Chapter 1:
A Digital Government Model Framework for Sustainable Development

1. **Digitalizing public institutions and services has never been more urgent.**
   The empirical findings and anecdotal evidence from successive United Nations E-Government Surveys suggest that digitalizing public institutions and services has never been more urgent.
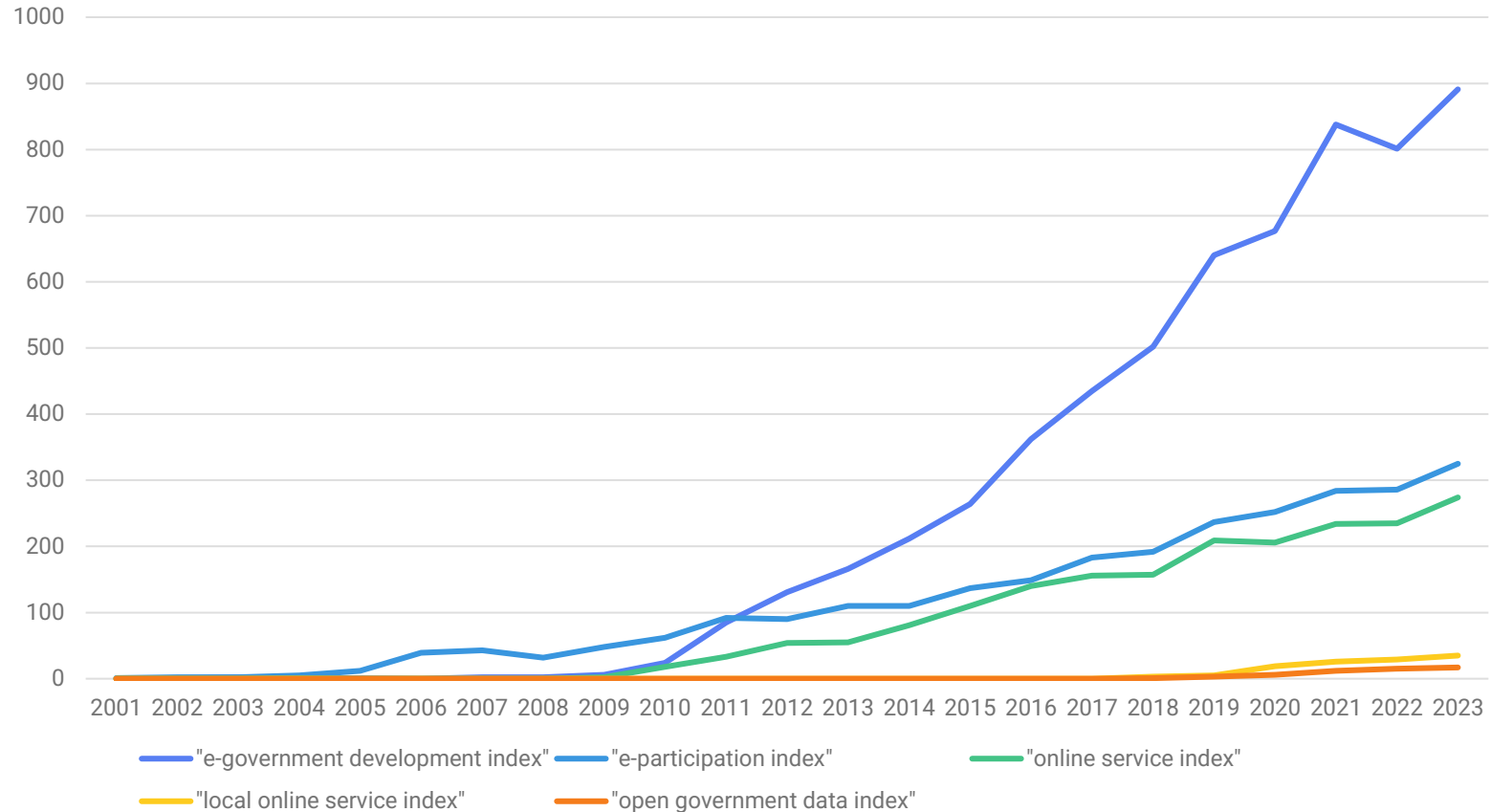
2. **It is important to consider contextual factors for each country in determining how digital government is adopted and implemented for the achievement of SDGs.**
   Each country has its own resource constraints, legal and regulatory frameworks, and cultural, political and social norms that can have a significant impact on how digital government is adopted and implemented to align with national development priorities and strategies for achieving the SDGs.
