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**Submission by: ARM Holdings plc, Private Sector**



Draft WSIS+10 Vision for WSIS Beyond 2015

С7. ICT Applications: E-Government

**1. Vision**

*The advancement of e-government should be carried out with a view to transform governments to be more efficient, effective, transparent, accountable, open, and citizen centric. We should collectively strive in promoting e-government for more effective public service without undermining privacy and security to support sustainable development. We encourage co-production of e-government services, transfer of knowledge and sharing of best practices to promote innovation and effective development.*

**2. Pillars**

ARM strongly supports the references made by other stakeholders to the delivery of government services through mobile devices. The following comments have already been made by stakeholders:

* Improve government services through introducing open, transformational government providing multi-channel service delivery, particularly through mobile devices.
* Leverage mobile technologies for greater reach and inclusiveness.

Could a reference to  mobile technologies be included in the ‘pillars’ of this action line?

1. Encourage integrated e-government services through whole-of-government approach to support the three pillars of sustainable development
2. Promote inclusive e-government through e-participation and increase availability of government data for reuse in order to promote participation in public policy-decision-making, responsiveness, transparency and accountability
3. Promote people-centered delivery of e-services and bridge the digital divide
4. Address privacy and security issues through concerted efforts
5. Promote capacity building and knowledge sharing for effective utilization of resources

**3. Targets**

1. To deliver 100% of essential government services electronically; each government will choose an appropriate scope of the essential services through national and sub-national planning processes

**Annex: Zero Draft Stakeholder Contributions**

1. **Development of e-government through integrated whole-of-government approach**
2. **Modernize public sector management through e-governance** and establish an action plan to develop, implement and promote smart governments
3. Promote the usage of e-government platforms and integrate the existing e-government with e-Planning Process to **create an integrated government** both from the standpoint of the administration and the citizen.
4. 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**
5. Move towards automation of central governmental offices and services and related branches in remote underserved areas by **setting up one-stop shops**
6. **Extend the range of e-services** which are available anytime and anywhere using cloud computing technology
7. **Institutionalize the principles of effective information management at each stage of the information's life cycle to promote interoperability and openness** as well as provide support to national statistical offices in developing capacity to collect and compile data for internationally-agreed e-government indicators
8. **Promote public-private partnerships** and use existing networks and services of third party organizations in e-government service delivery
9. **Promote e-Government** as key for the business environment.
10. **Apply green ICT technology** through e-governance to contribute to the sustainable economic, financial and social development
11. **Guarantee emergency telecommunication services and promote ICT for disaster relief**
12. **Monitor and advance the progress of e-government and conduct a comprehensive audit** of its impact on development so as to assist governments in advancing public service delivery
13. **Inclusive e-government through e-participation and open data application**
14. **Encourage the culture of innovation in leadership** which is essential in cultivating e-government services, e-participation and open government data and transforming these into practical programmes that will result in sustainable development and a better future for all groups including the disadvantaged as well as improve women’s access to public services and in decision-making
15. **Inform the citizens about access to the legal information published on the internet, to encourage e-participation in public policy decision making**
16. **Formulate an environment for open data circulation**
17. **Provide opportunities for extending transparency and accountability of government through e-participation, open data and open government**
18. **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
19. **Promote social audits and e- local government** with greater community participation.
20. **Multi-channel delivery to expand usage and bridge digital divide**
21. **Leverage mobile technologies for greater reach and inclusiveness**
22. **Ensure that public services provided over the internet do not lead to the provision of second-class services** to those who are not connected to the internet
23. **Encourage programs and systems aimed at marginalized and disadvantaged** groups
24. **Provide greater reach of e-government to the disadvantaged and the disabled**
25. **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
26. **Use the new social media to inform and connect citizens** to the e-government and sustainable development processes
27. **Integrate social networks in e-government** to target youth
28. **Bridge the digital divide by better promotion of e-skills** amongst valuable social groups
29. **Create Government mobile applications** that regulate the use of mobile technology by the government and other stakeholders
30. **Improve government services through introducing open, transformational government providing multi-channel service delivery**, particularly through mobile devices
31. **Data privacy and security**
32. **Address privacy, security, and big data** which are major threshold issues for ICT and e-government adoption to ensure strong data protection
33. **Enhance capability through e-signatures**. Encourage governments to promote e-government including national identity management system to facilitate e-services and e-participation to reduce corruption, increase transparency and citizen participation for more cost-effective, efficient, responsive service delivery
34. **Ensure that e-services are accessible in all operating systems and browsing platforms** at all times
35. **Create a “common platform for the government”** that uses cloud technology
36. **Capacity building and knowledge sharing**
37. **Promote the sharing of best practices and transfer of knowledge** as an effective method of promoting innovative e-government practices
38. To ensure adequate knowledge and competency in e-government, **training should be provided for leaders at all levels** with focus on respective country’s context, in order to develop comprehensive e-government policies and strategies, to better serve citizens’ needs