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## E-Government Survey 2024

Technical Appendix

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## E-Government Survey 2024

Accelerating Digital  
Transformation for  
Sustainable Development

With the addendum on Artificial Intelligence

# United Nations E-Government Survey 2024

*Accelerating Digital Transformation  
for Sustainable Development*



## More than 20 years of data – and a vision of the future

The Survey looks at how digital government can facilitate integrated policies and services across 193 UN Member States. It supports countries' efforts to provide effective, accountable and inclusive digital services to all, bridge the digital divide and leave no one behind.



## E-Gov Survey: a Catalyst for Digital Transformation

- ❑ **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, ECOSOC, and the High-Level Political Forum, thereby influencing global e-government standards and practices.
- ❑ **Facilitating 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.



# E-Gov Survey: an Enabler for Capacity Development

- ❑ **Capacity Development Enabler:** by identifying gaps and strengths in e-government, the process highlights specific areas where countries can improve, stimulating demand-driven initiatives. This drives the development of tailored capacity-building programs that address unique national challenges, enabling countries to enhance their digital infrastructure and services.
- ❑ **Stimulates Investments:** the Survey highlights the benefits of robust digital government systems, encouraging both public and private sector investments in digital transformation.
- ❑ **Global Alignment and Competitiveness:** It helps countries align their digital strategies with international standards, making them more competitive and attractive for investment in the global market.
- ❑ **Catalyst for public-private partnerships:** by showcasing the benefits of robust digital government systems, such as improved service delivery, increased transparency, and greater citizen engagement, the Survey acts as a catalyst for broader public-private partnerships and investments that drive sustainable development and digital inclusion.



## Accelerating Digital Transformation for Sustainable Development

### Structure of the document:

- Four main Chapters
- One Addendum on AI for Public administration
- Technical Appendix

### Sources and Supporting tools:

- MSQ & LGQ
- UNDESA DPIDG Data collections
- UN-Research Volunteer Platform
- DPIDG - E-Gov Knowledge Base platform
- EGMs, UN Resolutions, Reports, Policy Briefs
- ITU, UNESCO, Regional Commissions, Others



- ❑ **Executive Summary**
- ❑ **Chapter 1.** Towards an Integrated Digital Government Framework
- ❑ **Chapter 2.** Global e-government trends in accelerating the SDGs
- ❑ **Chapter 3.** Regional e-government development and digital cooperation
- ❑ **Chapter 4.** Local e-government development
- ❑ **Addendum on AI** in Public Administration
- ❑ **Technical Appendix**



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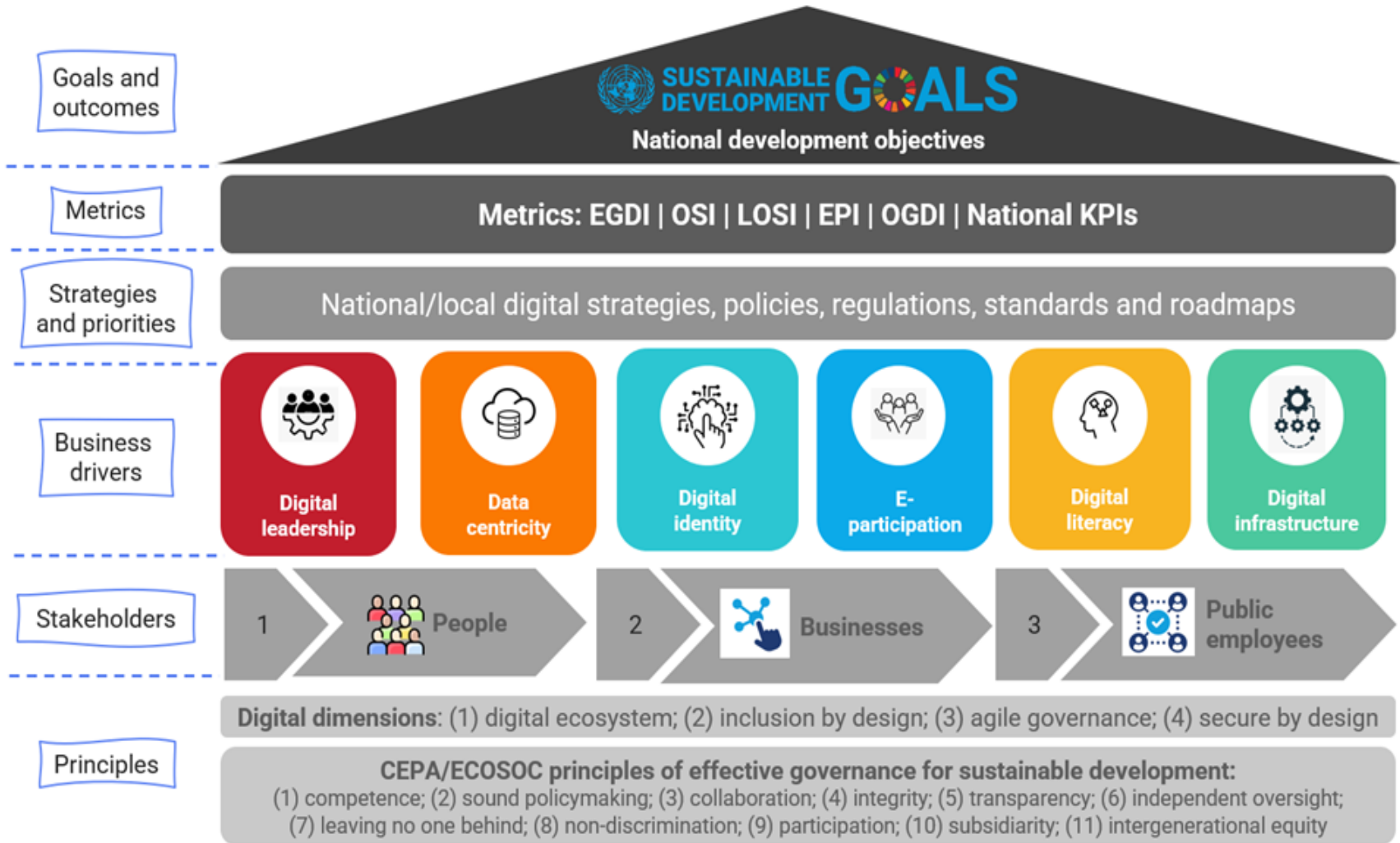
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# E-gov Survey 2024

## A New Methodological Framework

# Chapter.1: A new Digital Government Model Framework (DGMF)

The Framework emphasizes the importance of leveraging digital technologies to enhance public services delivery, promote inclusivity, and achieve the SDGs



- ✓ The Digital Government Model Framework provides countries with a comprehensive methodological road map for the effective planning, implementation and assessment of digital government initiatives.
- ✓ It embodies the ecosystem approach, focusing on principles of good governance, inclusivity, and security.





Principles of Effective Governance for Sustainable Development

### Effectiveness

- Competence
- Sound policy making
- Collaboration

### Accountability

- Integrity
- Transparency
- Independent oversight

### Inclusiveness,

- Leaving no one behind
- Non-discrimination
- Participation
- Subsidiarity
- Integrational equity

16 PEACE, JUSTICE AND STRONG INSTITUTIONS



## Digital Dimension 1: Digital Ecosystem

- **Paradigm Shift**- Transition from siloed, top-down models to networked, collaborative, and adaptive systems.
- **Whole-of-Government Approach**: Emphasizes interoperability, multi-stakeholder partnerships, and "single front door" strategies for public service access.

## Digital Dimension 2: Inclusion by Design

- **Prioritizing Inclusivity**- Ensuring that digital transformation leaves no one behind, especially the most vulnerable.
- **Accessibility Mandates**- Public sector websites must be fully accessible by 2025 - 24/7
- **Integrated Framework**- Focus on optimizing data, design, and delivery to ensure services are accessible and user-friendly for all.

## Digital Dimension 3: Agile Governance

- **Agile Methodologies** - Shift from traditional waterfall models to more flexible, iterative development processes that can adapt to changing needs.
- **Innovation through Sandboxing**- Safe experimentation in controlled environments, allowing iterative learning and rapid digital transformation.

## Digital Dimension 4: Secure by Design

- **Zero Trust Architecture**- Integration of security measures into all phases of digital service development to protect against cyberthreats.

## Digital Leadership

- Effective digital leadership drives a country's success in e-government, emphasizing a common vision, holistic strategies, and strong digital ecosystems.
- Countries at the top of the EGD I rankings showcase strong digital leadership, which is crucial in adapting to technological disruptions like AI.
- Digital leadership must be inclusive, merging digital and development policymaking at both national and local levels, with responsibility often centered in top government offices.

## Data Centricity

- Data-centric approaches position data as a core strategic asset, optimizing government productivity, accountability, and inclusivity.
- Implementing a "single source of truth" (SSOT) ensures centralized, consistent, and high-quality data management, enhancing efficiency and reducing redundancy.
- Countries adopting SSOT, like Singapore and South Africa, demonstrate improved data governance and public trust.

## Legal Digital Identity

- Digital identity is essential for accessing government services and enabling digital trade, key for inclusive digital transformation.
- Millions still lack legal digital identity, particularly in least developed countries, underscoring the importance of SDG target 16.9 (legal identity for all).
- Effective digital identity systems, like India's, significantly enhance the efficiency and cost-effectiveness of public service delivery.

## Effective E-Participation

- E-participation, a pillar of sustainable development, links public engagement with formal government processes.
- Institutionalizing e-participation fosters continuous public involvement in decision-making and strengthens trust in digital governance.
- Addressing digital literacy and trust challenges is crucial for broader public engagement in e-participation initiatives.

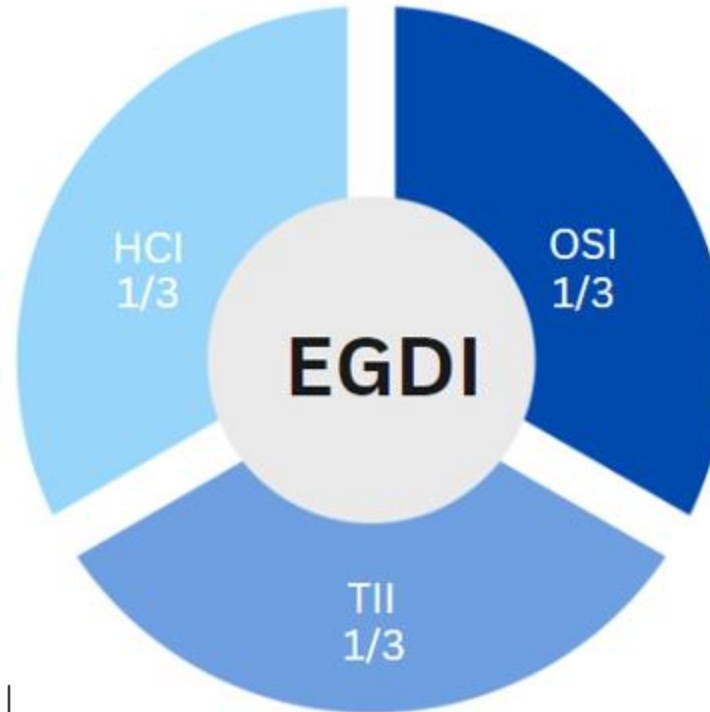
## Enhancing Digital Literacy

- Digital literacy is vital for inclusive digital government, particularly for vulnerable and marginalized communities.
- Building digital awareness and capacity through targeted programs ensures that no one is left behind in the digital age.
- The E-Government Survey 2024 introduces e-government literacy as a new area of assessment, emphasizing the need for digital skills across all population segments.

## Digital Infrastructure

- A shared digital infrastructure enhances efficiency, security, and collaboration across government institutions.
- Modular, open-source digital public infrastructure allows for next-generation, interoperable systems, enabling countries to leapfrog in digital development.
- Examples include Singapore's Government on Commercial Cloud (GCC) platform, which enhances digital service deployment and monitoring capabilities.

