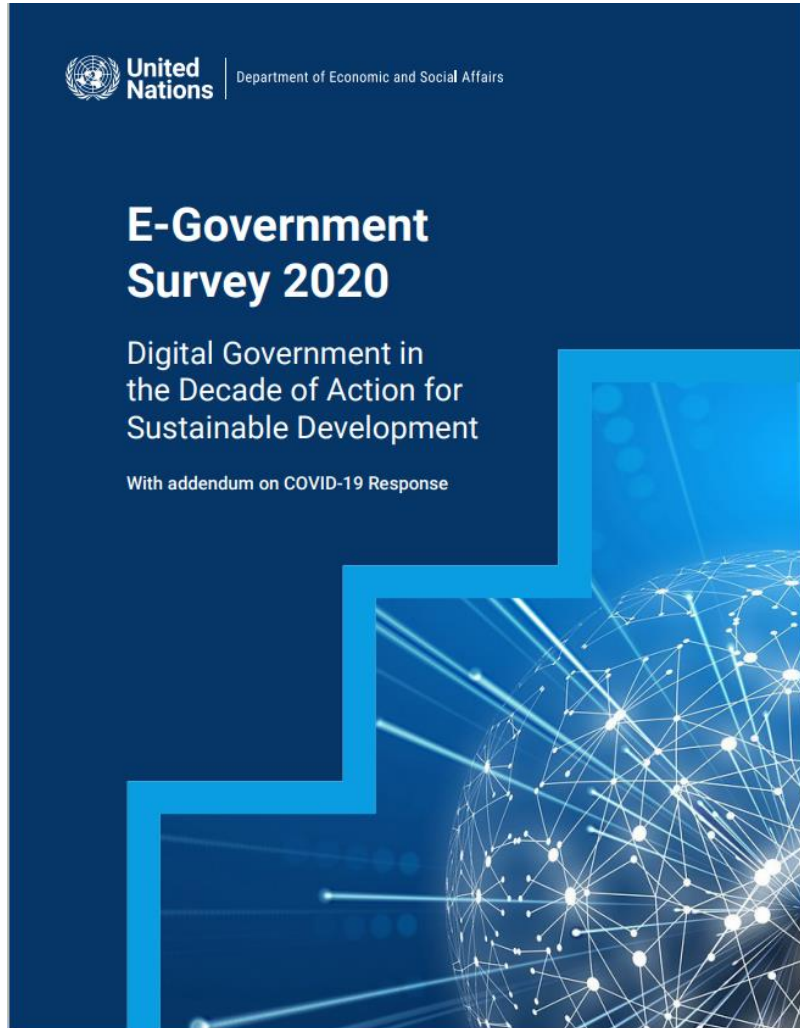




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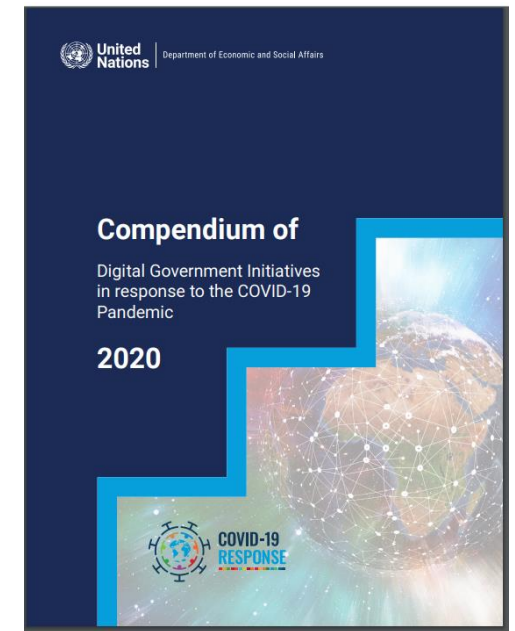
Department of Economic and Social Affairs



Analytical findings in 2020 UN E-Government Survey and the Compendium

Vincenzo Aquaro
Chief of Digital Government Branch
Division for Public Institutions
and Digital Government

