## 8<sup>th</sup> World Telecommunication/ICT Indicators Meeting (WTIM-10)

Geneva, Switzerland, 24 - 26 November 2010

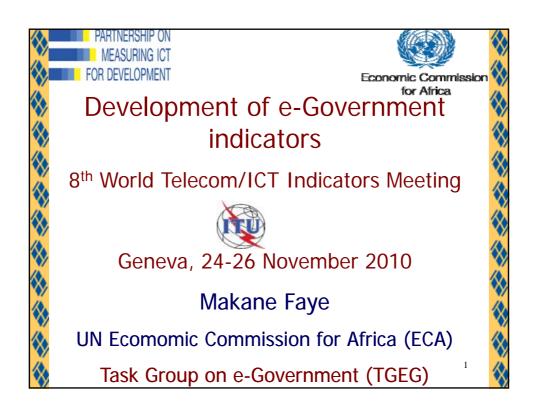


Contribution to WTIM-10 session 6

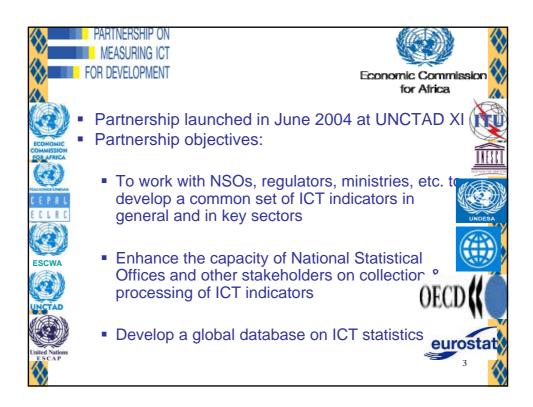
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**SOURCE**: UN Ecomomic Commission for Africa

**TITLE:** Development of e-Government indicators

















## me criteria for selecting the e-Government indicators

## Indicators shall be

- relevant in describing e-government from essential aspects
- reliable in providing robust data for decision-making
- available now or in the near future required for data collection
- understandable from citizens, companies and other government bodies benefitting from e-government services or deploying them
- statistically robust and accordingly comparable and consistent in order to form a basis for statistical practice and to be applied for benchmarking
- linked to benefits arising from e-government indicators to users
- Streamlined and systemic in its structure, data collection, etc.



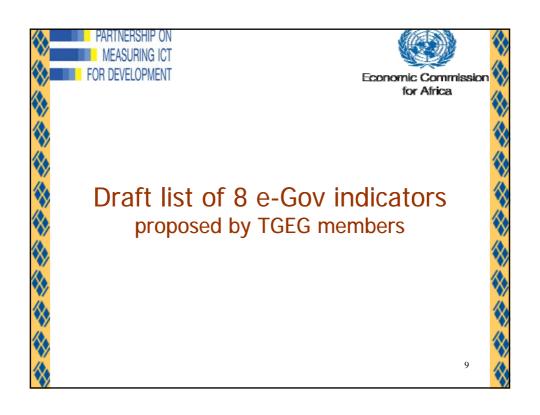


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## Challenges in developing e-government indicators

- Feasibility and collection of statistically robust e-government data
- Definitions of e-government vary in scope harmonisation
- What units of which levels should be included as respondents
   National, regional, local, organisational
- Measurement of intensity and quality of offering of e-services
- Viable, operational and statistical categorization of egovernment services
- Heterogeneity of governments and government units globally
- Digital divide and cost burden of collecting e-government data
- Defining and deciding unambiguous and clear set of indicators
- Dynamic and flexible changes of indicators by emerging requirements

8



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No	Name of Indicator
EG	% of persons employed in central government institutions routinely using computers
EG	% of persons employed in central government institutions routinely using the Internet
EG:	% of central government institutions with a Local Area Network (LAN) connecting at least two computers
EG	% of central government institutions with an Intranet

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No	Name of Indicator
EG5	% of central government institutions with Internet access by type of access (narrowband, broadband)
EG6	% of central government institutions with a web presence
EG7	% of central government institutions offering data services targeted to mobile phone users
EG8	% of central government institutions offering online services by level of sophistication of service

