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

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

United Nations | Department of Economic and Social Affairs

COVID-19 RESPONSE
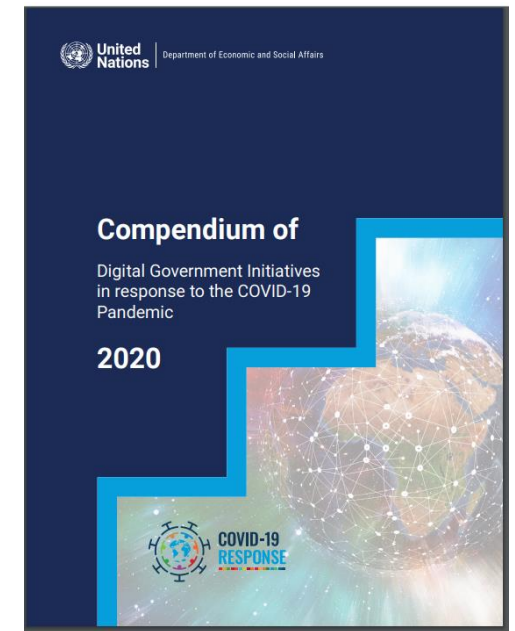
2020 Key Findings

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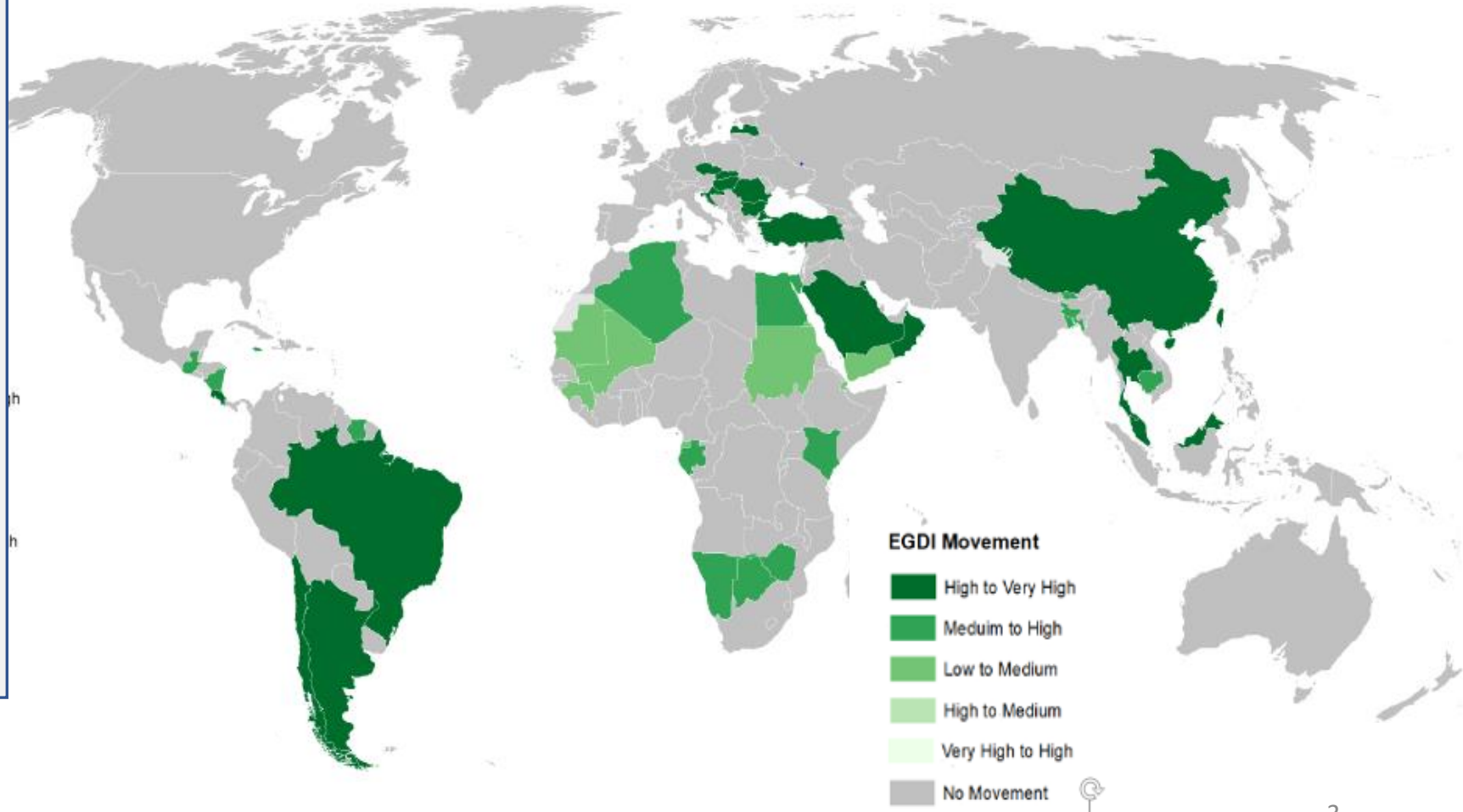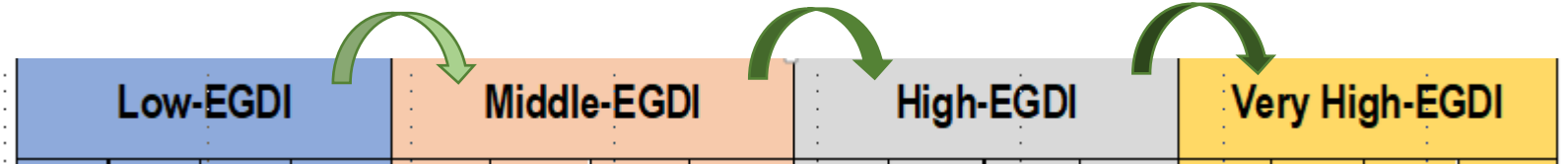
EGDI Level

