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**Submissions from entities in the United Nations system and elsewhere on their efforts in 2013 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 17th 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.

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### 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 2013 to December 2013)

## 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[1] 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. At the same time the 2014 United Nations E-Government Survey observes a new trajectory in efforts of governments to put together a national ICT policy and e-government strategy with strengthening institutions and building the capacities of public servants. Collaborative service delivery is now pervasive, where governments, citizens, civil society and the private sector often work together to innovate new processes and leverage new technologies. In meeting multi-faceted sustainability challenges, governments are, for example, increasingly using open data and data analytics to improve accuracy in forecasting citizens' demand of public utilities or to screen for irregularities in public procurement to lower its risks. Predictive analysis is also used to identify issues before problematic scenarios develop, and sentiment analysis is deployed in engaging citizens in public consultation and decision-making processes.

This shift is observed in both developed and developing countries, with the focus on adding public value to people's lives in an inclusive manner. The collective global effort, led by the United Nations, gains momentum towards a greater acceptance and strengthen 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 and with the people, in achieving higher standards of living for future generations.

## Part 2: Analytical overview

As in the past, besides organizing the Eighth Facilitation Meeting of Lines C1, C7eGovernment and C11 of the Geneva Plan of Action and the Tunis Agenda (during the 2013 WSIS Forum, Geneva, May 2013) and an international seminar on E-Participation: Empowering

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[1] Internet Governance Forum

People through Information Communication Technologies (ICTs) was organized by DESA in collaboration with ITU in July 2013, Geneva. 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 seminar brought together relevant policy-makers and practitioners from the various developing countries with the purpose of enhancing their knowledge on e-participation by benefitting from the international expertise and contributing, through discussions and sharing of experiences, to the development of a Measurement and Evaluation Tool for Engagement and e-Participation (METEP).

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: a number of workshops to build e-leadership capacity, and continued to support Member States in building capacity in the area of innovation and e-governance through research, knowledge sharing activities and projects in cooperation with the United Nations Office on Governance (UNPOG) located in the Republic of Korea and devoted to supporting Member States in their efforts to promote innovation and e-government for sustainable development including integration institutions and coordination their actions to better serve citizens in a demand-driven and client oriented manner through collaborative government approaches including partnerships with external partners, such as private sector and civil society. Two Expert Group Meetings on "The Transformative Power of e-Government: Innovative Ideas and Practical Tools to Promote the Post-2015 Development Agenda" (Bahrain) and "e-Government as an Enabler for Collaborative Governance" (USA) focused on substantive discussions of issues and trends in e-government development and contributed to development an e-Government Self-Assessment tool-kit.

DESA organized the Global e-Government Forum on Smart Government and Smart Society held in the Republic of Korea and provided support to the Office of the President and Ministry for Information and Communication Technology of in organizing the Conference "E-xperience" with a focus on new frontiers for e-Government, and partnered in the organization of the Government Summit held in the United Arab Emirates.

In the course of 2013 more than 15 advisory and technical assistance missions have been initiated and taken place to support Member States in their efforts to enhance and build capacity in e-governance through advisory missions. The Arab and Latin American regions made the most requests for DPADM services in 2013. These missions focused on developing integrated e-government strategies, policies and guidelines, with an emphasis on whole of government approach, citizen engagement, online services, social media, open government/open data, smart government and m-government. As a result of these missions, the following countries have embraced the open government data approach: Bahrain, Morocco, Qatar, Saudi Arabia and United Arab Emirates. They have started the process of developing their respective open government data strategies that are linked to their respective national development strategies.

DESA continued strengthening its partnership and cooperation with international institutions and Regional Commissions, particularly with ECLAC in Latin America. The keynote

address on "e-Government to Enhance State Efficiency, Inclusion and Transparency" to a training co-organized with the Spanish Agency for Development Cooperation (AECI) held in Guatemala to 12 Latin American countries and a keynote address on Regional e-Government Panorama for senior government officials in Santiago, Chile were prepared and delivered. A Centre for Innovation on e-Government Development was established by the Government of Colombia together with DESA and UNDP to promote innovation in e-government in Latin America and the Caribbean.

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. METER is also available in French and Spanish.

The Measurement and Evaluation Tool for Engagement and e-Participation (METEP*)* is a new interactive tool that aims to help the Member States better understand the state of play in using ICTs for civic engagement and public participation. METEP considers three major building blocks of citizen engagement – (a) provision of information to citizens, (b) consulting citizens on development matter, and (c) engaging them for decision-making. The outcome of such evaluation can be an important source of policy and practice recommendations aimed at engaging citizens more directly in key areas of development planning and public management.

Guidelines on Open Government Data for Citizen Engagement (OGDCE) were also developed as an online reference and capacity building tools. It is a practical and easy-to-understand guideline including the core principles of openness, best practices and case studies, checklists and step-by-step guidelines for policy makers and technologists. It can be used to understand, design, implement and sustain open government data initiatives and is tailored to the needs and constraints of developing countries.

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 2013, the interactive courses were delivered to more than 5000 participants from around the world.

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 support of public sector development and reform through the use of ICT, DESA monitors Member States progress on e-government since 2003. In 2013 it embarked on the preparation of the 7th in the series of United Nations E-Government Survey which reports on the use of e-government applications to improve public administration and service delivery. The series in e-government have emphasized key aspects of ICT applications and provided policy support for the use of e-government applications to enhance efficiency, transparency, effectiveness and participation.

