



**United Nations**

Department of Economic and Social Affairs



# Expert Group Meeting In Preparation for the E-Government Survey 2022

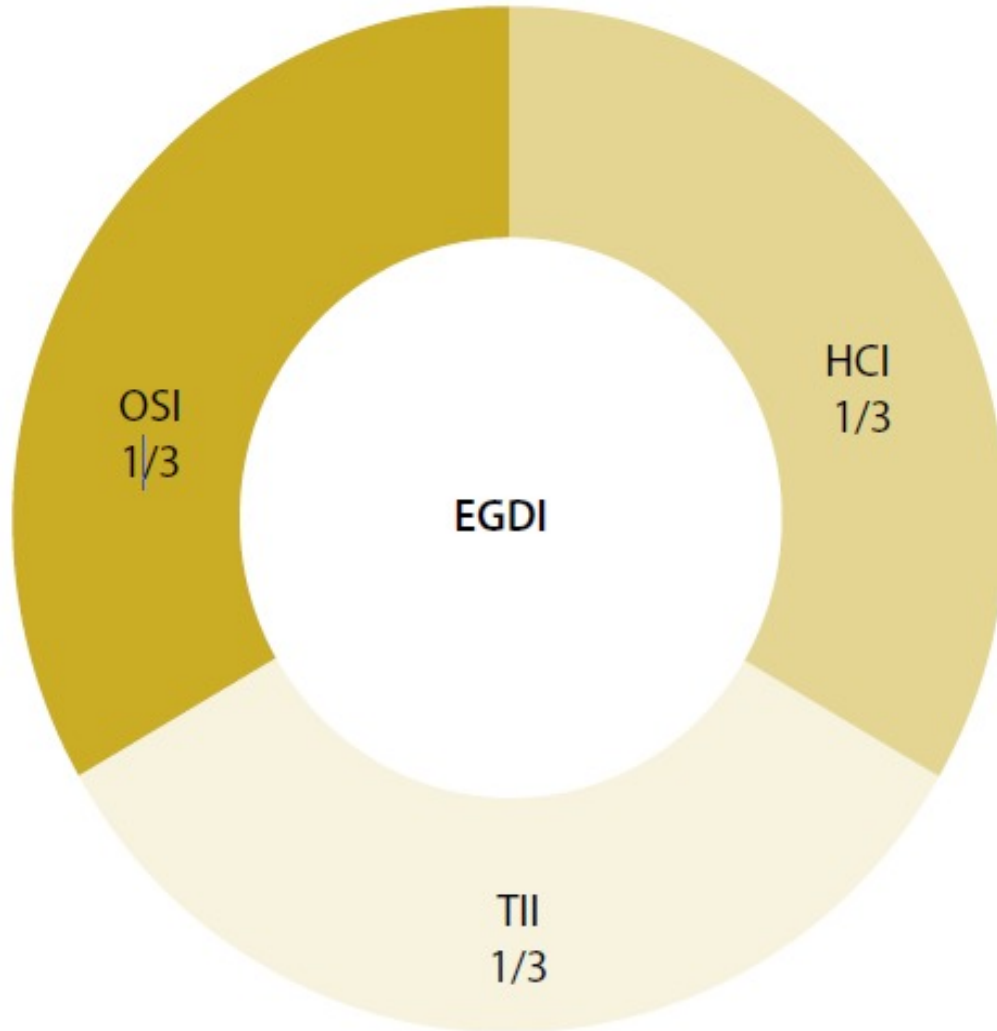
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United Nations - New York, 29-31 March 2021





# EGDI components



- OSI - Online Service Index
- TII - Telecommunication Infrastructure Index
- HCI - Human Capital Index

- the scope and quality of online services quantified as the Online Service Index (OSI);
- the status of the development of telecommunication infrastructure or the Telecommunication Infrastructure Index (TII); and
- the inherent human capital or the Human Capital Index (HCI). Each of these indices is a composite measure that can be extracted and analyzed independently.

