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LOCAL AND NATIONAL E-GOVERNMENT TOOLKITS

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National E-Government Toolkit

Equipping Governments for An Impactful Digital Transformation

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Local E-Government Toolkit

Empowering Local Governments Through Digital Transformation

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Why a Local and National E-government Toolkit ?

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Intended Outcomes

Bridge

- **Bridge the Digital Divide:**
  - Many countries and cities, particularly in low-income and lower-middle-income nations, lack resources for e-government development.
  - These toolkits offers guidance and tools to accelerate progress on SDGs, bridging the digital gap.

Build on

- **Build on Existing Efforts:**
  - UN DESA's LOSI and OSI instruments support countries and cities globally.
  - These toolkits extend support to e-government initiatives, building on existing frameworks.

Improve

- **Improve Public Service Delivery:**
  - Advanced e-government correlates with better public service delivery.
  - The toolkits empower countries and cities to enhance service delivery and efficiency.

Address

- **Address Vulnerable Groups' Needs:**
  - Tailored solutions within the toolkits cater to the needs of vulnerable populations.
  - Digitalization can improve accessibility and inclusivity for all.

Leverage

- **Leverage Advancements in Digital Government:**
  - Cutting-edge tools in these toolkits harness the latest advancements in digital government.
  - Countries and cities can leverage these innovations to achieve their development objectives effectively.

What to expect from these E-Government Toolkits?

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Key Facts About the Toolkits

A COMPREHENSIVE RESOURCE: GUIDES, MATERIALS, METHODOLOGIES, AND CASE STUDIES.

FOR ALL STAKEHOLDERS: LOCAL AND NATIONAL 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.

National and Local Toolkit Content

Set of **Guides structured** around **key dimensions of the EGDI-OSI (Online Service Index) or LOSI (Local Online Service Index)**, with **definitions, explanations, and case examples** for the implementation or enhancement of each indicator.

The Toolkits Content:

Welcome & Course Overview **:** Intended Outcomes, and Key facts around its content.

Introductory **Section:** Gain a Fundamental Understanding of E-Government and OSI/LOSI, the role of Measuring & Evaluating E-Government.

Features for a successful national e-government system**:** how to assess and satisfy each OSI/ LOSI criteria. i.e., institutional framework, technology, participation and engagement, services, and content provision and component E-Government Literacy.

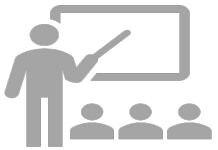
MSQ (Members State Questionnaire) or Local Government Questionnaire (LGQ) **Section:** Access detailed insights on the MSQ/LGQ and its value for the OSI/LOSI

Compendium of Best Practices around OSI/LOSI**:** A compilation of best practices around each OSI/ LOSI indicator from around the globe.

How to use the Toolkits?

The Toolkits as Dynamic, Evolving Documents

Clear Guides & Examples:
Step-by-step instructions on improving online public services.



Key Focus Areas:

Institutional Framework: Strengthening governance for e-government.

Service Provision: Delivering efficient public services.

Technology: Adopting innovative digital solutions.

E-Participation: Engaging citizens effectively.

Content Provision: Ensuring accessible and relevant information.

E-Government Literacy: Enhancing skills for effective usage.

Hands-on Training

Adaptable for national or local training sessions.

Real-world case studies and best practices to guide implementation.