- ❑ The **EGDI** is a composite measure that assesses a country's readiness, capacity and progress in using e-government for the provision of public services.
- ❑ The EGDI incorporates three key components, each represented by its own index; the **Online Services Index (OSI)** evaluates the scope and quality of online services; the **Telecommunications Infrastructure Index (TII)** quantifies the development status of the telecommunications infrastructure, and the **Human Capital Index (HCI)** measures the development of human capital.
- ❑ The EGDI is calculated as the **equally weighted average of the normalized values** of these three indices. Before the three component indicators are normalized, each one undergoes a Z-score standardization procedure.



**OSI** - Online Service Index

**TII** – Telecommunications Infrastructure Index

**HCI** - Human Capital Index

$$EGDI = \frac{1}{3} \cdot (OSI_{normalized} + TII_{normalized} + HCI_{normalized})$$

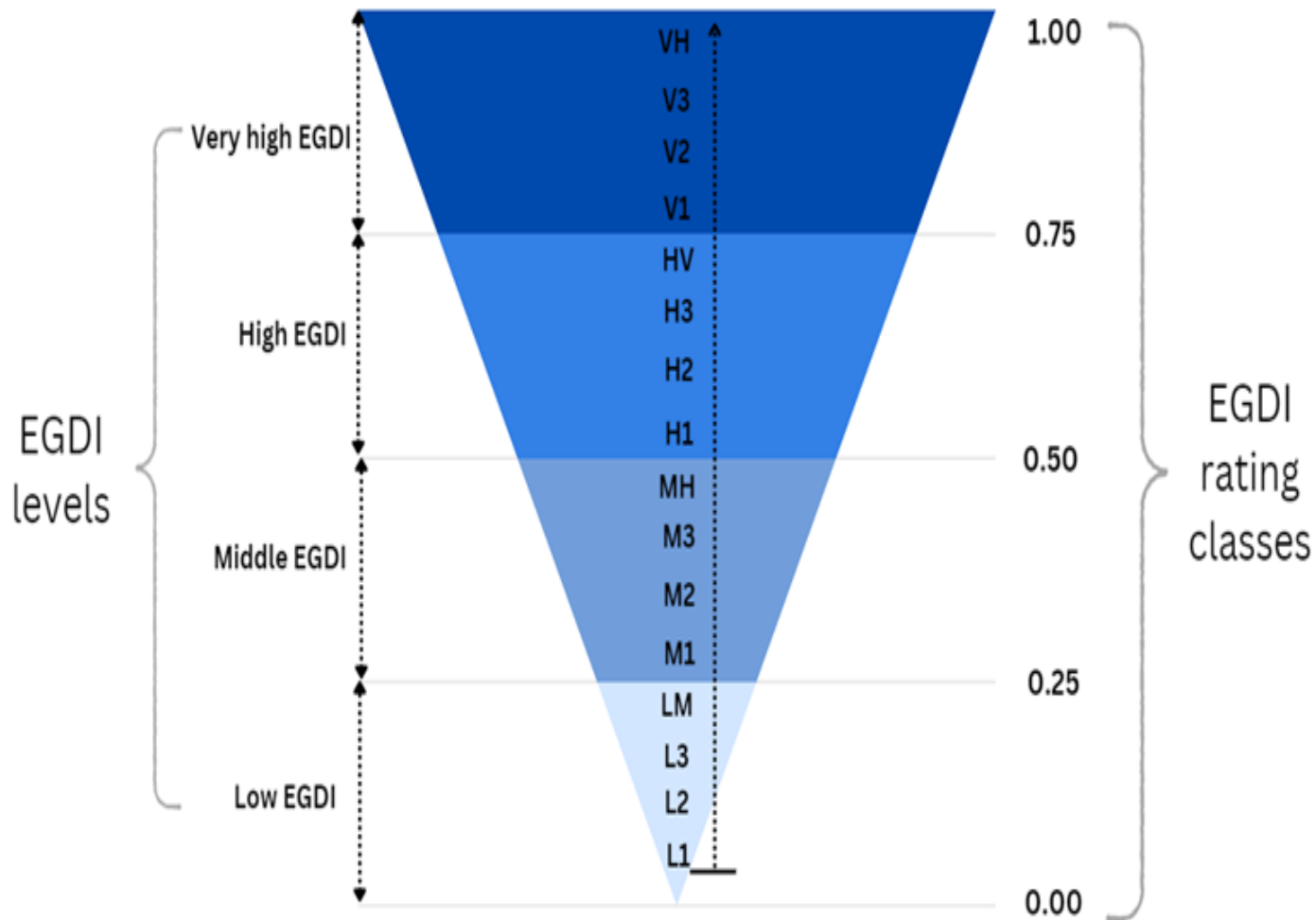
❑ Countries are grouped into four groups based on their EGDI values:

- very high EGDI values range from 0.7500 to 1.000 (**VH-EGDI**)
- high EGDI values range from 0.5000 to 0.7499 (**H-EGDI**)
- middle EGDI values range from 0.2500 to 0.4999 (**M-EGDI**)
- low EGDI values range from 0.0000 to 0.2499 (**L-EGDI**)

❑ these groups are further divided into **four** distinct **rating classes**.

❑ The rating classes within the respective EGDI levels are sequentially classified in descending order, as follows:

- VH,V3,V2,V1 for VH-EGDI:
- HV, H3, H2 , H1 for H-EGDI
- MH, M3, M2, M1 for M-EGDI
- LM, L3, L2, L1 for L-EGDI



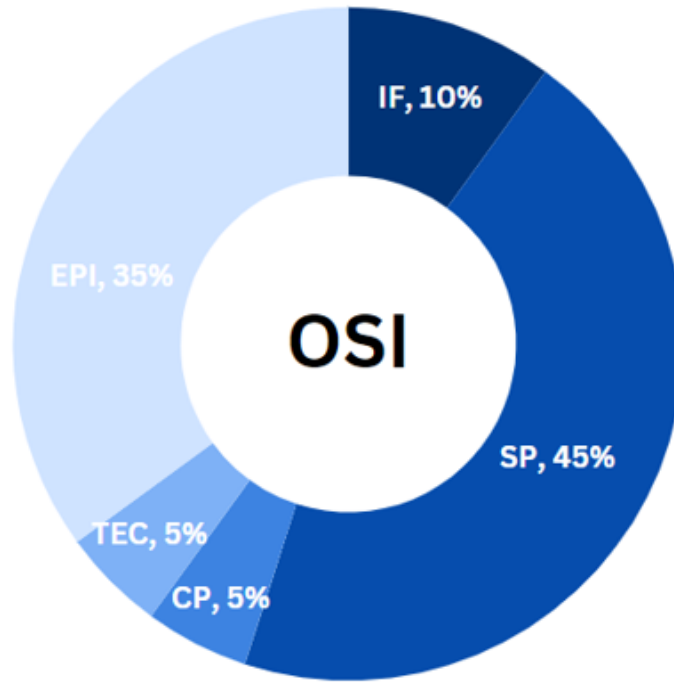


❑ The **OSI, a proprietary quantitative index developed by UN DESA**, evaluates e-government services provision across the 193 Member States.

❑ Based on responses to a **comprehensive OSI questionnaire** about each country's national government portal and key ministerial websites, this vital metric assesses how Governments leverage digital technologies to enhance e-governance and public engagement.

❑ The OSI assessment questions are categorized into **five thematic areas**:

- Institutional framework (IF),
- Services provision (SP)
- Content provision (CP)
- Technology (TEC),
- E-participation (EPI)



**IF** – Institutional Framework

**SP** – Services Provision

**CP** – Content Provision

**TEC** – Technology

**EPI** – E-Participation

$$Online\ Services\ Index\ (Country\ X) = \frac{Actual\ total\ score - Lowest\ total\ score}{(Range\ of\ total\ scores\ for\ all\ countries)}$$

$$OSI_{country(i)total\ score} = (CP_{Z-score} * CP_{weight}) + (EPI_{Z-score} * EPI_{weight}) + (IF_{Z-score} * IF_{weight}) + (SP_{Z-score} * SP_{weight}) + (TEC_{Z-score} * TEC_{weight}) + (CP_{Z-score} * CP_{weight}) \cdot \uparrow$$

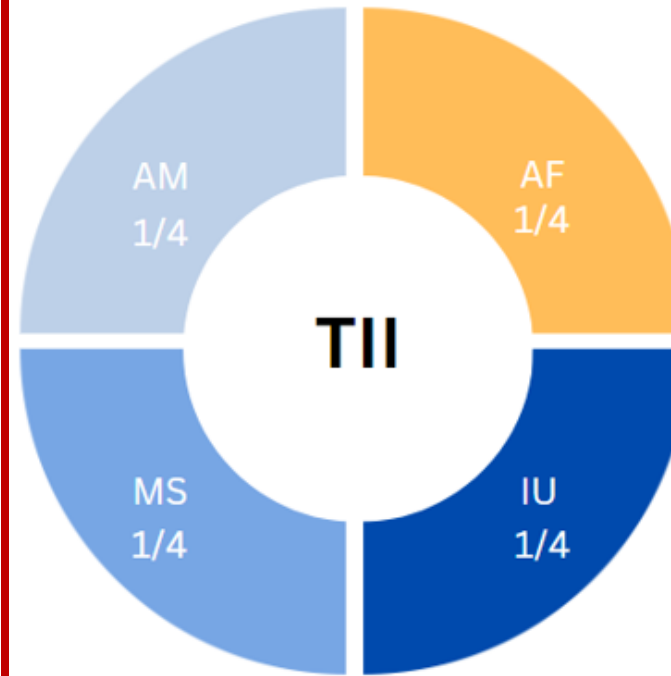


❑ The 2024 E-Government Survey has introduced a significant enhancement to the TII, replacing the fixed broadband subscriptions indicator with a new affordability indicator to complement the three existing subindices.

❑ Affordability:

- Mobile broadband data and voice high-consumption basket price as a percentage of gross national income (GNI) per capita. This basket refers to the cheapest mobile broadband plan (and add-on) providing at least 2 GB of monthly data using at least 3G technology, 140 minutes of voice, and 70 SMS messages.
- Fixed-broadband Internet basket price as a percentage of GNI per capita. Fixed-broadband (wired) Internet traffic is traffic generated by fixed-broadband subscribers and measured at the end-user access point. The indicator is calculated by dividing fixed-broadband Internet traffic by total fixed-broadband subscriptions.

Source: ITU, Measuring Digital Development: ICT Development Index 2024 (Geneva, 2024).



**AF – Affordability**

**IU – Internet Users**  
(% of population)

**MS – Mobile subscription**  
per 100 inhabitants

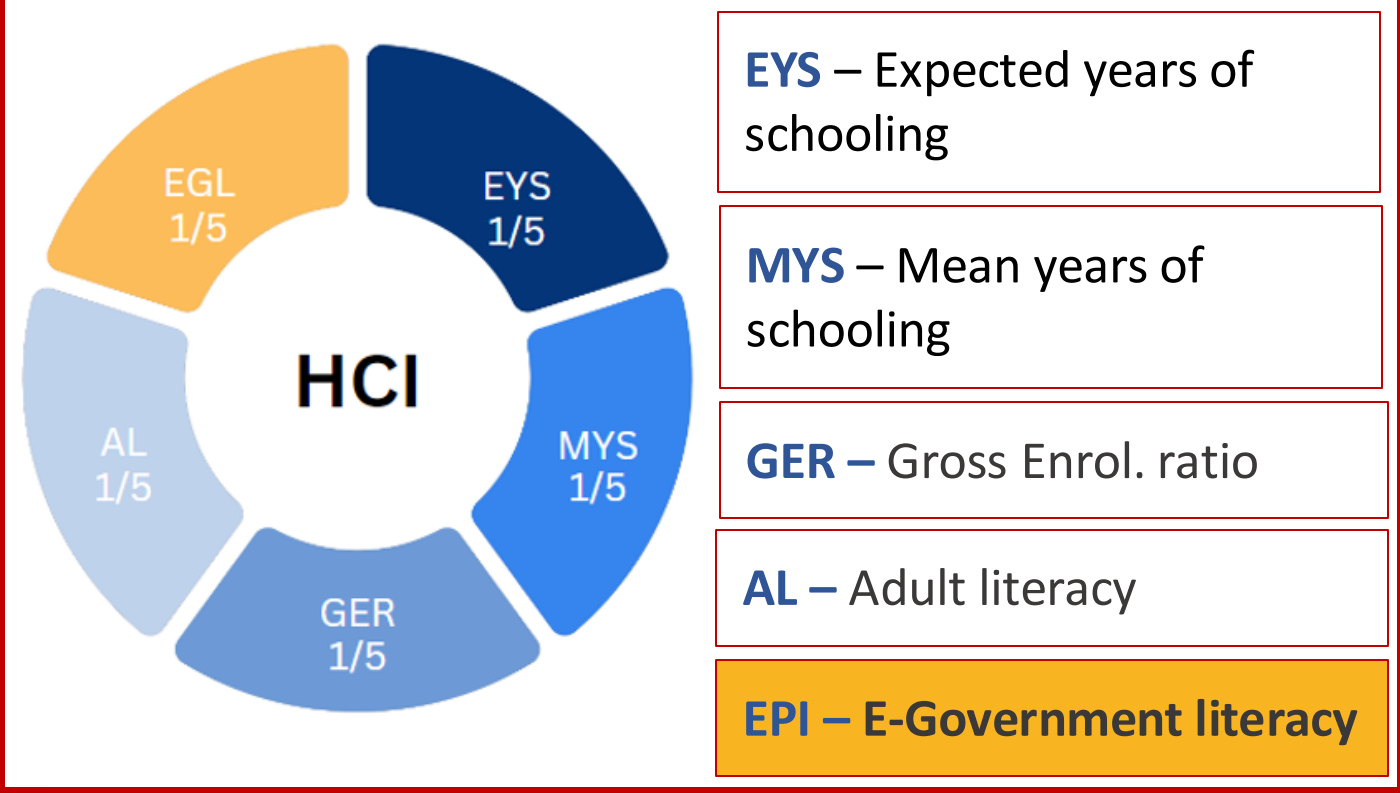
**AM – Active mobile-broadband sub.**  
per 100 inh

