WSIS+20 Review
Action Lines
Milestones, Challenges and Emerging Trends beyond 2025

The Evolution of Context

Increase efficiency and transparency: E-government allows for streamlined processes, faster service delivery, and easier access to government information.

Enhance participation: E-government platforms can facilitate communication between citizens and government, enabling feedback mechanisms and participation in decision-making processes.

Reduce corruption: Increased transparency through e-government can help to reduce opportunities for corruption.

Improve service delivery: E-government allows citizens to access services online, anytime, anywhere, reducing bureaucratic hurdles.

Empower citizens: E-government can empower citizens by providing them with the tools and information they need to interact with their government effectively.

The Evolution of Context

Developing National E-Government Strategies: This involves setting goals, identifying priority areas for e-government development, and outlining a plan for implementation.
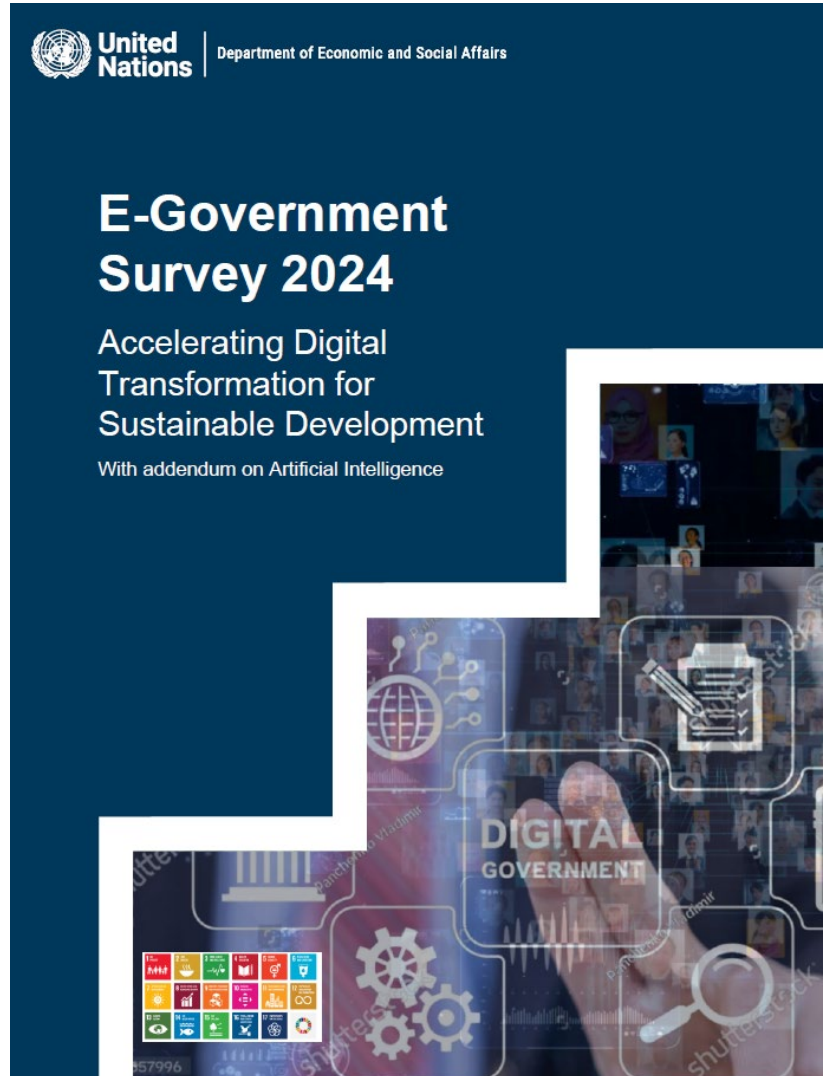
Investing in ICT Infrastructure: Building a robust and secure ICT infrastructure is essential for e-government initiatives to function effectively.

Developing E-government Services: This involves creating online platforms for citizens to access government services, such as applying for permits, paying taxes, or registering births.

