



Development of e-Government indicators

International Seminar on ICT Statistics

Seoul, 19-22 July 2010

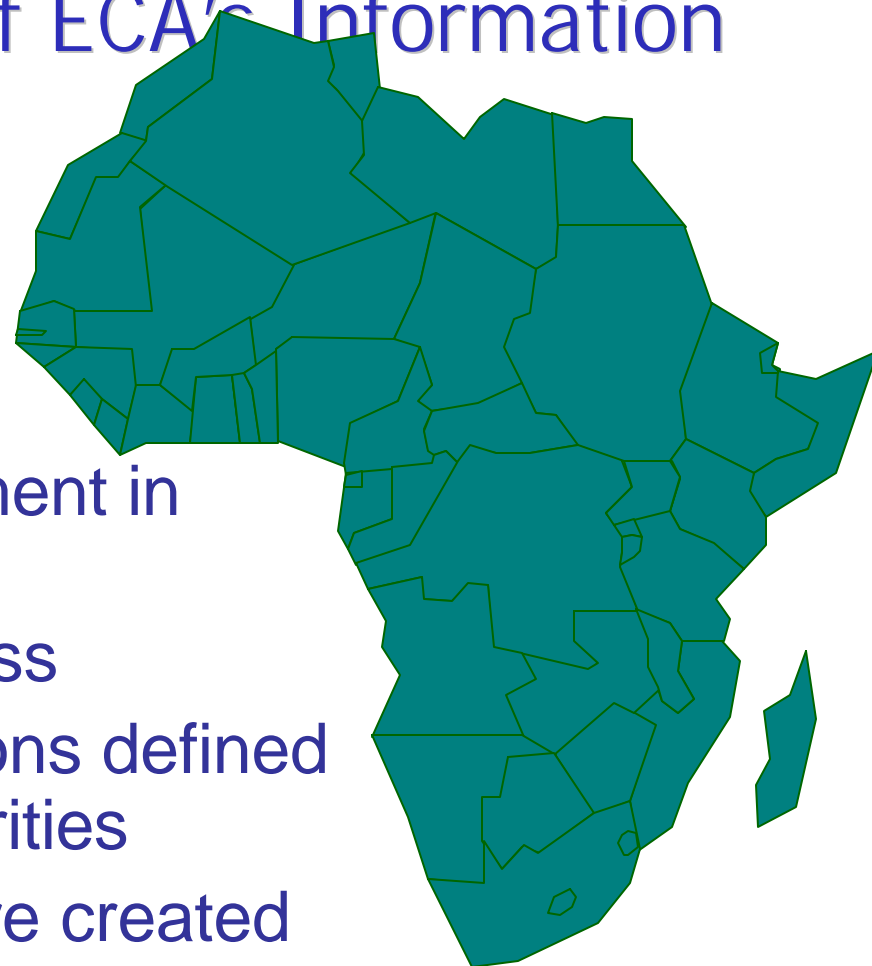
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OIC e-Applications Section

UN Economic Commission for Africa (ECA)



African Information Society Initiative (AISI) – Foundation of ECA's Information Society activities



What is AISI?

- a vision for ICT development in Africa
- an implementation process
- series of sector applications defined according to Africa's priorities
- a tool where synergies are created through open Partnerships + Outreach



AISI was:

- launched in 1996 by the African Ministers in charge of finance, economic development and planning
- endorsed by the African Regional Telecommunications for Development Conference held in Abidjan in 1996
- Adopted by the Summit of the Organization of African Unity in Yaounde in July 1996
- Welcomed by the G7+1 Denver Summit in 1997





The need for measuring ICT4D

Rationale for Africa

- Impact of ICTs on the globalised economy – digital divide
- Impact of ICTs in socio-economic development
- ICT4D Strategies require relevant data and information in formulation and implementation processes
- Need for indicators to benchmark and monitor information society development
- Identified in WSIS Geneva Plan of Action as area of focus leading to Partnership on Measuring ICT4D



SCAN-ICT Project

Launched in 2001 and based on thematic areas outlined by AISI

- These include infrastructure development, strategic planning, capacity building, sector applications, e-governance, Information Society and Information Economy
- Aimed to expand data collection and analysis and to monitor the progress made in the ICT sector by the pilot countries
- Scan methodology designed to fine-tune indicators to match growing or changing needs of countries
- Current members are using indicators developed by the Partnership
- Beneficiary countries (Cameroon, Ethiopia, Gambia, Ghana, Morocco, Mauritius, Mozambique, Rwanda, Senegal, and Uganda)
- Most African countries benefited from SCAN Capacity building activities organized with ITU and UNCTAD
- Supported by IDRC of Canada, Finland, NORAD, EU



- Partnership launched in June 2004 at UNCTAD XI
- Partnership objectives:
 - To work with NSOs, regulators, ministries, etc. to develop a common set of ICT indicators in general and in key sectors
 - Enhance the capacities of National Statistical Offices and other stakeholders on collection and processing of ICT indicators
 - Develop a global database on ICT statistics





