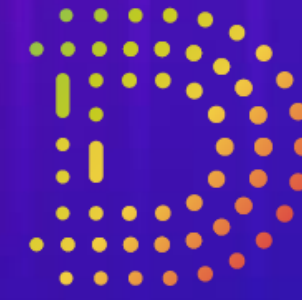




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Accelerating Digital Government and Digital Transformation for Sustainable Development

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Summit of the Future Outcome Document

World leaders adopt a Pact for the Future that includes a Global Digital Compact and a Declaration on Future Generations ([A/RES/79/1](#)).

The Pact covers a broad range of themes including peace and security, sustainable development, climate change, digital cooperation, human rights, gender, youth and future generations, and the transformation of global governance.

Global Digital Compact

Objective 1. **Close all digital divides** and accelerate progress across the Sustainable Development Goals

Objective 2. Expand inclusion in and benefits from the **digital economy** for all

Objective 3. Foster an inclusive, open, safe and secure digital space that **respects, protects and promotes human rights**

Objective 4. Advance responsible, equitable and interoperable **data governance approaches**

Objective 5. Enhance international governance of **artificial intelligence** for the benefit of humanity



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United Nations E-Government Survey

- a catalyst for digital transformation and sustainable development

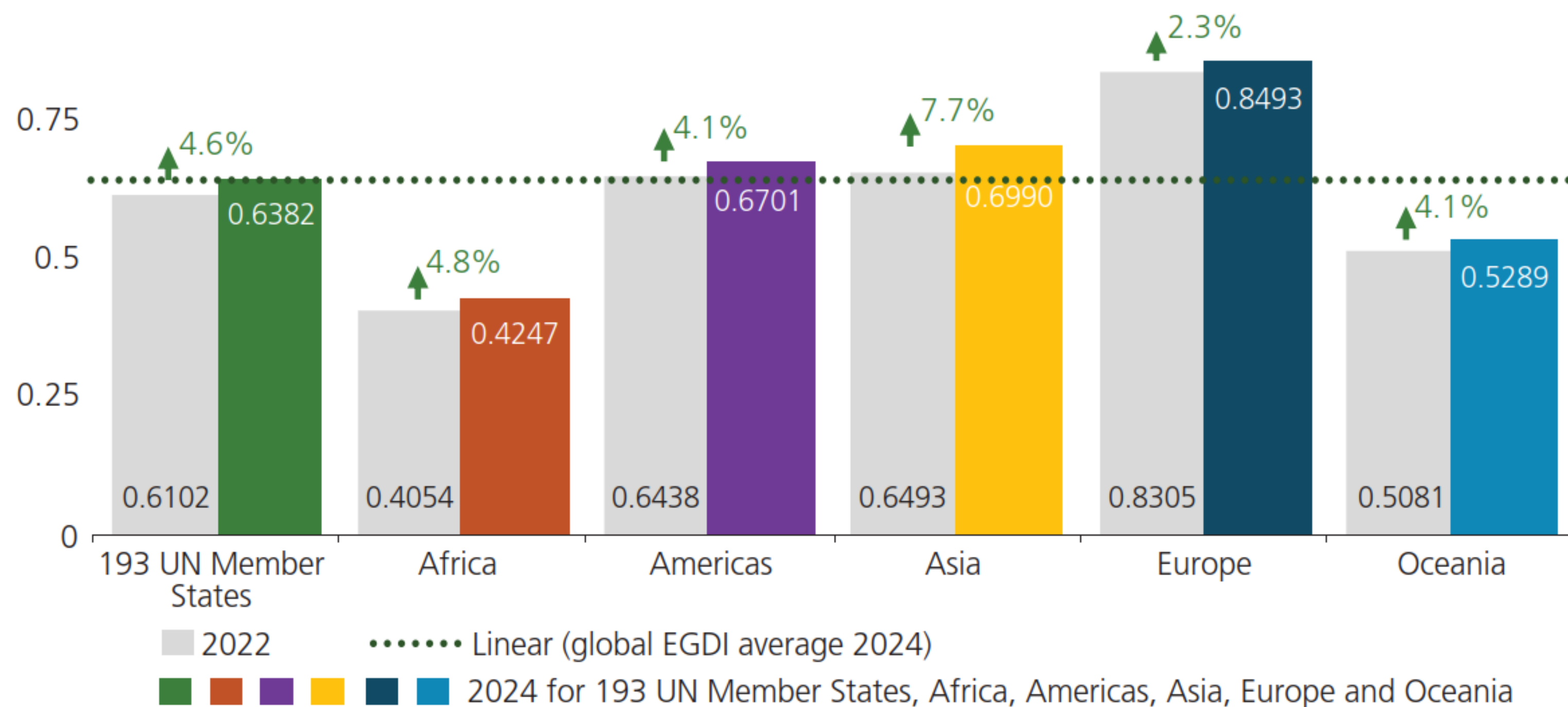
Global Benchmarking Tool: It evaluates the e-government development status of all 193 UN Member States, offering a comparative ranking and rating that helps countries understand their relative performance in the digital domain.