- Very High
- High
- Middle
- Low
- No Data
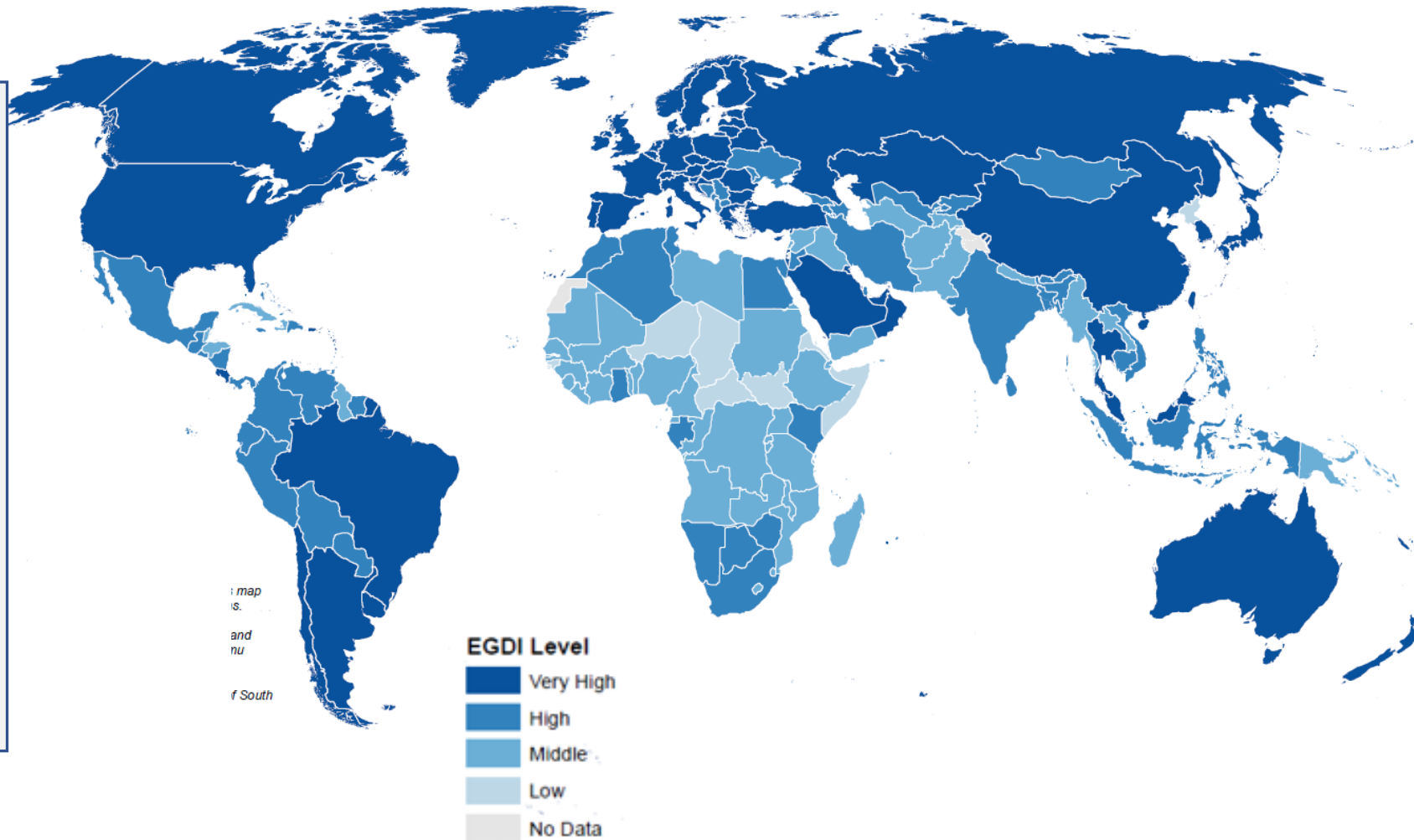
2020 Key findings