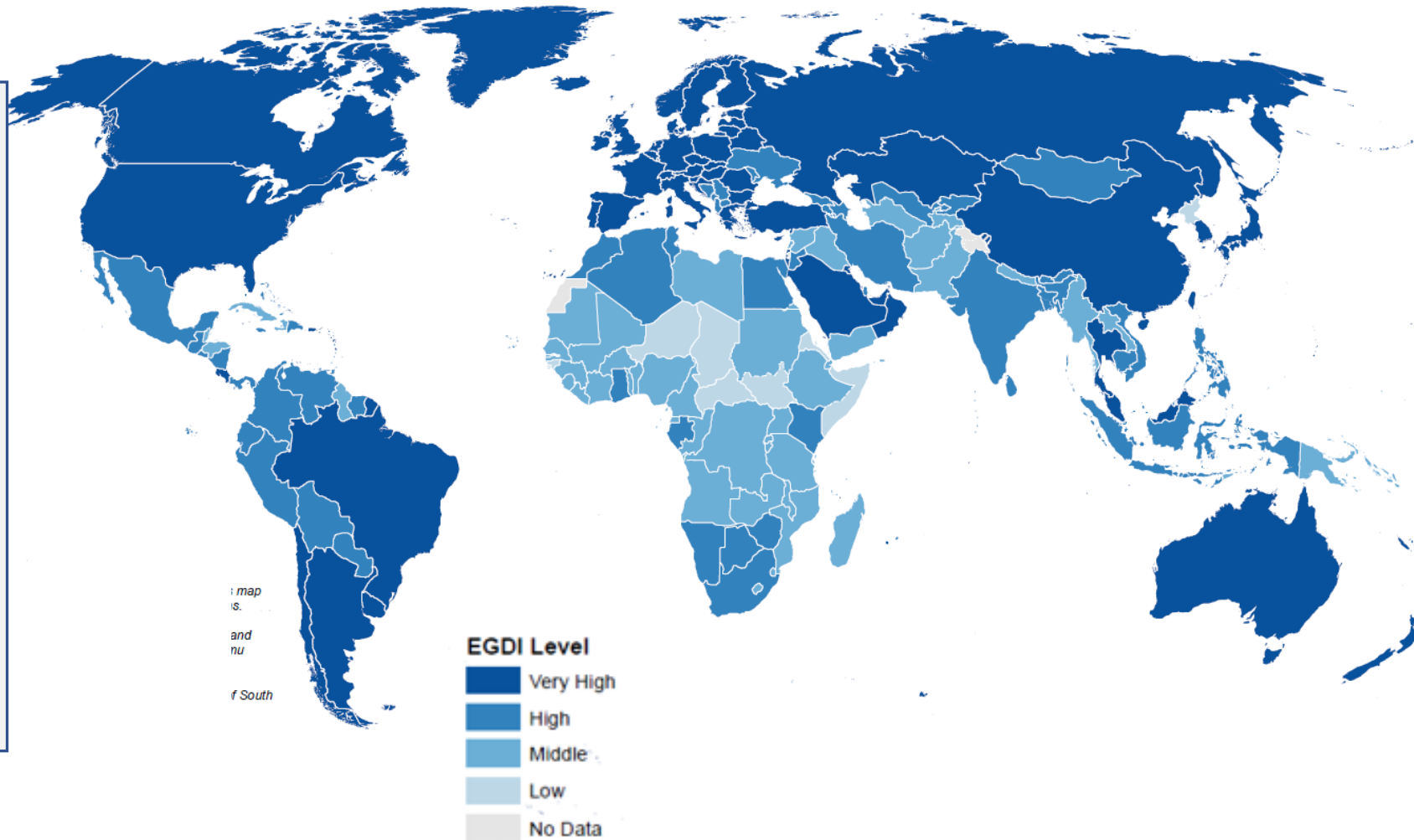
DPIDG - Capacity Development Webinar
United Nations - New York, 15 December 2020





2020 Key Findings

- ✓ Global trends in e-government development improved
- ✓ **126 UN Member States** have **High and Very-High EGD** levels
- ✓ **57 countries** have “**Very-High EGD**” compared to 40 countries in 2018
- ✓ Only **8 countries** have “**Low-EGD**” compared to 16 countries in 2018 (7 of them from Africa)

