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**Document Number: V2/C/ALC7/E-** **Government**

Note: This document is the **result of the first reading of the document number V1.1/C/ALC7/E-** **Government** and reflects the changes and comments received at the third physical meeting of the WSIS+10 MPP. This document is available at: <http://www.itu.int/wsis/review/mpp/pages/consolidated-texts.html>

This document has been developed keeping in mind the [Principles](http://www.itu.int/wsis/review/mpp/pages/consolidated-texts.html).

Please note that the Geneva Declaration and the Geneva Plan of Action still remain valid until further decisions by the General Assembly.

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 totransform governments to be more efficient, effective, transparent, accountable, open, and citizen centric. ]We should collectively strive to promote e-government and m –government for more effective public services without undermining privacy and security and also in support of sustainable development. We encourage the delivery of e government services across different agencies and government levels transfer of knowledge and sharing of best practices to promote e governance initiatives and innovation*

*co-production of e-government services, transfer of knowledge and sharing of best practices to promote innovation and effective development.]*

**2. Pillars**

1. Encourage integrated e-government services through a harmonized and coordinated approach at all levels of government with a view to support sustainable development
2. Promote inclusive e-government through e-participation and increase availability of open government data in order to strengthen , [to the extent practicable according to the circumstances ]participation in public policy-decision-making, [ in a responsive and transparent manner ][responsiveness, transparency and accountability ]
3. [Promote people-centeric delivery of e and mservices[ and bridge the digital divide ] ]
4. [Address privacy and security issues through concerted efforts]

(merged c,d,g): Foster e government services through open and innovative ways promoting people-centered delivery of e services while addressing privacy and security issues with concerted efforts.

1. Promote capacity building and knowledge sharing for effective utilization and delivery of resources and services.
2. Utilize existing and enhanced infrastructure [(e.g. community access points including kiosks, community centers, libraries, and post offices)]and develop necessary strategies to ensure that e-government services reach all end users.
3. Improve government service through open and transformational waysand provide multi-channel service delivery particularly through mobile devices

**3. Targets**

1. Enhancement of essential government services electronically to citizens through inclusive means; each government will choose an appropriate scope of the essential services through national and sub-national planning processes