✓ **42 MS** transitioned **from lower to higher levels of EGDI**

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

EGDI Movement

- High to Very High
- Meduim to High
- Low to Medium
- High to Medium
- Very High to High
- No Movement

Key Findings

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

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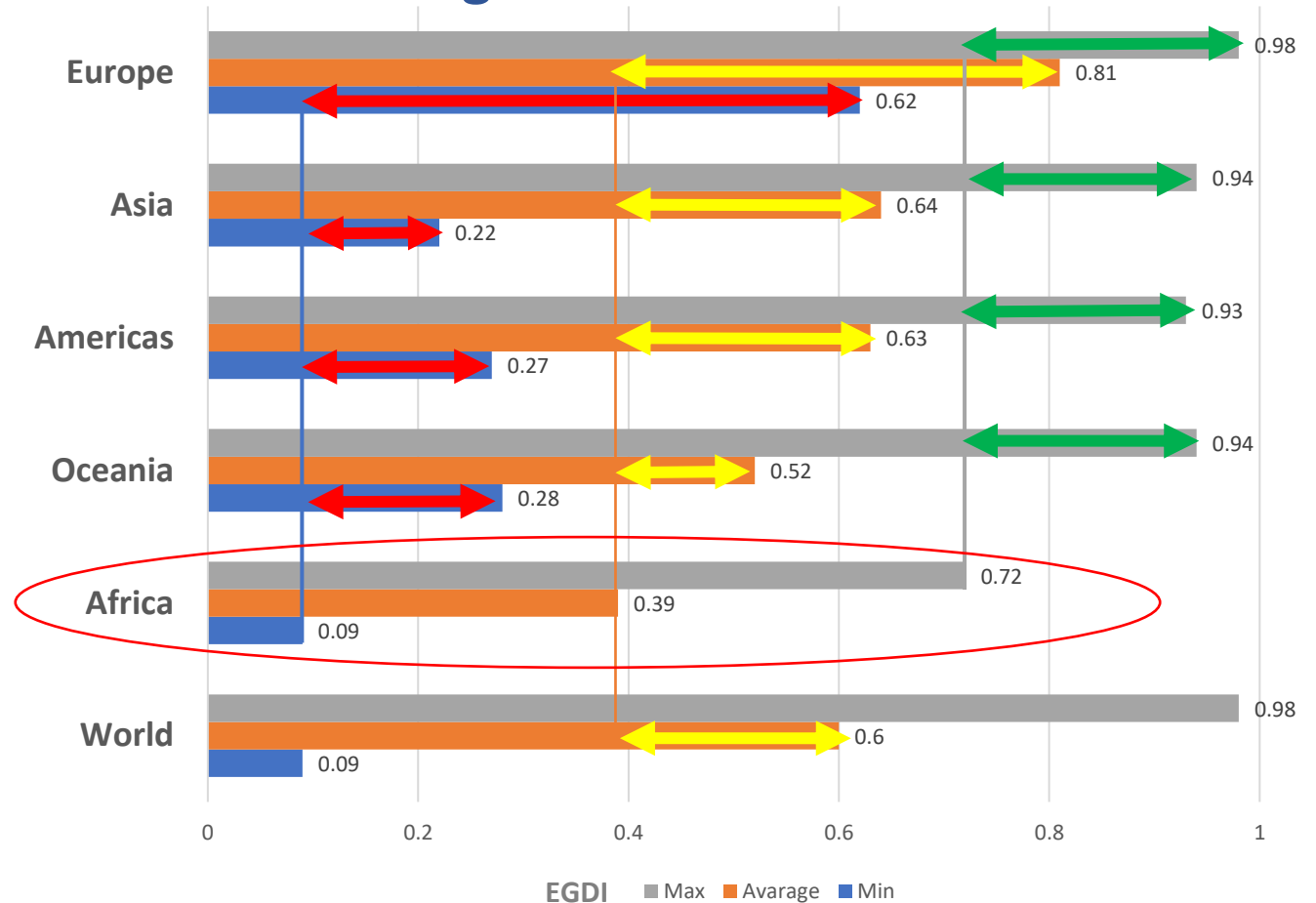- ❑ Oceania – Average EGDI: 0.53
- ❑ Africa – Average EGDI: 0.39