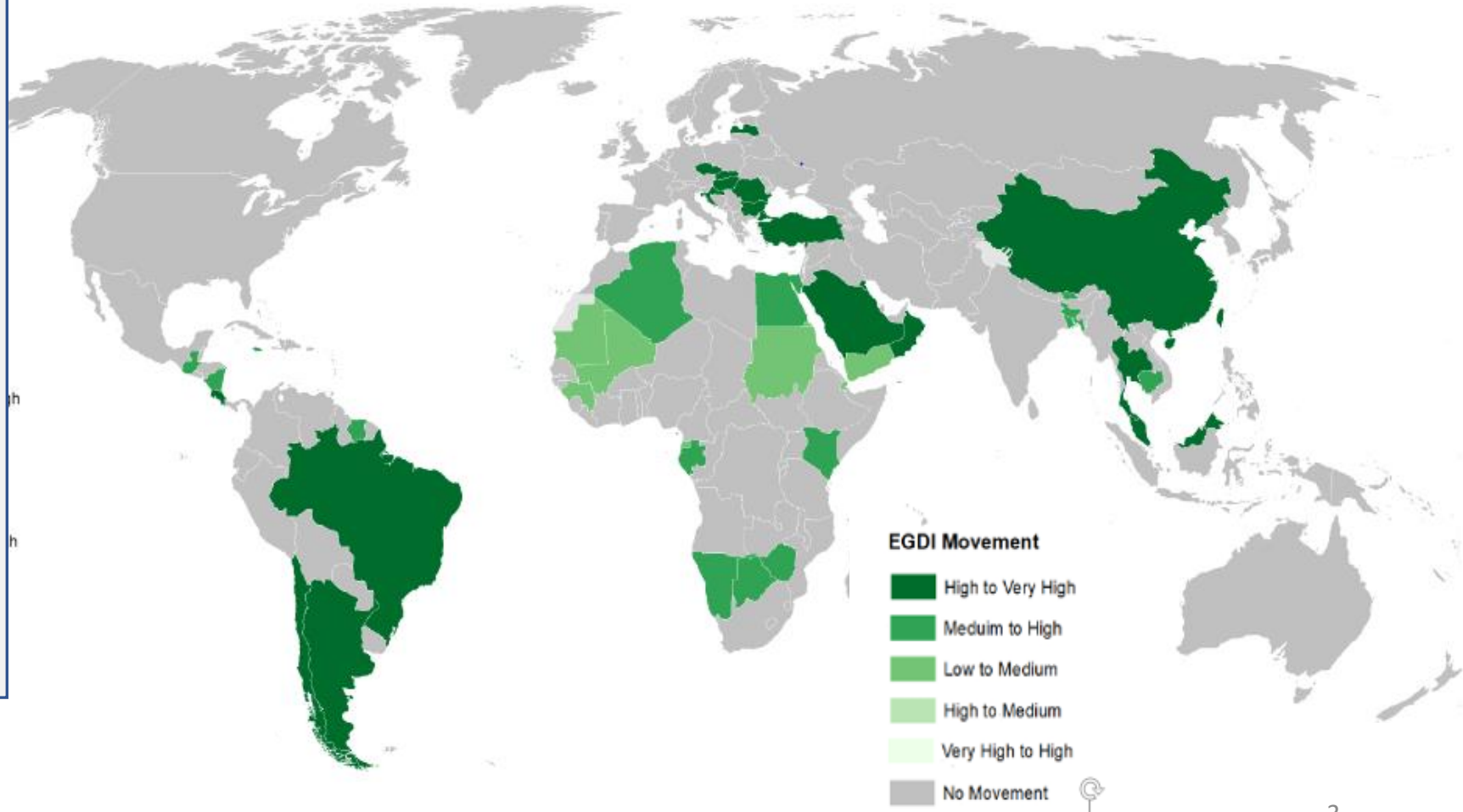
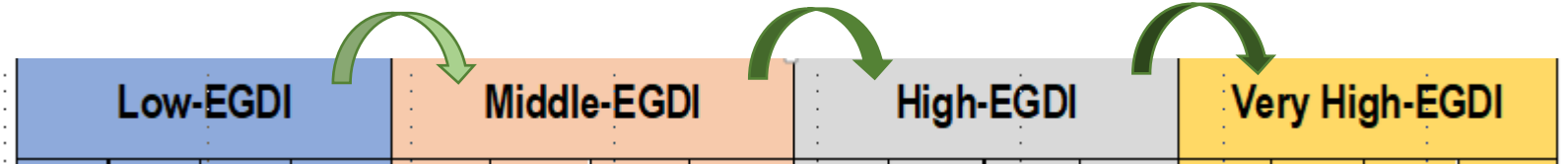