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

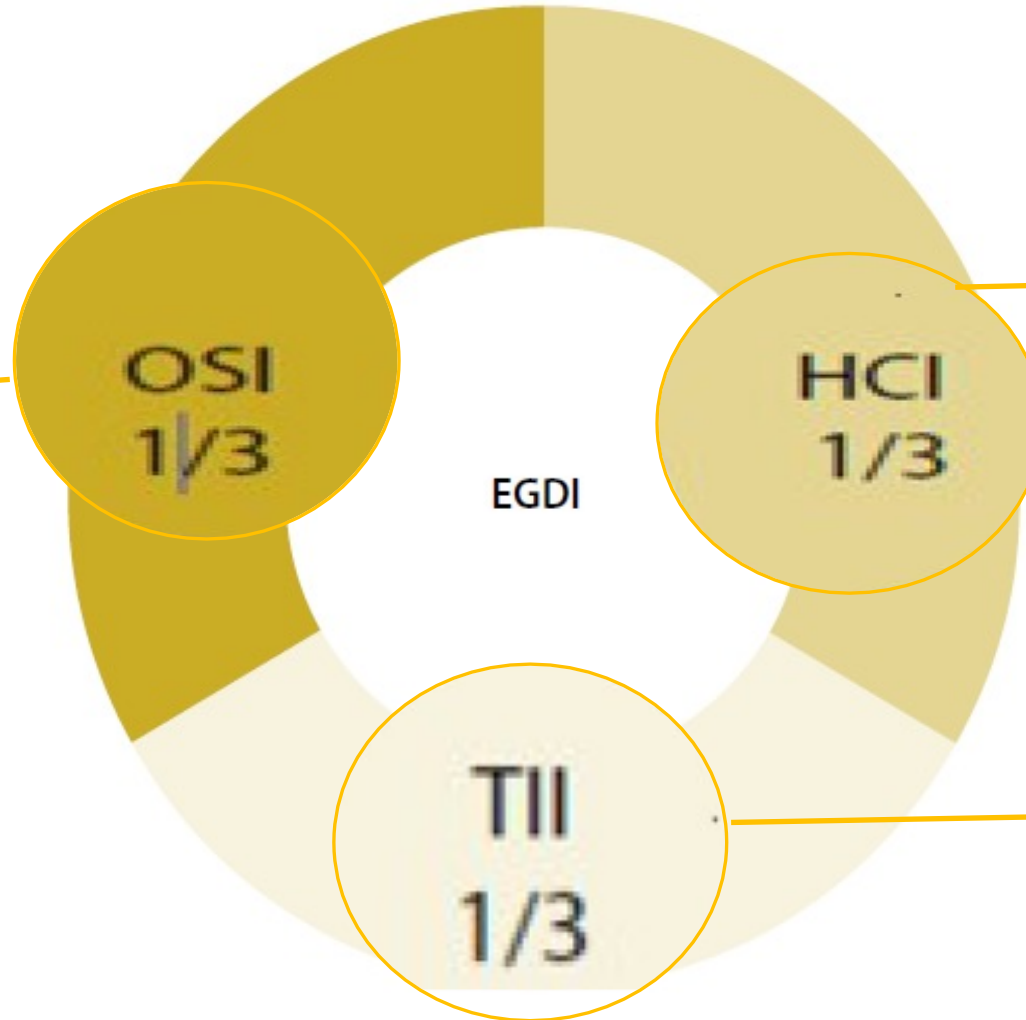


# EGDI components



- OSQ – a list of 148 questions (2020)
- Positive answers generate “**more in-depth questions**” inside and across the patterns.
- The total number of points scored by each country is **normalized to a range of 0 to 1.**

*(UNDESA data)*



- Adult literacy
  - Gross enrollment ratio
  - Expected years of schooling
  - Mean years of schooling
- (UNICED, UNDP data)*

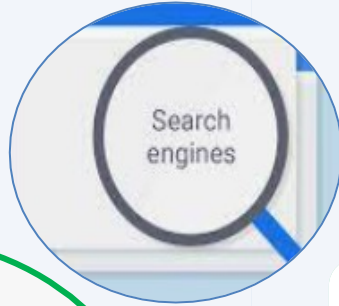
- Mobile subscribers per 100 inhabitant
  - Fixed broadband subscriptions per 100 inhabitants
  - Internet users per 100 inhabitants
  - Active mobile-broadband subscriptions
- (ITU data)*



# National Portal Features

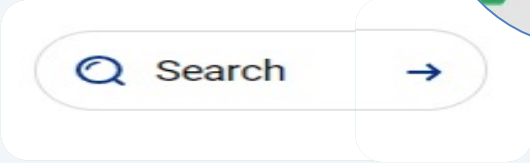


## BASIC



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[help@ria.ee](mailto:help@ria.ee)  
[Contacts](#)

Last updated on 22 March 2021



list of public services

**Year**

2021  2017  2018

2020  2015  2010

**Keywords**

press release  
 press releases (en)  
 prime minister's speeches



العربية 中文 **English** Français Русский Español



**Glossary**

This section contains explanations of common terms referenced on resources.data.gov.

