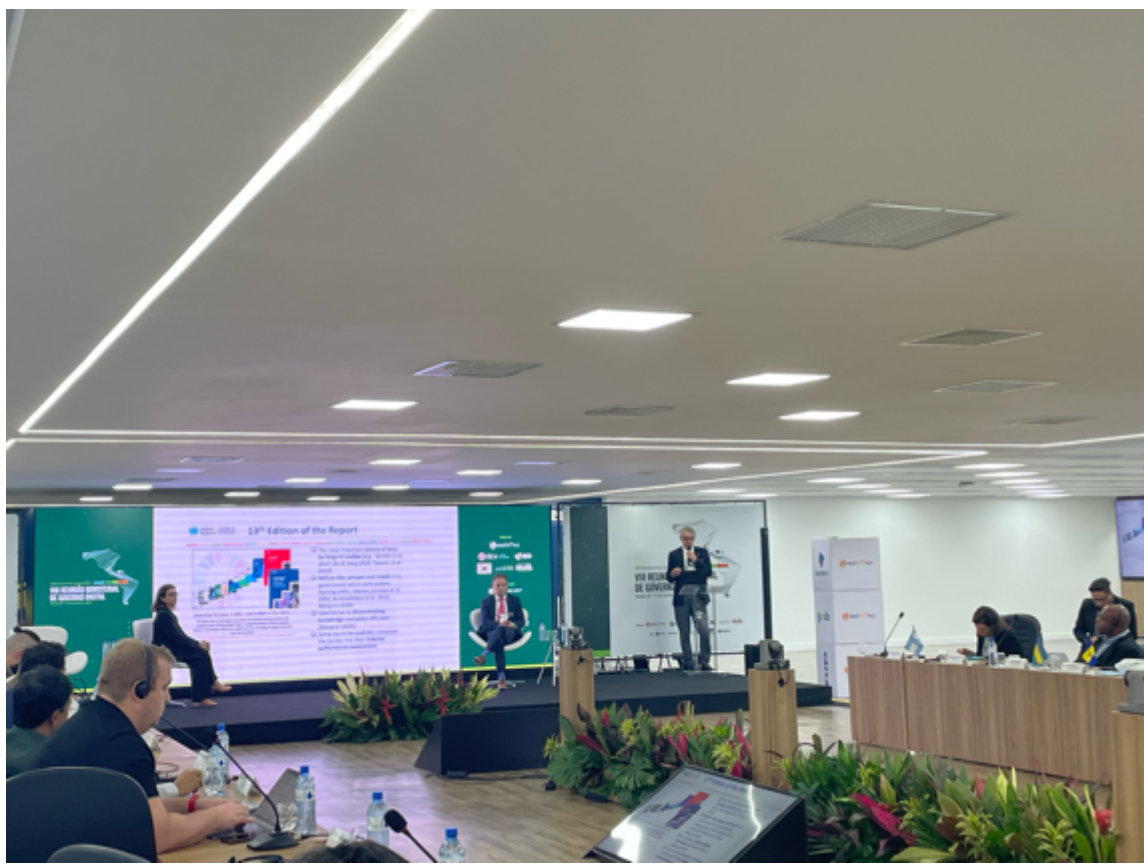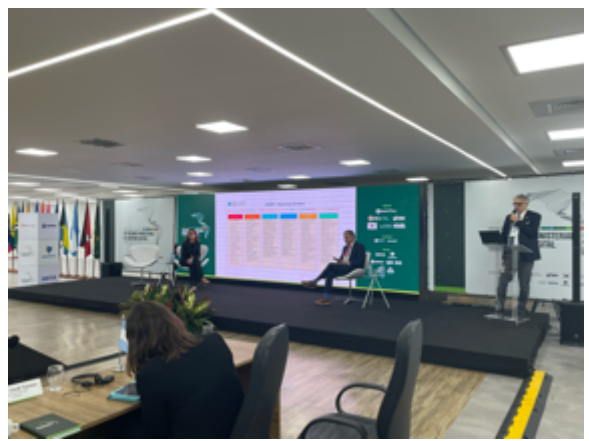|		
■	2	Adult Literacy
■	1	Gross Enrollment
■	2	Expected Years of Schooling
■	2	Mean Years of Schooling
■	8	E-Government Literacy

D. Photos of the Workshop

E. Background Readings

I. UN E-Government Survey 2024: https://publicadministration.un.org/egovkb/en-us/Reports/UN-E-Government-Survey-2024

II. Addendum on AI and Digital Government: https://desapublications.un.org/sites/default/files/publications/2024-10/Addendum%20on%20AI%20and%20Digital%20Government%20%20E-Government%20Survey%202024.pdf

III. Agenda - Empowering Digital Transformation: Spreading Digitalization in the Public Sector in Latin America and the Caribbean .docx

IV. National E-Government Toolkit: https://publicadministration.un.org/egovkb/en-us/About/Overview/National-E-Government-Toolkit

    A. Local E-Government Toolkit: https://publicadministration.un.org/egovkb/en-us/About/E-Government-at-Local-Level/Local-E-government-Toolkit

V. Global Digital Compact: https://www.un.org/global-digital-compact/sites/default/files/2024-09/Global%20Digital%20Compact%20-%20English_0.pdf