$$TII (Country X) = \frac{\text{Composite value (Country X)} - \text{Lowest composite value}}{\text{Highest composite value} - \text{Lowest composite value}}$$

Telecommunications Infrastructure Index composite value =  
Average (Internet users  $Z_{score}$  + mobile or cellular telephone subscriptions  $Z_{score}$  + active mobile broadband subscriptions  $Z_{score}$  + affordability  $Z_{score}$ )



- ❑ For the 2024 Survey, the HCI has been significantly enhanced by the addition of a new subindex – e-government literacy (EGL) – to complement the four existing subindices.
- ❑ The EGL subindex, developed in-house using data from national portal assessments, measures digital literacy skills, which play a crucial role in the effective implementation and utilization of e-government services. As Governments continue to digitalize their operations, the ability people to engage with digital platforms has become increasingly important.
- ❑ **E-government literacy**
  - As a subindex of the HCI, the **EGL measures the ability of all segments of the population, especially vulnerable groups**, to take full advantage of available e-government services and e-participation opportunities.
  - The **EGL measures the level of e-government literacy within a country** by assessing key features on government portals.



$$\text{Human Capital Index (Country X)} = \frac{\text{Composite value (Country X)} - \text{Lowest composite value}}{\text{Highest composite value} - \text{Lowest composite value}}$$

$$\begin{aligned} &\text{Human Capital Index composite value} \\ &= 1/5 \times \text{Adult literacy rate } Z\_score \\ &+ 1/5 \times \text{Gross enrollment ratio } Z\_score \\ &+ 1/5 \times \text{Estimated years of schooling } Z\_score \\ &+ 1/5 \times \text{Mean years of schooling } Z\_score \\ &+ 1/5 \times \text{E-government literacy } Z\_score \end{aligned}$$



- ❑ The **Local Online Services Index (LOSI)** methodology, developed by UN DESA and UNU-EGOV, is **designed to assess** the effectiveness of local government portals in **the most populous cities of 193 UN Member States**.
- ❑ The methodology aims to provide a comprehensive understanding of local e-government status, support policy development, and improve e-government services at the local government level. **LOSI offers a detailed analysis of how cities are leveraging digital tools to engage citizens and deliver public services.**
- ❑ The 13th edition, **featuring 95 indicators**, revisits the cities assessed in 2022 after a two-year interval, representing the first Survey capable of providing insight into the progress of all 193 cities over time.

| Components                        | Indicators |
|-----------------------------------|------------|
| IF - Institutional framework      | 5          |
| CP - Content provision            | 30         |
| SP - Services provision           | 30         |
| PE - Participation and engagement | 10         |
| TEC –Technology                   | 10         |
| EGL - E-government literacy       | 10         |
| <b>TOTAL</b>                      | <b>95</b>  |





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## Global and Regional Trends



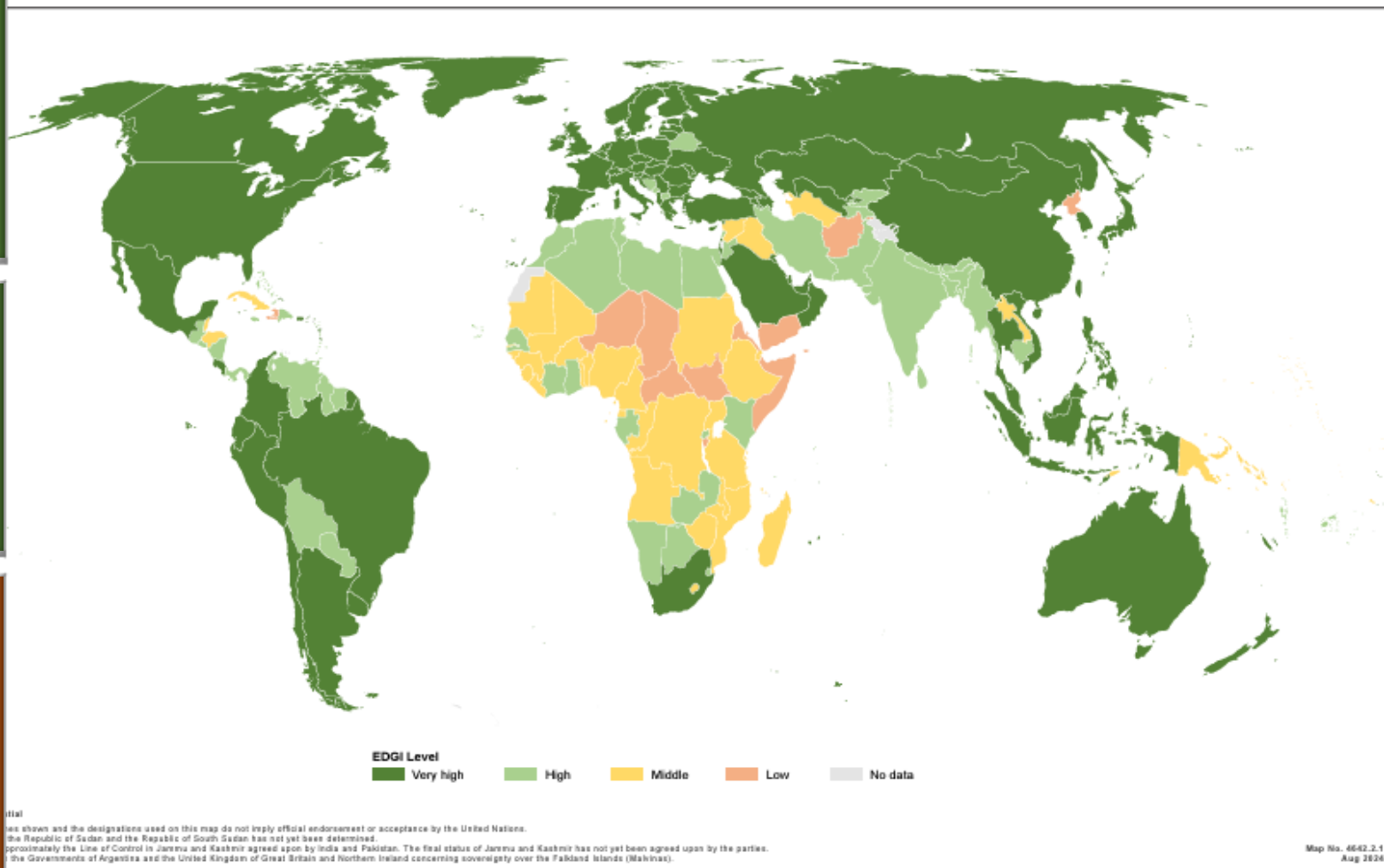
E-government development has improved at the global level, with the average EGD value reaching 0.64 on a scale of 0 to 1, up from 0.61 in 2022



For the first time, Member States with very high EGD values comprise the largest share, accounting for 39% of the total (76 of the 193 MS)



However, the number of countries with low EGD values has increased from 7 to 11 since 2022, primarily due to geopolitical conflicts and post-conflict situations.



Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government

## 23 countries moved to higher E-Government Development Index (EGDI) groups: 17 countries from the high to the very high group





## 6 countries from the middle to the high group

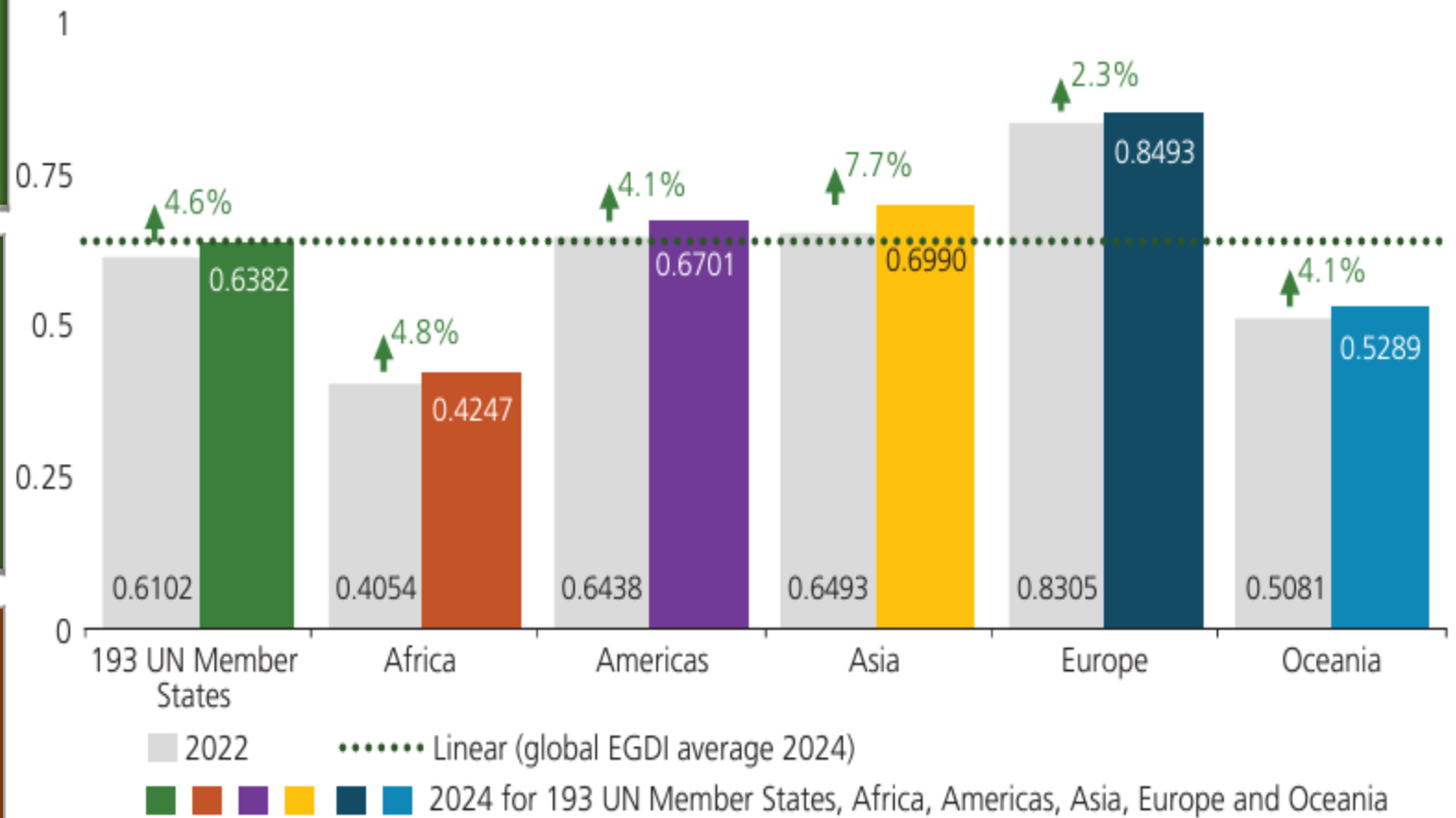


# E-Government: Regional Performances

 Average EGD 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 EGD average for these two regions remains below the global average of 0.64