Promoting Digital Literacy: Ensuring citizens have the necessary skills to access and utilize e-government services is crucial.
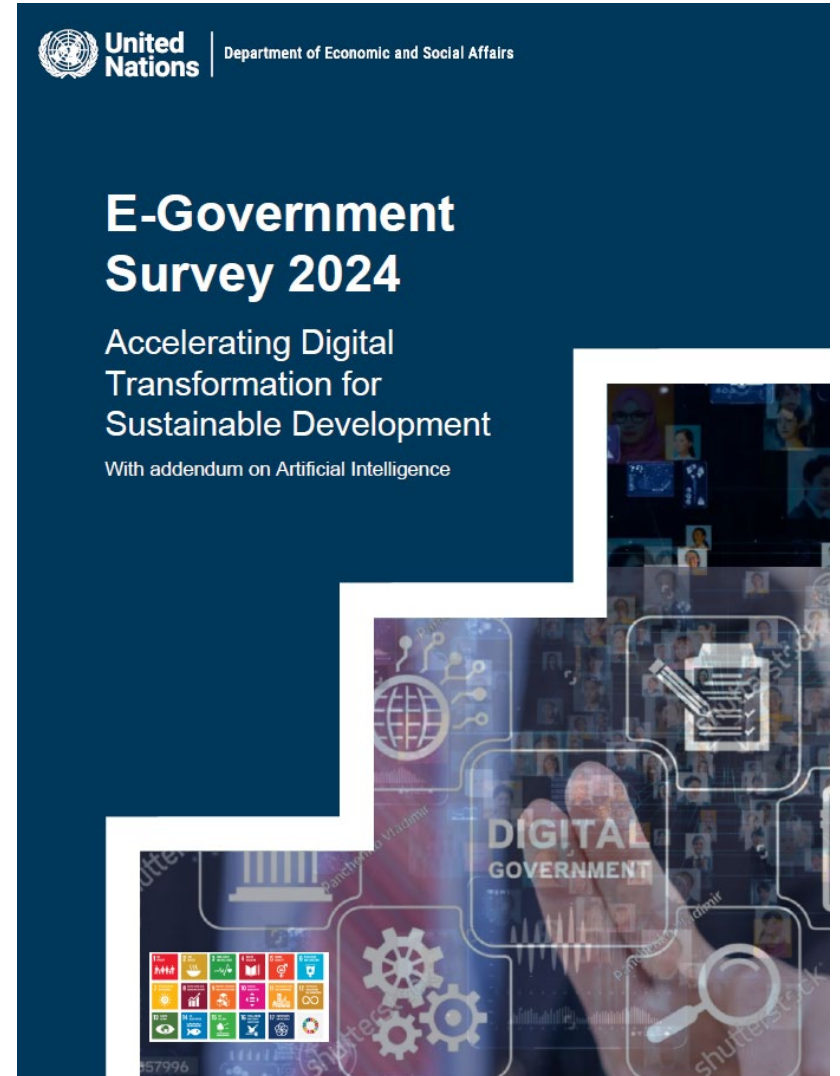
Key Milestones: 20 years of Achievements

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- Expansion of Online Services
- Open Government Initiatives
- Digital Identity and Authentication
- Interoperability and Standards
- Cybersecurity and Data Protection
- Mobile Government (m-Government)
- Cloud Computing Adoption
- Emergence of Smart Cities
- Focus on Digital Inclusion
- International Collaboration and Knowledge Sharing

Challenges in implementing the Action Line

1. Digital Divide
2. Cybersecurity Risks
3. Data Privacy Concerns
4. Interoperability Issues
5. Capacity Building
6. Resistance to Change
7. Legal and Regulatory Frameworks
8. Sustainability
9. Digital Literacy
10. Accessibility

Trends and Opportunities Beyond 2025

1. Citizen-Centric AI Solutions
2. Blockchain for Transparent Governance
3. Smart City Governance
4. Digital Twins for Infrastructure Management
5. AR/VR for Enhanced Citizen Engagement
6. Data-Driven Governance Strategies
7. Open Data Platforms
8. E-Government Cybersecurity Innovations
9. Digital Inclusion Programs
10. International E-Government Collaboration