Empowering Digital Transformation

–

Building National and Local Capacities in Southern and Eastern Africa

–

Workshop Report

ACKNOWLEDGMENTS

CONTENTS

---

1. BACKGROUND TO THE FORUM

1.1. Context and Purpose

Southern and Eastern Africa are undergoing swift digital transformation, presenting governments with both opportunities and challenges. While advancements in e-government and data governance are commendable, significant obstacles persist, including the digital divide, inadequate digital infrastructure, gaps in digital literacy, and outdated regulatory frameworks. The COVID-19 pandemic further underscored the critical need for robust digital governance frameworks to ensure the continuity of public services and foster inclusive, sustainable development.

The Southern and Eastern Africa Digital Governance (SEADGov) Forum was proposed by UNU-EGOV as part of a broader initiative to launch Digital Governance Fora across different regions of the globe. This initiative aims to harness digital governance mechanisms and new technologies to promote sustainable development and more inclusive societies. SEADGov was successfully launched on September 30, 2024, in Pretoria, South Africa, co-organized by UN ECA and UN DESA. This event builds on the momentum of the West African Digital Governance Forum, first held in September 2023 in Banjul, The Gambia, and co-organized by the Government of The Gambia, UN ECA, and UNU-EGOV. A similar initiative is planned for Central Asia in 2025, with the launch of a Digital Governance Forum in Astana, Kazakhstan, co-organized by UNU-EGOV and the Government of Kazakhstan.

This SEADGov event gathered approximately 40 participants, including 11 funded participants, an additional 12 funded by UN ECA, 2 DESA staff, 1 resource person, 3 UNU-EGOV staff, 2 UN ECA staff, and 8 additional non-funded experts provided by UNU-EGOV. Together, they represented 22 countries across the region, addressing key issues in digital governance and promoting regional cooperation.

1.2. Rationale and Objectives

Building on our commitment to the Pact for the Future and the Global Digital Compact, adopted at the Summit of the Future on September 22, regional cooperation and knowledge sharing are recognized as crucial for accelerating digital transformation in Southern and Eastern Africa. The SEADGov Forum aims to:

1. **Strengthening national capacities**: Provide technical support to advance digitalization at local levels in Africa, particularly in Southern and Eastern regions, in partnership with UN ECA and UNU-EGOV.
2. **Fostering synergies and regional cooperation**: Cultivate collaboration among regional and national digital governance initiatives.
3. **Advancing digital strategy design and assessment**: Support the development and evaluation of national and regional digital strategies.
4. **Promoting best practices in digital governance**: Facilitate the exchange of best practices in implementing digital solutions.
5. **Providing a unified regional voice**: Contribute to international digital governance discussions.

1.3. Primary Objectives

- Establish a permanent, flexible cooperation mechanism for digital governance in the region
- Enhance national capacities for advancing digitalization at local and national levels
- Promote South-South collaboration and knowledge transfer
- Align regional efforts with global standards, such as the Global Digital Compact

1.4. Forum Structure and Activities

The SEADGov Forum was jointly organised by UNU-EGOV, UN ECA, and UN DESA. It included a capacity-building component, with UN ECA supporting around 12 member states and covering venue costs. Additionally, UNU-EGOV supported logistics and expert travel, coordinating the workshop alongside its annual e-government conference.

The event featured four main sessions:

1. Opportunities and Challenges in Digital Governance
2. People-centred Digital Governance Strategies
3. Local Online Service Index (LOSI) Implementation
4. Strengthening Regional Participation through International Cooperation

These sessions provided a comprehensive overview of the critical issues in digital governance, from strategic planning to local implementation and international cooperation.

1.5. Alignment with Global Initiatives

The SEADGov Forum was designed to complement and support broader global initiatives in digital governance. In particular, the forum's objectives align closely with the Global Digital Compact, addressing key areas such as:

- Closing digital divides
- Expanding digital economy inclusion
- Fostering safe and inclusive digital spaces
- Advancing equitable data governance
- Improving international governance of AI

1.6. Looking Forward

As the inaugural event of what is intended to be an ongoing initiative, the SEADGov Forum marks a significant step towards enhanced regional cooperation in digital governance. By providing a platform for sustained dialogue and collaboration, the forum aims to drive sustainable development and create more inclusive digital societies across Southern and Eastern Africa. Future iterations of the forum will build on the foundations laid in Pretoria, continuing to adapt to the evolving digital landscape and the unique needs of the region.

2. FORUM DISCUSSIONS

2.1. Session 1: Opportunities and Challenges in Digital Governance Progress: Global Digital Compact Objectives

This session focused on the Global Digital Compact (GDC), a pivotal initiative aimed at establishing a framework for the governance of digital technology and artificial intelligence on

a global scale. The Compact was conceived as a response to the challenges posed by digital divides and the need for equitable access to technology, particularly in underserved regions. It serves as a roadmap for international cooperation, emphasising the importance of harnessing digital technologies to achieve sustainable development goals. The session brought together various stakeholders to discuss the Compact's objectives and explore strategies for promoting digital inclusion, enhancing data governance, and addressing the challenges faced by countries in the Southern and Eastern Africa regions.

During the session, participants highlighted the critical issue of digital divides, particularly in Eastern and Southern Africa, where access to high-speed internet remains limited. Strategies emphasised the need for robust infrastructure development, affordable access, and digital literacy initiatives to ensure marginalised communities can leverage digital technologies for sustainable development. Zimbabwe emphasises the importance of developing infrastructure, particularly in rural areas, to ensure affordable and meaningful internet access. This will be achieved through a combination of government regulations, universal service funds, and tax incentives. The ultimate goal is to bridge the digital divide, stimulate backbone network development, and enhance investment incentives. In Lesotho, a national digital transformation strategy was presented, which aims to increase equitable access to digital platforms through policy reforms and targeted campaigns. Somalia shared its commitment efforts to create an inclusive, secure, and open digital space while upholding human rights. Key actions include the Data Protection Law that was signed March 2023 to safeguard citizens' data privacy, and the Cybersecurity Law (under review) aimed at protecting critical infrastructure, addressing cyber threats and to foster a safe online environment. Mozambique's presentation underscored the importance for responsible, equitable, and interoperable frameworks to support sustainable development and human rights. The government is implementing comprehensive strategies for responsible data governance, addressing opportunities and challenges in advancing legal protections for data privacy while tackling infrastructure gaps. The discussions also touched on the implications of the digital divide for local e-government development, emphasising the need for strategic plans to enhance digital literacy and technology access, particularly in rural areas. Lastly, Djibouti shared how it is spearheading a digital transformation, leveraging its strategic location in Eastern Africa to become a regional hub. To achieve this vision, the country is investing in underwater cabling, bolstering national connectivity and ensuring equitable access to digital services for all citizens. This initiative will stimulate economic growth, drive development, and cement Djibouti's position as a key player in the region's digital landscape.

The session concluded with breakout group discussions focused on the five objectives of the GDC, where participants engaged in dialogue about opportunities and challenges in implementing , assessing, and monitoring progress in digital governance across Southern and Eastern Africa.

2.1.1. GDC Objective 1: Closing Digital Divides

The discussions on closing digital divides emphasised the need for inclusive digital literacy initiatives for both urban and rural populations. Participants called for significant investments in effective digital infrastructure to create a self-sustaining ecosystem within Africa. Key recommendations included harmonising regulatory frameworks to enhance access and affordability, promoting digital entrepreneurship, and supporting local markets by imposing higher tariffs on foreign products. Collaboration at both national and intra-African levels among government, private sector, civil society, and industry stakeholders was deemed crucial. Additionally, there was a need to mobilise the diaspora for skills retention and to decolonize the education system to better reflect local contexts. Long-term strategies should focus on overcoming weak policy implementation and fostering a culture of digital literacy and entrepreneurship, ultimately bridging the digital divide.

2.1.2. GDC Objective 2: Expanding Inclusion in the Digital Economy

To expand inclusion in the digital economy, participants highlighted a dual approach: a top-down method that ensures government policies engage all stakeholders, especially marginalised communities, and a bottom-up approach that encourages community-driven digital solutions. The establishment of an inclusion framework was deemed essential to provide alternative options for various community needs, such as SMS-based financial transactions for those without internet access. Active monitoring and evaluation of digital policies were identified as critical for understanding implementation effectiveness and pinpointing underserved communities. Governments must commit to transparent strategies and create opportunities for local stakeholders to drive innovation, thereby facilitating equitable access to the benefits of the digital economy.