Source: E-Gov 2024, Chapter 2 - Global Trends in E-Government



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



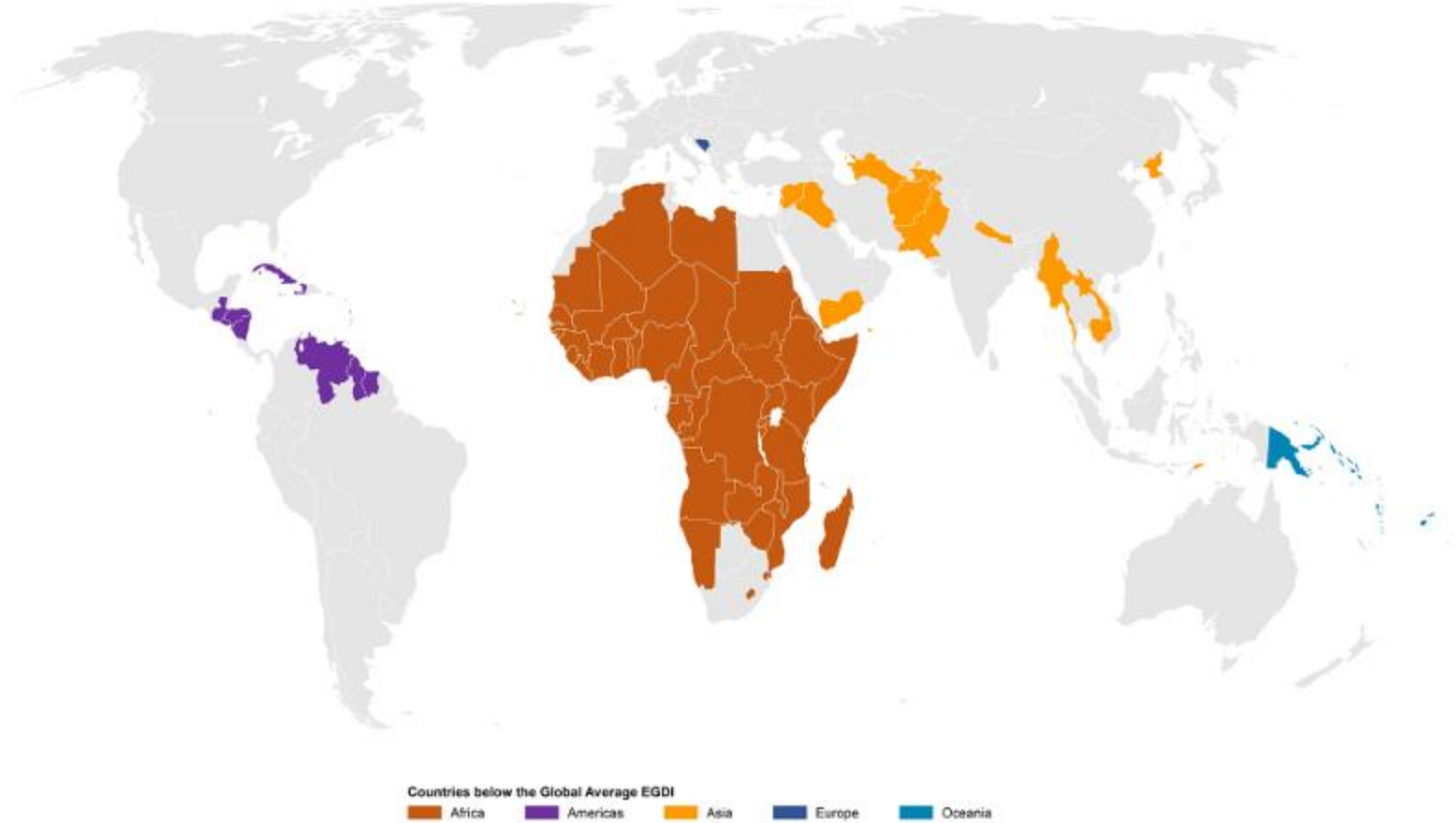
In Africa, 84.4 % of the population lag behind, down from 94.6 % in 2022, as 6 (4 in 2022) of 54 countries now have EGDI above the world average



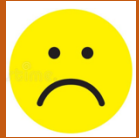
While urban areas benefit from advanced digital infrastructure, rural and remote areas and villages often lag behind.



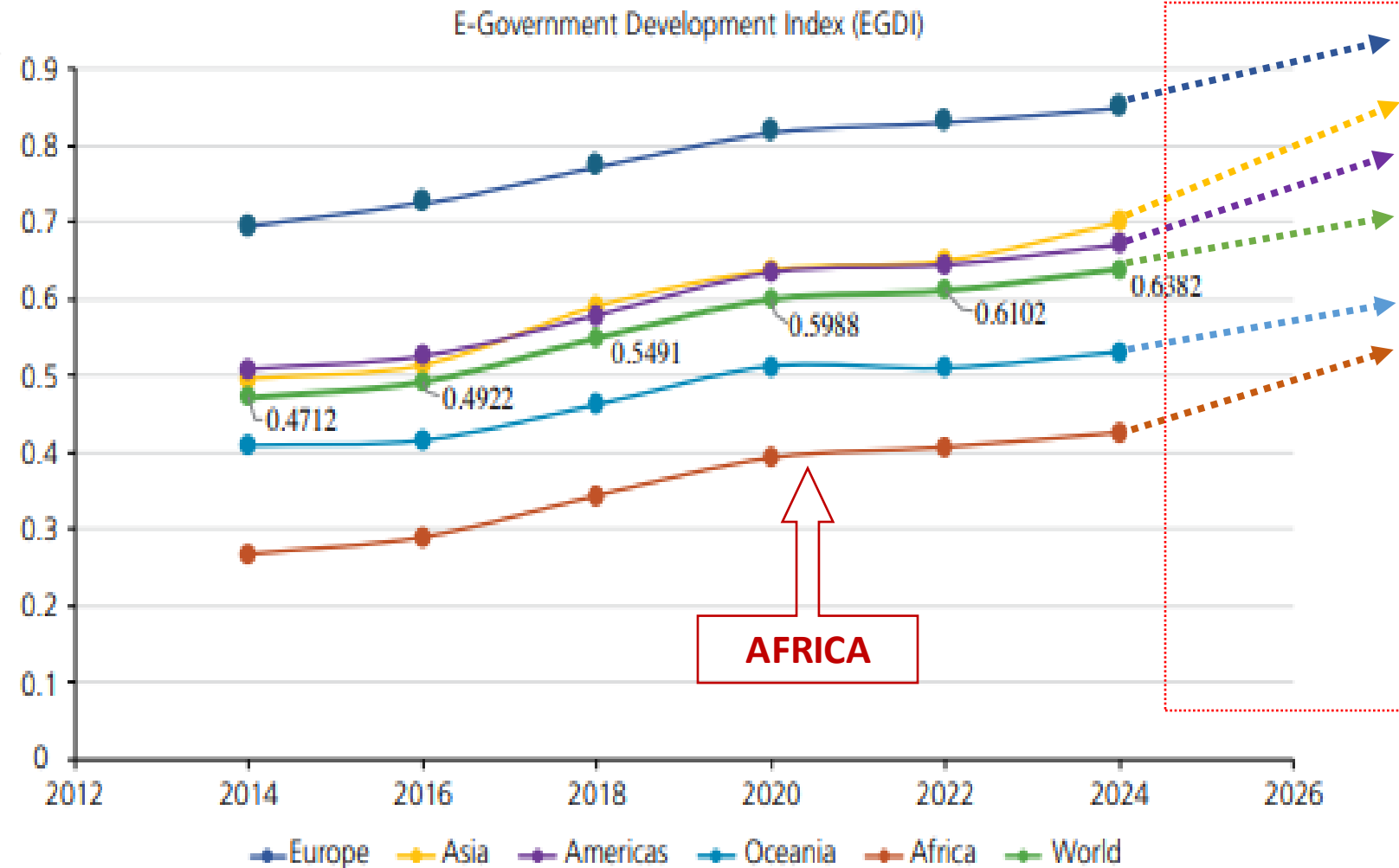
However, the path to digital inclusion and sustainable development in Africa and in SIDS remains fraught with obstacles and uncertainties highlighting the urgent need for accelerated efforts and innovative solutions to address digital disparities.



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



Despite the significant progress achieved in Oceania and Africa, the EGDI average for these two regions remains below the global average. Even with the most optimistic projections on future trends, Africa will not be able to bridge the gap with other regions over the next years to achieve the SDGs





The 2024 VH rating class includes 18 countries, 10 from Europe, 6 from Asia, and 2 from Oceania, marking a net increase of three countries from the previous edition



Denmark remains the top global EGD I performer, leading Europe, which accounts for 56% of VH-rated countries



Germany, Norway, and Spain joined the VH group in Europe, while Bahrain and Saudi Arabia moved into the VH rating class from Asia




In Oceania, Australia and New Zealand continue to lead in e-government development, as they have for the past four editions


| Country  | Rating class | Region  | OSI    | HCI    | TII    | EGDI (2024) | EGDI (2022) |
|--|--------------|---------|--------|--------|--------|-------------|-------------|
| Denmark  | VH           | Europe  | 0.9992 | 0.9584 | 0.9966 | 0.9847      | 0.9717      |
| Estonia  | VH           | Europe  | 0.9954 | 0.9497 | 0.9731 | 0.9727      | 0.9393      |
| Singapore  | VH           | Asia    | 0.9831 | 0.9362 | 0.9881 | 0.9691      | 0.9133      |
| Republic of Korea                                    | VH           | Asia    | 1.0000 | 0.9120 | 0.9917 | 0.9679      | 0.9529      |
| Iceland  | VH           | Europe  | 0.9076 | 0.9953 | 0.9983 | 0.9671      | 0.9410      |
| Saudi Arabia   | VH           | Asia    | 0.9899 | 0.9067 | 0.9841 | 0.9602      | 0.8539      |
| United Kingdom of Great Britain and Northern Ireland | VH           | Europe  | 0.9535 | 0.9450 | 0.9747 | 0.9577      | 0.9138      |
| Australia  | VH           | Oceania | 0.9222 | 1.0000 | 0.9509 | 0.9577      | 0.9405      |
| Finland  | VH           | Europe  | 0.9097 | 0.9836 | 0.9791 | 0.9575      | 0.9533      |
| Netherlands (Kingdom of the)                         | VH           | Europe  | 0.9212 | 0.9688 | 0.9715 | 0.9538      | 0.9384      |
| United Arab Emirates                                 | VH           | Asia    | 0.9163 | 0.9436 | 1.0000 | 0.9533      | 0.9010      |
| Germany  | VH           | Europe  | 0.9238 | 0.9672 | 0.9236 | 0.9382      | 0.8770      |
| Japan  | VH           | Asia    | 0.9427 | 0.9117 | 0.9509 | 0.9351      | 0.9002      |
| Sweden   | VH           | Europe  | 0.8836 | 0.9275 | 0.9868 | 0.9326      | 0.9410      |
| Norway   | VH           | Europe  | 0.9117 | 0.9175 | 0.9654 | 0.9315      | 0.8879      |
| New Zealand  | VH           | Oceania | 0.9453 | 0.9615 | 0.8728 | 0.9265      | 0.9432      |
| Spain  | VH           | Europe  | 0.9054 | 0.8961 | 0.9603 | 0.9206      | 0.8842      |
| Bahrain  | VH           | Asia    | 0.9030 | 0.8680 | 0.9877 | 0.9196      | 0.7707      |

*Source:* E-Gov 2024, Chapter 2 - Global Trends in E-Government

 South Africa and Mauritius have become the first African countries to join the very high EGD group, showcasing their advancements in digital government skills, services, and infrastructure