2020 Key findings

✓ **42 MS transitioned from lower to higher levels of EGD I**

- Africa:** 15 countries (28%)
- Americas:** 9 countries (26%)
- Asia:** 11 countries (23.%)
- Europe:** 7 countries (16.%)
- Oceania:** 0 transitions.



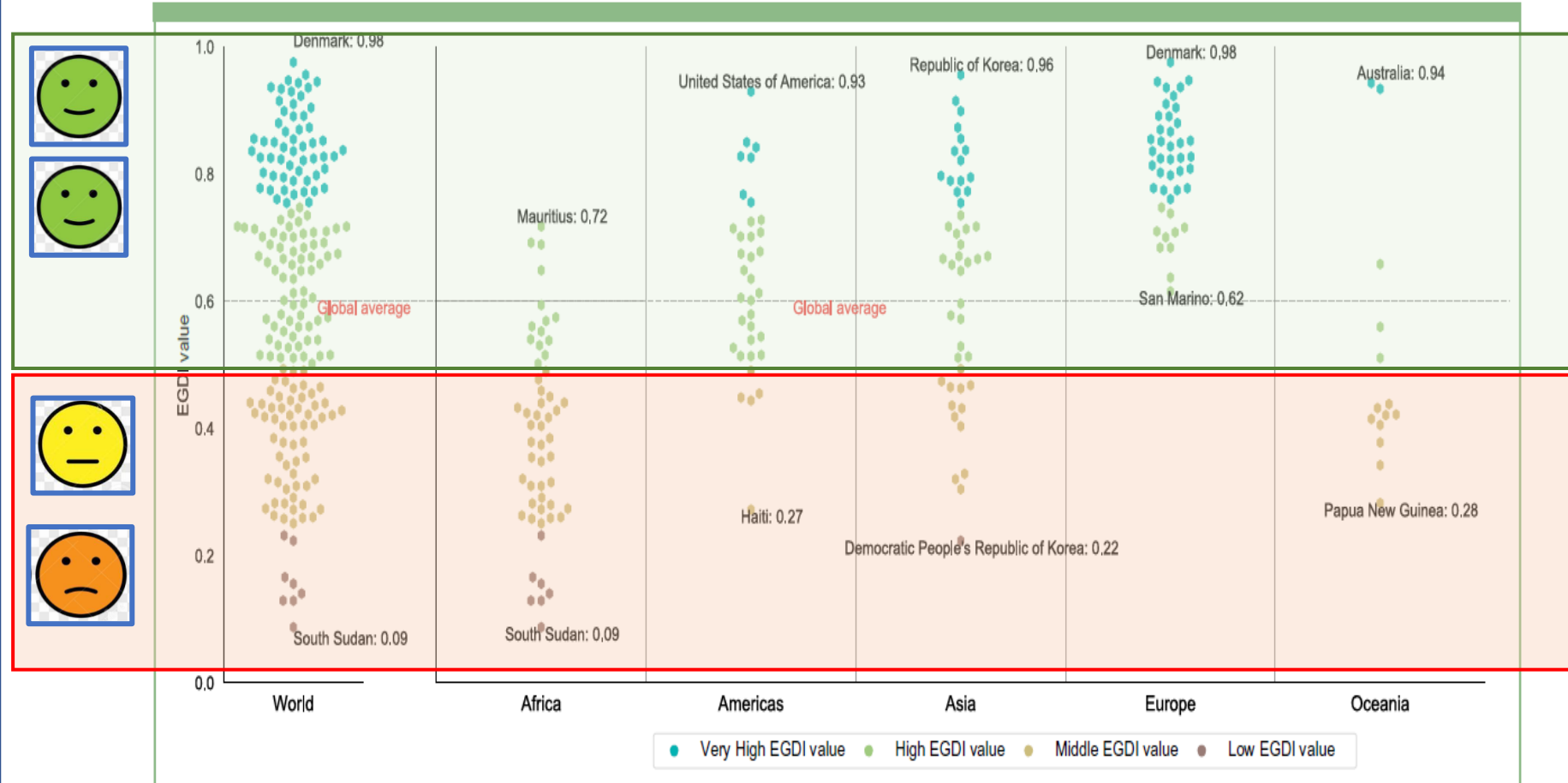


Key Findings

- ✓ The Global average EGD I increased to **0.60** in 2020, from 0.55 in 2018
- ✓ All MS in **Europe** have EGD I scores **above the global average** of 0.60
