

**COMMISSION ON SCIENCE AND TECHNOLOGY FOR DEVELOPMENT (CTSD)**

**Sixteenth Session**

**Geneva, 3 to 7 June 2013**

**Submissions from entities in the United Nations system and elsewhere on their efforts in  
2012 to implement the outcome of the WSIS**

Submission by

**United Nations Department of Economic and Social Affairs**

This submission was prepared as an input to the report of the UN Secretary-General on “Progress made in the implementation of and follow-up to the outcomes of the World Summit on the Information Society at the regional and international levels” (to the 16th session of the CSTD), in response to the request by the Economic and Social Council, in its resolution 2006/46, to the UN Secretary-General to inform the Commission on Science and Technology for Development on the implementation of the outcomes of the WSIS as part of his annual reporting to the Commission.

DISCLAIMER: The views presented here are the contributors' and do not necessarily reflect the views and position of the United Nations or the United Nations Conference on Trade and Development.

**Report on the Implementation of the Outcomes of  
the World Summit on the Information Society (WSIS)**

**United Nations Department of Economic and Social Affairs (DESA)  
(January 2012 to December 2012)**

**I. Executive Summary**

During the reporting period, DESA, as the leading facilitator for Action Lines C1, C7eGov, and C11, the Vice-Chair of the United Nations Group on the Information Society (UNGIS) and administrator of the IGF<sup>1</sup> Secretariat, continued its efforts to ensure the comprehensive exchange of views, information and experiences, to provide advisory service and technical cooperation assistance to developing countries, to promote policy dialogue and advocacy for the implementation of the World Summit on the Information Society (WSIS) outcomes by a variety of United Nations bodies, governmental and non-governmental stakeholders and partners through a number of modalities and initiatives listed in the Part 2 of the report.

Progress in online service delivery continues in most countries around the world. The United Nations E-Government Survey 2012 found that many have put in place e-government initiatives and information and communication technologies applications for the people to further enhance public sector efficiencies and streamline governance systems to support sustainable development. Among the e-government leaders, innovative technology solutions have gained special recognition as the means to revitalize lagging economic and social sectors.

The overall conclusion that emerged from the 2012 Survey in today's recessionary world climate is that while it is important to continue with service delivery, governments must increasingly begin to rethink in terms of e-government – and e-governance – placing greater emphasis on institutional linkages, strengthening government capacity and comprehensive citizen participation between and among the tiered government structures in a bid to create synergy for inclusive sustainable development. An important aspect of this approach is to widen the scope of e-government with the citizen engagement component for a transformative role of the government towards cohesive, coordinated, and integrated processes and institutions through which such sustainable development takes place.

As the collective global effort, led by the United Nations, gains momentum towards a greater acceptance of the institutional linkages among the economic, social and environmental pillars of sustainable development, there is a need to be cognizant of the importance of e-government that is for the people, in achieving higher standards of living for future generations.

**Part 2: Analytical overview**

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<sup>1</sup> Internet Governance Forum

As in the past, besides organizing the Seventh Facilitation Meeting of Lines C1, C7eGovernment and C11 of the Geneva Plan of Action and the Tunis Agenda (on 17 May 2012), a workshop: “Future Government: A Global Perspective in Connection to Open Government Data and Citizen Engagement” was organized by DESA in Geneva on 16-17 May 2012, during the 2012 WSIS Forum in cooperation with ITU. As the Facilitation meeting served as an enabling platform of WSIS outcomes, for an international and multidisciplinary (including public officials, academia, civil society and private sector stakeholders) group of experts and national practitioners, to share their experiences and exchange practices including the area of e-government, The workshop sessions comprehensively covered the main global trends, policies, strategies, action plans and case studies on Open Government Data for greater transparency and citizen engagement to promote effectiveness, efficiency and accountability in public management and to contribute to the WSIS and MDGs implementation at the international, regional and national levels.