 Seventeen other African countries, now part of the high EGD group, have made substantial progress in enhancing their digital government capabilities

 Six African countries, including South Africa, Mauritius, Morocco, Seychelles, Tunisia, and Egypt, rank among the top 100 global performers in e-government development

 Morocco and Egypt have made significant progress, joining the top 100 countries for the first time, with Morocco now in the HV rating class and Egypt in H3.

| Country       | Rating class | EGDI rank | Subregion       | OSI    | HCI    | TII    | EGDI (2024) | EGDI (2022) |
|---------------|--------------|-----------|-----------------|--------|--------|--------|-------------|-------------|
| South Africa* | V2           | 40        | Southern Africa | 0.8872 | 0.8026 | 0.8951 | 0.8616      | 0.7357      |
| Mauritius*    | V1           | 76        | Eastern Africa  | 0.5903 | 0.7456 | 0.9159 | 0.7506      | 0.7201      |
| Tunisia       | HV           | 87        | Northern Africa | 0.5951 | 0.6497 | 0.8357 | 0.6935      | 0.6530      |
| Morocco       | HV           | 90        | Northern Africa | 0.5618 | 0.6078 | 0.8827 | 0.6841      | 0.5915      |
| Seychelles    | H3           | 92        | Eastern Africa  | 0.4638 | 0.6769 | 0.8913 | 0.6773      | 0.6793      |
| Egypt         | H3           | 95        | Northern Africa | 0.7002 | 0.6150 | 0.6946 | 0.6699      | 0.5895      |
| Ghana         | H2           | 108       | Western Africa  | 0.6084 | 0.5586 | 0.7281 | 0.6317      | 0.5824      |
| Kenya         | H2           | 109       | Eastern Africa  | 0.7770 | 0.5271 | 0.5901 | 0.6314      | 0.5589      |
| Cabo Verde    | H2           | 111       | Western Africa  | 0.6892 | 0.5694 | 0.6128 | 0.6238      | 0.5660      |
| Botswana      | H2           | 112       | Southern Africa | 0.3985 | 0.5719 | 0.8649 | 0.6118      | 0.5495      |
| Eswatini      | H2           | 113       | Southern Africa | 0.4557 | 0.5836 | 0.7851 | 0.6081      | 0.4498      |
| Namibia       | H2           | 114       | Southern Africa | 0.4996 | 0.5738 | 0.7288 | 0.6007      | 0.5322      |
| Algeria       | H2           | 116       | Northern Africa | 0.3320 | 0.6418 | 0.8129 | 0.5956      | 0.5611      |
| Rwanda        | H2           | 118       | Eastern Africa  | 0.8207 | 0.5467 | 0.3724 | 0.5799      | 0.5489      |
| Gabon         | H2           | 121       | Middle Africa   | 0.3187 | 0.5772 | 0.8263 | 0.5741      | 0.5521      |
| Côte d'Ivoire | H1           | 124       | Western Africa  | 0.5219 | 0.4848 | 0.6693 | 0.5587      | 0.5467      |
| Libya         | H1           | 125       | Northern Africa | 0.0808 | 0.5951 | 0.9639 | 0.5466      | 0.3375      |
| Zambia        | H1           | 130       | Eastern Africa  | 0.4958 | 0.6225 | 0.5088 | 0.5424      | 0.5022      |
| Senegal       | H1           | 135       | Western Africa  | 0.4779 | 0.3380 | 0.7328 | 0.5162      | 0.4479      |

*Notes:* Italicized countries are least developed countries, landlocked developing countries or small island developing States. An asterisk denotes countries that have moved up from the high to the very high EGD group in 2024.

 All the African LDCs are below Top 100 in EGD ranking. Despite steady growth in digital integration, seven African countries remain in the low EGD group, highlighting ongoing challenges related to digital infrastructure and human capital, often worsened by conflict.





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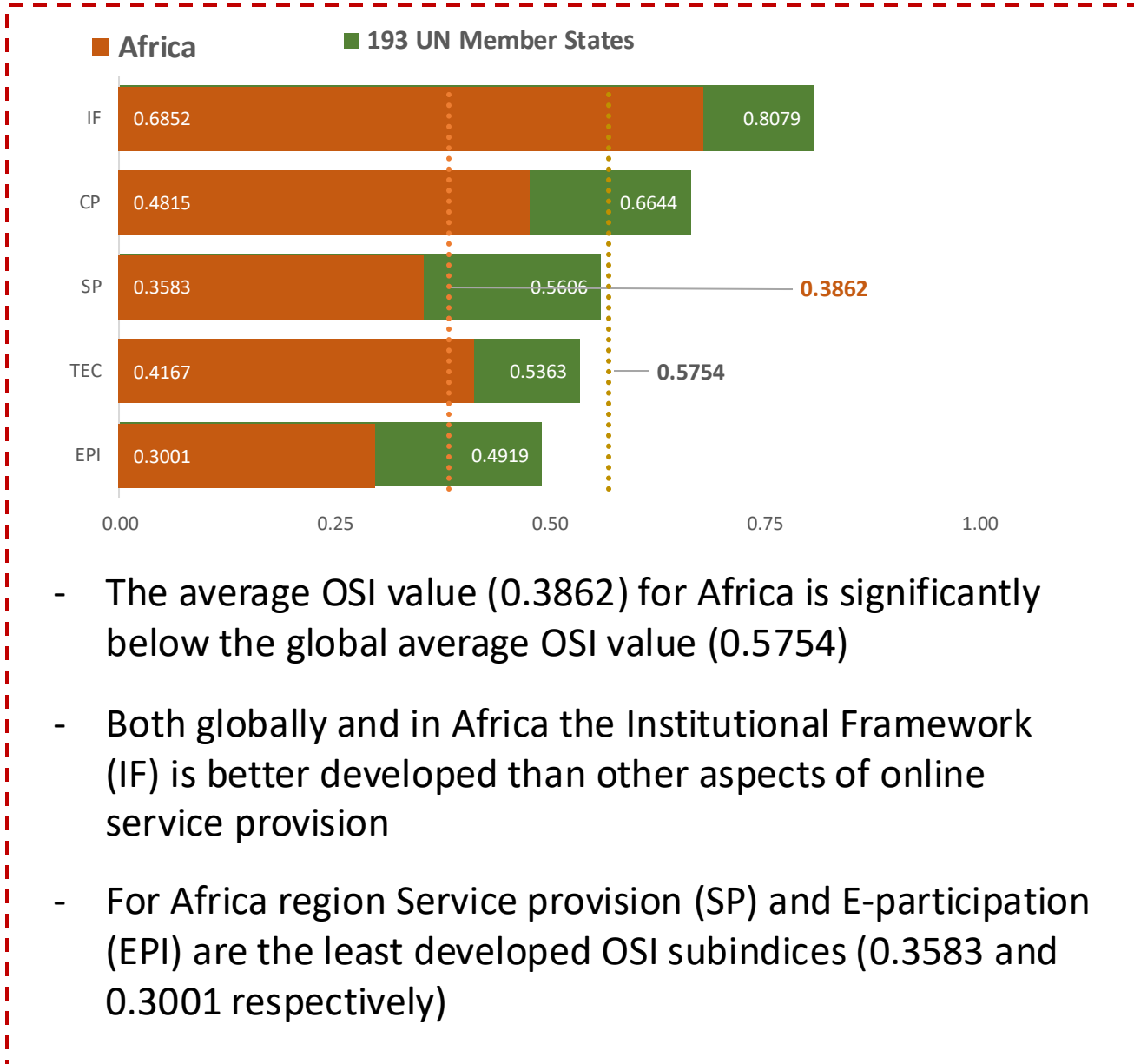
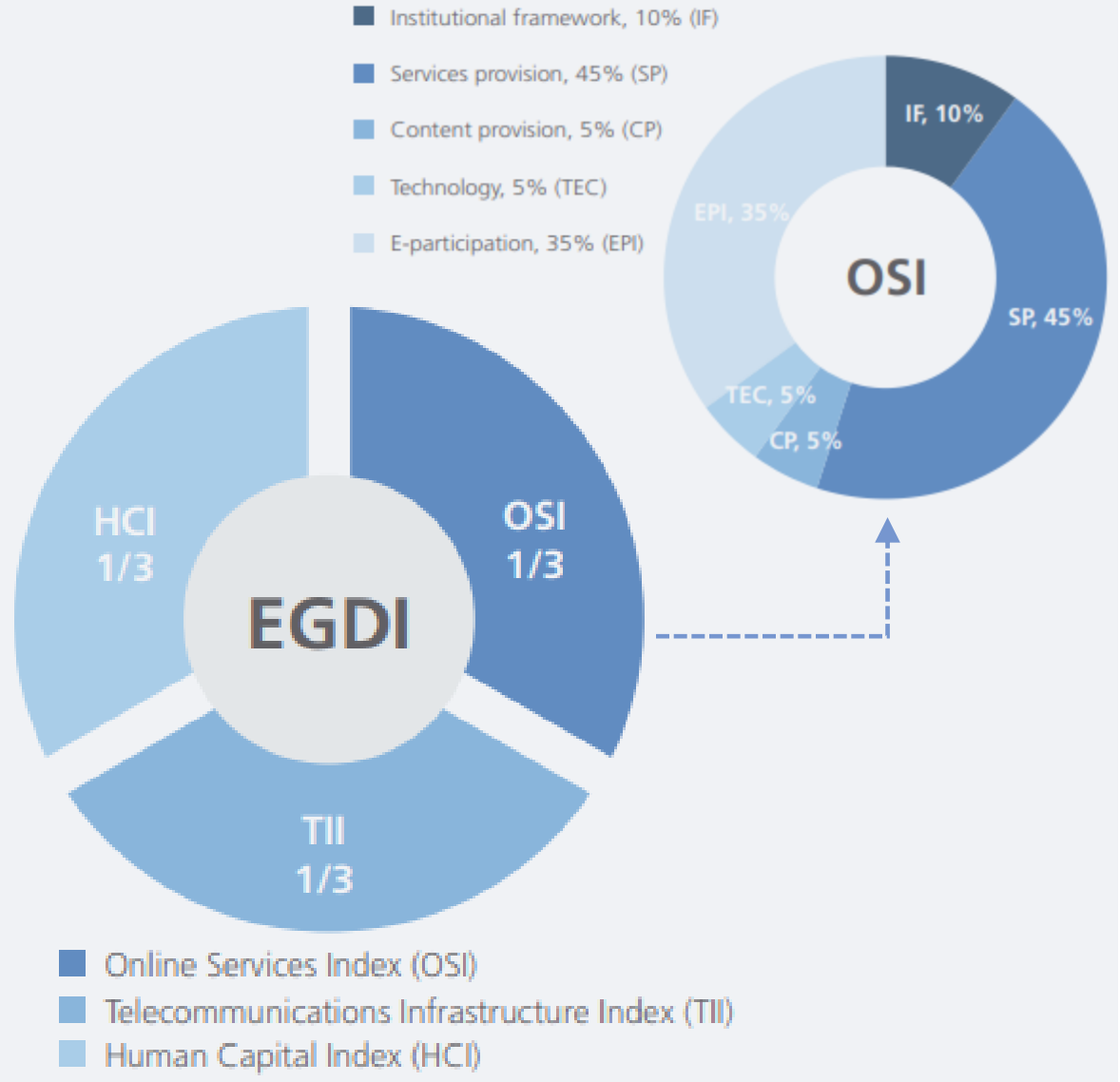