2.1.3. GDC Objective 3: Fostering a Safe and Inclusive Digital Space

In addressing the need for a safe and inclusive digital space, participants identified the critical challenges posed by cybersecurity risks and disparities in digital infrastructure. To counter these risks, robust cybersecurity measures must be implemented to protect personal and organisational data from breaches, as these breaches can severely damage trust in digital platforms. The conversation also acknowledged the deepening of social and economic

inequalities due to unequal access to technology, which disproportionately affects marginalised communities. Participants stressed the importance of establishing policies that respect fundamental human rights, including privacy and freedom of expression, to ensure that everyone can participate safely in the digital world.

2.1.4. GDC Objective 4: Equitable Data Governance

The discussions on equitable data governance revealed significant gaps in the decision-making processes of governments, particularly concerning data related to disadvantaged populations who lack access to digital services. This exclusion leads to ineffective policies that do not represent the needs of these communities. A robust data governance framework is essential, covering the entire data lifecycle—collection, processing, analysis, and usage—to ensure inclusivity at each stage. Establishing clear principles, such as informed consent, local data storage, and data ownership rights, is crucial to protect people's rights and ensure ethical data practices. These frameworks will help foster a more equitable distribution of services, ultimately addressing the needs of vulnerable groups.

2.1.5. GDC Objective 5: International Governance of AI

In discussions about the international governance of Artificial Intelligence (AI), participants underscored the need for a regulatory framework from international organisations, such as the UN, to establish guidelines for transparency, fairness, privacy, and safety in AI technologies. Cooperation among countries through multilateral agreements was highlighted as a vital step in addressing global challenges associated with AI, including cyber defence and misinformation. Regular international forums and collaborations among policymakers, technologists, and civil society are essential to ensure that AI development benefits all of humanity. Additionally, strategies to mitigate bias in AI algorithms, promote inclusive AI design, and ensure access to AI technologies for underserved populations were critical points of focus. Public consultations and capacity-building initiatives were also seen as necessary to create transparent processes and increase awareness, ultimately promoting trust in AI systems.

Overall, the breakout sessions emphasised the necessity for collaborative efforts among governments, private sectors, and civil society to promote digital inclusion, develop ethical data governance frameworks, and create safe digital environments that respect human rights.

2.2.   Session 2: People-Centred Digital Governance Strategies

Session 2 focused on the importance of developing people-centred digital governance strategies as a fundamental aspect of effective governance. The session began with UNU's presentation, which emphasised the necessity of having a clear digital governance strategy. Key questions were posed to the audience regarding the presence of such strategies in their countries, revealing a significant divide in digital governance practices. The session highlighted the need for strategies that not only exist but also provide guidance, foster shared vision, and ensure sustainability in digital governance development.

A structured, people-centred process for developing these strategies was presented, stressing the importance of engaging stakeholders at all phases through methods such as questionnaires, interviews, workshops, and public consultations. The discussion included the need for alignment with national and local strategies, ensuring that digital governance strategies fit the country's unique context.

The implementation and monitoring of these strategies were also addressed, with a focus on creating action plans, prioritising initiatives, and establishing accountability mechanisms. The National E-Government Toolkit was introduced as a resource to support countries in advancing their online service delivery, structured around key dimensions of the Online Service Index (OSI). The subsequent section delves deeper into the use and value of this resource.

Additionally, a presentation on leveraging AI for people-centred smart cities was shared, detailing best practices and challenges in the implementation of AI technologies in urban governance. The discussion highlighted the importance of responsible AI governance, the need for collaborative efforts among stakeholders, and recommendations for cities to effectively integrate AI solutions.

The session concluded with a roundtable discussion, allowing participants from various countries, including Angola and Tanzania, to share insights and contribute to the conversation on designing effective, people-centred digital governance strategies. This collaborative approach aimed to foster a deeper understanding of digital governance and its implications for sustainable and inclusive urban development.

2.2.1.   The National E-Government Toolkit

As mentioned previously, the National E-Government Toolkit was presented during the forum 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, service provision, and e-government literacy. The toolkit also emphasises how these advancements can contribute to achieving the Sustainable Development Goals (SDGs), particularly SDG 9 (Industry, Innovation, and Infrastructure), SDG 11 (Sustainable Cities and Communities), SDG 16 (Peace, Justice, and Strong Institutions), and SDG 17 (Partnerships for the 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.

National E-Government Toolkit - Participant Feedback: (collected from feedback google form)

General Sentiment: Several respondents find the toolkit effective and comprehensive, though some have yet to use it or are unfamiliar with it due to its recent introduction.

Suggestions for Improvement:

- **Broaden Scope**: Consider including additional e-service channels, such as USSD and mobile apps, alongside existing online portals.
- **Stakeholder Engagement**: Emphasise inclusive stakeholder involvement, ensuring that all relevant parties, from information suppliers to data capturers, are included in the toolkit's application.
- **Experience Sharing**: Incorporate sections which describe some countries' specific experiences and activities that have led to improvements in their e-government rankings.

Overall Evaluation: While some feel the toolkit is complete and does not require additional elements, others suggest enhancements to ensure a more holistic approach to e-government development in their countries.

2.3. Session 3: Local Online Service Index (LOSI) in the UN E-Government Survey

Session 3 of the SEADGov forum focused on the application and development of the LOSI as a key tool in evaluating digital governance initiatives across various countries. Presentations included Brazil's experience with LOSI, highlighting two rounds of assessment in 52 municipalities, covering over 69 million people. Brazil's efforts emphasise the integration of information and services, particularly during the COVID-19 pandemic. Similarly India showcased its two rounds of pilot surveys applying the LOSI methodology across its most populous cities, assessing the maturity of Municipal Governance Portals (MGPs) utilising a pilot version of the LOSI methodology in its second round, including channel independent indicators. Tunisia provided general insights on its results from implementing LOSI throughout different cities. The session also included updates to the LOSI indicators and their relevance to smart city development. Tanzania among other participant countries expressed their interest in adopting LOSI methodology for future plans. Lastly, a concept was presented on adapting LOSI to special virtual city portals, highlighting its potential to assess and indicate necessary online services beyond just measuring existing offerings, thus enhancing people engagement and service delivery.

This session provided a comprehensive overview of how LOSI can be utilised to strengthen local governance and improve service delivery through effective digital solutions. The session also introduced the Local E-Government Toolkit, which will be further elaborated in the following section, designed to guide local governments in enhancing their digital services by aligning with LOSI criteria.

2.3.1. The Local E-Government Toolkit

One of the key objectives of the Forum was to provide participants with an initial preview of the Local E-Government Toolkit and facilitate training on its utilisation. This toolkit developed by UN DESA and UNU E-GOV is intricately linked with the 2024 LOSI. Recognizing the paramount importance of cities in providing efficient and inclusive public services, the toolkit aims to empower government officials in enhancing their local e-government initiatives. During the Forum, the toolkit's content, structured around key dimensions of the LOSI, was introduced. The toolkit includes comprehensive instructions, case studies, and guides around the LOSI instrument targeting local government officials, civil servants, representatives of management development institutions, development partners, and academic institutions.

The Toolkit has been meticulously crafted through a collaborative process involving needs assessment discussions with Forum participants, extensive research on local e-government

issues, and the incorporation of methodologies and approaches from the UN E-Government Surveys. The toolkit's methodology is rooted in a whole-of-government approach, leveraging digital government effectively, empowering staff with digital skills, and engaging people in decision-making. Additionally, the toolkit includes a supplementary compendium showcasing global best practices under each 2024 LOSI indicator, providing valuable real-world examples.

Local E-Government Toolkit - Participant Feedback: (collected from feedback google form)

General Assessment:
- Many respondents feel the Local E-Government Toolkit is generally adequate, with statements indicating that it looks fine or complete.

Contextual Adaptation:
- There is a strong emphasis on the need for contextualization to fit the specific realities of each country, particularly for smaller nations like Seychelles.

Missing Features:
- Suggestions for improvement include the addition of USSD and mobile applications, as well as centralised services instead of regional portals.

Collaboration and Capacity Building:
- The need for greater collaboration between municipalities and government entities on e-service initiatives was highlighted, alongside calls for capacity building within member states.

Inclusion of Smaller Entities:
- Expand the toolkit to include smaller cities and rural districts to provide a more comprehensive overview of e-government development.

Future Evaluation:
- Some respondents plan to provide more detailed feedback after further evaluation and during upcoming consultation sessions.

