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WSIS+10

HIGH-LEVEL EVENT

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Draft WSIS+10 Vision for WSIS Beyond 2015

C7 ICT Applications: E-Government

This document builds upon the input/ background documents and the contributions received during the WSIS+10 High-Level Event Open Consultation Process. It has been developed for the purposes of the First Physical meeting of the Open Consultation Process. This document is awaiting input from UN DESA.

Recognizing the central role of e-government in the promotion of ICTs for development for the development of inclusive Information Society as well as the efforts dedicated towards implementation of WSIS Outcomes, in particular related to Action Line C7 E-government, since 2003 significant progress has been achieved and several emerging trends and challenges have been identified.

Following provides guidance and priorities for implementation of WSIS Action Line C7 E Government beyond 2015.

- Ensure that **public services provided over the internet** does not lead to the provision of second-class services to those who are not connected to the internet.
- Ensure **strong data protection**.
- Develop and collect **gender and sex-disaggregated data**, and undertake research and impact analysis on gender and ICT, should be a priority for evidence based policy making and programming.
- Need to access eGovernment services using all types of **operating systems and browsing platforms** at all times.
- Create **Government mobile applications**.

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- Inform the residents about **access to the legal information published on the internet**, to encourage them to submit comments and proposals on-line and thus influence government decisions.
- Integrate the **existing e-government with e- Planning Process**.
- Guarantee **emergency telecommunication services** and promote ICT for disaster relief
- Modernize **public sector management** through e governance.
- Create an **integrated government**, which implies moving forward to the idea of the Government acting as a unit, both from the standpoint of the administration and the citizen.
- Integrate **social networks in e-government** to target youth
- Improve **online services related to complaints** submissions;
- Set up **one-stop shops in rural and urban** areas
- Accomplish **transparent, deliberative and inclusive e-democracy** through e governance which in turn expands and supports democracy in the digital age. In this respect access to information and free communication as corollaries of the implementation of freedom of expression in the new digital environment is of crucial importance. E-government is a broad project in itself that should be put into practice as institutional and procedural undertaking reflecting democratic principles and values and rule of law.
- Improve government services through **introducing open, transformational government providing multi-channel service delivery**, particularly through mobile devices.
- Use the **new media to inform and connect citizens** to the e-government and sustainable development processes
- Provide **greater reach of e-government to the disadvantaged and the disabled**.
- Enhance capability through **e-signatures**.
- **Promote the usage of e-government platforms** .
- Promote e-Government as **key for the business environment**.
- Explore emerging issues like **big data and social media**.
- Promote **social audits and e- local government** with greater community participation.
- Offer **e-government services which are available anytime and anywhere** using cloud computing technology.
- Establish an **e-government action plan**.
- Formulate an **environment for open data circulation**.

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- Build **platforms of e-services** in public administration offices.
- Move towards **automation of central governmental offices** and services and related branches in remote underserved areas.
- Provide opportunities for extending **transparency and accountability of government** through open data and open government.
- Encourage **Open government and e-participation**.
- Bridge the digital divide by **better promotion of e-skills** amongst valuable social groups.
- Apply **green ICT technology** through e-governance to contribute to the sustainable economic, financial and social development
- Develop, implement and promote **smart governments**.
- Leverage **mobile technologies for greater reach and inclusiveness**.
- Encourage programs and systems aimed at marginalized and diasadvantaged groups.
- Create a “**common platform for the government**” that uses cloud technology
- Current system is established with the view of the analogue society, which emerged in the days before the Internet, so a reform, which should be based on the digital society, should be made in keeping with changes of the times
- The use of new media to inform and connect citizens to e-government and sustainable development processes are of paramount importance.
- Promote e-skills and suitable infrastructure in the developing world and amongst valuable social groups.
- Develop application of green ICT technology through e-governance there by contributing to sustainable economic, financial and social development.
- Adopt a legislation that regulates the use of mobile technology by the government and other stakeholders.
- Assist some governments in extending the range of services that are made online – which will assist their citizens and businesses alike.

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