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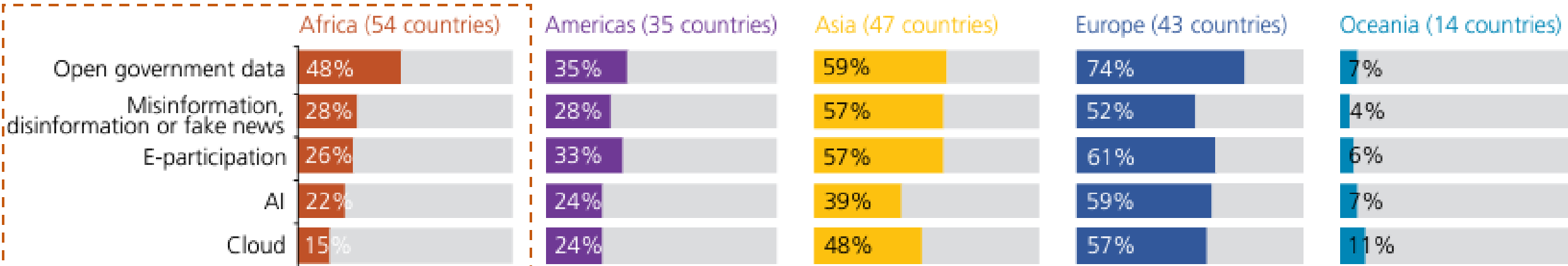
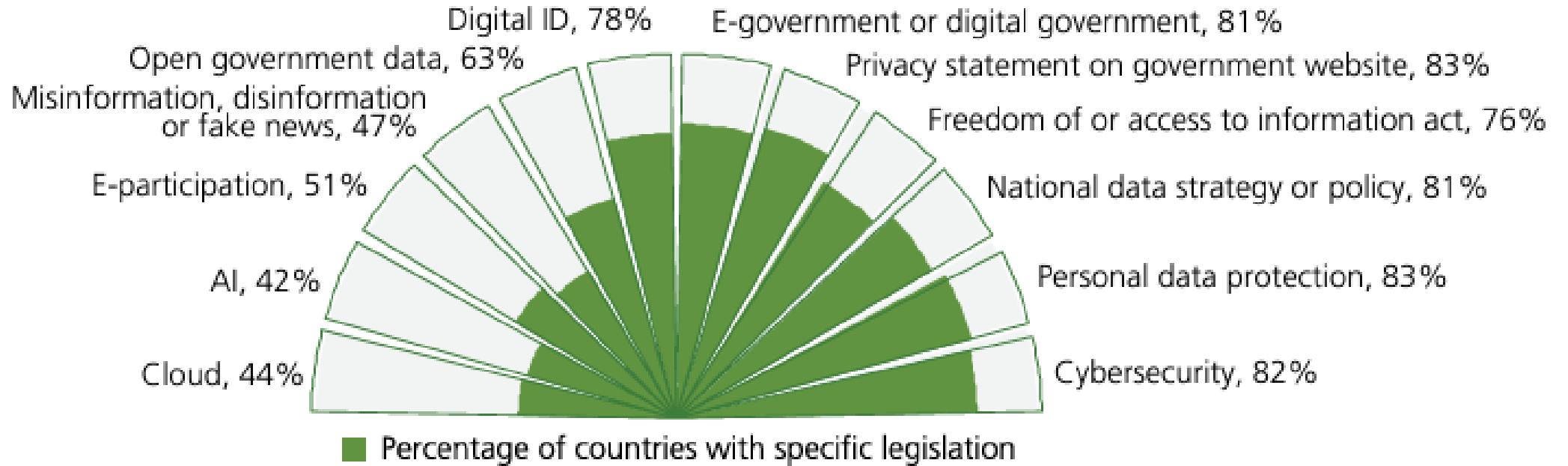
# Insights on Services Provisions

# OSI five subindices



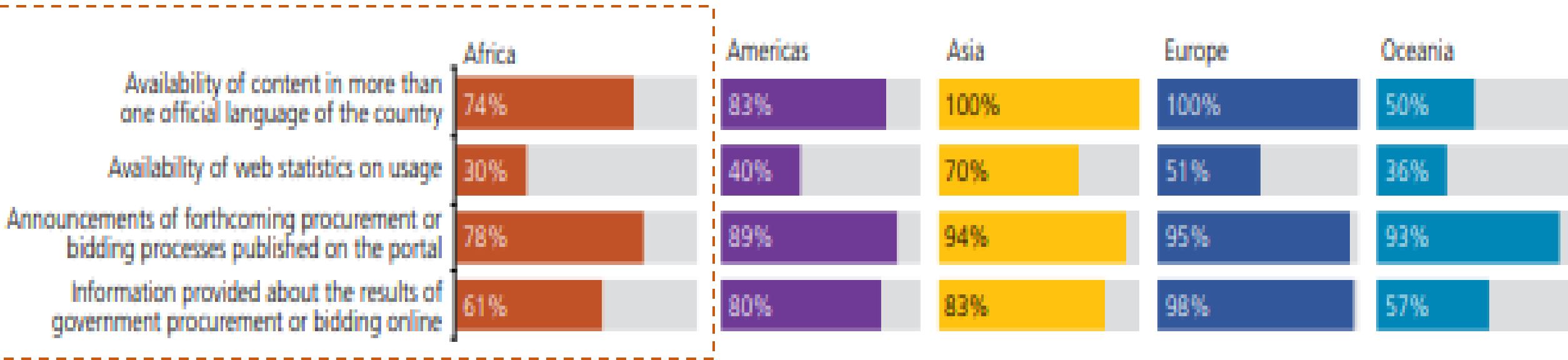
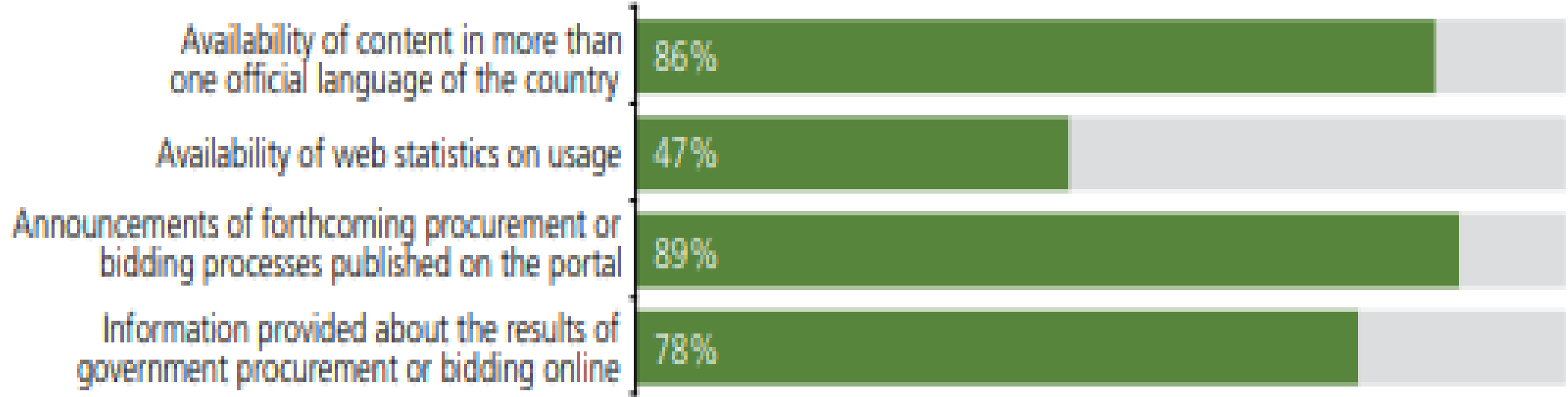
Availability of legislation, policy or strategy document on:

193 UN Member States



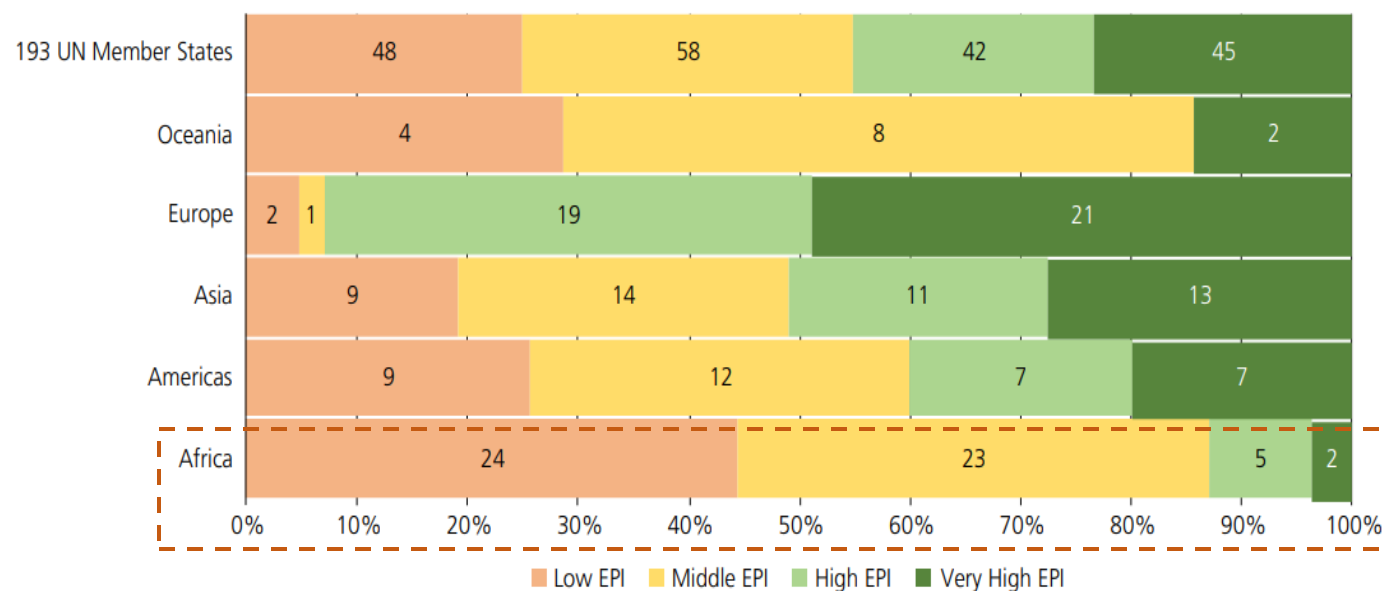
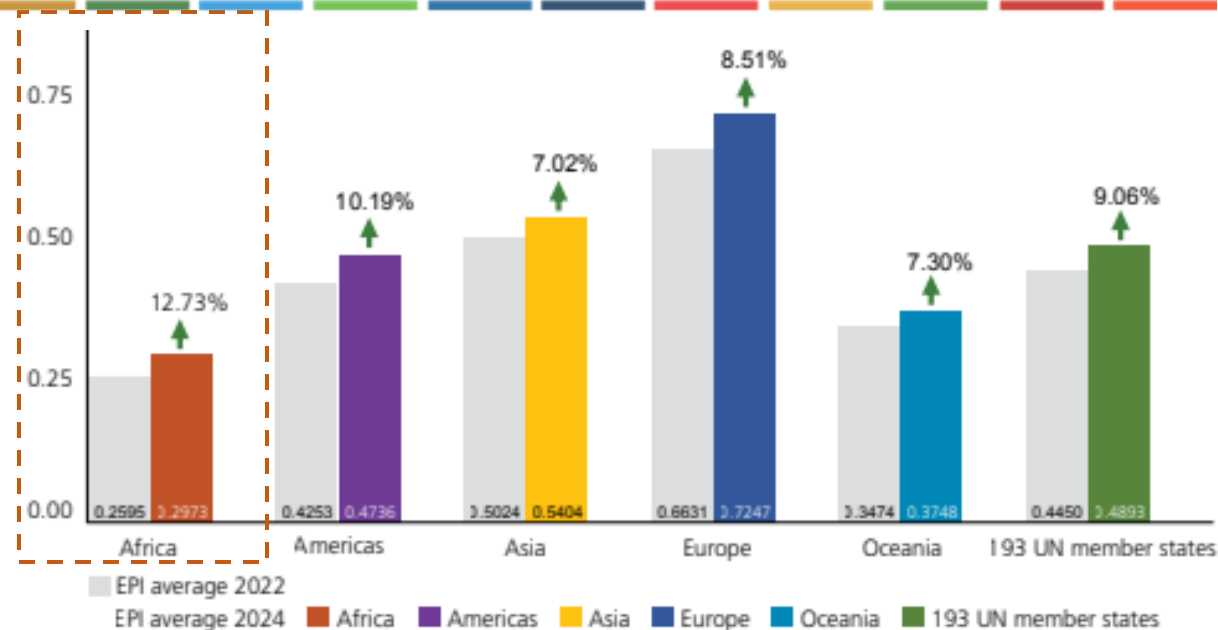
# OSI: Content provision(CP)