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

Differences in e-Government Development
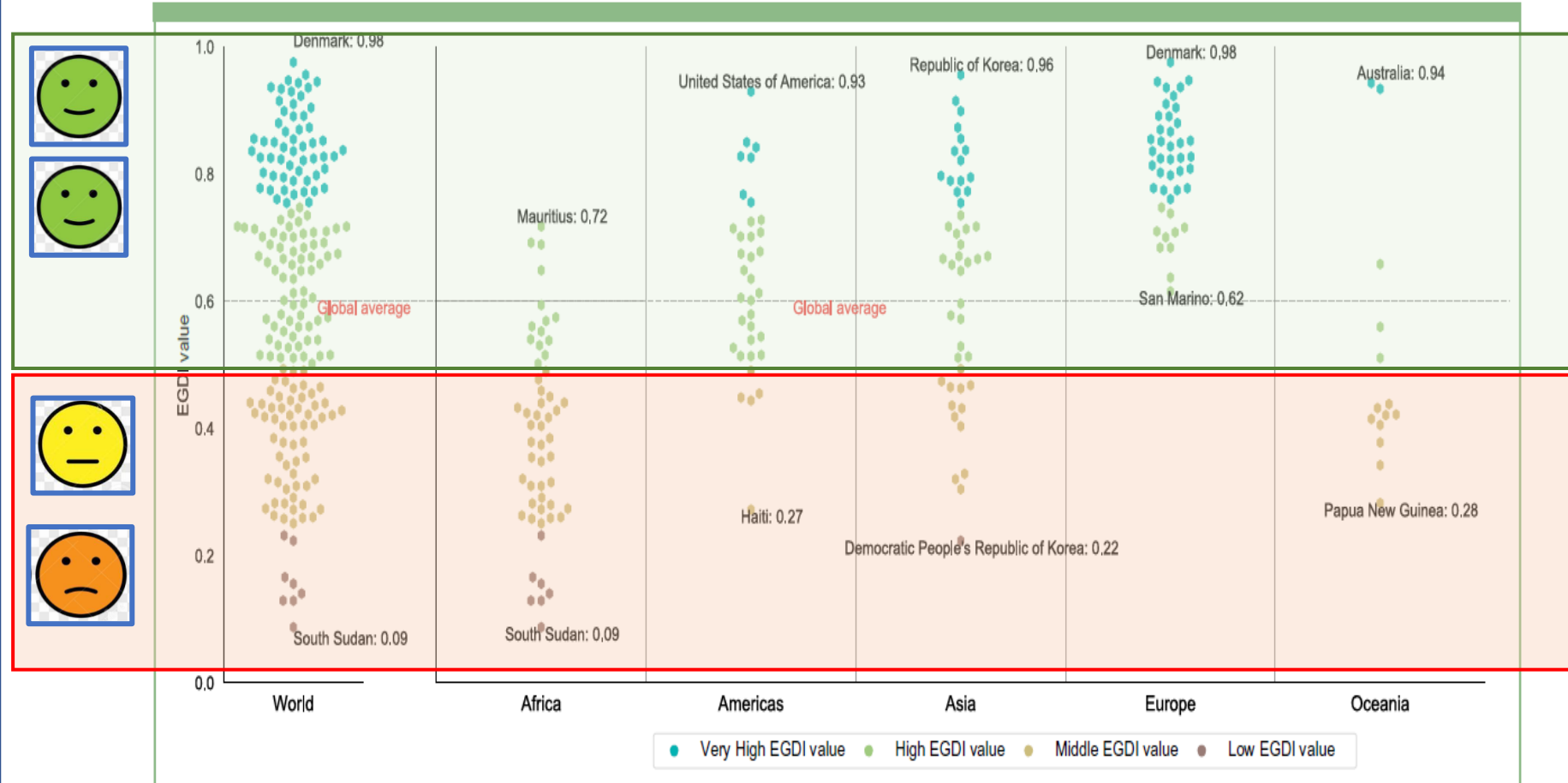
Key Messages

- 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

| | EGDI | Max | Avarage | Min |

Europe — 0.98, 0.81, 0.62
Asia — 0.94, 0.64, 0.22
Americas — 0.93, 0.63, 0.27
Oceania — 0.94, 0.52, 0.28
Africa — 0.72, 0.39, 0.09
World — 0.98, 0.6, 0.09

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.