2.4. Session 4: Town Hall Session – Strengthening Regional Participation through International Cooperation

The Town Hall Session at the SEADGov forum focused on strengthening regional participation through international cooperation in digital governance, with insights from a diverse panel of regional and international speakers. Key discussion topics included the necessity of evolving digital governance to prioritise the social and economic well-being of people, recognizing the myriad actors involved in digital development across Africa. The

session highlighted the need for targeted capacity building in specific areas, such as data governance, while emphasising that international collaboration is vital for addressing challenges and seizing opportunities. Major challenges discussed included inadequate infrastructure for integrating new technologies, the lack of interoperability and data governance, resource wastage, and insufficient partnerships within sub-Saharan Africa. Participants voiced concerns about knowledge gaps in digital skills and the slow pace of innovation, alongside the need for better regulatory frameworks to foster e-industry growth. The session underscored the urgency for realistic assessments of challenges and priorities in order to enhance digital governance and economic development in the region.

3.   THE 2024 UN E-GOVERNMENT SURVEY LAUNCH

The regional launch of the United Nations E-Government Survey 2024 for Africa was a comprehensive event that focused on the role of e-government as a catalyst for digital transformation and sustainable development. The 13th edition of the report served as a global benchmarking tool, offering insights into the digital government progress of all 193 UN Member States. It highlighted key trends, challenges, and opportunities in the global and regional digital landscapes, especially in the context of accelerating the achievement of the SDGs.

During the session, a special presentation on the LOSI featured prominently. The LOSI evaluates city portals and their digital service offerings, focusing on areas such as e-government literacy and digital inclusion for vulnerable groups. As urbanisation rapidly increases, particularly in Africa and Asia, where urban dwellers are far more likely than rural residents to use the internet, the LOSI assessment provides crucial policy guidance, promotes accountability, and encourages international collaboration. The LOSI results for 2024 showed overall improvements compared to previous years, with cities advancing in their digital services provision. Notably, populous cities tended to perform better than their national counterparts in certain instances, demonstrating the potential of localised e-government efforts to surpass national-level digital initiatives.

Additionally, the Kingdom of Saudi Arabia delivered a presentation, showcasing their high ranking in both the local and national e-government surveys. They shared insights into their strategy for digital government transformation, which includes robust investment in digital infrastructure, public-private partnerships, and a focus on enhancing people engagement. Their success story serves as a model for other countries looking to advance their e-government services.

4. THE WAY FORWARD

4.1. Forum Participatory Conclusions:

On October 2, 2024, during the concluding day of the SEADGov, participants were presented in a document with key messages and recommendations that emerged from two days of deliberation and discussion. Following these presentations, participants were given one week to engage with their respective entities, reflect on the discussions, and propose any changes or additions. The final recommendations were then solidified for further action.

The document emphasises the establishment of SEADGov as a collaborative platform for sharing experiences and fostering synergies in digital governance across Southern and Eastern Africa. The conclusions reflect a commitment to enhancing regional leadership in international digital governance discussions, promoting inclusive and transparent public institutions that align with the 2030 Sustainable Development Agenda.

The document addresses the need for tailored regional e-governance solutions, urging member states to develop actionable roadmaps that outline implementation plans, steps, and monitoring systems to track progress and address challenges. It highlights the importance of capacity building through standardised digital governance training programs and the creation of a regional online platform for continuous knowledge exchange and dialogue among stakeholders.

Additionally, the conclusions outline the necessity of establishing a regional monitoring committee tasked with tracking the progress of e-governance initiatives, with key metrics to measure their impact on efficiency, transparency, and people engagement. It proposes conducting a regional study to analyse the drivers and challenges of digital governance, as well as organising webinars to discuss emerging topics relevant to the region.

Furthermore, the application of the LOSI is recommended to assess local government portals, enhancing overall e-governance capacity. The document also calls for the establishment of a SEADGov Forum Committee to coordinate activities, plan for the next six months, and secure resources for the ongoing operations of the forum.

Overall, the conclusions provide a strategic framework for advancing digital governance initiatives in Southern and Eastern Africa, focusing on collaboration, continuous improvement, and alignment with global digital governance goals.

In conclusion, implementing the diverse actions and suggestions put forth during the forum will entail establishing a timeline and strategy. This structured approach will facilitate the

effective execution of the agreed-upon initiatives, ensuring that the region makes significant strides in advancing digital governance.

4.2. Summary of Implementation Plans for Knowledge Gained from the Forum (collected from participant feedback google form)

1. **Stakeholder Engagement**:
   1.1. Participants plan to convene workshops and discussions with relevant stakeholders to familiarise them with the LOSI tool and the lessons learned from the forum.

2. **Sharing Insights**:
   2.1. Insights from the forum will be disseminated among key stakeholders and leadership to enhance existing strategies and policies.

3. **Assessment and Analysis**:
   3.1. Several respondents aim to assess the current state of e-government services and infrastructure, tailoring the insights from the forum to their specific contexts.

4. **Capacity Building and Community Awareness**:
   4.1. Plans include conducting capacity-building programs and community awareness initiatives to foster inclusiveness in e-government processes.

5. **Strategic Roadmapping**:
   5.1. Some responses highlight the importance of defining a roadmap for e-government initiatives, including the accelerated implementation of the LOSI tool and information society observatories.

6. **Learning from Regional Experiences**:
   6.1. Participants emphasise the value of learning from the digital transformation experiences of neighbouring countries to inform their own strategies and avoid common pitfalls.

7. **Reporting and Follow-Up**:
   7.1. A report on the forum discussions will be shared with decision-makers to facilitate concrete actions and further engagement in e-government development.

4.3. LOSI Pilots

The adoption of the LOSI methodology is rapidly expanding across numerous countries and their respective cities, demonstrating its growing importance for local government digital transformation. The LOSI session of the forum, featuring presentations from various pilot countries and an overview of the Local E-Government toolkit, was instrumental in explaining the methodology's workings and underscoring its critical role in driving local government digitization efforts.

A significant milestone was reached by Tunisia, which successfully completed its LOSI pilot and presented its findings during the forum session. Their comprehensive insights highlighted the tangible impact of the LOSI framework on local governance. A detailed webinar on their report is expected to be scheduled soon, offering an opportunity for further discussion. Tunisia has also agreed to serve as a mentor for other countries embarking on their LOSI journey, facilitating knowledge sharing and capacity building.

Mozambique is projected to complete its pilot by the end of 2024, benefiting from support and collaboration with other nations. As more countries commit to applying the LOSI methodology, the network of participating countries continues to grow, further solidifying its value.

The forum also provided a platform to galvanise interest from other participating nations. Ethiopia expressed a strong commitment to adopting the LOSI framework, while Brazil and India announced plans for a third round of LOSI assessments. These assessments will cover a diverse range of municipalities, including smaller and medium-sized cities, further expanding the methodology's reach and effectiveness.

Additionally, several countries are in the process of finalising their Memoranda of Understanding (MoUs) with DPIDG, positioning them to commence their LOSI initiatives shortly. These countries include Tanzania, the Kingdom of Saudi Arabia, and Egypt, with many more anticipated to follow suit. The growing momentum indicates that more countries will engage with DPIDG, using the LOSI framework to assess multiple cities within their borders.

This expansion of the LOSI network is crucial, as it will generate more comprehensive data for cross-country and intra-country comparisons. This, in turn, will provide deeper insights for targeted policy interventions, optimised resource allocation, and strategies to uplift cities that lag behind, particularly in remote or underserved areas. Strengthening the LOSI network is

vital to ensure that no municipality and person is left behind, and to support the equitable digital transformation of local governments globally.

With the LOSI methodology gaining traction, the importance of scaling these efforts and encouraging greater collaboration between nations cannot be overstated. This collective approach will not only enhance the global repository of digital governance data but also empower countries to tailor their strategies based on shared experiences and proven best practices.

4.4. Outreach

The outreach strategy following the forum focuses on maintaining momentum and fostering collaboration among stakeholders through targeted communication and engagement initiatives. As agreed by participants in the forum conclusions, a *Regional Monitoring Committee* will be established to track e-governance initiatives, focusing on key metrics related to efficiency, transparency, and people engagement. This committee will also organise webinars to discuss regional priorities and challenges. Further, a SEADGov Forum Committee will coordinate activities, ensuring consistent collaboration and knowledge-sharing among participants. Another key component is the quarterly LOSI newsletter, which will provide updates on the methodology's impact, highlight progress in participating cities, and share upcoming events such as webinars. It will also spotlight emerging trends like AI in local government and showcase visual data from LOSI assessments.