193 UN Member States



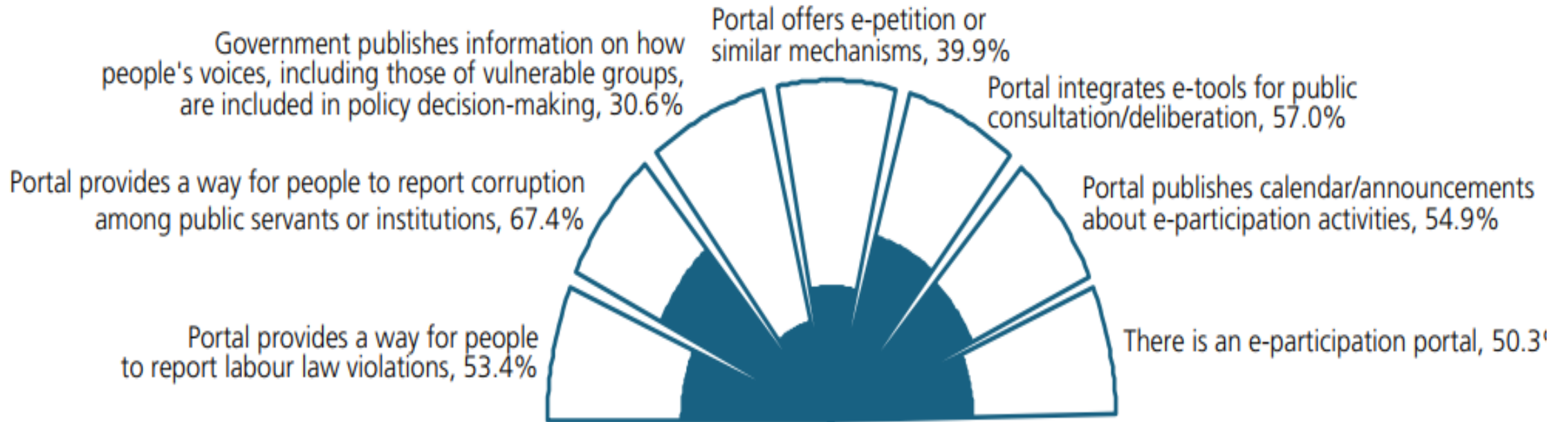
## Insights for Africa:

- EPI is the least advanced OSI subindex (both globally (0.4893) and in Africa (0.2973)).
- Although the average EPI value has improved in Africa by 12.7% since 2022, only 13% of countries in Africa had high or very high EPI values.
- Engagement of people in e-participation processes is limited



# OSI: E-participation (EPI)

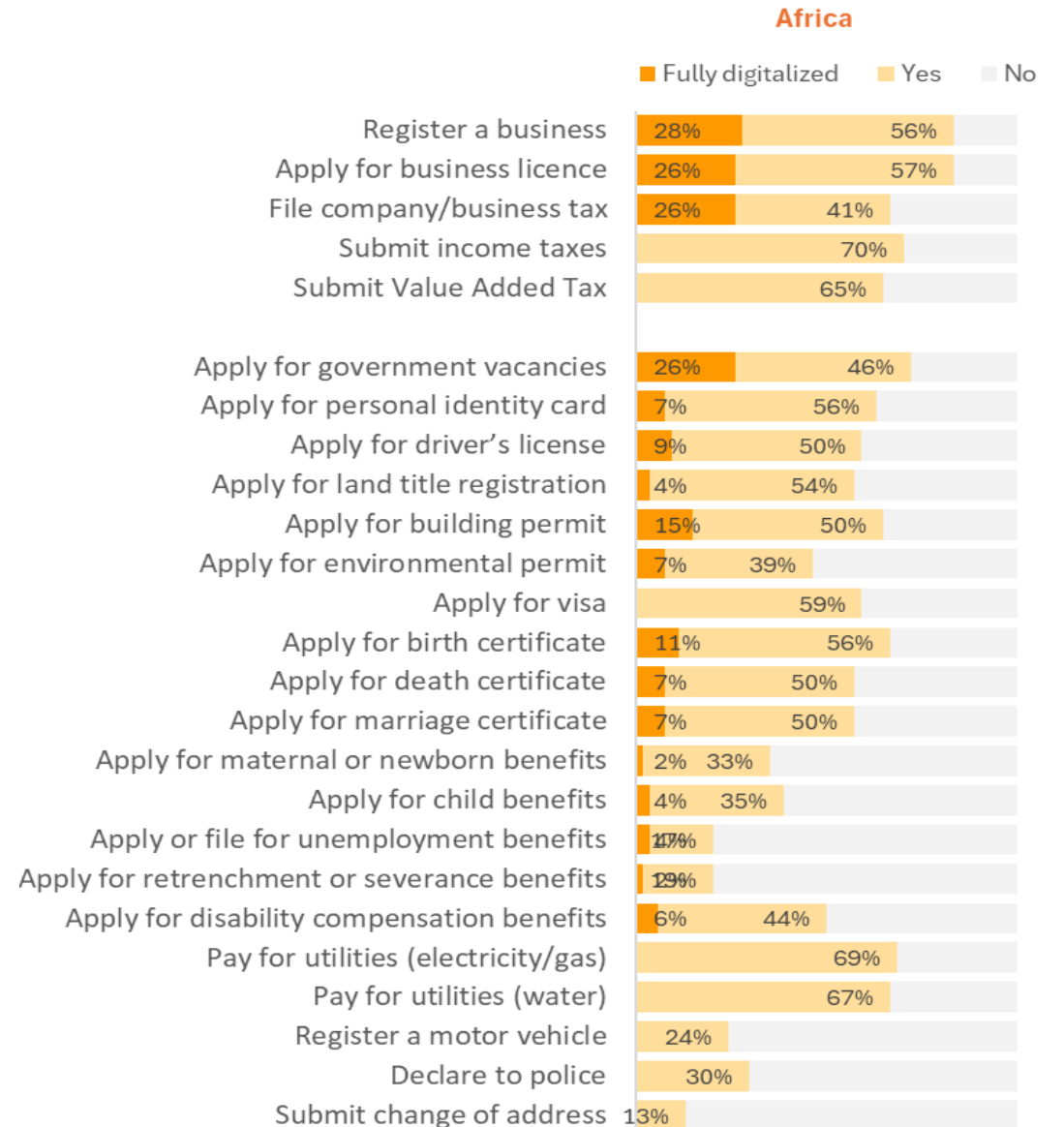
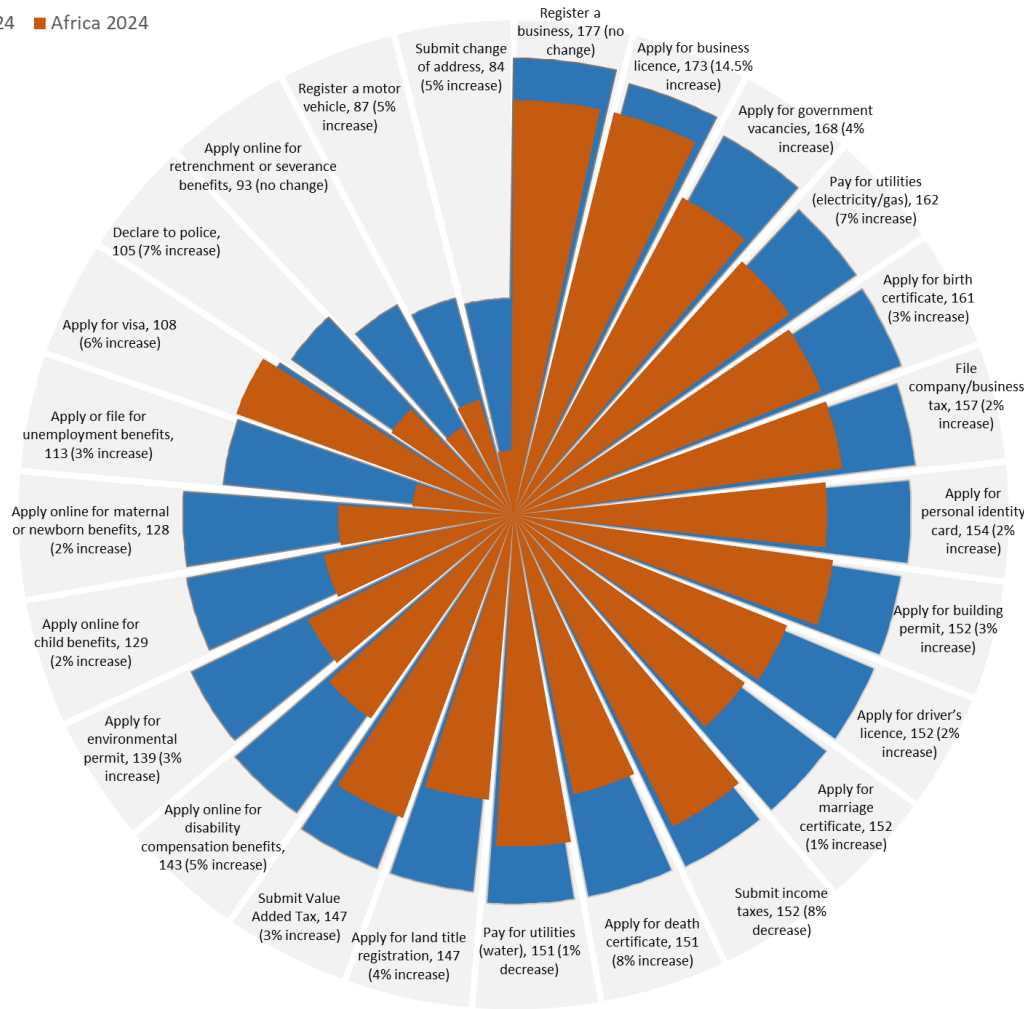
193 UN Member States



|   | Africa | Americas | Asia | Europe | Oceania |
|---|--------|----------|------|--------|---------|
| There is an e-participation portal  | 31%    | 40%      | 57%  | 86%    | 14%     |
| Portal integrates e-tools for public consultation/deliberation  | 30%    | 49%      | 72%  | 88%    | 36%     |
| Portal publishes calendar/announcements about e-participation activities  | 30%    | 51%      | 68%  | 79%    | 43%     |
| Portal offers e-petition or similar mechanisms  | 19%    | 34%      | 45%  | 74%    | 14%     |
| Government publishes information on how people's voices, including those of vulnerable groups, are included in policy decision-making | 9%     | 29%      | 38%  | 49%    | 36%     |
| Portal provides a way for people to report labour law violations  | 24%    | 46%      | 72%  | 84%    | 29%     |
| Portal provides a way for people to report corruption among public servants or institutions   | 48%    | 57%      | 81%  | 88%    | 57%     |