Task Group on e-Government Indicators (TGEG)

Members of TGEG



Economic Commission
for Africa



Comisión Económica
para América Latina
y el Caribe
CEPAL
ECLAC



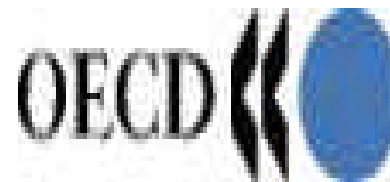
ESCWA



United Nations
ESCAP



UNDESA





The TGEG Process

- Following preparation of a conceptual draft from ECA in December 2006, several meetings in Africa, Europe and Latin America discussed development of the indicators
- From February 2010 the Finland Government through VTT supports the TGEG in compiling the indicators
- On 13 May 2010, TGEG meeting reviewed first draft from VTT and made recommendations





Objectives of the e-Gov indicators

- To capture and measure readiness of government (including in developing countries) in terms of information technology deployment (infrastructure, investment, HR, etc.) and exploitation
- To measure access to government services
- To measure use of ICT in decision making and its role in the governance process
- To obtain high quality and internationally comparable data
- To promote ICT investments



Draft list of main 12 e-Gov indicators from Demand and Supply sides (essentially from the Partnership core indicators and TGEG members)

Criteria for selecting the e-Government indicators

Indicators shall be:

- **limited in number** to avoid cumbersome collection and duplication with existing indicators developed by the Partnership
- **relevant in** describing key phenomena
- **reliable** in providing robust data for decision-making
- **statistically robust** and accordingly **comparable** and **consistent** in order to form a basis for statistical practice and to be applied for benchmarking
- **available** now or in the near future required for data collection
- **understandable** from citizens, companies and other government bodies benefitting from e-government services or deploying them
- **Streamlined** and **systemic** in its structure, data collection, etc.



EG1	No of staff with computer skills in their daily activities
	Basic, handling the mouse to navigate computers
	Basic software (word processing, spreadsheet, presentations)
	Competent internet user: navigation, using e-mail, critical information retrieval skills
	Competence in higher-order knowledge acquisition and management (creation of web-pages, competence and readiness in web 2.0 social media environments including command of good net etiquette, understanding the policy, legal and ethical dimensions of the virtual world including issues of IPRs, creative commons, being familiar with personal uses of e-learning, e-commerce etc.)



EG2	% of Government institutions with a web presence (website or homepage hosted on another entity's website, but with control over content publishing)
EG3	% of Government institutions with corporate networks (LAN, WAN, Intranet, Extranet)
EG4	% of Government institutions with interoperability standards
EG5	% of Government institutions with Internet access by type of access (narrowband, fixed broadband and mobile broadband)
EG6	% of Government institutions offering services to users by available platforms: web, fixed telephone, fax, mobile phone



EG7	% of Government institutions offering online services by level of service:
	Accessing general information (about the institutions, services offered, requirements, and/or documentation)
	Requesting information by e-mail
	Receiving answers to email/phone inquiries
	Downloading and sending forms (attach documents)
	Completing/lodging online forms
	Making online payments (bills, taxes, health, licenses, certificates)
	Obtaining official certificates (through certification or electronic signature)



EG8	% of population (companies, citizens; access / total) using e-government services by level of service
	Accessing general information (about the institutions, services offered, requirements, and/or documentation)
	Requesting information by e-mail
	Receiving answers to email/phone inquiries
	Downloading and sending forms (attach documents)
	Completing/lodging online forms
	Making online payments (bills, taxes, health, licenses, certificates)
	Obtaining official certificates (through certification or electronic signature)



EG9	% of Government institutions offering services on line by type of service, for citizens and companies
	To pay taxes
	Make requests / tenders, bids for service
	Citizen participation (vote system, public queries)
	File reports, complaints and claims
	Health services
	Education services
	Social Security services
	Justice services
	Labour mediation
	Online training
	Companies Registry
	Other



EG10	% of population (companies, citizens; access / total) using e-government services by type of services
	To pay taxes
	Make requests / tenders, bids for service
	Citizen participation (vote system, public queries)
	File reports, complaints and claims
	Health services
	Education services
	Social Security services
	Justice services
	Labour mediation
	Online training
	Companies Registry
	Others



EG11	% of expenditure on ICT per total expenditure of Government institutions
EG12	% of ICT staff or subcontracted ICT personnel in Government institutions



Next Steps

- Review existing practices, prepare definitions on e-government as well as arguments on why measuring e-government and finalize background information
- Make a choice on draft indicators
- Disaggregate some of the indicators according to gender, age, etc.
- Propose definition, scope, model questions and practical data collection methods for each indicator
- Finalize the statistical framework and indicators and test them in Government offices in Addis Ababa (September 2010)
- Circulate draft to Partnership members & key stakeholders for comments (September 2010)
- Finalize document (October 2010)
- Present the final framework and e-government indicators at the 8th meeting of ITU WTIM (November 2010)
- Translate into French and disseminate final documents (From January 2011)



Thank You !

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