Search for a term:

**Metadata**



**Rate your experience**

1  2  3  4  5  6

NOT SATISFIED VERY SATISFIED

**What's it to do with?**

The whole site

A specific page



**Follow updates**

Social Media

I agree with

E-mail address

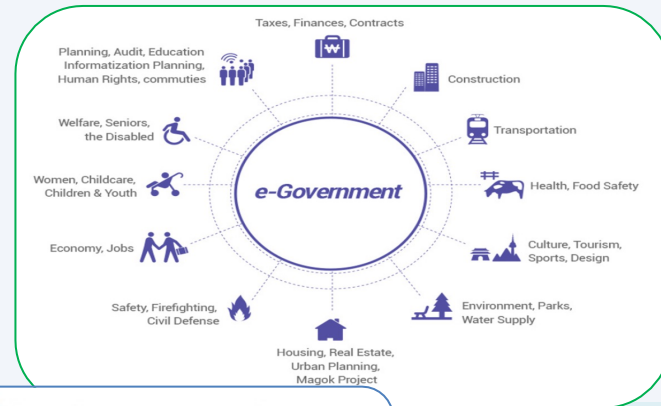


## ADVANCED



## Institutional

CIO or equivalent



- MINISTRY OF COMMUNICATIONS AND INFORMATION (MCI)
- MINISTRY OF CULTURE, COMMUNITY AND YOUTH (MCCY)
- MINISTRY OF DEFENCE (MINDEF)
- MINISTRY OF EDUCATION (MOE)
- MINISTRY OF FINANCE (MOF)
- MINISTRY OF FOREIGN AFFAIRS (MFA)
- MINISTRY OF HEALTH (MOH)
- MINISTRY OF HOME AFFAIRS (MHA)
- MINISTRY OF LAW (MINLAW)

## Privacy Statement

Government of S...

Personal Data Protection Act.

PRIVACY & CYBERSECURITY LEGISLATION 2020

Open Government Data Act

A STRONGER AND MORE SECURE DIGITAL DENMARK

Digital Strategy 2016-2020

## E-participation policy

**e-Participation Policy**  
 The concept of e-participation is based on achieving the role of the public in the service improvement process and participation in decision-making, which can be achieved through the public's feedback, suggestions and observations received via official electronic participation tools provided by the Authority.  
 Steering from a general intention of the Authority to enable the public to exercise their right, and following in the consultation role undertaken by citizens in the development of the services provided by the Authority and in continuously improving its performance, thus helping in advancing their happiness and increase their satisfaction. The Authority provides the following electronic participation tools:

Bring us your Ideas!

e-Consultation

You can follow drafts currently in progress you wish, you can also comment or take public consultation.

SUBMIT IDEAS

Participation Website

On the participation website, you can submit ideas to the government and collect support to your idea. All ideas receive a response from the government.

SUBMIT IDEAS

## Legal & Policy

Freedom of Information Act 2000



# 20 Transactional online services



**Utilities**



Water, Gas, electricity

**Permits**



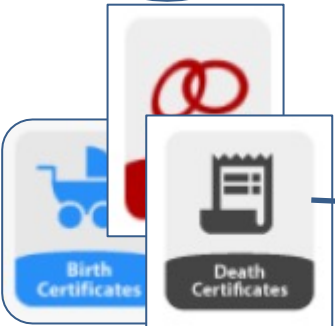
Building, Environment

**Taxes**



Income, VAT, G&S, Business tax

**Life Events**



Birth, Death, Marriage

**Fines/ fees**



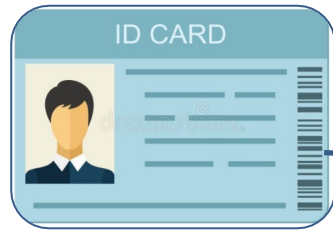
e.g. vehicle violations, gov. services

**Residence**



Changing address online

**ID**



Personal ID

**Registrations**



Vehicles, Businesses, company, Property/land

**Licenses**



Driving, Business

**Visa**



Entry or transit visa applications

**Filing**



Declarations, reports

- ✓ **Multichannel** options in online and offline service provision
- ✓ **Partnerships** with third parties