- ✓ **Oceania and Africa** regions remain **below the global average** of 0.60

- ❑ Europe - Average EGD I: 0.82
- ❑ Asia - Average EGD I: 0.64
- ❑ Americas – Average EGD I: 0.64
- ❑ Oceania – Average EGD I: 0.53
- ❑ Africa – Average EGD I: 0.39

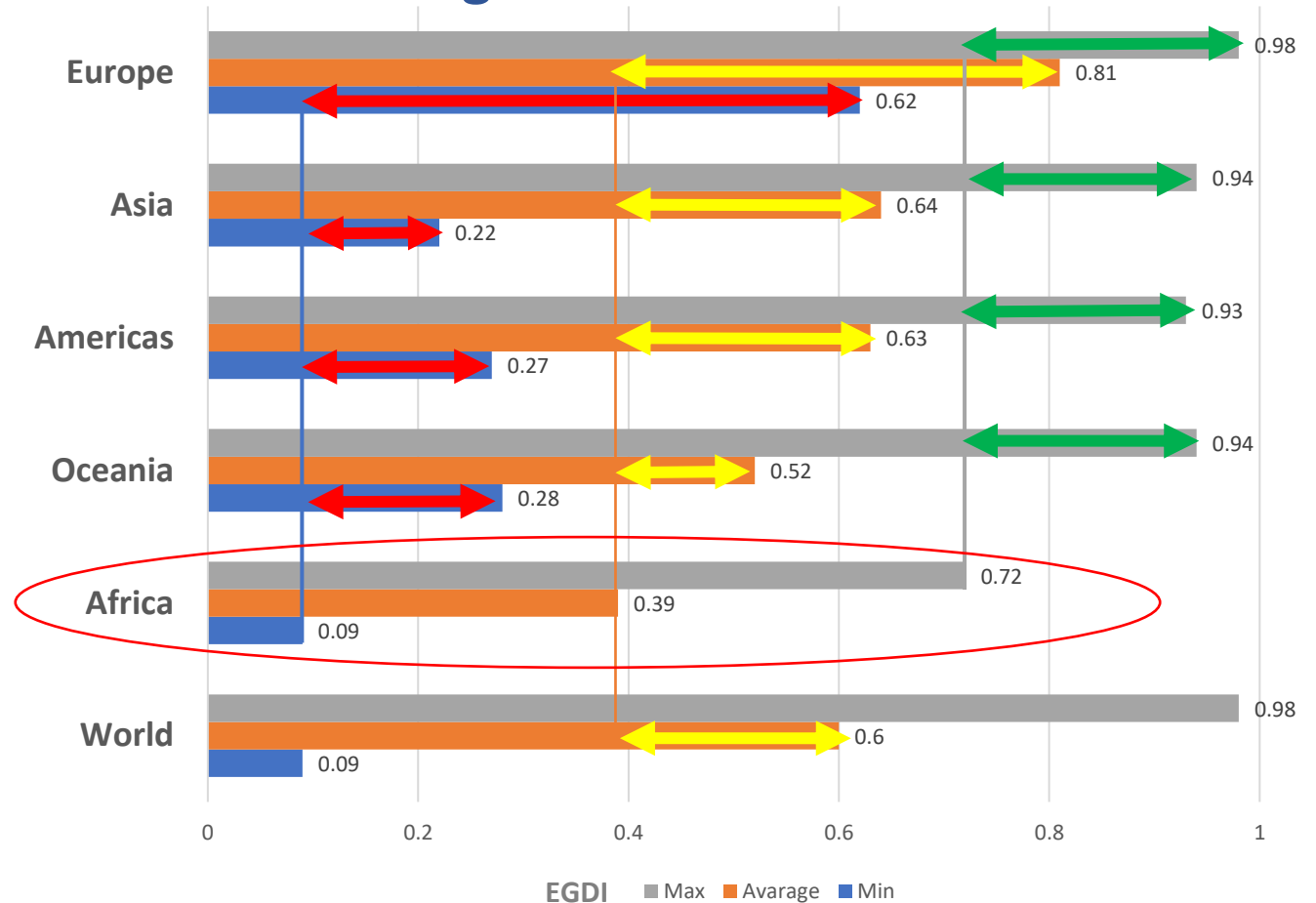
Figure 2.2 Global and regional distribution of 193 countries according to EGD I level, 2020