Policy-Shaping Instrument: It serves as a tool for governments to benchmark their digital progress, identify areas of strength and improvement, and shape future policies and strategies.

Multi-Stakeholder Engagement: It is designed for a broad audience, including policymakers, government officials, academia, civil society, and the private sector, facilitating a multi-stakeholder approach to digital government development.

Supports Intergovernmental Discussions: The Survey informs discussions in key UN bodies, including the General Assembly, and supports the follow-up implementation of the Global Digital Compact.

Supports Achieving the 2030 Agenda: The Survey aligns with the global push to achieve the Sustainable Development Goals (SDGs), particularly the vision of leaving no one behind in the digital transformation.



Source: UN E-Government Survey 2024

E-Government Regional Development

Average EGDI values have improved in all regions since 2022. Europe remains the leader, followed by Asia, the Americas, Oceania and Africa

Asia has made the most notable progress, with a 7.7% increase, followed by Africa (4.8%), Oceania and the Americas (4.1%) and Europe (2.3%)

However, despite the significant progress achieved in Oceania and Africa, **the EGDI average for these two regions remains below the global average of 0.64.**



China's e-government development

In EGDI, China is ranked 35th globally, an improvement of 8 placings as compared to its ranking in the last edition (2022), and among the top countries in the "Very High EGDI" grouping.

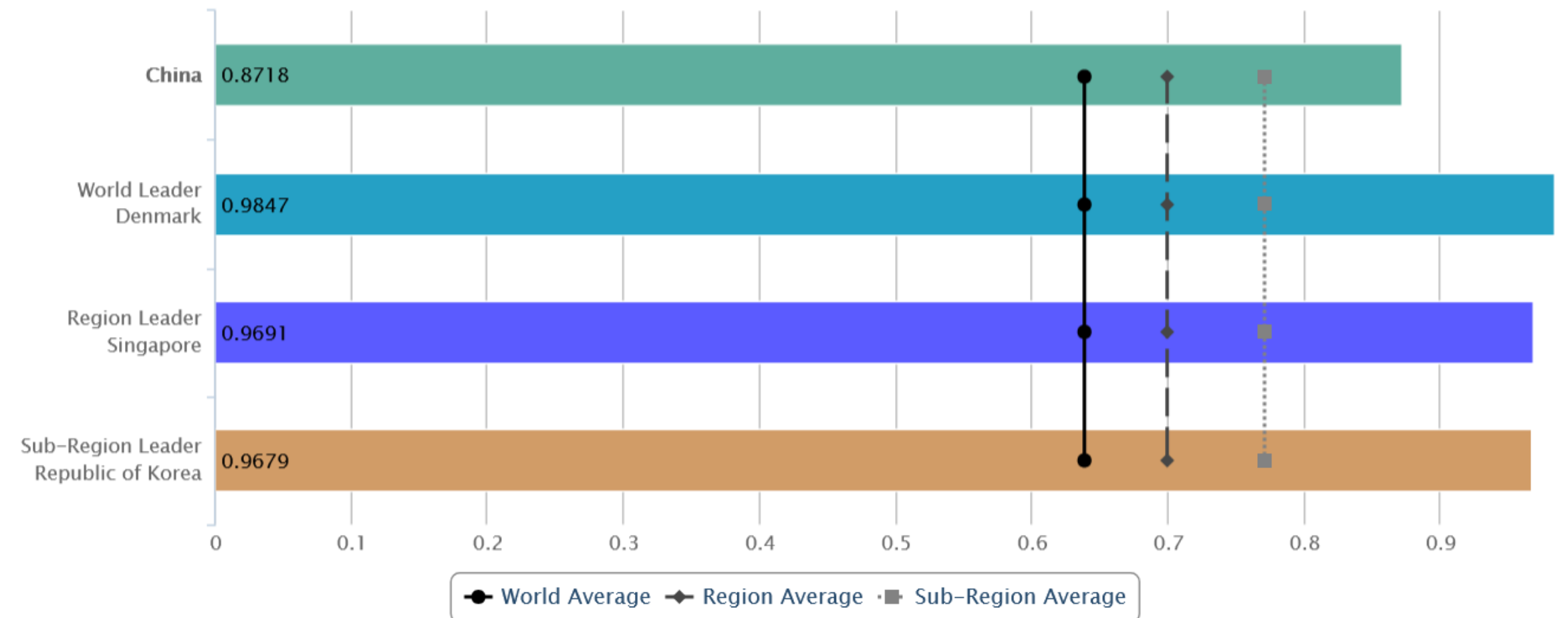
China has made remarkable improvement in EGDI over the past decade, from middle EGDI in 2010 (EGDI score of 0.47) to Very High EGDI in 2024 (EGDI score of 0.87).