These efforts aim to strengthen cooperation in the Southern and Eastern African region, drive digital governance improvements, and facilitate peer learning.

4.5. Post-Forum Impact

The SEADGov Forum, a significant gathering focused on digital governance in Southern and Eastern Africa, has established a strong foundation for future regional cooperation and progress. The forum's success lies in its ability to foster collaboration, knowledge sharing, and a unified regional voice in international digital governance discussions.

Expected impacts of the forum include:
- Enhanced regional cooperation: The forum has created a platform for sustained dialogue and collaboration among governments, experts, and representatives from 22 countries in the region. This will strengthen regional cooperation on digital governance initiatives and promote the sharing of best practices.

- Accelerated digital transformation: By addressing key challenges such as limited digital infrastructure, digital literacy gaps, and outdated regulations, the forum will contribute to accelerating digital transformation across Southern and Eastern Africa.

- Improved digital governance frameworks: The forum will promote the design and assessment of national and regional digital strategies, leading to more robust and effective digital governance frameworks.

- Increased digital inclusion: The forum's focus on people-centred digital governance strategies will help to ensure that digital transformation benefits everyone, including marginalised communities.

- Strengthened regional voice: The forum will provide a unified voice for the region in international digital governance discussions, enabling Southern and Eastern Africa to play a more prominent role in shaping global digital policies.

Overall, the SEADGov Forum is expected to have a significant and lasting impact on digital governance in Southern and Eastern Africa, driving sustainable development and creating more inclusive digital societies.

ANNEXES

A. Forum Key Messages

UNU-EGOV (United Nations University Operational Unit in Policy-driven Electronic Governance), **UN ECA** (United Nations Economic Commission for Africa), and **UN DESA** (United Nations Department of Economic and Social Affairs) officially launched the **Southern and Eastern Africa Forum on Digital Governance (SEADGov)** on 30 September 2024, in Pretoria, South Africa. This initiative builds on the success of the West Africa Forum on Digital Governance and is poised to expand to other regions within Africa and the Global South.

Following a two-day deliberation, participants from 18 Member States in Southern and Eastern Africa presented the following **key messages and recommendations:**

1. Collaborative Platform: SEADGov will serve as an open platform for sharing experiences, fostering synergies, and advancing digital governance across the region. This initiative contributes directly to the 2030 Sustainable Development Agenda.
2. Regional Leadership: The forum aims to enhance the region's leadership in international digital governance discussions, promoting inclusive, transparent, and accountable public institutions.
3. Alignment with Global Initiatives: SEADGov's efforts are aligned with the Pact of the Future, including the Global Digital Compact and Declaration on Future Generations, ensuring that regional digital transformation strategies are consistent with global digital governance goals.
4. Regional Solutions: Member States will develop and implement tailored regional e-governance solutions, incorporating feedback loops to ensure continuous improvement and accountability.
5. Actionable Roadmaps: Each country will create clear implementation plans, with defined steps and monitoring systems to address challenges and track progress.
6. Capacity Building: SEADGov will promote a standardised digital governance training program for member states.
7. Knowledge Exchange: A regional online platform will be created to facilitate continuous collaboration, common needs identification, resource sharing, and dialogue among participants.
8. Monitoring and Metrics: A regional monitoring committee will track the progress of e-governance initiatives. Key metrics will measure the impact on efficiency, transparency, and citizen engagement.

The forum then agreed on a set of **actionable steps** to further the digital transformation agenda:

- Collaborative Analysis: Conduct a regional study to analyse the drivers and challenges of digital governance in Southern and Eastern Africa, with findings informing national and regional initiatives.

- <u>Webinar Series</u>: Organise a series of webinars in 2025, with at least three sessions focusing on emerging digital governance topics relevant to the region, aligned with the [Global Digital Compact objectives](#).
- <u>LOSI Methodology Application</u>: Apply [the Local Online Service Index (LOSI)](#) to assess local government portals across the region, enhancing e-governance capacity.
- <u>SEADGov Forum Committee</u>: Establish a coordinating committee of regional stakeholders and international partners (UNU-EGOV, UN DESA, UN ECA) to manage forum activities, plan the next six months, and secure resources for the forum's ongoing operations.

B. Forum Agenda

Day 1 – 30 September 2024	
09:30-10:00	**Welcome and Introductions** ● **Dr. Delfina Soares**, Director, the United Nations University Operating Unit, Policy-Driven Electronic Governance (UNU-EGOV) **Facilitator: Prof. Luís Barbosa,** Deputy Director, the United Nations University Operating Unit, Policy-Driven Electronic Governance (UNU-EGOV)
10:00-11:00	**Forum Agenda Overview and setting the scene** ● [Mr. Vincenzo Aquaro](#), Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs (UN DESA) ● Participants introductions and Q&A **Moderator: Mr. Deniz Susar**, Governance and Public Administration Officer, (UN DESA)
11:00-11:05	Group photo
11:05-11:30	**Coffee Break**
11:30-13:00	**Session 1 Dialogue – Opportunities and Challenges in Developing, Assessing and Monitoring Digital Governance Progress in Southern and Eastern Africa: Drivers, Realities, and Common Concerns** The session will discuss [Global Digital Compact](#) and its implementation in the region. Below are stakeholders who indicated interest, however everyone participating in the Forum is expected to contribute: ● **Mr. Eddie Muguna,** Government Digital Transformation Specialist, e-Government Technology Unit, Zimbabwe *([GDC Objective 1](#))* ● **Mr. Khiba Masiu**, Director ICT, Ministry of Information Communications, Science Technology and Innovation, Lesotho *([GDC Objective 2](#))* ● **Eng. Abdullahi Guled Ibrahim**, Cybersecurity advisor, Ministry of Communications and Technology, Somalia *([GDC Objective 3](#))* ● **Mr. Constantino Sotomane,** Member of the Board of National Institute of Information and Communication Technology (INTIC)**,** Mozambique *([GDC Objective 4](#))* ● **Mr. Abdou-rachid Idris Nour**, Technical advisor in charge of communication, Ministry of Communication, Djibouti *(GDC Objective 5)*

	Moderator: Ms. Sorene Assefa, Cybersecurity & Digital Governance Expert, United Nations Economic Commission for Africa (UN ECA)
13:00-14:30	**Lunch (Central Buffet)**

14:30-16:00	**Session 1 Dialogue (continued) – Opportunities and Challenges in Developing, Assessing and Monitoring Digital Governance Progress in Southern and Eastern Africa: Drivers, Realities, and Common Concerns**
	
	Global Digital Compact Leading Questions (Continued):
	
	   ● **Ms. Admaswork Mamo,** National Data Development Co-ordination Desk Head, Ministry of Innovation and Technology, Ethiopia, *(GDC Objective 1)*
	   ● **Ms. Abia Shigwedha,** Ministry of Information and Communication Technology, Namibia *(GDC Objective 2)*
	   ● **Mr. Llanley Simpson,** Director: Digital Economy Capabilities Research, RSA Department: Science & Innovation, South Africa, *(GDC Objective 5)*
	
	More about GDC:
	   ● Brief presentation including video and Slides
	   ● 30 Minute Discussion: Breakout Group per GDC objective (5 min each +5 min to Rapporteur)
	
	Moderator: Mr. Vincenzo Aquaro, Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs (UN DESA)
	Rapporteur: Ms. Angelica Zundel, Consultant, (UN DESA)

16:00-16:30	**Coffee Break**

16:30-18:00	**Session 2 – People-centred Digital Governance Strategies**
	
	Design of people-centred digital governance strategies, **Dr. Delfina Soares,** Director (UNU-EGOV)
	
	National E-Government Toolkit for digital governance strategies, **Ms. Angelica Zundel,** Consultant (UN DESA)
	Strategies to leverage AI for people-centred cities, **Dr. Tupokigwe Isagah,** Researcher (UNU-EGOV)
	
	followed by a round table with (**Everyone** participating in the Forum is expected to contribute):
	   ● **Mr. Meick Sandro da Costa Lopes Afonso**, Director General, the Institute for Administrative Modernization, the Institute of Administrative Modernization (IMA), Angola
	   ● **Dr. Catherine Mkude**, Head of Department, Communication Technology Lecturer, The Open University of Tanzania, Tanzania
	   ● **Eng. Jaha Mvulla,** Manager for Research, Innovation and Training, e-Government Authority (e-GA), Tanzania
	