Key Messages

- ❑ On average, 66 % of the UN Member States provide online services, however countries offering the full spectrum of services are in the Very-High and High-OSI level groups (93 % and 81 per % respectively)
- ❑ 7 of the 8 countries with the lowest EGDI scores are least developed and/or landlocked countries in Africa
- ❑ While Africa has made significant progress in e-government development, with only 7 of the region's 54 countries remaining in the low EGDI group, there is still the persistence of digital divides within and between countries and regions.
- ❑ Differences in e-government development exist even in highly developed regions

Digital Divide in Africa



Compendium of Digital Government Initiatives in response to the COVID-19 Pandemic (1/2)



Key Messages

- Digital technologies have allowed governments to provide clear, up-to-date information to the public, local authorities and health workers, while working alongside stakeholders to reduce the spread of misinformation, and to address cybersecurity and data privacy issues
- Many countries were quick to deploy tracking and tracing apps, and apps for working and learning from home. We have experienced new tools and processes, such as dedicated COVID-19 information portals, hackathons, e-services for the supply of medical goods, virtual medical consultations, and self-diagnosis apps, among others
- This Compendium highlights more than 200 of the 500 cases shared by Member States in a response to a call for inputs from DPIDG in April/May 2020 and aimed to serve as an inspiration to policy maker.

List of Cases by Country

Flag	Country	Category	Sub-Category	Ca
	Afghanistan	Information sharing	Monitoring	Mi He We
	Andorra	Information sharing	Covid-19 portal	As
	Brazil	Information sharing	Providing information	Co
	Brazil	E-health	E-health services	Val do
	Brazil	E-health	Supply of medical goods	Inf inv

8. Addendum - E-Government during the COVID-19 pandemic: Policy insights and the way forward

E-government has stepped up its central role as a necessary element of communication, leadership and collaboration between policy makers and society during the COVID-19 pandemic. Digital technologies have enabled broader sharing of knowledge, encouraging collaborative research to find solutions and provide transparent guidance to Governments and people. The same technologies have also been used for the rapid dissemination of false or questionable information, leading to concerns about privacy and security. Policy makers have been called upon to collect and process COVID-19-related data in an ethical, transparent, safe, interoperable, and secure manner that protects the privacy and data security of individuals. Overall, however, the benefits of using technology seem to have outweighed their drawbacks.

Digital government offices have also experienced rapid digital transformation during the COVID-19 pandemic. In a quick call for inputs by UN DESA, government officials around the world shared nearly 500 COVID-19 related applications in less than 2 weeks. Moving forward, policy makers need to further embrace technology to support the achievement of the Sustainable Development Goals (SDGs). Efforts in developing digital government strategies after the COVID-19 crisis should focus on improving data protection and global digital inclusion policies as well as on strengthening the policy and technical capabilities of public institutions. At the same time, Governments need to strengthen common norms for knowledge sharing and collaboration beyond the COVID-19 pandemic.

8.1 Sharing information

Information and communication technologies (ICTs) are vital to the health and safety of people, and in keeping economies and societies working during the ongoing COVID-19 crisis. Digital government technologies have kept Governments and people connected during the outbreak, either through information sharing or online services delivery. These technologies have, for example, helped Governments enforce stay-at-home measures by requiring movement permits from people through text messages, online applications or platforms. The use of technology has also enabled Governments to make rapid policy decisions based on real-time data and analytics, enhancing the capacities of national and local authorities to better coordinate and deploy evidence-based services to those who need them most.