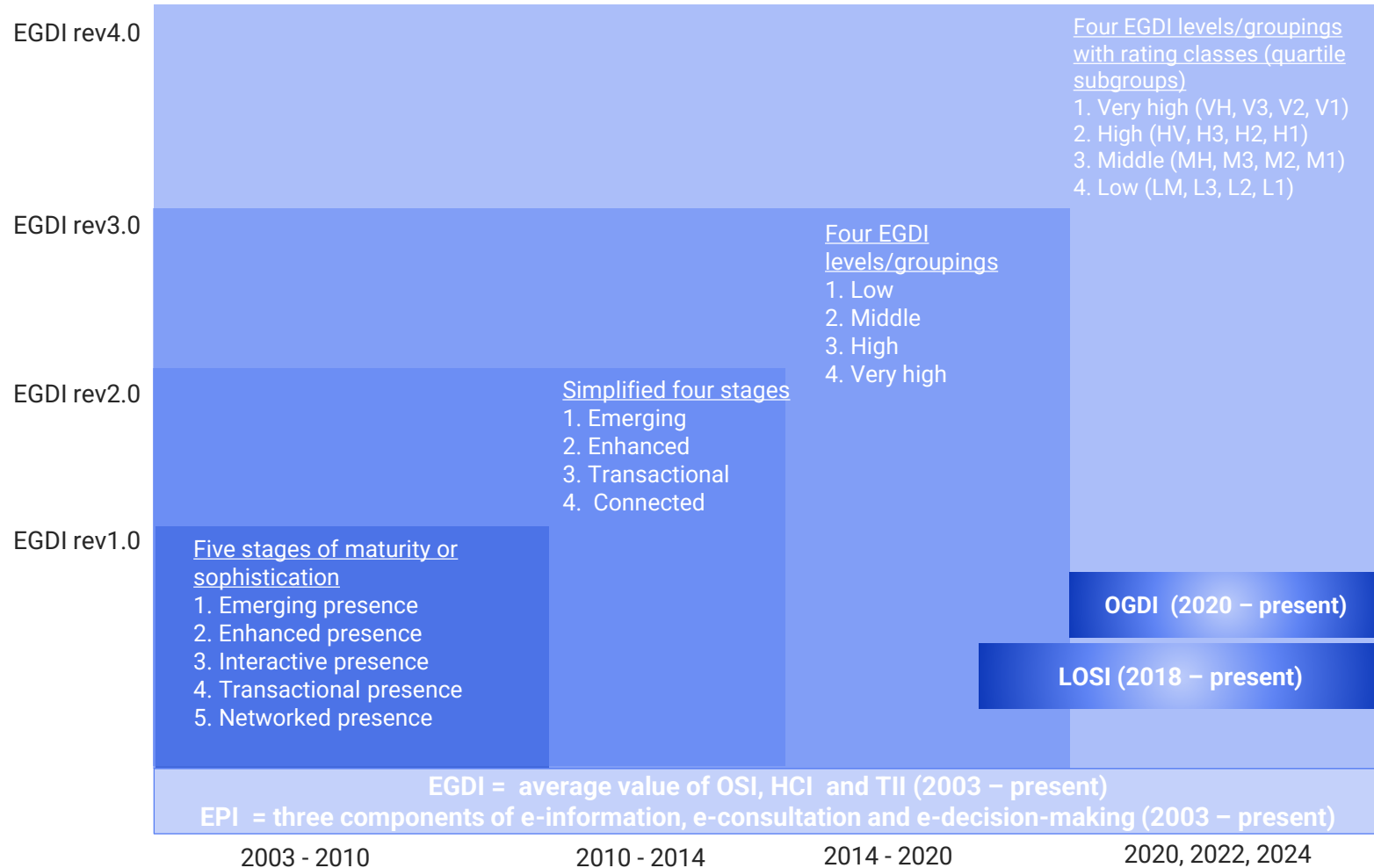
3. **The UN Digital Government Model Framework can guide countries in accelerating digital development for sustainable development.**
   Guided by the ECOSOC principles of effective governance for sustainable development and a set of digital dimensions (digital ecosystem, inclusion by design, agile governance and secure by design) and key business drivers (digital leadership; data centricity; digital identity; e-participation, digital literacy; digital infrastructure), the United Nations Digital Government Model Framework can offer both developed and developing countries the opportunity to accelerate digital transformation for sustainable development.