# Sector Specific services

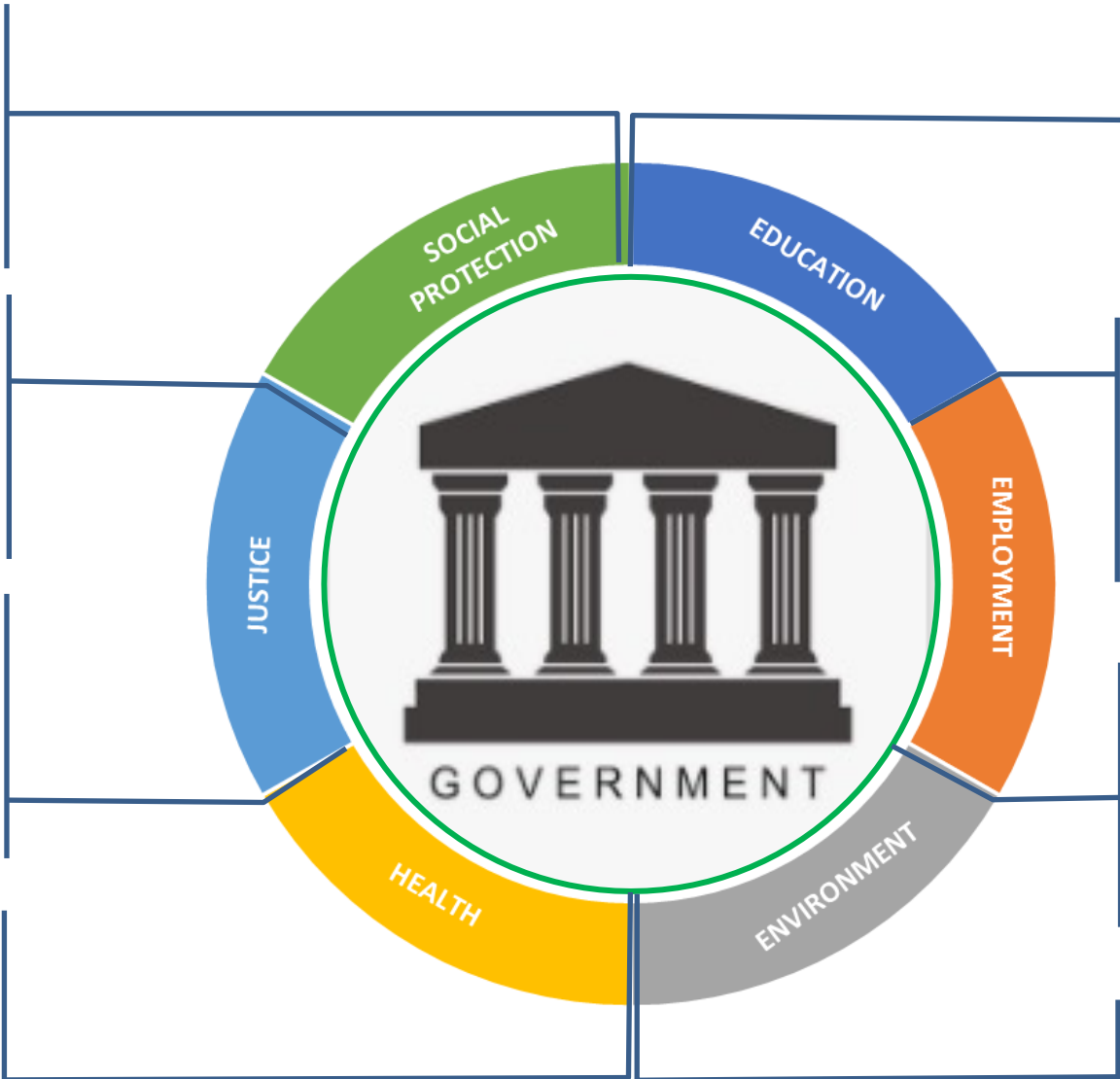


- Linked to the sectoral or ministerial websites

- Provide sources of information on policies

- Provide information on government expenditures (budget)

- OGD datasets in i) Not machine-readable (PDF, scanned files etc.) or ii) Machine-readable (CSV, JSON, XML etc.)