The vital need for accurate, useful and up-to-date information provided by Governments has been amplified during the COVID-19 pandemic.



In this chapter:	
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8.2	Regional cooperation 217
8.3	Local e-government response 219
8.4	Engaging with people and vulnerable groups 221
8.5	Data and the use of new technologies 222
8.6	Establishing multi-stakeholder partnerships 224
8.7	The way forward 225

Addendum

United Nations | Department of Economic and Social Affairs

Compendium of Digital Government Initiatives in response to the COVID-19 Pandemic 2020





Focus Areas

1. Information sharing

- 1.1 Providing information
- 1.2 Monitoring
- 1.3 Covid-19 portal

2. E-Participation

- 2.1 Civic engagement
- 2.2 HackathonS

3. E-Health

- 3.1 Self-assessment of health status
- 3.2 Virtual doctor
- 3.3 E-health services
- 3.4 Supply of medical goods
- 3.5 Remote patient monitoring

4. E-Business

5. Contact tracing

- 5.1 Tracking and tracing

6. Social distancing and virus tracking

- 6.1 Social distancing
- 6.2 Virus tracking

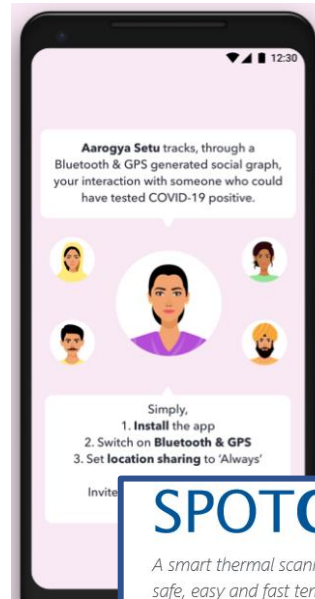
7. Working and learning from home

- 7.1 E-learning
- 7.2 Telecommuting

8. Digital policy

- 8.1 Digital policy
- 8.2 Digital inclusion

9. Partnerships



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- ✓ Detects up to 10 faces at once
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- ✓ 2-meter detection range
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- × Not affected by hot or cold items (e.g. drinks)

Themes ▾ Intergovernmental Support ▾ Research ▾ Capacity Building ▾ News & Events ▾ COVID-19 Webinars

ability Digital Government Institution Building Public Service Innovation and Transformation Public Institutions for SDGs



Country

Focus

Search

Submit Case

If you would like to submit a new case to be added into Compendium, please fill the form here

levikut jälgib?

Inimene, kes on nakatumud, hoidke seda eitea.

2. päev

PHOTO: Pm

Andorra

Information sharing

[Learn more](#)

Online marketplace to support local/regional products and companies



Throughout the COVID-19 pandemic, digital technologies have enabled governments to connect with people and to continue to deliver services online. In many countries digital government has stepped up its central role as a necessary element of communication, leadership and collaboration between policy makers and society. At the same time, heightened concerns over privacy, misinformation and disinformation have emerged. Policy makers have found themselves in the middle of a rapid digital transformation during these times.

Challenges

- Digital Divides
- Resource constraints
- Misinformation/fake information
- Privacy
- Surveillance
- Data protection
- User uptake / trust

What did we learn during the pandemic?

- ✓ **Technology and financial resources were available** -> But not all the governments could access equally
- ✓ **Speed of decision making increased** -> but not all the governments were prepared to speed-up
- ✓ **Adaptation to a new situations become a necessary** ->but not all the governments were effective in change management
- ✓ **Data to support decision making exists** -> but often not integrated or accessible to all
- ✓ **Solving isolated problems worked** -> but often using a silos approach without understanding the other societal consequences and needs

Key Messages

- ❑ The COVID-19 has forced Governments and societies to turn toward digital technologies to respond to the crisis in the short-term, recover from and resolve socio-economic repercussions in the mid-term, and reinvent existing policies and tools in the long-term.
- ❑ With only ten years left to achieve the 2030 Agenda, Governments need to work on strengthening the relationship between technology and sustainable development.
- ❑ Using multi-stakeholder partnerships to share technologies, expertise and tools can support Governments in the recovery process that involves restarting the economy and rebuilding societies.
- ❑ Developing countries cannot mitigate the crisis alone. Therefore, national, regional and local collaborations with private sector, academia, civil society, international organizations and other stakeholders are necessary.