With the aim of promoting policy dialogue and supporting the building of policy making capacities and technical skills of government officials and practitioners from developing countries in capacity building and knowledge management for effective and efficient government, DESA has organized regional workshops that provided a forum for countries to exchange ideas, learn from each other and form e-government networks among themselves. These included: the Global E-Government Forum in Seoul, Republic of Korea from 18-19 October 2012 and a Workshop on “E-Government: From Policy to Practice” from 26-27 June 2012 in New York, USA that both events were organized by DESA in cooperation with the United Nations Project Office on Governance (UNPOG), a Workshop on “Leadership Capacity-Development for Improved Delivery of Public Services in Africa using ICT” in Addis Ababa, Ethiopia, from 23 -25 July 2012, and a Workshop: “The Next Stage in Open Government Data: Using Data for Transparency, Accountability and Collaboration” in Cape Town, South Africa from 10-12 October 2012. The substantive discussions and elaborations of the participants revealed the importance to strengthen a leadership in the design and promotion of “Whole-of-Government” approaches, i.e., integrating institutions and coordinating their actions to better serve citizens in a demand-driven and client oriented manner that are to connected to the implementation of e-Government strategies through collaborative government approaches including partnerships within government institutions and with external partners, such as private sector and civil society. The balance between the desirability of open government and civic engagement and the need for personal security of private and governmental data should be taken into consideration.

In the course of 2012 more than 15 advisory and technical assistance missions have been initiated and taken place to support governments in implementing their respective e-strategies that dealt with e-content, citizen-engagement, online services, e-participation, infrastructure development, e-government policies and guidelines, thus bridging the digital divide and institutional frameworks in the following countries: Bahrain, Brunei Darussalam, Chad, Costa Rica, Ethiopia, Haiti, Morocco, Qatar, Republic of Korea, Saudi Arabia and United Arab Emirates. These advisory missions have contributed to empower Member States to strengthen their respective strategies, policies, content development, citizen engagement, a better understanding of e-government, and use of social networking tools, while building their capacities at the national and regional level.

DESA continued strengthening its partnership with international institutions and other stakeholders to develop a coherent e-government support mechanism, which includes: partnership with the Government of Colombia for e-Government development in Latin America, partnership with Multilateral Development Banks for e-Procurement, partnership with several universities to develop the UN E-Government Survey, as well as Boston University to provide training for Chief Information Officers (CIOs) and senior e-Government officials. To date, Boston University has delivered four CIO courses (two in Saudi Arabia and one each in Brunei Darussalam and Qatar). There are discussions in place now to have a similar course in Bahrain.

The Measurement and Evaluation Tool for E-Government Readiness (METER) is a ready-to-use interactive web-based tool aiming to assist governments to monitor and identify areas for further development within the national e-government environment. A sixth pillar on marketing has been added as a result of inputs from Member States. In addition, METER has also been translated into French and Spanish. Saudi Arabia became the latest Member State to undertake the METER workshop and obtain a better understanding of the strengths and challenges that exist in e-government. Currently in its version 2.5, METER has been used by Bahrain, Brunei Darussalam, Singapore, Iraq, Morocco, Qatar, Saudi Arabia and officials from other countries in assessing areas for further e-Government development.

DESA continued to strengthen the technical capacity of the United Nations Public Administration Network (UNPAN) Online Training Centre with a governance and public administration learning content management system encompassing 12 interactive and 11 pdf-based capacity-building courses on various topics in public administration and management in a multilingual environment. During 2012, the interactive courses were delivered to 719 participants from around the world compared to 890 participants in the previous year.

The course Strategic Intelligence was launched in December 2012, and it covers topics such as intelligent research networks and next generation knowledge management, importance of cross-generational knowledge flows, intergenerational knowledge transfer, pillars of knowledge retention, and trends in social networking. Strategic Intelligence was developed in collaboration with the Graduate School of Management and Technology, University of Maryland.

In further support of Member States' efforts to improve performance in public administration, development management and e-governance DESA is continue working on the development of the United Nations Public Administration Country Studies (UNPACS) to underpin the importance of public sector reform initiatives. The UNPACS aims to provide easy accessible online information in the area of public sector institutional development, public sector human resource management, e-government and mobile government, citizen engagement in managing development, open government data and services, and the use of ICT for public administration effectiveness and transparency, innovative practices for public sector development, and an Internet-based shared knowledge platform for information sharing and dissemination.