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COVID-19 RESPONSE

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**

Aarogya Setu tracks, through a Bluetooth & GPS generated social graph, your interaction with someone who could have tested COVID-19 positive.

Simply,
1. **Install** the app
2. Switch on **Bluetooth & GPS**
3. Set **location sharing** to 'Always'

Invite

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

COMPENDIUM OF DIGITAL GOVERNMENT INITIATIVES IN RESPONSE TO THE COVID-19 PANDEMIC

Country — All
Focus — All
Search —

Filter | Clear

Submit Case

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

SPOTON

A smart thermal scanner for safe, easy and fast temperature screening

ms:227.3
Min:30.6 / Max:37.3

Powered by Artificial Intelligence
- ✓ Advanced **AI face detection** capability
- ✓ Detects up to **10 faces** at once
- ✓ ±0.3-0.5°C accuracy
- ✓ 2-meter detection range
- ✗ Not affected by **masks, hats and headdress**
- ✗ Not affected by **hot** or **cold** items (e.g. drinks)

levikut jälgib?

Inimene, kes on nakatunud, kuid ise seda ei tea.

KODUS

KODUS | TÖÖL | BUSSIS

2. päev
Pärast koroonaviiruse sümp-

PHOTO: Pm

Andorra
Information sharing

Online marketplace to support local/regional products and companies

Learn more

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COVID-19 RESPONSE

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	• 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	• 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	• 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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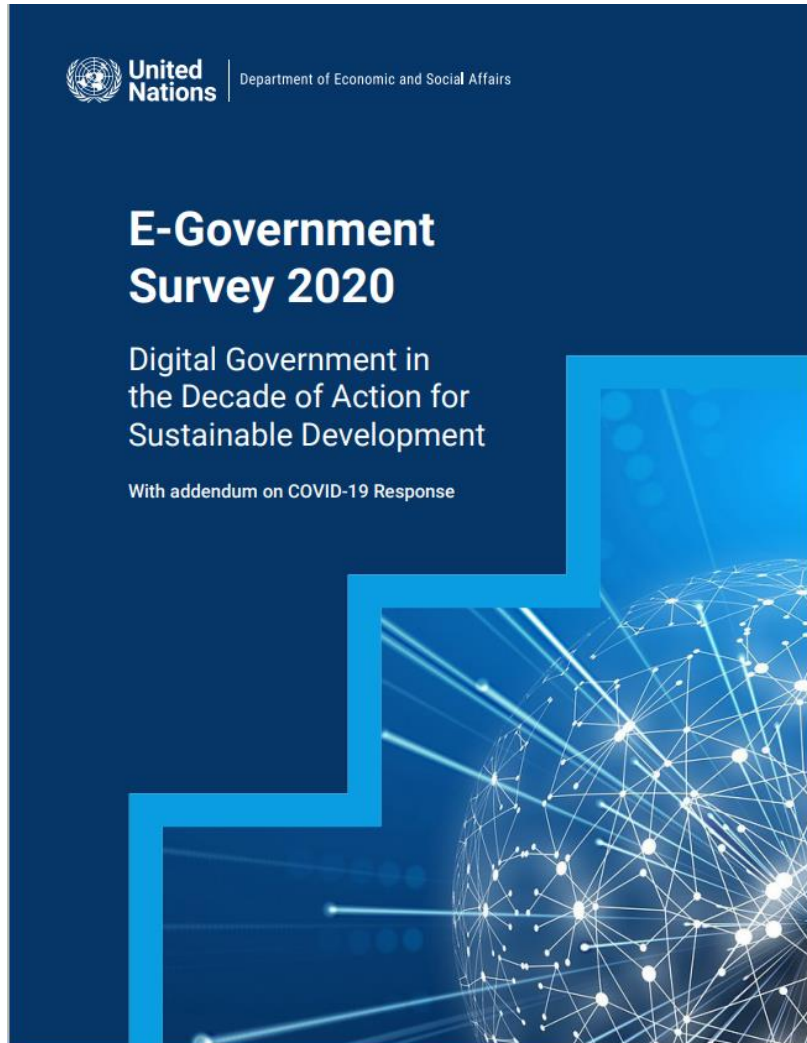
Thank You

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