	Moderator: **Prof. Luís Barbosa**, Deputy Director, the United Nations University Operating Unit, Policy-Driven Electronic Governance, (UNU-EGOV)
	Rapporteur: Dr. Tupokigwe Isagah, Researcher, the United Nations University Operating Unit, Policy-Driven Electronic Governance, (UNU-EGOV)

	Day 2 – 1 October 2024
9:30-10:00	Welcome
10:00-12:00	**Session 3 –Local Online Service Index (LOSI) of the United Nations E-Government Survey** **Introductory talk** **Mr. Vincenzo Aquaro,** Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs (UN DESA) ● **Prof. Maria Alexandra Viegas Cortez da Cunha**, Professor, Fundação Getulio Vargas (FGV), Brazil & **Dr. Manuella Ribeiro**, Information Analyst, the Regional Center for Studies on the Development of the Information Society (Cetic. br), Brazil & **Dr. Erico Przeybilovicz,** Research Associate, the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV), Brazil ● **Ms. Devanshi Shah**, Research Associate, CEPT University, India ● **Ms. Sabrine Dachraoui,** The Tunisian eGovernance Society, Tunisia ● **Ms. Angelica Zundel,** Consultant, (UN DESA) ● **Mr. Dimitrios Sarantis**, Senior Research Analyst, the United Nations University (UNU-EGOV) ● **Dr. Catherine Mkude,** The Open University of Tanzania, Tanzania ● **Dr. Saleem Zoughbi,** Senior Research Consultant, (UNU-EGOV) **Moderator: Mr. Deniz Susar**, Governance and Public Administration Officer, (UN DESA) **Rapporteur: Mr. Dimitrios Sarantis,** Senior Research Analyst, the United Nations University (UNU-EGOV)
12:00-13:30	Lunch
13:30-15:00	**Session 4 - Town Hall Session: Strengthening Regional Participation through International Cooperation in Digital Governance – Perspectives from Southern and Eastern Africa and Beyond** **Reflections and thoughts** **Regional & International Speakers (30 minutes)** 1. **Ambassador Mr. David Claude Pierre:** (video) Permanent Representative of AU to Southern Africa Region, COMESA and SADC 2. **Ms. Eva Scholtes,** Advisor for the Data Governance in Africa Initiative, GIZ, Germany 3. **Mr. Gianluca Carlo Misuraca**, Academic and Expert in Digital Governance, Social Innovation and Artificial Intelligence, EU perspective 4. **Mr. Richard Nzuki Nzyoki,** Management Information Analyst, IDRC Canada, Digital Information Operations (DSIG), Kenya 5. **Dr. Mohammed Agbali,** Senior Manager, National Information Technology Development Agency (NITDA), Nigeria **Interventions from participants (60 minutes)** **Topics of discussion:** C Regional Cooperation

	C Looking at Digital Governance in a Different Angle C Priority Challenges for Digital Africa **Moderator: Dr. Saleem Zoughbi,** Senior Research Consultant, (UNU-EGOV) **Rapporteur: Dr. Tupokigwe Isagah,** Researcher, the United Nations University Operating Unit, Policy-Driven Electronic Governance, (UNU-EGOV)
15:00-16:00	**Adoption of Key Messages** Ongoing Draft ● **Ms. Sorene Assefa,** Cybersecurity & Digital Governance Expert, United Nations Economic Commission for Africa (UN ECA) ● **Ms. Angelica Zundel,** Consultant, (UN DESA) ● **Mr. Dimitrios Sarantis,** Senior Research Analyst, the United Nations University (UNU-EGOV) ● **Dr. Tupokigwe Isagah**, Researcher, the United Nations University Operating Unit, Policy-Driven Electronic Governance, (UNU-EGOV) **Moderator: Mr. Deniz Susar,** Governance and Public Administration Officer, (UN DESA)
16:00-16:30	**SEADGov Forum Closing Session** ● **Ms Sorene Assefa**, Cybersecurity & Digital Governance Expert, United Nations Economic Commission for Africa (UN ECA) ● **Mr. Vincenzo Aquaro,** Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs (UN DESA) ● **Mr. Tshilidzi Marwala,** UNU Rector and UN Under-Secretary, (UN)
16:30-19:00	**Break (participants are invited to join ICEGOV 2024)**
● ●	
19:00-20:00	**ICEGOV Opening Ceremony**
20:00-20:30	**ICEGOV Keynote Lecture**
20:30	**ICEGOV Welcome Reception**
Day 3 – 2 October 2024	
8:30-9:00	**Welcome**
9:00-9:30	**Digital Cooperation: International Governance of Emerging Technologies & the Global Digital Compact, by Tshilidzi Marwala, UNU Rector and UN Under-Secretary**
9:30-10:30	**High-level Panel 1**
10:30-11:00	**Coffee Break**
11:00-13:00	PAPER SESSION 1 Trust and Ethical Digital Governance for the World We Want (1) PAPER SESSION 2 Digital transformation and innovation in the Public Sector (1) PAPER SESSION 3 New perspectives of digital governance measurement, assessment, and monitoring (1)
13:00-14:00	**Lunch**
14:00-16:00	**United Nations E-Government Survey 2024 - RUBY ROOM**

	● **Mr. Vincenzo Aquaro**, Chief, Digital Government Branch, Division for Public Institutions and Digital Government, UN Department of Economic and Social Affairs (UN DESA) ● **Mr. Deniz Susar**, Governance and Public Administration Officer, (UN DESA) ● **Eng. Abdulrahman Almutairi,** Vice Governor, Strategy and Partnerships, the Digital Government Authority, Kingdom of Saudi Arabia **Moderator: Dr. Delfina Soares**, Director, the United Nations University Operating Unit, Policy-Driven Electronic Governance, (UNU-EGOV)
16:00-16:30	**Coffee Break**
16:30-18:30	PAPER SESSION 4 Smart Sustainable Cities and Communities for People PAPER SESSION 5 Social media and digital platforms PAPER SESSION 6 Focus on the Global South Digital Transformation (1)

C Session Descriptions

Session 1: Opportunities and Challenges in Developing, Assessing and Monitoring Digital Governance Progress in Southern and Eastern Africa: Drivers, Realities, and Common Concerns

Digital transformation is rapidly advancing in Southern and Eastern Africa, bringing both opportunities and challenges. While countries in the region have made strides in areas like e-government and data governance, they still face hurdles such as limited digital infrastructure, digital literacy gaps, and outdated regulations. The COVID-19 pandemic further underscored the urgent need for strong digital governance frameworks to maintain service continuity.

The Global Digital Compact (GDC) offers a valuable framework to address these challenges. By focusing on objectives like closing digital divides, expanding digital economy inclusion, fostering a safe digital space, advancing equitable data governance, and improving AI governance, the GDC provides a roadmap for shaping regional progress.

This session will explore the drivers and challenges of digital governance in the region, using the GDC as a guide for aligning efforts with global standards.

Session Flow:
1. Introduction (10 minutes): Moderator's opening remarks and participant introduction
2. Keynote Speakers (25 minutes): Moderator opens the floor for discussion on the following questions:
   ● GDC objective 1: Closing Digital Divides
   What key strategies can be implemented to close all digital divides, ensuring that marginalised communities benefit from digital transformation and accelerating progress towards achieving the Sustainable Development Goals?
   ● GDC objective 2: Expanding Inclusion in the Digital Economy
   How can we expand inclusion and ensure equitable access to the benefits of the digital economy, particularly for underserved populations?

- GDC objective 3: Fostering a Safe and Inclusive Digital Space
  What steps can be taken to foster a digital space that is inclusive, open, safe, and secure, while respecting, protecting, and promoting human rights?
- GDC objective 4: Equitable Data Governance
  How can we advance responsible, equitable, and interoperable data governance frameworks that protect user rights and promote transparency and accountability?
- GDC objective 5: International Governance of AI
  What approaches should be adopted to enhance the international governance of Artificial Intelligence to ensure its development benefits humanity, and how can we address the ethical, social, and regulatory challenges associated with AI?

3. Discussion: (40 minutes) Moderator opens the floor
4. Moderator summarising key messages (15 minutes)

Session 2: People-centred Digital Governance Strategies

The session will focus on the role, design and implementation of national, local and sectoral Digital Governance strategies to build people-centred government ecosystems that are more efficient in terms of public service delivery, more participatory for people and communities, more transparent and scrutinised, and even more proactive.

