

Conclusions of the 5-6 June 2003 ITU-T Workshop on Challenges, Perspectives, and Issues in E-Government Standardization

The current version of the WSIS draft action plan based on discussions in the Working Group of Sub-Committee 2 (WSIS/PC-2/DT-3 revised) contains the following paragraph:

- 36. E-Government:** Public administrations should use ICT tools to enhance transparency, accountability and efficiency—at all levels of government, and in particular at the local level:
- In the delivery of public services to citizens and to enterprises.
 - In the design of online services, adapted to the needs of citizens and businesses.
 - In the better management of financial, human and public resources and goods.

It is suggested that this paragraph should be moved from the Action Plan to the Declaration of Principles, after paragraph 47 of the current draft Declaration of Principles, because the above paragraph contains principles rather than action.

It is proposed that the following text be used in the Action Plan to replace the text moved to the Declaration of Principles:

- 36. E-Government:** Governments are encouraged to:
- Develop E-Government strategies, goals, and objectives by 2004, including provisions for universal access where appropriate.
 - Give responsibility to senior, high-level government officials or organizations for E-Government projects, in order to start achieving progress in citizen services, business services and transformation/simplification of government processes by 2005.
 - Reduce technical barriers to E-Government by 2005 by promoting the use of international standards, by governments and businesses.
 - Reduce legal barriers to E-Government by 2006, so as to allow compliance with government requirements electronically, e.g. E-Documents, E-Signatures, E-Archives be given equivalent legal status with paper.
 - Work with and through international standardization organizations to develop, disseminate, and use best practices for E-Government, so as to share knowledge and reduce redundancies and inconsistencies.
 - Participate in and encourage the development of international standards, models, or guidelines in areas such as:
 - o Catalogue of “life events” (birth, death, etc.) both for persons and enterprises, noting that some events may have occurred outside the local jurisdiction
 - o Services
 - o Processes

- Model laws
 - Ensuring archival and long term (100 year plus) readability of electronic records
 - Individual identification number and authentication process
 - Transmission of address information
 - International exchange of data (administrative, tax, customs, crime-prevention, etc.)
 - Removal and avoidance of barriers to international exchange of information and technology
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