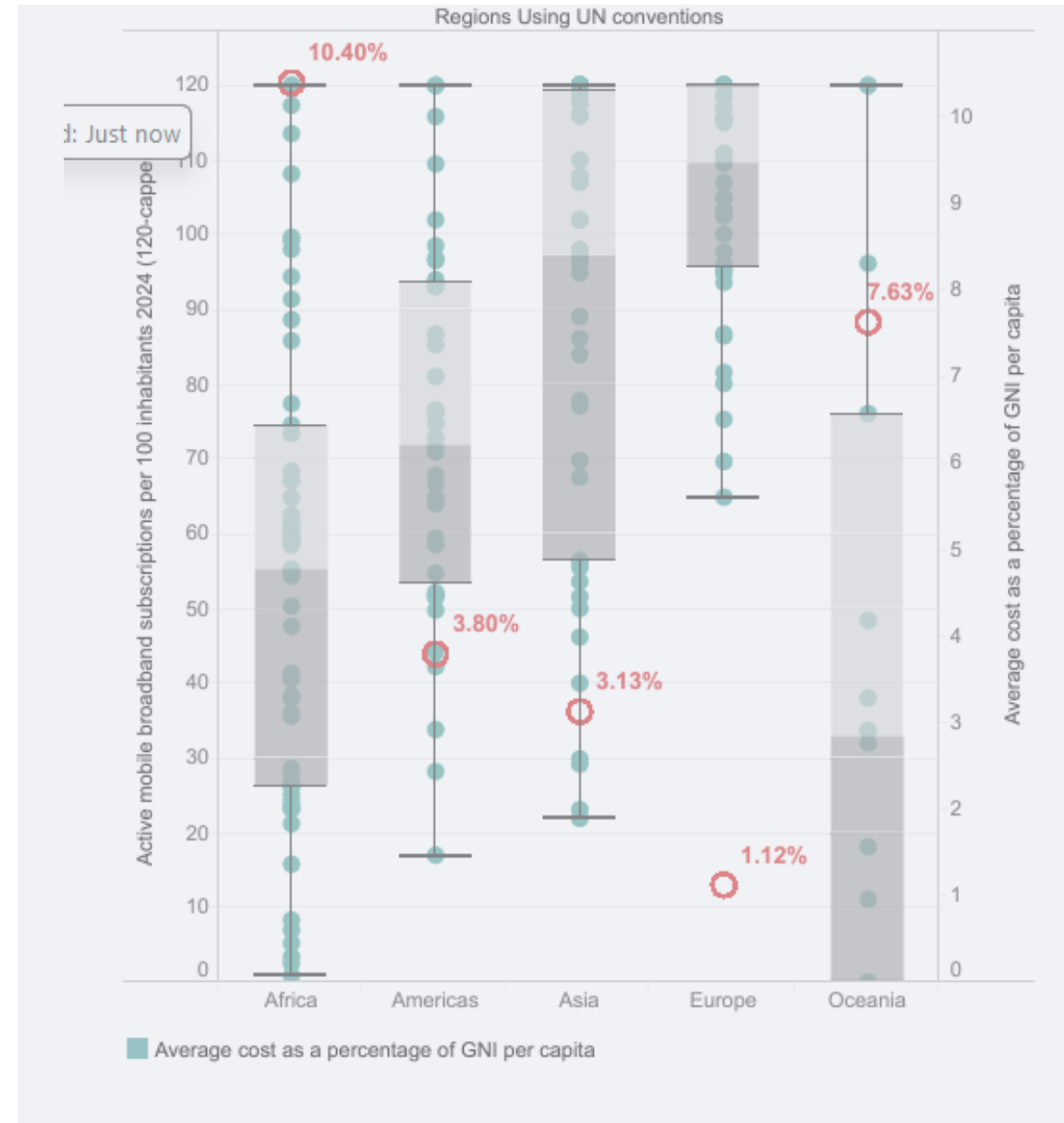
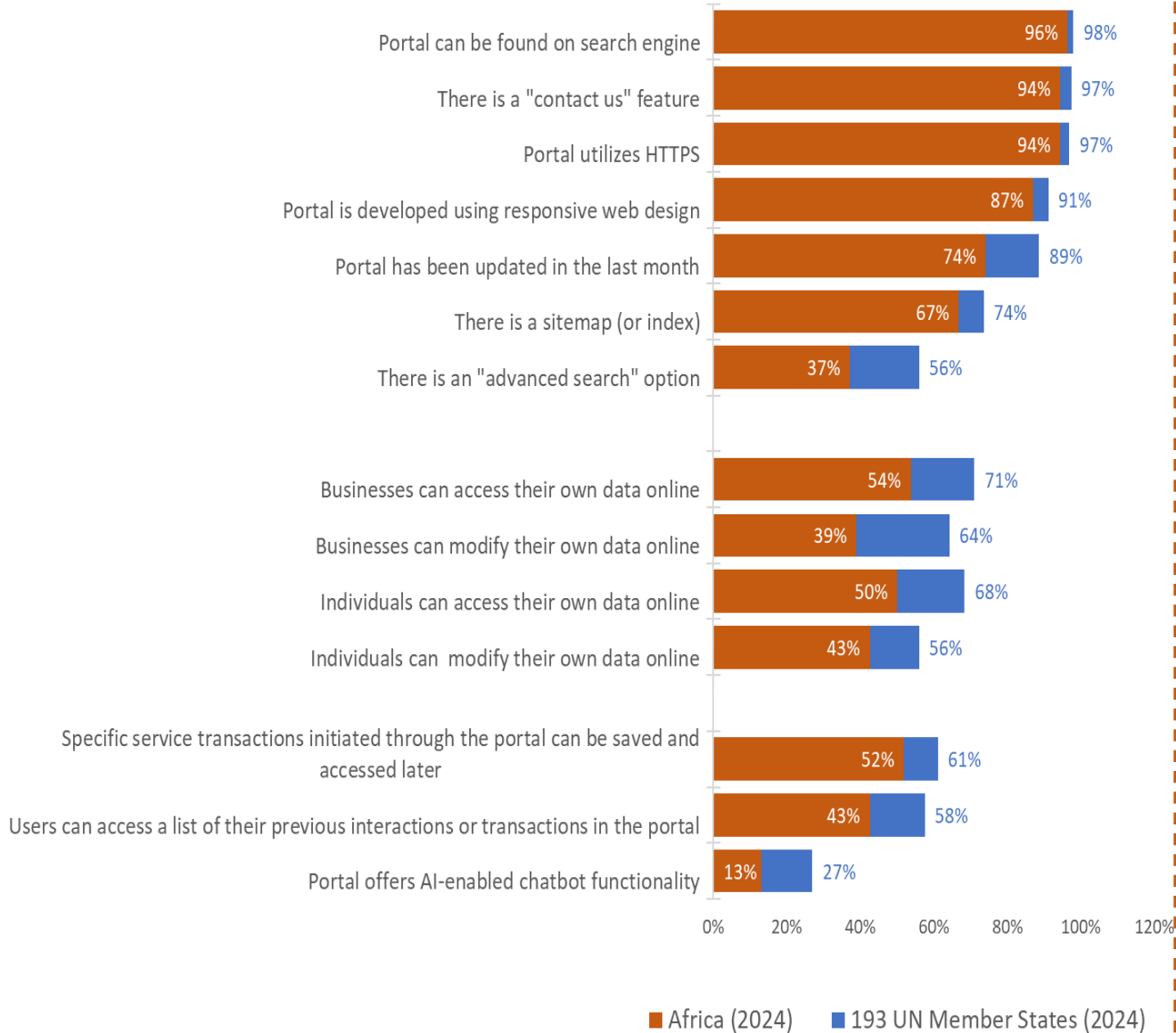
# OSI: Service provision (SP)

■ 2024 ■ Africa 2024



|   |               |                             |
|---|---------------|-----------------------------|
| <b>Average number of online services provided in 2024</b> | <b>Africa</b> | <b>193 UN Member States</b> |
| <i>(out of 25 assessed)</i>                               | <b>13</b>     | <b>18</b>                   |

# OSI: Technology (TEC)







# Africa: Challenges in its Digital Transformation Journey

**Digital Divide** - While urban areas benefit from advanced digital infrastructure, rural and remote areas and villages often lag behind

**Cybersecurity** - As digital services expand; the risk of cyber threats increases

**Talent Development** - Building a skilled digital workforce is vital for sustaining digital transformation.

## **Competition Instead of Cooperation Among Countries -**

A possible challenge within the African region is to stress more the competition rather than cooperation among members.

## **Responsible Use of AI**

It is crucial to use AI as a public good, ensuring it benefits society at large, rather than just a select few.

There is a risk of AI contributing to job displacement, particularly among white-collar workers. Policymakers must proactively address these concerns by promoting responsible AI use, providing re-skilling programs, and creating regulatory frameworks that protect workers' rights while fostering innovation.

# Key Takeaways: Ten Recommendations (1/5)

## First: Digital Public Infrastructure

African countries should continue to invest in expanding its digital public infrastructure, particularly in rural and underserved areas. Ensuring that all citizens have access to reliable and affordable internet is crucial for bridging the digital divide.

Governments should implement targeted initiatives to ensure these areas are not left behind. These efforts should be tailored to meet the unique needs of rural and remote populations.

## Second: Digital Inclusion

Promoting digital inclusion is essential for ensuring that all segments of society benefit from digital transformation. Initiatives should focus on providing affordable access to digital devices, offering digital literacy training, and creating inclusive digital platforms that cater to the needs of marginalized groups such as women, the elderly, people with disabilities and immigrants.

The concept of "digital inclusion by design," as highlighted in the United Nations E-Government Survey 2024, should be one of the guiding principles in digital transformation efforts. This approach emphasizes the need to embed inclusivity in all digital initiatives from the outset, ensuring that no one is left behind in the digital age.



# Key Takeaways: Ten Recommendations (2/5)

## **Third: Improving e-government services**

Governments should work towards providing seamless, user-friendly digital services that enhance citizen engagement and streamline administrative processes.

Developing integrated service delivery platforms, ensuring interoperability of government systems, and adopting a citizen-centric approach to service design are essential steps. Simplifying regulatory procedures and reducing bureaucratic barriers will also make it easier for citizens and businesses to interact with the government.

## **Fourth: Building Digital Skills**

Investing in digital education and training programs is essential for building a skilled workforce capable of driving digital transformation. African countries should focus on enhancing digital skills across all levels of education, from primary schools to higher education institutions.

Collaborating with the private sector to provide on-the-job training and professional development opportunities will ensure that citizens are equipped with the necessary skills to thrive in the digital economy.

# Key Takeaways: Ten Recommendations (3/5)

## **Fifth: Encouraging Innovation and Entrepreneurship**

Fostering an environment that encourages technological innovation, and entrepreneurship is key to driving digital transformation. African countries should consider providing targeted funding for research and development, offering incentives for tech startups, and creating innovation hubs. These initiatives will support the growth of a vibrant tech ecosystem and spur economic diversification.

## **Sixth: Promoting Public-Private Partnerships.**

PPPs are crucial for driving digital transformation projects. These partnerships leverage the strengths of both sectors, sharing expertise and reducing the financial burden on public resources. African countries should encourage as much as possible collaborations between the governments and private sector to execute large-scale cross-border digital infrastructure projects and service delivery innovations.

## **Seventh: Strengthening Cybersecurity.**

Developing robust legal and regulatory frameworks to safeguard digital assets and personal information. Implementing national cybersecurity strategies, establishing data protection laws, and promoting best practices for secure digital transactions. Collaboration with international cybersecurity organizations,

# Key Takeaways: Ten Recommendations (4/5)

## **Eights: Leveraging International Cooperation**

African countries should continue to engage in international cooperation and partnerships to enhance its digital capabilities. Collaborating with international organizations such as the United Nations, the Regional Commission, African Union, World Bank Group, and the International Telecommunications Union can provide valuable technical assistance, funding, and capacity-building support. Participating in regional initiatives and exchanging best practices with other countries will further strengthen digital transformation efforts

## **Ninth: Monitoring and Evaluation**

Establishing a robust monitoring and evaluation framework is essential for tracking progress and measuring the impact of digital transformation initiatives. African countries should set joint clear performance indicators and regularly assess the effectiveness of its digital government programs. This will enable governments to make data-driven decisions and continuously improve its strategies

## **Tenth: Responsive and ethical use of AI**

African countries should adopt a responsive and ethical approach to the use of artificial intelligence (AI). This includes ensuring that AI applications respect human rights and are used for the common good (AI4Good).

AI should be employed to enhance and amplify the workforce and improve the quality of work, rather than to replace jobs.

Policies should focus on using AI to support and augment human capabilities, thereby creating new opportunities and enhancing productivity.

Additionally, African countries should commit to not using AI for surveillance of the population or for automated weapons, ensuring that AI technologies are aligned with ethical standards and international norms.

*The journey towards digital transformation is both challenging and rewarding.*

*As we navigate this path, it is essential to foster a comprehensive and inclusive approach that addresses the diverse needs of our societies.*

*By leveraging global best practices, strengthening regional cooperation, and implementing targeted strategies, African countries can achieve their vision of becoming leading digital economies.*

*The United Nations remains committed to supporting African countries in their digital transformation efforts.*

*Together, we can harness the power of digital technologies to drive sustainable development, enhance public service delivery, and create a more inclusive and prosperous future for all.*



**United Nations**

Department of  
Economic and  
Social Affairs

**ICEGOV**  
2024 PRETORIA  
SOUTH AFRICA

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

## E-Government Survey 2024

Technical Appendix

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

## E-Government Survey 2024

Accelerating Digital  
Transformation for  
Sustainable Development

With the addendum on Artificial Intelligence

**Thank You**