

Live Polling
EGDI & Subcomponents



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United Nations

Department of Economic and Social Affairs



Latin America and the Caribbean e-Government Network

THE NATIONAL E-GOVERNMENT TOOLKIT



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National E-Government Toolkit

Equipping Governments for An Impactful Digital Transformation



XVIII Reunión Anual de Red GEALC

VIII REUNIÓN MINISTERIAL DE GOBIERNO DIGITAL

Brasilia, 25 - 27 de noviembre, 2024





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Key Facts About the Toolkit



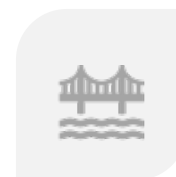
**BUILDING ON
EXISTING UN
FRAMEWORKS:**
UN DESA'S OSI
INSTRUMENT TO
SUPPORT
COUNTRIES
GLOBALLY.



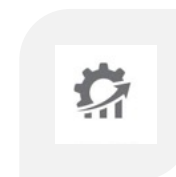
**A
COMPREHENSIVE
RESOURCE:**
EXPLANATIONS,
GUIDES, AND CASE
STUDIES.



**FOR ALL
STAKEHOLDERS:**
NATIONAL AND
LOCAL
GOVERNMENT
OFFICIALS,
DEVELOPMENT
PARTNERS,
ACADEMIA, ETC.



**SUPPORTS
SUSTAINABLE
DEVELOPMENT:**
TOOLS TO BRIDGE
DIGITAL DIVIDES
AND ADVANCE
SDGS



**CONTINUOUS
IMPROVEMENT:**
DESIGNED FOR
EVOLUTION, USER
FEEDBACK
ENCOURAGED.



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Local E-Government Toolkit

Empowering Local Governments Through Digital Transformation





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How can you use the Toolkit?

Practical Exercise



Check out Your
Country
Performance on
UN EGOVKB



bit.ly/UNEGOVKBCountry



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Where can the Toolkit be Accessed?

United Nations | Department of Economic and Social Affairs | Division for Public Institutions and Digital Government

Home | Contact Us | Search...

UN E-Government Knowledgebase | ABOUT | DATA | REPORTS | EVENTS | RESOURCES | FAQ

National E-Government Toolkit

Related SDGs: SDG 9, 11, 16, 17

Keywords: OSI, E-Government, Digitalization, Capacity Building
Language: English

Learning Outcomes

This toolkit equips you with the knowledge and resources to improve online public service jurisdiction. Through clear guides, insightful examples, and practical tools, you'll gain the skills to design efficient, inclusive online services for people.

What you'll achieve:

- **Become an OSI Expert:** Learn about each OSI component – from institutional framework to technology, participation, service and content provision – and HCI subcomponent – e-government literacy, with practical steps for improvement.
- **Empower Effective Service Delivery:** Discover how to leverage technology and best practices to deliver essential services efficiently and inclusively, reaching all people.
- **Contribute to SDGs & Development:** Understand how improved e-government drives progress towards Sustainable Development Goals (SDGs) and national development objectives.

Your learning journey:

- OVERVIEW
 - > E-GOVERNMENT DEVELOPMENT INDEX
 - > E-PARTICIPATION INDEX
 - > NATIONAL E-GOVERNMENT TOOLKIT
- E-GOVERNMENT AT LOCAL LEVEL
 - > LOCAL ONLINE SERVICE INDEX (LOSI)
 - > APPLICATION OF LOSI METHODOLOGY IN COUNTRIES
 - > LOCAL E-GOVERNMENT TOOLKIT



Available in PPT and Online



bit.ly/NationalEGOVToolkit

Activity: Toolkit Practical Exercise

A hands-on exercise to identify national e-government gaps, assess portal features, and plan improvements using UNEG OVKB data, country portal and toolkit.

Step 1: Analyze & Discuss

1. Review UNEG OVKB Data:

1. Check your own country's OSI and subcomponent scores.
2. Identify the 2 weakest subcomponents.

2. Compare with Your Portal:

1. Cross-check your weaker OSI subcomponents with indicators listed in the toolkit.
2. Note missing or underdeveloped features.
3. Visit your country's e-government portal to identify exactly which indicators can be improved.

3. Wider Group Discussion:

1. Share findings with the whole group.
2. Discuss possible reasons for gaps and improvement ideas.

Step 2: Plan Improvements

1. Use the Toolkit:

1. Focus on 2-3 priority indicators and practical recommendations for improving weak subcomponents.

2. Develop Actions from the Toolkit:

1. Identify 1 Quick Win (short-term improvement).
2. Propose 1 Strategic Action (long-term plan).

3. Wider Group Discussion:

1. Share your proposed actions with the whole group.

Step 3: Share & Reflect

1. Present Findings:

1. Share proposed solutions with the whole group, including missing features and adopted toolkit recommendations.

2. Collaborate with the group:

1. Discuss challenges and identify support needed to address gaps.

Response Template



bit.ly/ResponseTemplate-Activity

Scan here or
insert link in
browser for
the Response
Template



bit.ly/ResponseTemplate-Activity

Please select your corresponding template based on your country

Compendium of Best Practices: National E-Government

Compendium of Digital Government Initiatives

? This compendium, prepared by the Division for Public Institutions and Digital Government (DPIDG) of the United Nations Department of Economic and Social Affairs (UN DESA), aims to capture emerging trends in digital responses of UN Member States against the COVID-19 pandemic along with other digital government initiatives and provide a preliminary analysis of their main features. These cases are shared for exchange of information so that Member States can learn from each other and possibly create new partnerships.

- More than 604 cases submitted
- Available Online
- Any country or city is welcome to submit their best practices of e-government by writing to dpidg@un.org or online





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Thank you!

FEEL FREE TO
REACH OUT IN CASE
OF ANY QUESTIONS
OR FEEDBACK

DPIDG@UN.ORG