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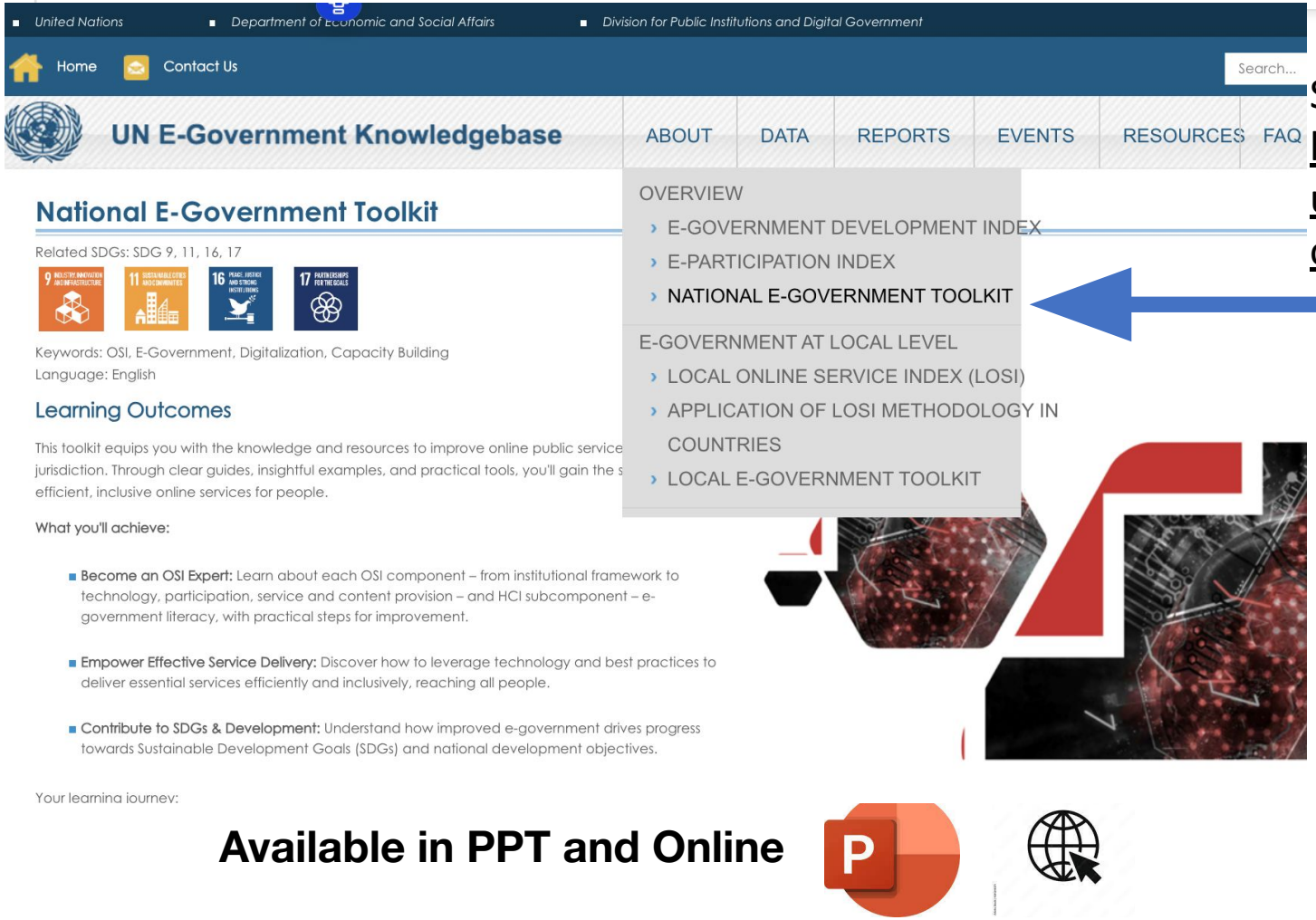
Where can the National Toolkit be Accessed?



Scan below or follow: https://publicadministration.un.org/egovkb/en-us/About/Overview/National-E-Government-Toolkit

Available in PPT and Online

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Where can the Local Toolkit be Accessed?