The session will start with a presentation of a very recent UNU-Habitat report on "Global Assessment of Responsible AI in cities" which provides a number of recommendations to leverage AI for people-centred cities. The report is co-authored by UNU-EGOV and will be presented by a member of the corresponding research team, Dr Tupokigwe Isagah. This will introduce the focus on people-centred strategies.

Then, the session will continue with a presentation by Dr Delfina Soares on the *Design of People-centred Digital Governance Strategies*, based on UNU-EGOV extensive experience, followed by a round table addressing the following questions:

1. Current and anticipated impact of strategic planning informing the diverse national and regional strategies that have been put forward for the last five years in Southern and Eastern Africa. What success stories are there? What good practices can be identified? What problems and challenges arise?
2. It is all agreed that regional cooperation in the design, implementation, and monitoring of digital governance strategies is very conducive to successful development. What do you think are the most critical obstacles for regional cooperation in the Southern and Eastern African region?
3. There is an essential and important role and achievements of the global efforts of regional and international organisations like the African Union, the UN, the World Bank, etc. through its digital transformation development. Can you elaborate on priorities such as digital infrastructure and accessibility, as a prerequisite to drive Africa's development, and inclusive growth?

Session 3: Local Online Service Index (LOSI) of the United Nations E-Government Survey

This session will explore strategies to strengthen local capacities for digitization, with a focus on advancing Sustainable Development Goal 11. The discussion will emphasise the importance of equipping local governments with the knowledge and technical support needed to enhance their ability to deliver inclusive online public services.

Session Flow (120 minutes):
1. Introduction to LOSI and 2024 Results – UN DESA will present the latest findings and introduce the Local Online Service Index (LOSI). (10 minutes)
2. Overview of the LOSI Network – Learn about the LOSI Network, an initiative by UN DESA and UNU-EGOV to assess and improve local government portals. As urban populations grow, these portals play a crucial role in making cities more livable and responsive. The LOSI methodology, applied to the most populous cities in 193 UN Member States, aims to maximise reach and impact. Institutions with the capacity and resources are invited to partner with UN DESA and UNU-EGOV to expand LOSI's application within countries. (10 minutes)
3. Introduction to the Local E-Government Toolkit – Aligned with SDGs 9, 11, 16, and 17, this toolkit is designed to address common challenges in implementing effective local e-government. It offers comprehensive training modules on key aspects of the LOSI, including institutional frameworks, technology, participation, services, and content provision. Participants will gain practical insights into local government digitalization, measurement, and evaluation, as well as best practices for enhancing local e-government initiatives. (10 minutes)
4. Application of LOSI - Case studies showcasing how LOSI has been implemented in these countries. (20 minutes)
5. Future Plans for Africa – Discussing plans to apply LOSI in African countries, including Egypt, Mozambique, Tanzania, and Uganda. (20 minutes)
6. Discussion: (40 minutes) Moderator opens the floor
7. Moderator summarising key messages (10 minutes)

To inform the forum and facilitate targeted discussions, we suggest participants respond to the following questions:

1. Core Services: What are the essential online services that local governments in your country should prioritise to meet the needs of people?
2. Partnerships: Does your country have established collaborations with organisations or agencies to promote local e-government? If so, please specify.
3. Evaluation Framework: Is there a system in place to assess the performance of local e-government initiatives in your country? If yes, please provide details.
4. Language Accessibility: What are the official languages in your country, and do local government websites cater to all language groups?
5. Digital Divide: What are the primary challenges hindering local e-government development in your country, such as digital literacy, infrastructure, or access to technology?
6. Digital Identity: Do local governments employ digital authentication methods for online service delivery? If so, please describe the system.

7. Participation: How do local government websites facilitate participation and engagement? Please provide examples of e-participation activities.
8. Improvement Areas: Based on your assessment, what are the key areas for improvement in local government websites within your country?
9. LOSI Framework: Has your country adopted the LOSI methodology to evaluate local e-government? Are you interested in participating in the LOSI Network?

By providing comprehensive and insightful responses to these questions, you will contribute to a productive discussion and help shape strategies for enhancing local e-government. Thank you in advance.

Session 4: Town Hall Session: Strengthening Regional Participation through International Cooperation in Digital Governance – Perspectives from Southern and Eastern Africa and Beyond

This session will explore the role of major international corporations active in the African region in enhancing regional cooperation and participation in digital governance. The discussion will focus on the practices of international and regional cooperation, with a particular emphasis on Southern and Eastern Africa and broader African contexts.

The session is designed in a Town Hall format to encourage an open and dynamic exchange of ideas. It will feature one or two prominent speakers from international organisations, alongside senior representatives from African countries, and a senior UN official, preferably from UNDESA. A key theme of the discussion will be the Global Digital Compact, contextualised to the African region.

Regional cooperation
1. How to build strong cooperation among continent-based think-tank Fora Coordination
2. Political decisions, technical capabilities and human resources criteria that could work in promoting cooperation, Coordination or partnerships
3. A serious look at the primary enabler for regional cooperation: Financial Resources: Funding, Investmentor crowdfunding?

Looking at digital governance in a different angle
1. Local government versus central government: Are they two or one?
2. Replace city governance with regional and sub regional digital governance? What about rural governance, tribal, and other habitat urban @models@?
3. Empowering the people: what effective strategies could be selected:
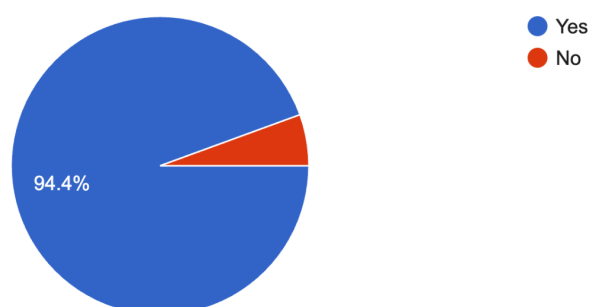
Priority challenges for digital Africa
A. New technologies: Do you think that AI can pave the way for other digital trends? Any potential competition to AI in the near future?
B. Impact of satellite data, drone's applications, intelligent analytics, expert digital governments and other innovative usage of technology for Sustainable Development?
C. Governments capabilities to sustain level of digital government progress: for example, how can a digital government sustain its successful improvement and not fall back when projects are completed?

D. Google Forms Survey Participants' Responses (18 Respondents)

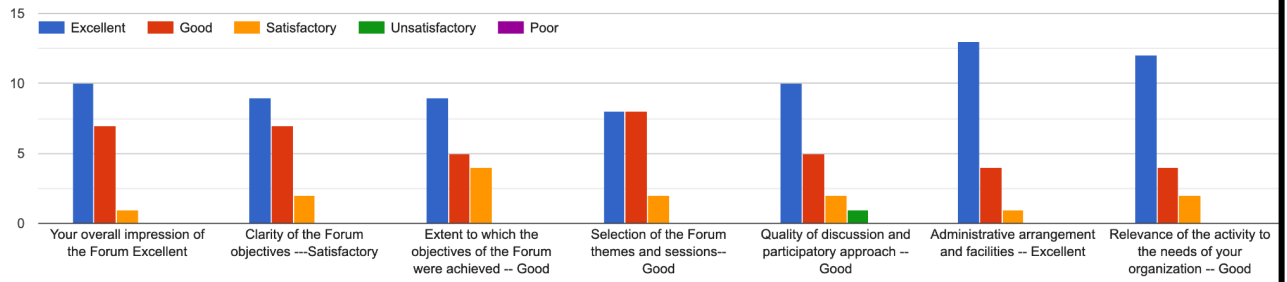| Country	Organisation
Zimbabwe	E-Government Technology Unit, OPC
India	CEPT UNIVERSITY
Seychelles	Department Of Information Communications Technology
Malawi	Ministry of Information and Digitalization, Department of E-Government
Tanzania	e-Government Authority
Eswatini	Ministry of Information, Communication and Technology
Ethiopia	Ministry of Innovation and Technology
Namibia	Ministry Of Information, Communication And Technology / Treaties Consultancy
Djibouti	MCPT
Somalia	Ministry of Communications and Technology
South Africa	RSA Department: Science & Innovation
Mozambique	INTIC - National Institute of ICT
Angola	Institute of Administrative Modernization
Tunisia	The Tunisian E-Governance Society
Zimbabwe	Office of the President and Cabinet, E-Government Technology Unit
Burundi	Ministry of Communication, Information Technologies and Media
Tanzania	The Open University of Tanzania
South Africa	Department of Science and Innovation

