Draft list of e-Government indicators
Task Group on E-government
Partnership on Measuring ICT for Development

	Capacity Indicators
EG1	**% of staff (by gender) in Government institutions with a computer**
EG2	**% of staff (by gender) in Government instituitions with Internet access at the office**
EG3	**% of Government institutions with Web Sites or/and data bases**
EG4	**% of Government institutions with corporate networks (LAN, Intranet, Extranet)**
EG5	**% of Government institutions offering mobile phone technology accessible platforms**
EG6	**% of ICT personnel (by gender) in Government institutions**
EG7	**No of intrusions and hacking of networks and websites of Government institutions**
EG8	**% of spam messages per total emails received**
EG9	**% of expenditure on ICT per total expenditure of Government institutions**
EG10	**% of ICT budget spent on institutional capacity building and human resource development**
EG11	**% of Government institutions with access o the Internet by type of access (narrowband, fixed broadband, Mobile broadband)**
	Usage Indicators
EG12	**% of open source software vis a vis proprietary**
EG13	**% and type of applications used e.g. Word processing, accounting, data base, website**
EG14	**% of staff (by gender) in Government institutions who are trained on use of ICTs**
	Transformation Indicators
EG15	**% of Government institutions providing services online and type of services; e.g. retrieval and printing of online forms, use of interactive online forms, online bids, payment of bills, tax filing applications, company registration, car registration, voting, public grievance systems, online feed back.**
EG16	**% of requests processed using ICTs vis a vis overall number of requests**
EG17	**% of requests processed online vis a vis overall number of requests processed using ICTs**
EG18	**Degree of satisfaction of e-Government service users and by gender**