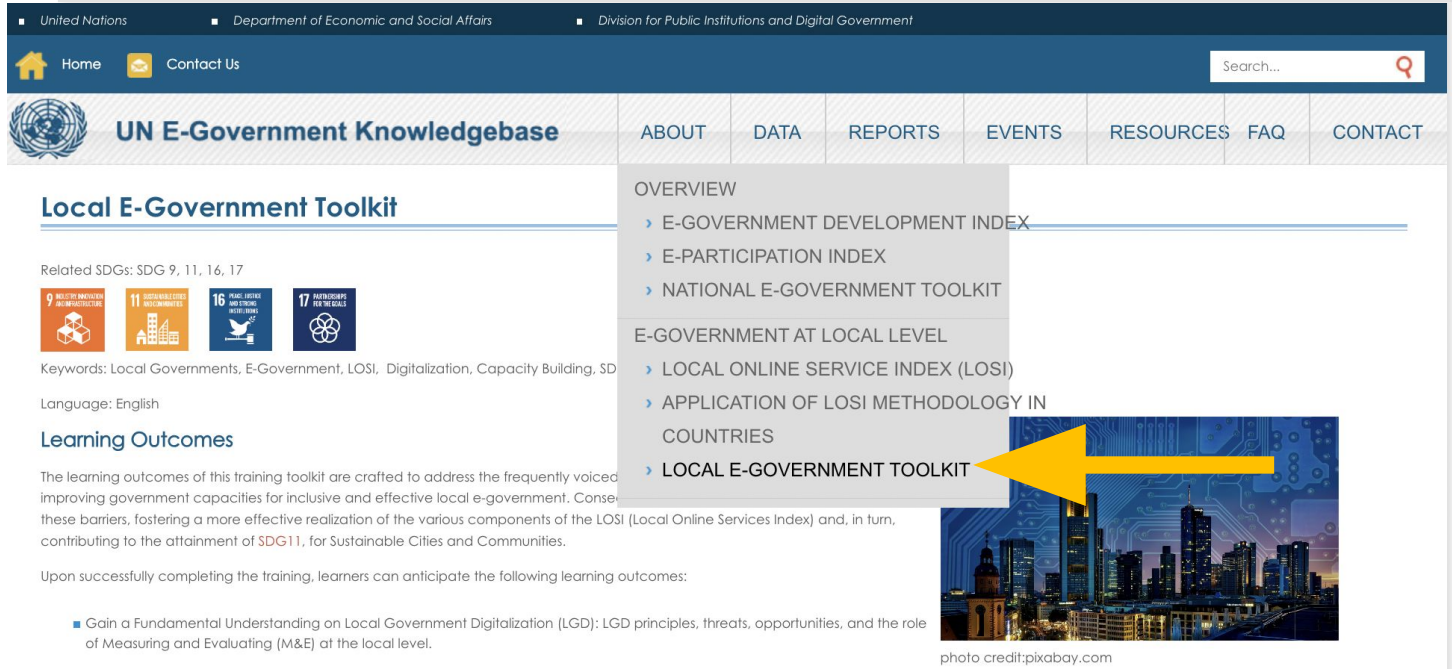

photo credit:pixabay.com

Available in PPT, Online and on Moodle

Scan below or follow:
https://publicadministration.un.org/egovkb/en-us/About/E-Government-at-Local-Level/Local-E-government-Toolkit

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Toolkit: Preview

National E-Government Toolkit

Related SDGs: SDG 9, 11, 16, 17

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

Landing Page

Learning Outcomes

This toolkit equips you with the knowledge and resources to improve online public service delivery in your jurisdiction. Through clear guides, insightful examples, and practical tools, you'll gain the skills to deliver 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:

- **Foundational Knowledge:** Grasp the core principles of e-government, the significance of OSI, and the importance of measuring and evaluating progress.
- **Deep Dive into OSI:** Explore each OSI component in detail with clear descriptions, practical guidelines, and real-world case studies to learn from successful implementations.
- **Expand Your Expertise:** Gain additional insights into e-government literacy – a subcomponent of the Human Capital Index (HCI) – and delve into the Member State Questionnaire (MSQ) to understand data collection for e-government effectively.