Table 1: Digital government policy response to COVID-19

Time horizon	Policy action	Digital government response
Short-term	React	<ul style="list-style-type: none"> ● Use digital platforms (i.e. online portals, social media) for accurate and timely information-sharing ● Lead two-way communication with people and foster e-participation (i.e. hackathons, brainstorming events) ● Ensure protection of people’s human rights including data privacy and take into consideration unintended consequences of technology
Mid-term	Recover & Resolve	<ul style="list-style-type: none"> ● Form effective multi-stakeholder partnerships (i.e. private sector, academia, NGOs and international organizations) on regional, national and local levels ● Provide technology education for digital literacy, specifically targeted at public officials, children, women/girls and MSMEs ● Offer financial and technical support local governments in the implementation of digital tools and technologies ● Leverage lessons learned and policy ideas from the ongoing crisis
Long-term	Reinvent	<ul style="list-style-type: none"> ● Invest in new technologies (i.e. AI, blockchain, robots, drones) and ICT infrastructure to increase resilience of health economy and public services delivery ● Develop digital infrastructure and engagement tools for the most vulnerable groups in society, particularly for migrants, refugees and ethnic minorities ● Revisit data protection and privacy legislation along with lessons learned

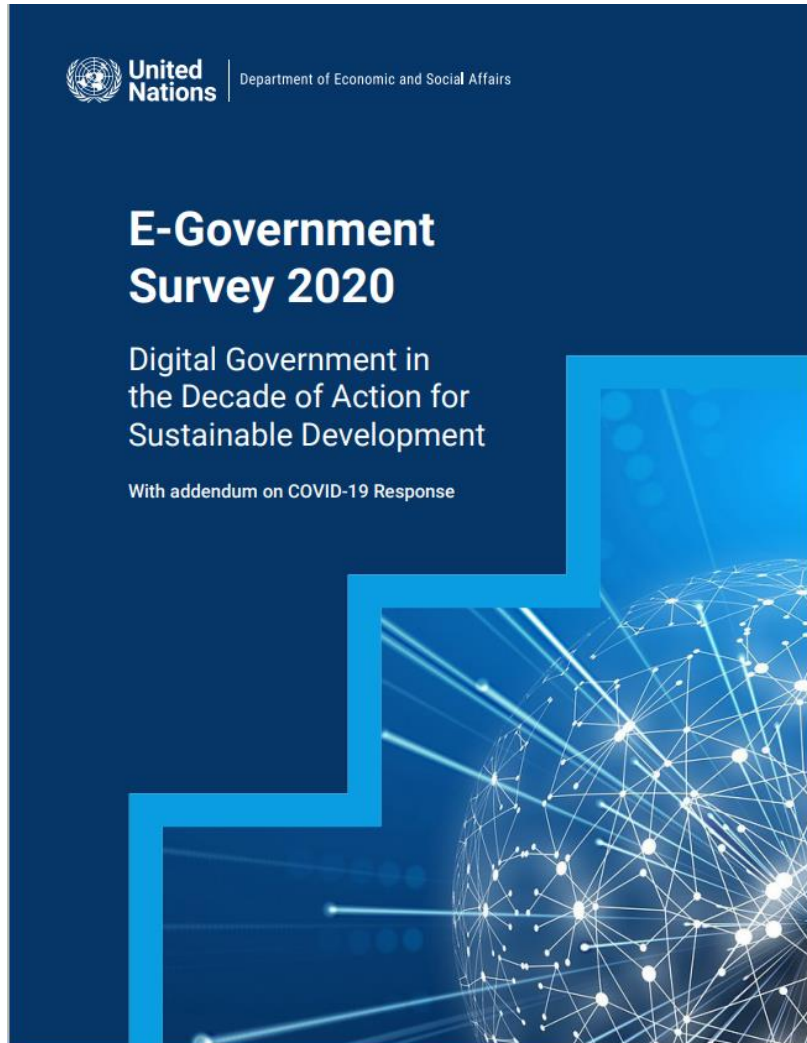


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DPIDG - Capacity Development Webinar
United Nations - New York, 15 December 2020



Thank You

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