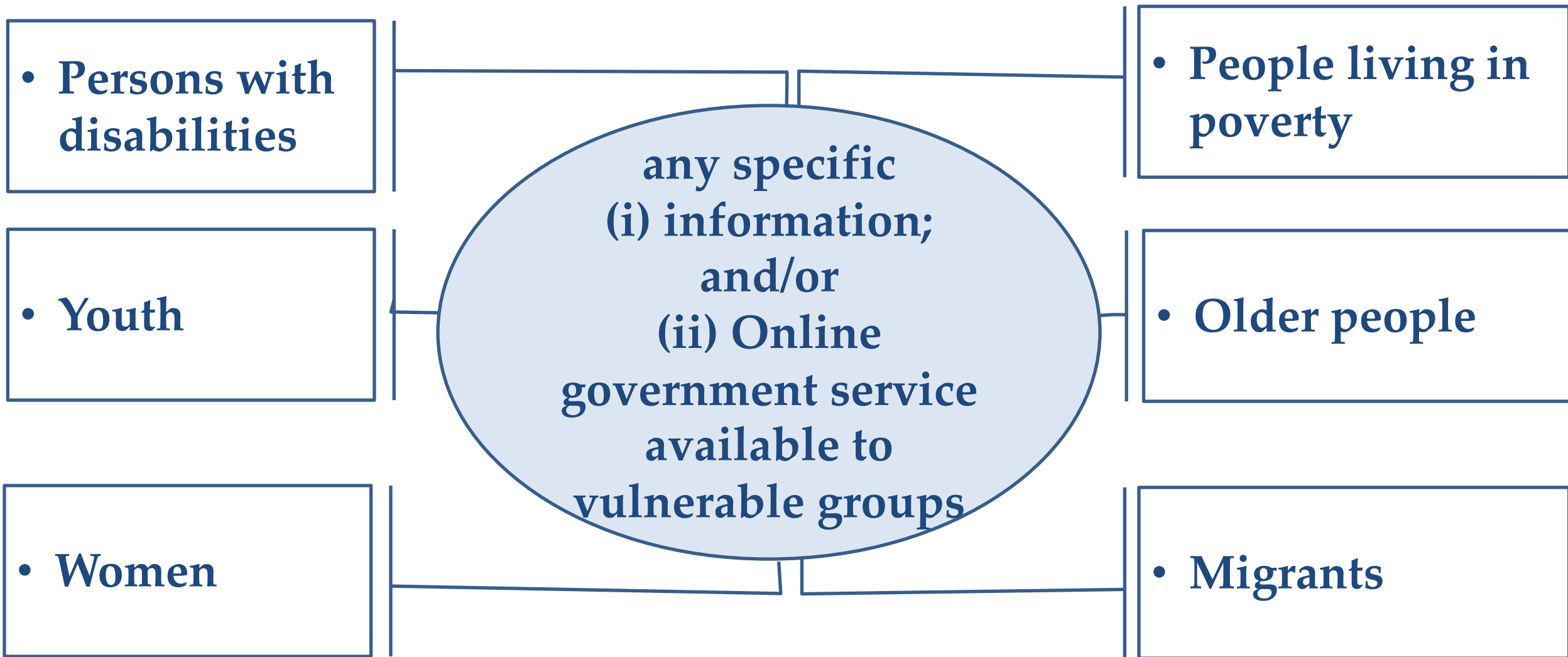


- SERVICES available through (i) smartphone apps; ii) SMS services; or iii) mobile browser?

- information about upcoming consultations

- information about upcoming consultations via forums, polls, questionnaires etc.

- evidence that people's voices were included in the actual decision-making







## OGDI

- ✓ OGD portal and OGD policy
- ✓ OGD datasets in i) Not machine-readable (PDF, scanned files etc.) or ii) Machine-readable (CSV, JSON, XML etc.)
- ✓ Access to person's own /businesses' data at government record
- ✓ Possibility to modify data
- ✓ Tutorials, dictionaries, metadata on IDG portal
- ✓ Possibility to request new datasets
- ✓ GIS data and related services
- ✓ Use of OGD, including in Hackathons

✓ These issues will be covered more in-depth during Day 3 of the EGM

- **Information**
- **Consultations**
- **Decision-Making**
- ✓ Questions related to provision of information (including OGDI)
- ✓ Policies and legislative documents
- ✓ Proactive processes set up for e-consultations
- ✓ Tools of participation
- ✓ Evidence of using consultations outcomes in policy design/legislation

## EPI



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?
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?
3. Should both the OSI and LOSI analytical framework be organized around **4 areas: Technology, Content, Services, and Participation**?
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?
5. What are the **alternative ways of capturing the advancement of e-government development** at national and local levels?



# THANK YOU

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