WSIS+10 High-Level Event

Forum Track OUTCOME DOCUMENT

Template for Submission of Executive Summaries for

Thematic/Country Workshop/ Action Line Facilitation Meetings/ Interactive Sessions/ High Level Dialogues/Publication Releases

Deadline: 4 hours after your session

1) Title of your session: C1, C7eGov, and C11 Facilitation Meeting

2) Name of Organization/s organizing the workshop:

UN Department of Economic and Social Affairs, Division for Public Administration and Development Management

3) Main outcomes highlighting the following:

I. Debated Issues

- Please capture highlights of the main issues debated and interactions with audience
  - Privacy of digital communication and right to be forgotten (IPU)
  - Innovation and e-government important to sustainable development (ITU)
  - Green ICT: smart grids on saving energy, smart buildings, smart roads, smart cities, smart societies (ITU)
  - Decrease the digital divide, and increase engagement of young people (IMSD, Romania)

- Migration to secure and high performing cloud computing e-Services (Kazakhstan)
- Big data and open data (Kazakhstan)
- Open Government and Social Network Services (Russia)
- e-Governance and e-Participation (Russia)
Please highlight key achievements and challenges shared by the audience and/or panelists

- Partnership with private sector: IT investment (Bahrain)
- Policies without operational framework do not work: governance model and IT blueprint (Bahrain)
- Opening communication with the citizens through addressing complaints and service improvement system (Bahrain)
- Ubiquitous ICT structure for government e-Services (Kazakhstan)
- UNDP framework includes inclusive governance that advances all other governance goals (UNDP)
- Publication looking at national and regional profiles in Arab region and one on local needs for each WSIS action lines (ESCWA)

II. Quotes

Please provide two important quotes from the session and the names & organization of the person you are quoting.

a. “Governance without policies, guidelines and frameworks is like sailing the boat in the ocean without sail.” (Bahrain)
b. “Parliamentarians are not using social media like Facebook only during elections but also for maintaining links with citizens on a continuous basis.” Andy Richardson, IPU
c. “It is important to have innovations but important to implement them within an ecosystem of e-government and sustainable development.” (ITU)
d. “E-government and sustainable development is about people, technology and processes for sustainability.” (IMSD Romania)
e. “The impact of ICTs is to enhance governance.” “Access is not enough. Infrastructure is not enough. Access to opportunities and knowledge for jobs, etc.” (UNDP)
f. “Is the data that you unleash relevant?” (UNDP)

III. Main Outcomes of the Session highlighting

Main conclusions reached during the discussion:

- e-government is recognized by governments and stakeholders as an enabler of transparency and accountability for public services (IMSD Romania)
- governments around the world have applied ICT to enhance dialogue and cost-effective service delivery, leading to positive socio-economic growth (UNDP)
- for e-government, governments need to dedicate adequate resources and introduce a coherent policy framework and guidelines (Bahrain)

The vision for implementation of WSIS Action lines beyond 2015:
a. new technologies: broadband, mobile and cloud computing will change public administration landscape - some functions of government will go back to citizens (Yuri Hohlov, Institute of the Information Society, Russia)

- **link with the Endorsed WSIS+10 High-level Event Outcome Documents:**
  a. include role of parliaments in the implementation of legislative frameworks; now not included (IPU)
  b. last outcome of ITU conference in Dubai in line with the WSIS+10 vision statement (ITU)
  c. Information Kazakhstan 2020 in line with WSIS +10, building the basis for information society in Kazakhstan (Kazakhstan)

- **link to the Post 2015 Development Agenda**
  a. need to focus e-government on sustainable development (ITU)
  b. decrease digital divide and increase access to and use of e-government services (Kazakhstan)
  c. poverty eradication and other chapeau goals of the internationally agreed development agenda can benefit from e-government (UNDP)
  d. current activities for promoting plans of action for WSIS+10, guidelines for implementing knowledge society, capacity building workshop for e-Govt. with UN DESA (best practices in e-govt. in the Arab region), e-Govt. strategy in the Arab Region, e-Government Council for the Arab Region (ESCWA)
  e. Innovation, open government, open data, Arab IGF, legal and regulatory framework on cyber legislation (ESCWA)
  f. need to formulate national e-government strategies in line with strategies for social and economic development strategies (IIS, Russia)

IV. **Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015**

  i. How can multi-channel access improve service delivery? (Kazakhstan)
  ii. How can privacy of citizens be protected from accumulated data on citizens in governments? (IPU)
  iii. From e-Government to e-Governance: can e-Participation and Open Government enable citizens to share in government functions? (IIS, Russia)
  iv. Cost/benefit analysis of e-government projects implementation in terms of value added: electoral, economic and governance? (World Bank)
  v. Are the primary customers of e-government the paying or the marginalized citizens? (World Bank)

V. **Emerging Trends related to WSIS Action Lines identified during the meeting**
i. Because of lack of data in less advanced countries, the evidence-based indicators may only reflect advanced countries. (ESCAP)

ii. The potential for e-resilience through e-disaster management is important in the Asia Pacific (ESCAP)

iii. Local e-government solutions to local needs for sustainable development (UNDP)

iv. Integration of back-end for whole of government approach and opening of front end of e-Government (DESA)

v. Citizens prefer to interact with government at any place, at any time, from any platform (IIS, Russia)