The 2014 edition of the UN E-Government Survey finds that while lowering costs is still an important consideration in service delivery, adding public value is gradually taking over as the primary goal of e-governance in some countries that are more advanced in their e-government development. There is no longer a view of "e-government maturity" as e-government goals and targets are constantly evolving to deliver expected public value and more. Emphasis is now being placed on deploying a portfolio of e-services that spans functions, business units and geographies, at varying local or municipal levels, thus increasing the value of service offerings to citizens by effectively adopting disruptive technologies in an adaptive and scalable manner.

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. The upcoming Volume V of this Compendium brings the number of cases disseminated and shared to more than 600 best practices in e-government.

The Resolution A/C.2/68/L (number to be confirmed from the UNDOC service) of the General Assembly on "Information and communications technologies for development" acknowledges the important role of governments and great potentials of ICT for national development efforts.

**Internet Governance Forum (IGF)**

The 8th IGF was held from 22-25 October 2013 in Bali, Indonesia. Two Open Consultations and Multi-stakeholder Advisory Group (MAG) meetings were held to set the agenda and themes of the Bali meeting as well as continuous online interactions.

The main overarching theme for the 8th IGF was 'Building Bridges - Enhancing Multi-stakeholder Cooperation for Growth and Sustainable Development'. More than 2,000 participants representing 111 different countries convened in Bali either physically or remotely. As was the case in Baku at the 7th IGF, civil society was the highest represented stakeholder group at the forum. The entire meeting was webcast and remote participation again increased the active participation. Millions of interested individuals followed the proceedings on Twitter (#igf2013, #igf, etc.); enabling the discussions to begin prior to the start of the meeting, continue between meeting rooms and during breaks throughout the week, and to continue after delegates left Bali to return home.

While maintaining the traditional IGF thematic discussions the 8th IGF introduced new formats and refocused some of the forum's traditional issues, in an attempt to keep the IGF in line with the evolving landscape of Internet governance discussions. The 8th IGF for the first time featured a focused plenary session dedicated to human rights on the Internet and also

included cross-cutting discussions on principles of Internet governance and the multistakeholder governance model of the Internet, principles championed by the IGF and inspired by the Tunis Agenda.

A comprehensive capacity building track was built into the schedule for those participants who wanted to participate in sessions geared towards capacity building specifically helping make the IGF a 'one-stop-shop' on Internet governance issues. National and regional IGF initiatives were also integrated into the program of the Bali IGF. The views and themes emerging from these initiatives were captured in the workshops and focus sessions throughout the week, as well as into inter-regional dialogue meetings dedicated to creating bridges and encouraging exchanges of views between the various initiatives.

The Resolution A/C.2/68/L (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 welcome offers to host the next three Internet Governance Forums from Turkey in 2014, Brazil in 2015, and Mexico in 2016, in the event of the renewal of the mandate of the IGF,

**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.

Lowering costs is still an important consideration in service delivery, but adding public value is gradually taking over as the primary goal of e-governance. There is no longer a view of "e-government maturity" as e-government goals and targets are constantly evolving to deliver expected public value and more. Emphasis is now being placed on deploying a portfolio of e-services that spans functions, business units and geographies, at varying local or municipal levels, thus increasing the value of service offerings to citizens by effectively adopting disruptive technologies in an adaptive and scalable manner.

In many countries, a new governance contract is starting to emerge to support and manage the service delivery model, including putting in place a national ICT policy and e-government strategy, as well as strengthening institutions and building the capacities of public servants. Collaborative service delivery is now pervasive, where governments, citizens, civil society and the private sector often work together to innovate new processes and leverage new technologies. In meeting multi-faceted sustainability challenges, governments are, for example, increasingly using open data and data analytics to improve accuracy in forecasting citizens' demand of public utilities or to screen for irregularities in public procurement to lower its risks. Predictive analysis is also used to identify issues before problematic scenarios develop, and sentiment analysis is deployed in engaging citizens in public consultation and decision-making processes. This shift is observed in both developed and developing countries, with the focus on adding public value to people's lives in an inclusive manner.

DESA will support the organization of the 2014 Global e-Government Forum, which will take place in Kazakhstan and will continue to support the Government of Afghanistan, Colombia, Togo, Tunisia and United Arab Emirates in the area of e-government. Moreover, pipeline e-government projects are expected to be finalized for Bahrain, Costa Rica, Panama, Saudi Arabia and Uzbekistan including developing a strategy to support Small Island Development States in the Pacific.

DESA will continue to support governments in their efforts to promote collaborative governance and whole-of-government for sustainable development. A tool-kit in this specific area, as well as a self-assessment tool-kit to help Member States for effectively develop and implement e-Governance strategies to promote sustainable development will be developed. In addition, methodological and technical guidelines a new version of METER on E-Government Strategy for Sustainable Development, as well as Global Guidelines on E-Procurement will be produced in 2014.

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. 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. In 2014 DESA will start implementing the technical cooperation project under the development account 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. National

capacity building workshops on METEP in Kenya, Kazakhstan and Indonesia are planned to take place in 2014 and be funded from the project.

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. Capacity building workshops on open government data, subject to approval for funding from the Development Account are expected to take place in 2014.

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 2014 Given the complimentarily 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 2014 IGF, National and Regional IGF events. .