In E-Participation, China is ranked among the top at 12th globally, an improvement of one placing compared to 2022.

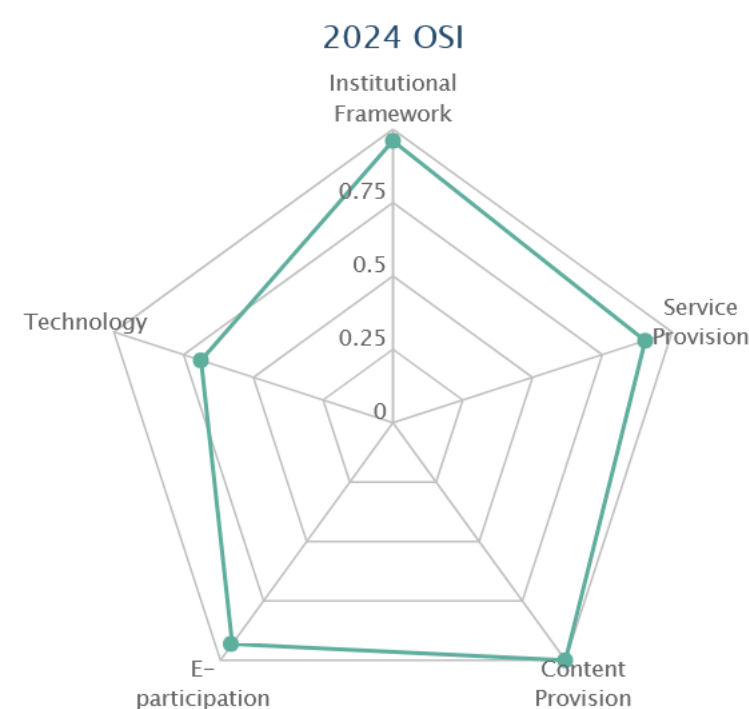
Source: [UN E-Government Knowledge Base \(Online\) | Link](#)

E-Government Development Index

2024



E-Government Development Index	2024	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
China (Rank)	35	43	45	65	63	70	78	72	65	57	67	74
China (Value)	0.87184	0.81190	0.79480	0.68110	0.60713	0.54501	0.53590	0.46998	0.50170	0.50778	0.43557	0.41595



Cities in the very high Local Online Services Index (LOSI) category

City	Country	LOSI Score (2024)	City	Country	LOSI Score (2024)
 Tallinn	Estonia	0.9271	 New York	United States of America	0.9063
 Madrid	Spain	0.9271	 Istanbul	Türkiye	0.8958
 Riyadh	Saudi Arabia	0.9167	 Berlin	Germany	0.8854
 Copenhagen	Denmark	0.9063	 Seoul	Republic of Korea	0.8750
 Dubai	United Arab Emirates	0.9063	 Singapore	Singapore	0.8750
 London	United Kingdom of Great Britain and Northern Ireland	0.8750	 Shanghai	China	0.8646

Shanghai's e-government development

In Local Online Service Index (LOSI), Shanghai is ranked 12th globally, among the top municipalities with a LOSI score of 0.86.

