



**Expert Group Meeting  
In Preparation for the UN E-Government Survey 2022  
29-31 March 2021**

**Annotated Agenda**

Day 1: Monday, 29 March 2021	
08:00 - 08:30 (EDT)	<p><b>Introduction</b> by Mr. Juwang Zhu Director, Division for Public Institutions and Digital Government (DPIDG, UN DESA)</p> <p><i><b>Welcome and Opening remarks</b> by Maria-Francesca Spatolisano, Assistant Secretary-General for Policy Coordination and Inter-Agency Affairs, United Nations Department of Economic and Social Affairs, UN DESA, and OIC of the United Nations Envoy on Technology (8-10 min)</i></p> <p><i><b>Moderator: Vincenzo Aquaro, Chief, Digital Government Branch, Division for Public Institutions and Digital Government (DPIDG), UN DESA</b></i></p> <p><b><u>Expert Dialogue 1:</u> The Future of Digital Government</b></p> <p><b>Setting the scene</b> (8-10 min)</p> <p>This is an introductory section to the expert group meeting and to the overall theme of digital government. How do you imagine (or reimagine) the Future of Digital Government in 5, 10, 20 years' time? What are some important trends and innovations that will impact and drive the future of digital government for sustainable development?</p> <p><i><b>Short remarks by experts</b> (10 min) (3 framing statements/pitches from selected representatives of Private Sector, Academia and Civil Society)</i></p>
08:30 - 9:15	<p><b>Breakout Group Discussion</b> Groups A, B &amp; C- Opportunities and challenges for digital government in 5, 10, 20 years' time</p> <ol style="list-style-type: none"> <li>1. What are some important trends or functions/solutions/innovations that will impact and drive the future of digital government for sustainable development? Please identify the 4 most important trends and explain why.</li> <li>2. What are some of the opportunities for digital government in 5, 10, 20 years' time?</li> <li>3. What are some of the challenges for digital government for the same time frame?</li> <li>4. The COVID-19 pandemic has, in many ways, defined a new normal for our society – one that is more digital than ever before.</li> </ol>

	<p>(a) How has the pandemic changed the path or course of digital government transformation? (b) How can digital government agencies better respond and recalibrate to the new normal?</p> <p><u>Note:</u> for each breakout session, the organizers will moderate the discussion and a facilitator will collect and present the outcomes; a DPIDG staff member(s) will act as a resource person(s)</p>
9:15 - 9:30	<b>Virtual Coffee Break (virtual networking)</b>
9:30 - 10:15	<p><b>Plenary Discussion</b></p> <p>Note: each WG to present for 5 minutes followed by Open Discussion</p> <p><b>Moderator:</b> Vincenzo Aquaro</p> <p><b>Open Discussion</b></p>
10:15 - 11:00 (EDT)	<p><b><u>Expert Dialogue 2: UN E-Government Survey Methodology</u></b></p> <p><b>Moderator:</b> Vincenzo Aquaro</p> <p><b>Guiding question:</b></p> <ol style="list-style-type: none"> <li>1. In setting the ground for the future of digital government, and understanding limitation of existing methodological frameworks, <b>what are possible changes/refinement</b> in (i) E-Government Development Index <b>EGDI</b> (with sub-indicators OSI, TII, HCI); and (ii) Local online services index <b>LOSI</b> (for municipalities and cities)?</li> </ol>
10:16 - 10:40	<p><b>Presentations by resource persons on:</b></p> <ul style="list-style-type: none"> <li>• <b>The 2030 Agenda for Sustainable Development: towards a post-COVID digital society</b> (Key findings of background paper <i>by Gianluca Misuraca</i>, implications for E-Government Survey) (8min)</li> <li>• <b>E-Gov Survey methodology and Analytical framework:</b> <ul style="list-style-type: none"> <li>○ Brief Overview of EGDI by Arpine Korekyan (8 min)</li> <li>○ Brief overview of LOSI by Deniz Susar (8 min)</li> </ul> </li> </ul>
10:40-11:00	<p><b>Open Discussion (20 min)</b></p> <p>Q&amp;A from the Experts, soliciting ideas on key trends that are necessary to consider in reviewing the methodology</p>
<b>Day 2: Tuesday, 30 March 2021</b>	
08:00 – 08:45 (EDT)	<p><b><u>Expert Dialogue 2: UN E-Government Survey Methodology (continued)</u></b></p> <p>Recap of Day 1, Plenary session and instructions for proceedings of 3 breakout groups</p> <p><b>Moderator:</b> Vincenzo Aquaro <b>Co-Moderators of Breakout groups:</b> Wai Min Kwok, Arpine Korekyan, and Deniz Susar</p>