Content and Structure

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E-Participation Index

Indicator	Description
1. #021 Corruption Reporting	Report corruption by public servants or institutions
2. #033 Calendar on e-participation activities	Calendar or announcements about any upcoming public engagement or e-participation activities
3. #034 Online tools for policy	Online tools to obtain raw (non-deliberative) inputs for policy deliberation
4. #037 Open government data portal	Open government data portal
5. #040 New open datasets requests	Possibility to propose/request new open datasets be made available online
6. #042 Open Government Data events	Information about the organization of competitions/ hackathons/ events around the use of open government data
7. 078 Open Datasets on government expenditures	Open Government dataset(s) on national government expenditures (budget
8. # 092, 105,121,134,163, 174 Government expenditures for 6 sectors	Information on government expenditures (budget) on HEALTH/ EDUCATION/ EMPLOYMENT/ SOCIAL PROTECTION/ ENVIRONMENT/ JUSTICE
9. # 096, 109,125,138,167,178 Online consultations for 6 sectors	Information about upcoming consultations intended to involve people in the past 12 months (HEALTH/ EDUCATION/ EMPLOYMENT/ SOCIAL PROTECTION/ ENVIRONMENT/ JUSTICE)
10. #098, 111,127,140,169,180 Inclusion of voices in decision making in 6 sectors	Information about having held online consultations via forums, polls, questionnaires etc. intended to involve people in the past 12 months (HEALTH/ EDUCATION/ EMPLOYMENT/ SOCIAL PROTECTION/ ENVIRONMENT/ JUSTICE)
11. #099, 112,128,141,170,181 Open government datasets for 6 sectors	Open Government dataset(s) on HEALTH/ EDUCATION/ EMPLOYMENT/ SOCIAL PROTECTION/ENVIRONMENT/ JUSTICE

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13. Participatory budgeting (#193)

What	**The provision of participation possibility to the user regarding participatory budgeting or similar mechanism. Many countries around the world are starting to engage the people in the discussion of the country's budget, known as "participatory budgeting".**
Why	Empowers people to engage in crucial discussions about the country's financial allocations, fostering transparency, democratic decision-making, and people-driven development.
How?	**Indicative steps:** 1. **User-Friendly Interface:** a. Design an intuitive online platform where people can easily access budget-related documents. 2. **Transparency**: a. Display the current budget, financial reports, and any proposed projects or initiatives. 3. **Engagement through Social Media:** a. Integrate social media platforms to create awareness about participatory budgeting events. 4. **Online Surveys and Feedback Forms:** a. Use online surveys and feedback forms to gather opinions and suggestions from people. 5. **Clear Timelines:** a. Publish clear timelines for the participatory budgeting process. 6. **Regular Updates:** a. Keep the website updated with progress reports, outcomes of participatory budgeting initiatives.. Check out People Powered's guide or Democratic Society's
Case Examples	Check out Mauritius Pre Budget Consultation mechanism

Submit your case **here**

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Compendium of Best Practices: Local and National E-Government

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Compendium of Digital Government Initiatives / Compendium Category: Digital Government / Compendium of Digital Government Initiatives

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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UN DESA/ DPIDG
Local level initiatives

moodle courses: Local E-Government Toolkit and Theory

Enrol in our interactive Moodle course on the local e-government toolkit here: https://capacity.desa.un.org/article/local-e-government-toolkit

Interested in the theoretical foundations of local e-government? Join our course here: https://capacity.desa.un.org/article/local-e-government-theory

Join the LOSI Network

- **Outcomes:**
  - Policy Guidance
  - Enhanced Access
  - Capacity Building
  - Accountability
  - Benchmarking
  - International Collaboration
- **Contact:** dpidg@un.org

2022	2023
Brazil	Greece
Jordan	India
State of Palestine	Uzbekistan

And more applications...

Thank you!

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

ANGELICA.ZUNDEL@UN.ORG
OR DPIDG@UN.ORG