



Summary of Session: Future of e-government assessment in the era of AI: Opportunities and Challenges

United Nations Department of Economic and Social Affairs

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Key Issues discussed (5- 8 bullet points)

- Issues raised around the methodology of the United Nations E-Government Survey by stakeholders included how to capture e-government services that are jointly developed by public and private sector, how we measure inefficiencies in government i.e. they invest so much on digitalization but these services are not used, how to measure Artificial Intelligence based services, how we can measure incorrect data governments may have, how to measure privacy efforts, how to include immersive technologies. Some participants also raised that mobile broadband is more relevant for them than the traditional board. It is also added that the more important thing than the ranking is what to do to improve the e-government development in that country. There were also concerns about capturing AI development in a country by just assessing the portal as unit of study.

Towards WSIS+20 and WSIS beyond 2025, please share your views on the emerging trends, challenges, achievements, and opportunities in the implementation of the WSIS Action Lines to date (5-8 bullets)

- The upcoming WSIS+20 review will be conducted by the General Assembly in 2025. This will also be the IGF's 20 year review.
- As the headquarters-based Secretariat Department, DESA is mandated to provide and coordinate secretariat support services to the GA High-level events, including WSIS+20.
- We are of course, very mindful that the WSIS+20 process will be a whole of the-UN-system effort, and will be multilateral and multistakeholder, so DESA is fully committed to work closely with UN entities and stakeholder groups.

Tangible outcomes (such as key achievements, announcements, launches, agreements, and commitments (3-5 bullet points)



- The United Nations E-Government Survey, as the only global tool covering 193 UN Member States, have tremendous effect in raising awareness of e-government at national and city levels
- The extension of e-government assessment to local and city levels "To foster e-government development serving peace and sustainability and allowing humans and the planet to flourish sustainably and guaranteeing that human rights are respected not only offline but also online and in the digital sphere and in the domain of data-based systems (an alternative term for so-called "AI") requires the following concrete measures: 1. human rights-based data-based systems (HRBDS): Human rights-based data-based systems (HRBDS) means that human rights serve as the basis of digital transformation and data-based systems. 2. an International Data-Based Systems Agency (IDA): An International Data-Based Systems Agency (IDA) needs to be established at the UN as a platform for technical cooperation in the field of e-government development as well as for digital transformation and data-based systems fostering human rights, safety, security, and peaceful uses of data-based systems as well as a global supervisory and monitoring institution and regulatory authority in the area of digital transformation and data-based systems." suggested by Prof. Peter Kirchsclaeger, Ethics-Professor, University of Lucerne, Switzerland

Actionable plan (2-5 points)

- Continue to update the UN E-Government methodology with insights from the session
- Continue to increase the coverage of e-government assessment into cities

Suggestions for thematic aspects that might be included in the WSIS Forum 2024 (WSIS+20 Forum High-Level Event) (one paragraph)

- The role of e-government in achieving the 2030 Agenda
- Linking WSIS Forum 2024 with Global Digital Compact (GDC) themes could be strategical

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