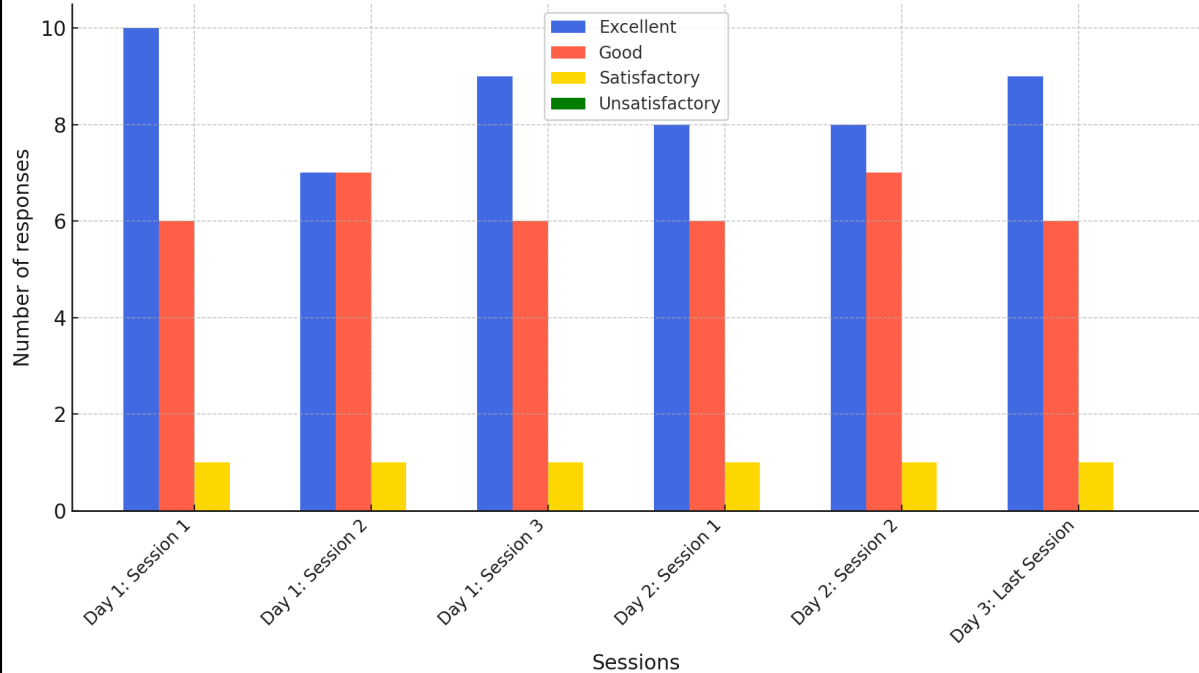Q3. Were you able to attend all three days of the Forum?
18 responses

- Yes
- No

94.4%

Q4. Forum Evaluation

Legend: Excellent (blue), Good (red), Satisfactory (orange/yellow), Unsatisfactory (green), Poor (purple)

Category	Excellent	Good	Satisfactory	Unsatisfactory	Poor
Your overall impression of the Forum -- Excellent	10	7	1		
Clarity of the Forum objectives -- Satisfactory	9	7	2		
Extent to which the objectives of the Forum were achieved -- Good	9	5	4		
Selection of the Forum themes and sessions -- Good	8	8	2		
Quality of discussion and participatory approach -- Good	10	5	2	1	
Administrative arrangement and facilities -- Excellent	13	4	1		
Relevance of the activity to the needs of your organization -- Good	12	4	2		

Q5. How would you rate the value of the following sessions?

Legend: Excellent (blue), Good (red/salmon), Satisfactory (yellow), Unsatisfactory (green)

Number of responses

Sessions	Excellent	Good	Satisfactory
Day 1: Session 1	10	6	1
Day 1: Session 2	7	7	1
Day 1: Session 3	9	6	1
Day 2: Session 1	8	6	1
Day 2: Session 2	8	7	1
Day 3: Last Session	9	6	1

Q6. How familiar were you with the EGDI (E-Government Development Index) before this forum? --

18 responses

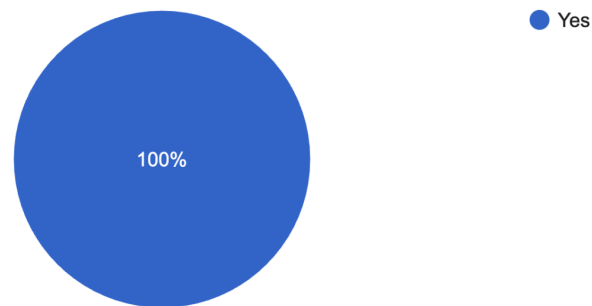| Rating	Count
1	3 (16.7%)
2	8 (44.4%)
3	5 (27.8%)
5	2 (11.1%)
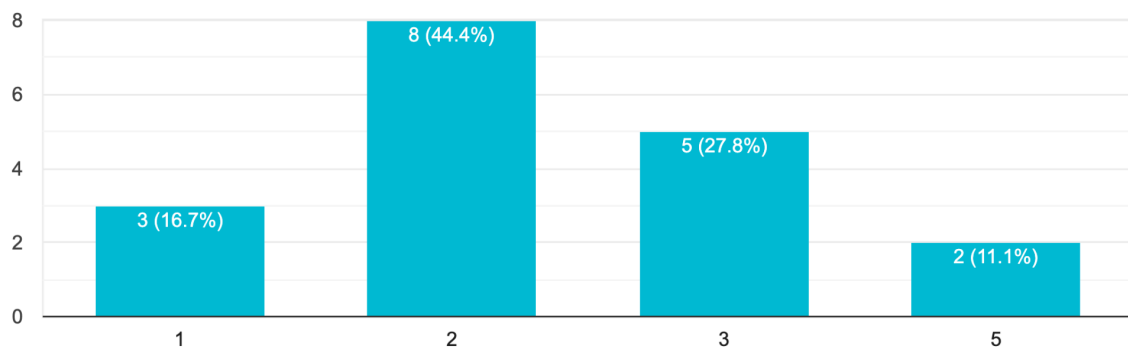
Q7. How would you rate the effectiveness of the National E-government Toolkit in supporting e-government development for your country?

18 responses
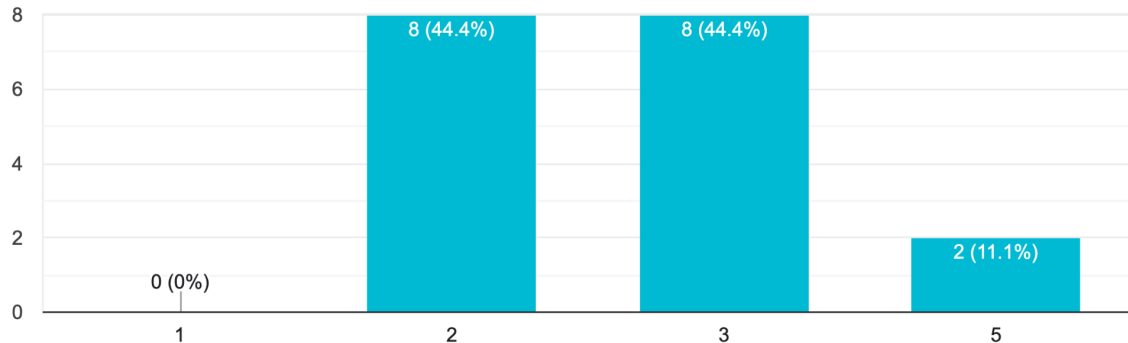
Q8. Do you currently assess e-government in your country?

18 responses

● Yes

How do you assess e-government in your country?