In 2012, DESA released the United Nations E-Government Survey 2012 with a focus on e-government for sustainable development. The Survey presents an updated assessment of e-government performance of the 193 Member States with a comparative analysis of current trends. The underlying theme of the 2012 Survey was the role of e-government for sustainable

development, which also served as substantive inputs for the United Nations Conference on Sustainable Development that took place in Rio de Janeiro in June 2012. The report argued that increasing usage can help reduce e-service usage divide within countries and foster socially inclusive development; while open data presents opportunities for citizens to freely use, re-use and integrate various sustainable development-related dataset. The Expert Group Meeting on the 2014 e-Government Survey entitled "e-Government as an Enabler for Collaborative Governance" was took place at United Nations Headquarters in New York on 4 and 5 December 2012. The meeting provided a discussion platform for experts to exchange views on emerging issues and trends of e-government, and formulate recommendations in the six thematic areas of the 2014 Survey, including: (a) whole of government approaches; (b) e-participation; (c) expanding usage; (d) bridging the digital divide/vulnerable groups; (d) open data government; and (e) multichannel service delivery. The EGM adopted an innovative participatory approach that combined in an integrated framework parallel working groups with plenary sessions. Experts highly commended this new approach in terms of efficiency and effectiveness, as well as in terms of content, organization and process.

Since 2006, DESA has been publishing the Compendium of Innovative E-government Practices. This publication contains a compilation of case studies of innovative e-government solutions, services and applications with elements of transferability and adaptability. In 2012, the Compendium Vol. IV was finalized and the cases of all volumes are available and searchable through the online database established within the UNPAN.

DESA in partnership with ECA, ITU and ECLAC on *Measuring ICT for Development* presented the Report to the UN Statistical Commission at its forty-second session in March 2012 which included a list of globally comparative e-government core indicators. The Commission fully endorsed the set of the indicators and requested to continue review of the indicators in light of rapid technological advances and widespread use of ICT technology.

The Resolution A/67/ L. 61 (number to be confirmed from the UNDOC service) of the General Assembly on "Information and communications technologies for development" acknowledges the positive trends of e-government among others and stresses its important role and great potential for the development of the information society,

### **Global Centre for ICT in Parliament**

In 2012 DESA and the Inter-Parliamentary Union (IPU) continued to cooperate through the jointly established Global Centre for ICT in Parliament to strengthen the role of parliaments in advancing the Information Society and to encourage the use of ICT in legislatures to promote transparency, openness and accountability.

To exchange practices on the use of open data and open documents standards in parliament three important events were organized in the first semester, hosted respectively by the U.S. House of Representatives in Washington, D.C., the European Parliament in Brussels, and the Chamber of Deputies of Brazil in Brasilia. Their outcomes helped parliaments to identify common initiatives and establish a working group on this theme under the auspices of the Global Centre.

In cooperation with IFLA, the Global Centre for ICT in Parliament organized a training for librarians of Arab parliaments on strategic management of ICT in libraries. At the meeting, hosted in August by the Parliament of Finland, the Handbook *ICT in Parliamentary Libraries* was officially launched. Several other publications, focusing on core areas of parliamentary work, were prepared during the year to provide guidance and references to parliaments on ICT use: the Handbook Technology Options for Capturing and Reporting Parliamentary Proceedings, the Manual ICT Strategic Planning in Parliament and, with IPU and ASGP leadership, the Social Media Guidelines for Parliament.

In September the Centre published the third edition of the World e-Parliament Report 2012, which documents the efforts of legislatures to use ICT to support their constitutional functions. The findings of the Report are based on data received from 177 legislatures representing 126 countries that responded to the Global Survey on ICT in Parliament. The Report was launched at the World e-Parliament Conference 2012, hosted by the Chamber of Deputies of Italy in Rome, where almost 500 delegates from 120 parliamentary delegations exchanged views and practices on several policy and technical aspects related to openness and transparency through ICT. The high-level Board of the Centre met on this occasion and underlined in its final statement the key role played by the Centre within the parliamentary community.