Municipalities are closer to the people

Today, 56% of the world's population – 4.4 billion inhabitants – live in cities.

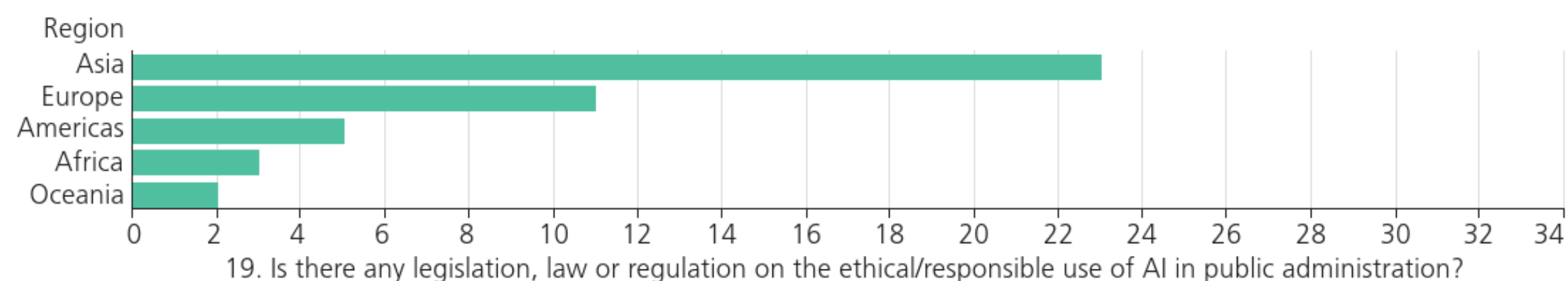
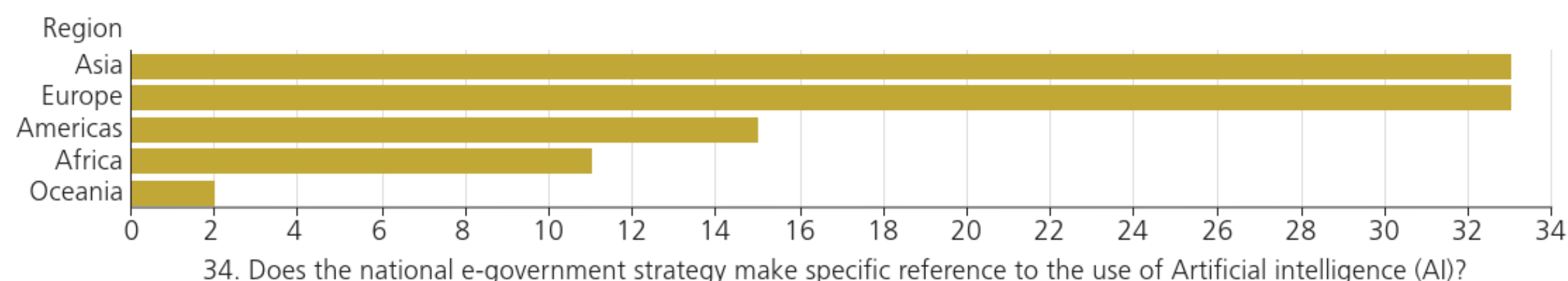
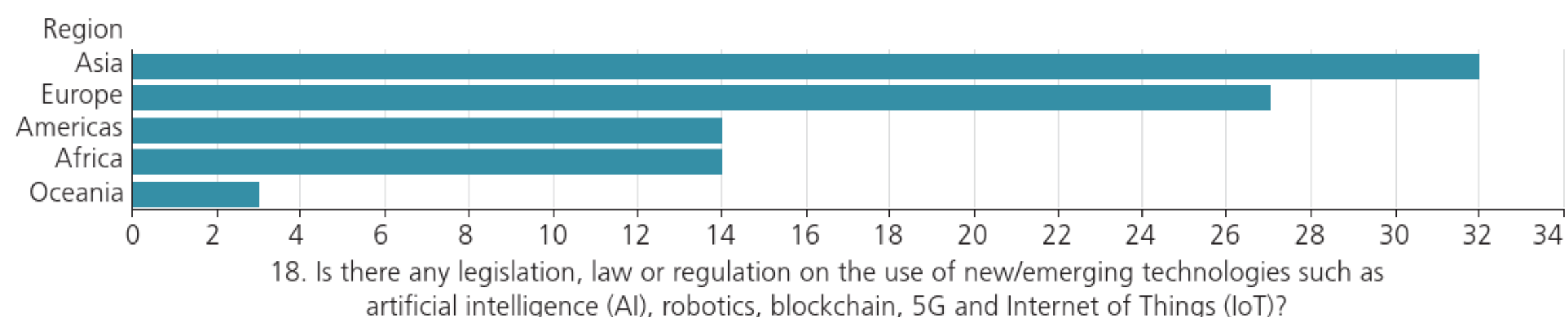
The total number of people living in cities is expected to grow from approximately 4.4 billion today to 6.7 billion in 2050.