	<p><b>Note:</b> prior to group discussions the experts will be provided with relevant factsheets and guiding questions for a structured discussion</p>
08:45-09:45	<p><b>Breakout Group Discussions</b></p> <p><b>Guiding questions:</b></p> <ol style="list-style-type: none"> <li>1. Is there a need to assess a new set of e-services and features to reflect the current/changing trends in digital government in addition to existing 20 services covered in the OSQ?</li> <li>2. Based on discussions of Day 1, are there any key areas and features important to assess that are currently not captured by the OSI and LOSI?</li> <li>3. Should both the OSI and LOSI analytical framework be organized around 4 areas: Technology, Content, Services, and Participation?</li> <li>4. What are methodological implications of assessing the new suggested features, areas and services? Are the new suggested features, areas and services assessable for all 193 UN Member States?</li> <li>5. What are the alternative ways of capturing the advancement of e-government development at national and local levels?</li> </ol> <p><b>Group 1, 2 and 3</b> will simultaneously discuss possible improvements to <b>OSI and LOSI</b>, such as inclusion of any new areas of assessment, transactional online services, new features of e-government (advanced, basic), e-procurement, e-recruitment, etc., in the breakout sessions.</p>
09:45 -10:00	<p><b>Virtual Coffee Break (virtual networking)</b></p>
10:00 – 11:00	<p><b>Plenary Dialogue</b> (60 minutes) <i>Moderator Vincenzo Aquaro</i></p> <p>Reporting back to the plenary by the Groups (30 min) followed by Open Discussion (30 min)</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. Each WG to present for 10 minutes</li> <li>2. Experts are requested to structure their recommendations for DGB team on survey methodology for both 2022, and beyond.</li> </ol>
<p><b>Day 3: Wednesday, 31 March 2021</b></p>	
08:00 – 08:15 (EDT)	<p><b>Introduction</b> by Mr. Juwang Zhu Director, Division for Public Institutions and Digital Government (DPIDG, UN DESA)</p> <p><b>Keynote by ASG Elliott Harris</b> <i>Assistant Secretary-General for Economic Development and Chief Economist, United Nations Department of Economic and Social Affairs, UN DESA</i></p>
08:15 - 09:00	<p><b>Expert Dialogue 3:</b> <b>E-Government: Leaving no one behind and leaving no one offline</b></p> <p><i>Moderator: Wai Min Kwok</i></p>

	<p>Presentation of synthesis of expert interview questions*(10 min):</p> <ol style="list-style-type: none"> <li>1. Close to half of the world’s population remains offline and will not be able any digital services provided by governments. How can governments accelerate the <b>bridging of all forms of digital divides, including meaningful access to e-services?</b></li> <li>2. What are the <b>opportunities and risks of a “digital-by-default” or “digital-first” strategy/approach</b>, wherein services are primarily offered online, isolating those who do not have online access, or do not know how to access or use them, or do not trust online services?</li> <li>3. <b>Making a government website or mobile app inclusive and accessible</b> means making sure it can be used by as many people as possible, including (i) older people; (ii) those with impaired vision; deafness or impaired hearing; (iii) cognitive impairments or learning disabilities. What are some norms and standards that the UN could advocate?</li> <li>4. How can the UN E-Government Survey <b>better evaluate the targeted provision of e-services to specific vulnerable groups?</b> Please specify especially for (i) women; (ii) persons below the poverty line; and (iii) the minorities.</li> <li>5. E-Government services are increasingly pervasive, along with an emphasis on usage, usability and usefulness of services. How can governments step up in <b>building digital capacity of users</b> in utilizing online services, especially for the vulnerable groups (e.g. older people)? What can governments do to <b>build digital trust</b> of their services?</li> <li>6. What are the opportunities and risks to enhancing social and digital inclusion through e-government and <b>emerging technologies such as AI, robotics</b>, etc. and innovative multi-stakeholder partnerships? Please illustrate with specific government cases.</li> </ol> <p><b>Open Discussion (35 min)</b></p>
09:00 - 09:45	<p>Brief presentation on <b>three dimensions of e-participation</b>:</p> <ol style="list-style-type: none"> <li>1. e-information (<i>enabling e-participation</i>)</li> <li>2. e-consultation</li> <li>3. e-decision-making (e-collaboration and e-empowerment)</li> </ol> <p><b>Breakout group discussions</b>  <i>Guiding question:</i>  How can the <b>UN E-Government Survey better assess and evaluate e-participation and open government data?</b></p> <p>Note: Experts will be asked to join the following working groups (40 min)</p> <ol style="list-style-type: none"> <li>1.</li> </ol>
09:45 – 10:00	<b>Virtual Coffee Break (virtual networking)</b>

10:00 - 10:45	<b>Plenary dialogue</b> Note: Each WG to present for 5 minutes (with written submission), followed by Open Discussion  <i>Moderator: Vincenzo Aquaro</i>  <b>Open Discussion</b>
10:45 - 11:00	<b>The Way Forward</b> <i>Recommendations and Conclusions</i> Mr. Juwang Zhu Director, Division for Public Institutions and Digital Government (DPIDG, UN DESA)