20 advisory missions coordinated by the Centre were conducted during the year to different parliaments of the Caribbean and the SADC to support ICT strategic planning exercises. 12 technologically-advanced parliaments provided expertise at no cost through the Centre to support peer institutions.

In May 2012, during the WSIS Forum, the Inter-Parliamentary Union (IPU) participated in the Seventh Facilitation Meeting on Implementing the WSIS outcomes. Under Action Line C1, IPU as facilitator of the Sub-group “ICT and Parliaments” and reported on the Centre activities for 2011.

## **Internet Governance Forum (IGF)**

The 7<sup>th</sup> IGF was held in Baku, Azerbaijan on 6-9 November 2012 at the Baku Expo Centre. Two Open Consultations and Multi-stakeholder Advisory Group (MAG) meetings were held to set the agenda and themes of the Nairobi meeting as well as continuous online interactions. The main theme for the meeting was: ‘Internet Governance for Sustainable Human, Economic and Social Development’. More than 1,600 delegates representing 128 different countries attended the forum with over 3 600 unique remote visitors from 52 remote communication hubs. Workshops, best practise forums, dynamic coalition meetings and open forum allowed participants to delve into both complicated and oftentimes controversial issues in an open and inclusive manner. The topics addressed ranged from issues related to cyber-security and child protection online, the rise of social networks, the use of ‘big data’ and various aspects of human rights as they related to the Internet, among many others.

A collective affirmation of the necessity of the multi-stakeholder model in handling Internet governance issues was continually stressed at the IGF consultations, at National and Regional IGF meetings and during the annual forum. The IGF process is fulfilling its mandate to

both reinforce and lift the ongoing enhanced cooperation efforts of the multi-stakeholder Internet governance community. In the IGF process the governments are eager to listen to their civil society and business communities. Capacity and partnership building within the IGF community has also increased significantly.

Considerable efforts are being made to strengthen capacity building within the IGF community. Increasing developing country participation in the entire IGF process is a top priority of the Secretariat and MAGs work. The IGF, together with DESA, is initiating a series of capacity building activities to both increase awareness of all Internet Governance issues and educate policy makers on how to best address emerging challenges in the field at all levels. In May 2012 the 2 resource persons from the MAG and 4 participants from the developing countries of the IGF community attended the workshop on “Future Government: A Global Perspective in Connection to Open Government Data and Citizen Engagement”.

Increasing and enhancing International and regional cooperation on Internet Governance is also a primary goal of the IGF community.

Increasing and enhancing International and regional cooperation on Internet Governance is also a primary goal of the IGF community. The increasing number of bottom-up, multi-stakeholder National and Regional IGF initiatives spearhead these efforts. In 2012 the Arab and African IGFs both held highly successful meetings for the first time. The IGF Secretariat and MAG members are also actively participating and promoting the IGF at other relevant Internet Governance meetings and fora throughout the year and will continue to do so moving forward.

The Resolution A/67/ L. 61 (number to be confirmed from the UNDOC service) on “Information and communications technologies for development” acknowledges the importance of the IGF as a forum for multi-stakeholder dialogue on various matters, including public policy issues related to key elements of Internet governance and its role in building partnerships among different stakeholders, including through national and regional initiatives. The Resolution adopted the report of the Working Group on Improvements to the IGF and requested the Secretary-General to submit, as part of his annual reporting on the progress made in implementation of the recommendations of the Working Group, particularly enhancing participation from developing countries.

### **Enhanced cooperation on public policy issues pertaining to the Internet**

The paragraph 35 of the Tunis Agenda for Information Society calls for enhanced cooperation on Internet-related international public policy issues among governments and other stakeholders from the private sector, civil society, the Internet technical community and intergovernmental organizations, in their respective areas of competence and mandate.