The rate of urbanization is expected to be higher in Africa and Asia

UN DESA's Local Online Service Index (LOSI) scores have overall improved in 2024. The rise indicates higher rates of implementation of LOSI features over the past two years and improvements in government services provision.



Numbers/Percentages of countries responding affirmatively to MSQ questions on AI regulation, 2022 and 2024 cumulative total



Source: UN E-Government Survey 2024
Addendum on Artificial Intelligence

Artificial Intelligence (AI) and Digital Government

Advancement and Integration of AI in the Public Sector

The use of AI in the public sector offers significant opportunities to improve the delivery of public services and support the achievement of the SDGs. However, this potential must be balanced against the risks associated with AI, including ethical challenges, data bias, and the digital divide.

About half (44 out of 93) of the countries that responded have already adopted some form of legislation or regulations on the ethical or responsible use of AI in public administration.

Integrate AI Governance efforts into the existing digital governance efforts.

The rapid emergence of AI technologies underscores the urgent need for the development and implementation of robust governance frameworks. Notwithstanding, these frameworks should be integrated within existing digital governance structures to ensure cohesive regulatory practices and avoid redundancy.

Global cooperation and collective action for AI governance.

The regulation and advancement of AI technologies demand collective international action to ensure inclusive regulation and advancement of AI technologies.