1. **Assessment Methods**:
   ○ Various countries utilise frameworks and indexes such as the Electronic Government Development Index (EGDI), Global Telecommunication Indicators (GTMI), NeSDA, and LOSI to evaluate e-government progress.
   ○ Some nations are developing internal Key Performance Indicators (KPIs) and maturity index guidelines to measure their digitalization efforts.
2. **Stakeholder Engagement**:
   ○ Stakeholder engagement is crucial, with some respondents emphasising the importance of public sector sensitization through change management sessions and consultations with the UN E-Government team.
3. **Progress and Challenges**:
   ○ There are notable improvements, such as Ethiopia's rise in rankings (from

179 to 169), though further work is needed for better outcomes.
- ○ Some countries, like Namibia, have not yet established a comprehensive e-government assessment.
4. **Future Directions**:
   - ○ Many countries are in the process of implementing digitalization strategies and self-assessment tools to further enhance their e-government services, reflecting a commitment to continuous improvement in this area.
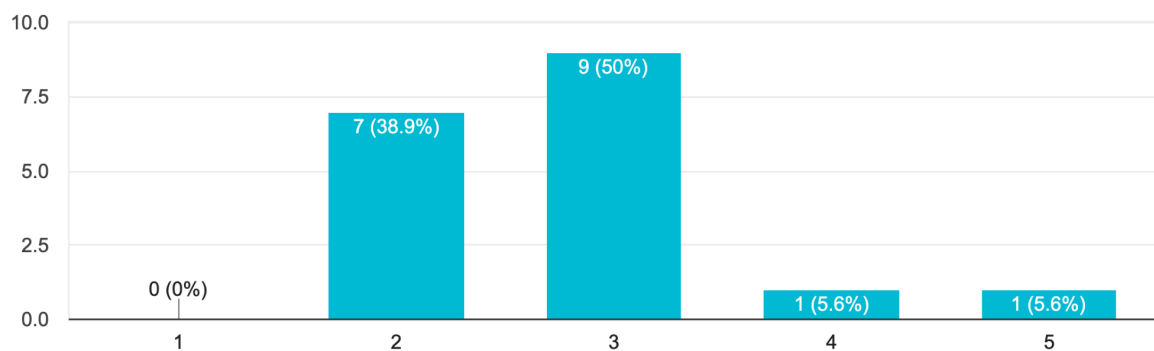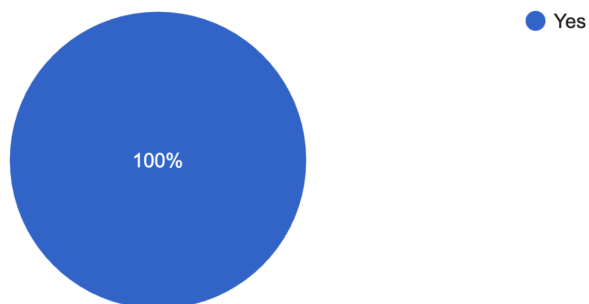
Q9. How familiar were you with the LOSI (Local Online Service Index) before this forum?
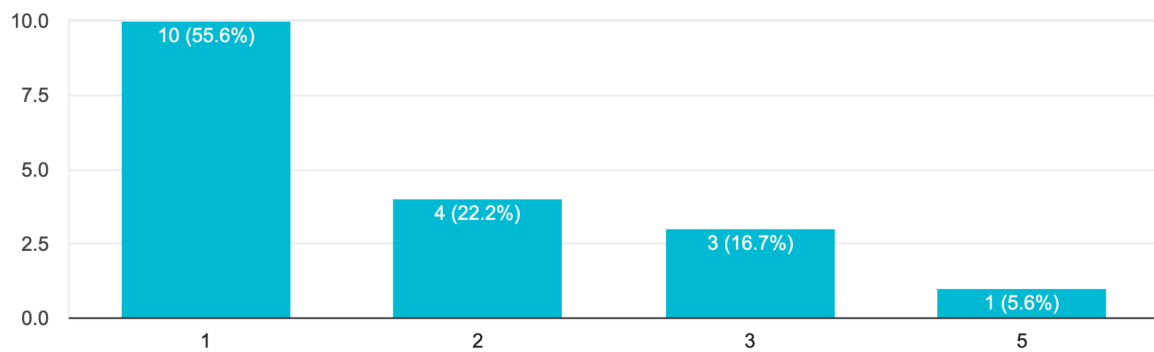
18 responses

Q10. How would you rate the effectiveness of the Local E-government Toolkit in supporting local e-government development in your country?

18 responses

Q11. Do you currently assess local e-government in your country?
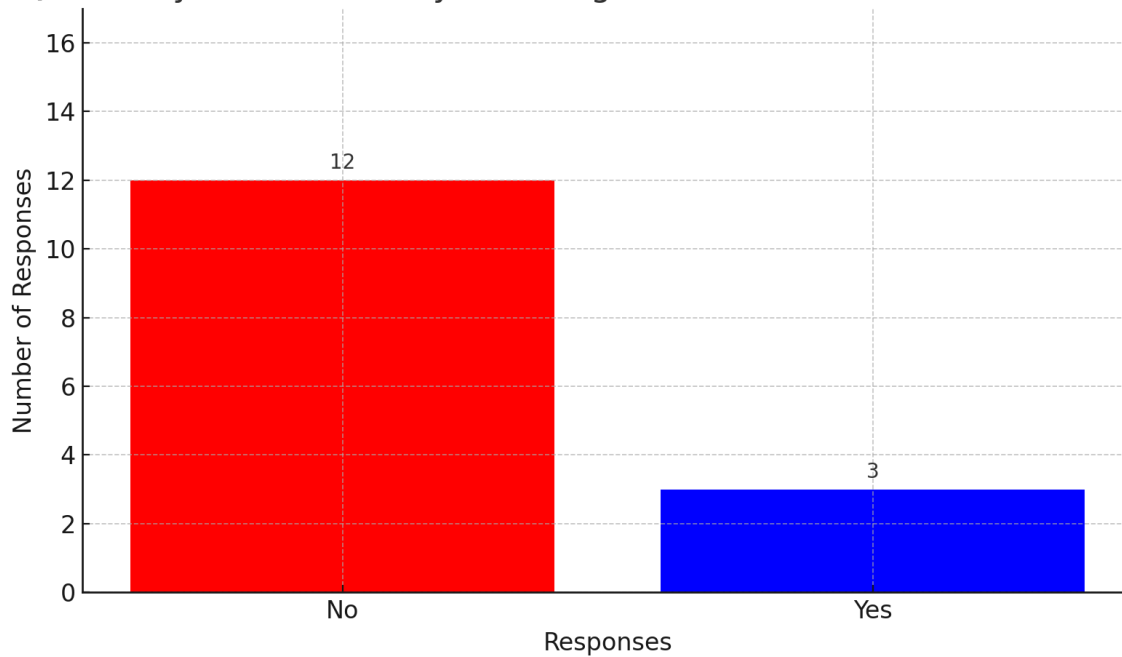18 responses

100%

● Yes

Q12. Would you consider applying the LOSI methodology in multiple cities in your country?
18 responses

100%

● Yes
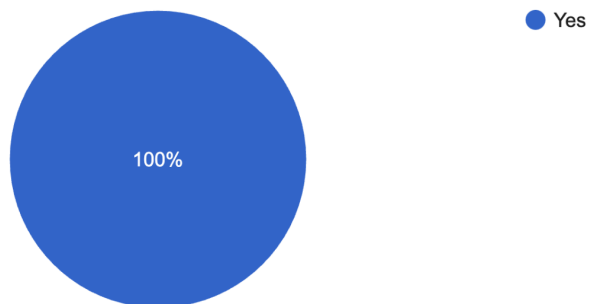
Q13. Are you aware of any other e-government assessment instrument?

Bar chart showing: No = 12, Yes = 3. Y-axis: Number of Responses (0–16). X-axis: Responses.

Summary of Additional Comments and Suggestions

1. **Continued Engagement**: Respondents emphasise the importance of ongoing interactions and maintaining an updated register of country representatives for authoritative responses.
2. **Interactive Sessions**: Many participants suggested reducing presentations in favour of more discussions and experience-sharing among participants to enhance engagement.
3. **Coordination and Support**: Appreciation was expressed for UNDESA's efforts, with a call for improved coordination in future initiatives.
4. **Networking**: Building and maintaining networks among countries is deemed essential for enhancing collaboration.
5. **Updates and Recommendations**: There is a request for continuous updates on contacts in member states and a focus on implementing recommendations from the workshop for better collaboration and development.

E. **Photos of the Forum**

F. Background Readings

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

II. UN E-Government Survey 2024: Chapter 4 : Local E-Government Development:
https://desapublications.un.org/sites/default/files/publications/2024-09/%28Chapter%204%29%20E-Government%20Survey%202024%201392024.pdf

III. Forum Agenda including Presentation Links:
https://docs.google.com/document/d/1mBSMG_Opwf2nCqrdLG7dYRMQ0QM-RFmo/edit?pli=1

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

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

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