By its resolution A/67/ L. 61 (number to be confirmed from the UNDOC service) a working group on enhanced cooperation to examine the mandate of the WSIS regarding enhanced cooperation contained in the Tunis Agenda through seeking, compiling, and reviewing inputs from all Member States and all other stakeholders, and to make recommendations on how to fully implement this mandate was established by the GA. It is expected that the working group will have balanced representation between governments, from the five regional groups of the CSTD, and all other stakeholders including the private sector, civil society, technical and

academic communities, intergovernmental and international organizations, The Working Group should report to the Commission at its 17th session in 2014.

## **II. Part 3: Brief description of innovative policies, programmes and projects, plus future actions with regard to issues raised in part 2.**

Global consensus about the importance of e-government as components of public governance continues to grow. Communities and citizens around the globe are realizing the role Information and Communication Technologies (ICT) can play in transforming their lives.

European e-government conference will take place on 28-30 May, 2013, in Helsinki, Finland. The primary objective of the meeting is to discuss key e-government development issues in the European region, in particular, and facilitate learning and networking opportunities of CIOs and other leading e-government officials across and beyond the region. It will help the officials to work effectively as e-government policymakers and succeed in their organizations in meeting new e-government challenges and requirements. To this end, it will deliver a learning experience that shares successful case examples, connect to peers, regional and global organizations, resources and tools (with a view to even building some sort of network among top e-government). It will be attended by over 100 participants, mostly e-government officials and practitioners.

Member States are facing increased complexity in development challenges and are recognizing broad public participation as a fundamental prerequisite for the achievement of sustainable development. The potential transformative power of ICTs to enhance citizen participation has not, however, been fully harnessed for national development efforts. Nor have governments systematically applied ICTs to better identify and respond to citizens' demands for new and improved public policies and services. To address this gap between potential and practice, in 2013 DESA is going to initiate the project to support the capacity development of participating government institutions and key officials for e-participation. The project aims to foster effective, efficient, transparent, accountable and citizen-oriented public administration and public services. It responds to the framework of Rio+20 which recognizes the important role of engaging citizens in the planning and implementation of sustainable development policies while considering the specific situation of each country as there is no one-size-fits-all formula that will guarantee development effectiveness.

Open government has become a dominant trend in the public administration in a number of countries in recent years, and it is supposed to co-create public value together with business, civil society and citizens. Open Government Data (OGD) is one pillar of an open government strategy. OGD allows entirely new levels of civic engagement and government accountability and transparency, which in turn enhance public service delivery and the use of public resources. Despite the various challenges brought by the digital divide between "countries at different levels of development, which affects many economically and socially relevant applications in such areas as government, business, health and education", governments worldwide are increasingly using and sharing data through the Web at national, regional and local levels. DESA in cooperation with the World Bank will develop an Open Government Data and Citizen



Engagement Toolkit in 2013. The toolkit will serve as the entry point for those UN Member States who plan to start such initiatives. The toolkit will include strategies and action plans for open government data initiatives, policy recommendations, templates that governments can customize for their own needs, checklists and open government data readiness assessment, overview of technologies for opening government data, recommendations about open government data services and platforms and methodology for evaluation of open government data implementations. The toolkit will be available on line and free of charge.

A seventh pillar of METER will be developed based on web 2.0/social networking and implementing the statements for pillar 6, Marketing into METER 2.5. DESA will work with IBM to update METER into French and Spanish, the translation has already been done, by our government partners, we now need to technically implement it.

Colombia expressed interest to cooperate with the UN through the creation of an innovation centre for e-Government development, to count on an observatory of e-Government innovations. Costa Rica, following UNDESA advisory services, created a special commission at the level of the Vice-President to promote policy integration and key performance indicators to optimize e-Government performance.

The importance of increasing the participation of the developing countries in policy-making fora and discussions on Internet governance issues is one of the priority of the IGF Secretariat in 2013. Given the complementary role of Internet in delivering basic education, health and public considerable efforts will be made to strengthen capacity building of the IGF community through increasing participation of the developing countries in the entire IGF process including the 2013 IGF, National and Regional IGF events.