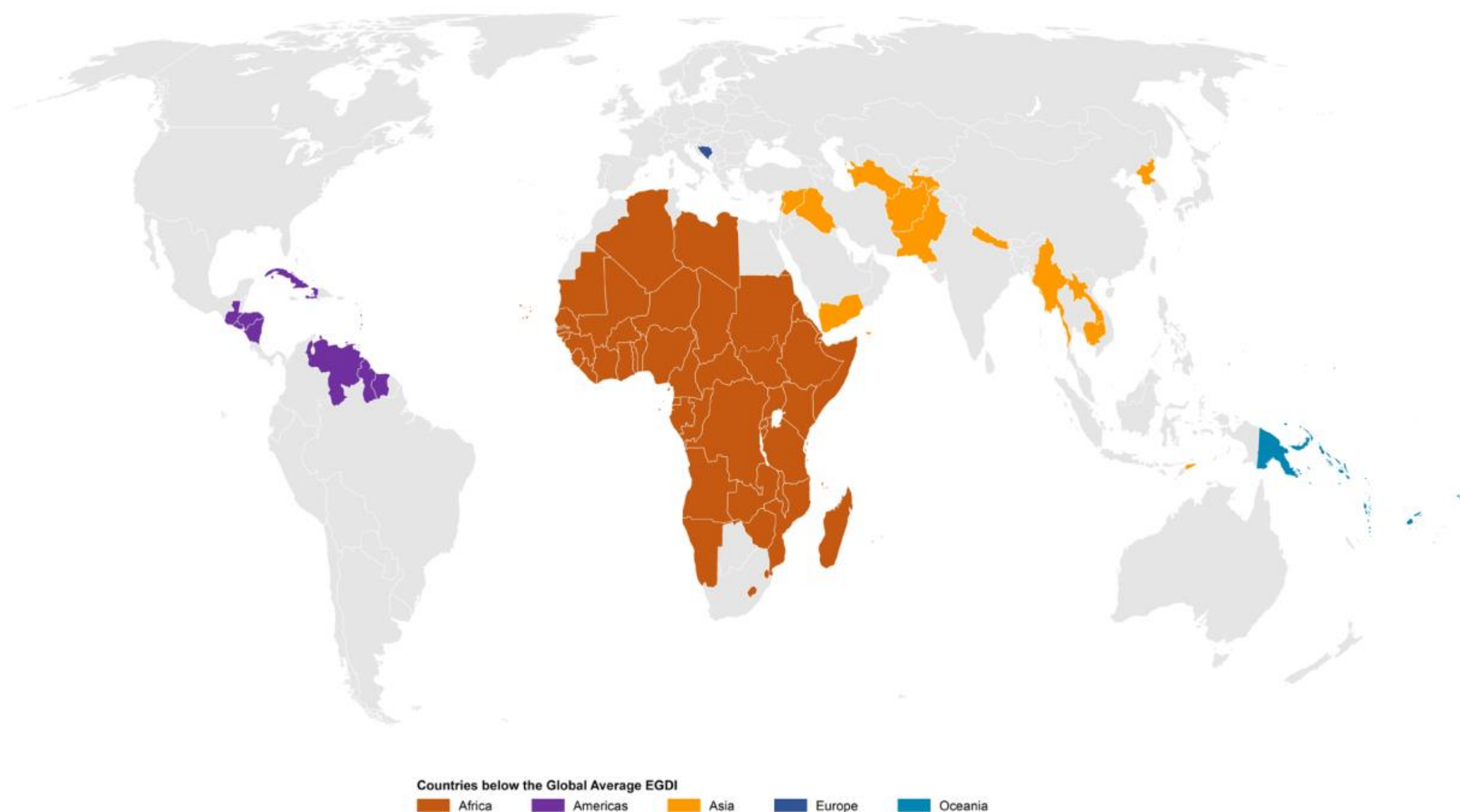
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Source: E-Gov 2024, Chapter 3 - Regional E-Government Development and the Performance of Country Groupings

E-Government and Digital Divides

The proportion of the population lagging in EGDl fell from 45.0 % in 2022 to 23.7 % globally in 2024. This improved ratio primarily derives from the positive performance of Asia followed by Americas.

In Africa, 84.4 % of the population lag behind, down from 94.6 % in 2022, as 6 (4 in 2022) of 54 countries now have EGDl above the world average.

While urban areas benefit from advanced digital infrastructure, rural and remote areas and villages often lag behind.

However, the path to digital inclusion and sustainable development in Africa and among small island development States remains fraught with obstacles and uncertainties highlighting the urgent need for accelerated efforts and innovative solutions to address digital disparities.



Key Policy Messages

- **The E-Government Survey 2024 highlights that significant strides have been made to digital governance**, boosted by investments in resilient infrastructure and cutting-edge technologies like artificial intelligence, cloud computing and broadband.
- **Significant disparities in digital infrastructure, connectivity, digital skills and e-government readiness persist across and within regions.** While digital transformation has sparked innovation and growth, particularly in the private sector, many countries continue to face hurdles in fully leveraging these advancements to enhance public services and participation -- key components for achieving the Sustainable Development Goal..
- **The Survey advocates for tailored efforts in building digital capacities of the public sector**, to have **strategic investment in digital development including digital infrastructure such as digital identity and digital payment systems**, as well as to enhance **digital literacy across the three stakeholder groups of people, businesses and public sector employees.**
- **The global community including the UN plays a critical role in digital cooperation and partnerships**, in supporting countries to align their digital strategies with international standards and development trends, and in achieving the **2030 Agenda ambition.**



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