Chart showing the exponential increase in academic articles that include specific mention of indices introduced in United Nations E-Government Surveys since 2003 (matches based on exact word searches)

Legend:
- "e-government development index"
- "e-participation index"
- "online service index"
- "local online service index"
- "open government data index"

The evolution of the E-Government Development Index (EGDI) from 2003 to 2024

EGDI rev4.0

Four EGDI levels/groupings with rating classes (quartile subgroups)
1. Very high (VH, V3, V2, V1)
2. High (HV, H3, H2, H1)
3. Middle (MH, M3, M2, M1)
4. Low (LM, L3, L2, L1)

EGDI rev3.0

Four EGDI levels/groupings
1. Low
2. Middle
3. High
4. Very high

EGDI rev2.0

Simplified four stages
1. Emerging
2. Enhanced
3. Transactional
4. Connected

EGDI rev1.0

Five stages of maturity or sophistication
1. Emerging presence
2. Enhanced presence
3. Interactive presence
4. Transactional presence
5. Networked presence

OGDI (2020 – present)

LOSI (2018 – present)

EGDI = average value of OSI, HCI and TII (2003 – present)
EPI = three components of e-information, e-consultation and e-decision-making (2003 – present)

2003 - 2010   2010 - 2014   2014 - 2020   2020, 2022, 2024

Twelve editions of the United Nations E-Government Survey (2001-2022): capturing more than two decades of digital development

Edition	Theme of Survey	Link to global trend and development
2022	The Future of Digital Government	Projecting "the future of digital government"
2020	Digital Government in the Decade of Action for Sustainable Development	Role of "digital government in accelerating the achievement of SDGs" (Addendum on COVID-19 Pandemic)
2018	Gearing E-Government to support transformation towards sustainable and resilient societies	Conceptualizing "digital transformation and resilience"
2016	E-Government for Sustainable Development	Adoption of the 2030 Agenda for Sustainable Development
2014	E-Government for the Future We Want	Role of e-government in "The Future We Want" (Rio+20)
2012	E-Government for the People	Conceptualizing "people-centered e-government"
2010	Leveraging E-Government at a Time of Financial and Economic Crisis	Role of e-government in the 2008–2009 global financial crisis
2008	From E-Government to Connected Governance	Conceptualizing "connected governance"
2005	From E-Government to E-Inclusion	Conceptualizing "e-inclusion"
2004	Towards Access for Opportunity	Conceptualizing "e-government for economic and social opportunities"
2003	World Public Sector Report: E-Government at the Crossroads	Conceptualizing the "measure of e-government"
2001	Benchmarking E-Government: A Global Perspective	Introducing "benchmarking of e-government" ("FirstGov" response to 9/11)

Three domains and 11 principles of effective governance for sustainable development

Effectiveness

(1) Competence
(2) Sound policymaking
(3) Collaboration

Accountability

(4) Integrity
(5) Transparency
(6) Independent oversight

Inclusiveness

(7) leaving no one behind
(8) non-discrimination
(9) participation
(10) Subsidiarity
(11) intergenerational equity

Note: These 11 principles were developed by the Committee of Experts on Public Administration and endorsed by the Economic and Social Council in 2018

Goals and outcomes

SUSTAINABLE DEVELOPMENT G⚪ALS
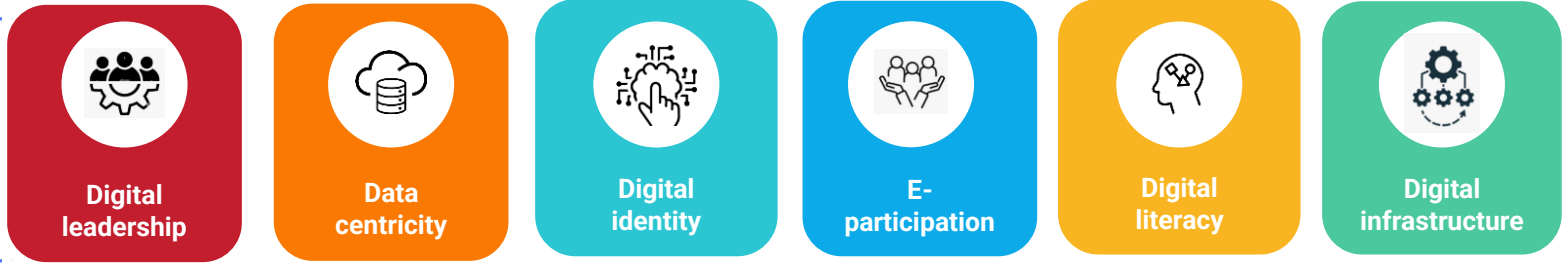
National development objectives

Metrics

Metrics: EGDI | OSI | LOSI | EPI | OGDI | National KPIs

Strategies and priorities

National/local digital strategies, policies, regulations, standards and roadmaps

Business drivers

Digital leadership

Data centricity

Digital identity

E-participation

Digital literacy

Digital infrastructure

Stakeholders

1 People

2 Businesses

3 Public employees

Digital dimensions: (1) digital ecosystem; (2) inclusion by design; (3) agile governance; (4) secure by design

Principles

CEPA/ECOSOC principles of effective governance for sustainable development:
(1) competence; (2) sound policymaking; (3) collaboration; (4) integrity; (5) transparency; (6) independent oversight;
(7) leaving no one behind; (8) non-discrimination; (9) participation; (10) subsidiarity; (11) intergenerational equity