Session Outcome Document

Exploring the Vital Role of E-Government in Advancing Sustainable Development Goals
United Nations Department of Economic and Social Affairs

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Session 350— Exploring the Vital Role of E-Government in Advancing Sustainable Development… | WSIS+20 Forum High-Level Event 2024 (itu.int)

Key Issues discussed (5- 8 bullet points)

- Methodological updates about the upcoming United Nations E-Government Survey 2024.

- Application of Local Online Service Index Methodology.

- Challenges in collecting ICT indicators

- Capacity building activities by UNU-EGOV - As a forward-thinking policy-oriented entity, we lead innovation, actively exploring and advocating emerging technologies to transform public service delivery on a worldwide scale.

- Successful partnerships: Examples were shared of successful partnerships between different stakeholders (governments, NGOs, private sector) that leveraged e-government tools to achieve specific SDG targets, highlighting the significance of collaboration.

- GovStack as governments with essential tools for digital services, including building block specifications, a sandbox for testing (upcoming), communities of practices, and more.

- Web portals and smart Government National Portal of Iran - Unified login

- E-government development index (EGDI) and Local Online Service Index (LOSI)

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)

- Integration of Emerging Technologies in E-Government: E-government initiatives increasingly leverage emerging technologies like AI, blockchain, and IoT to enhance service delivery, improve efficiency, and promote citizen engagement.

- Digital Divide Mitigation through E-Government: E-government programs play a crucial role in bridging the digital divide by providing inclusive access to government services and fostering digital literacy and skills development, thereby addressing challenges of access and affordability.

- Alignment of E-Government with SDGs: E-government strategies are aligned with the SDGs, contributing to achieving sustainable development objectives such as poverty alleviation, quality education, and economic growth.

- Enhanced Government Transparency and Accountability: E-government implementations lead to enhanced transparency and accountability in governance through mechanisms like open data platforms and digital citizen engagement tools, fostering trust and participation in public decision-making processes.

- Data-driven Decision-making in E-Government: Governments can harness data analytics and insights from e-government initiatives to inform policy formulation, resource allocation, and service optimization, thus linking to the emerging trend of leveraging data for informed governance.

- International Cooperation in E-Government: International cooperation is vital in advancing e-government agendas, emphasizing the role of partnerships and knowledge sharing in accelerating progress towards shared ICT development goals.

- Ethical Considerations in E-Government: Ethical considerations related to e-government, such as data privacy, cybersecurity, and digital rights, are addressed to ensure equitable access, safeguard citizen rights, and maintain trust in digital government services.

- Application of Local Online Service Index (LOSI) methodology in several cities in a single country. Many studies are being conducted and new entities are welcome to join the LOSI Network: [Application of LOSI methodology in countries](#)

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

- Identification of best practices: Participants shared successful initiatives and approaches, providing tangible examples of how e-government is contributing to the achievement of SDGs.

- Commitments to collaboration: Stakeholders expressed a commitment to foster collaboration and knowledge sharing to facilitate effective implementation strategies for digital government initiatives.

- Recognition of challenges: Key challenges in e-government implementation were acknowledged, laying the groundwork for targeted solutions and initiatives to address them.

Actionable plan and key recommendations (2-5 points)

- Develop standardized metrics: There is a need to develop standardized metrics for evaluating the impact of e-government initiatives, focusing on their contribution to poverty eradication, economic empowerment, and other SDGs.
- Strengthen capacity-building efforts: Recommendations were made to enhance capacity-building efforts to ensure that all stakeholders, especially underserved communities, have the necessary skills and resources to participate in the digital government landscape effectively.
- Foster multi-stakeholder partnerships: Encourage the establishment of multi-stakeholder partnerships to leverage diverse expertise and resources in advancing e-government initiatives and achieving SDG targets.

Suggestions for thematic aspects that might be included in the WSIS Forum 2025 (one paragraph)

- In WSIS Forum 2025, it would be valuable to include thematic sessions focusing on emerging technologies such as artificial intelligence (AI), blockchain, and Internet of Things (IoT), and their potential to further enhance e-government services and accelerate progress towards achieving the SDGs. Additionally, sessions could explore the role of digital inclusion and accessibility in ensuring that e-government initiatives leave no one behind, as well as strategies for overcoming barriers to adoption and utilization of digital services among marginalized populations.