



WSIS+10

HIGH-LEVEL EVENT
Geneva, Switzerland
10-13 June 2014
9 June pre-events

WSIS+10 High-Level Event

Forum Track **OUTCOME DOCUMENT**

Template for Submission of Executive Summaries for

Thematic/Country Workshop/ Action Line Facilitation Meetings/ Interactive Sessions/ High Level Dialogues/Publication Releases

Deadline: 4 hours after your session

1) Title of your session: C1, C7eGov, and C11 Facilitation Meeting

2) Name of Organization/s organizing the workshop:

UN Department of Economic and Social Affairs, Division for Public Administration and Development Management

3) Main outcomes highlighting the following:

I. Debated Issues

- ***Please capture highlights of the main issues debated and interactions with audience***
 - Privacy of digital communication and right to be forgotten (IPU)
 - Innovation and e-government important to sustainable development (ITU)
 - Green ICT: smart grids on saving energy, smart buildings, smart roads, smart cities, smart societies (ITU)
 - Decrease the digital divide, and increase engagement of young people (IMSD, Romania)
- - Migration to secure and high performing cloud computing e-Services (Kazakhstan)
 - Big data and open data (Kazakhstan)
 - Open Government and Social Network Services (Russia)
 - e-Governance and e-Participation (Russia)



- ***Please highlight key achievements and challenges shared by the audience and/ or panelists***
 - Partnership with private sector: IT investment (Bahrain)
 - Policies without operational framework do not work: governance model and IT blueprint (Bahrain)
 - Opening communication with the citizens through addressing complaints and service improvement system (Bahrain)
 - Ubiquitous ICT structure for government e-Services (Kazakhstan)
 - UNDP framework includes inclusive governance that advances all other governance goals (UNDP)
 - Publication looking at national and regional profiles in Arab region and one on local needs for each WSIS action lines (ESCWA)

II. Quotes

- ***Please provide two important quotes from the session and the names & organization of the person you are quoting.***
 - a. "Governance without policies, guidelines and frameworks is like sailing the boat in the ocean without sail." (Bahrain)
 - b. "Parliamentarians are not using social media like Facebook only during elections but also for maintaining links with citizens on a continuous basis." Andy Richardson, IPU
 - c. "It is important to have innovations but important to implement them within an ecosystem of e-government and sustainable development." (ITU)
 - d. "E-government and sustainable development is about people, technology and processes for sustainability." (IMSD Romania)
 - e. "The impact of ICTs is to enhance governance." "Access is not enough. Infrastructure is not enough. Access to opportunities and knowledge for jobs, etc." (UNDP)
 - f. "Is the data that you unleash relevant?" (UNDP)

III. Main Outcomes of the Session highlighting

- ***main conclusions reached during the discussion:***
 - a. e-government is recognized by governments and stakeholders as an enabler of transparency and accountability for public services (IMSD Romania)
 - b. governments around the world have applied ICT to enhance dialogue and cost-effective service delivery, leading to positive socio-economic growth (UNDP)
 - c. for e-government, governments need to dedicate adequate resources and introduce a coherent policy framework and guidelines (Bahrain)
- ***the vision for implementation of WSIS Action lines beyond 2015:***



- a. new technologies: broadband, mobile and cloud computing will change public administration landscape - some functions of government will go back to citizens (Yuri Hohlov, Institute of the Information Society, Russia)
- **link with the Endorsed WSIS+10 High-level Event Outcome Documents:**
 - a. include role of parliaments in the implementation of legislative frameworks; now not included (IPU)
 - b. last outcome of ITU conference in Dubai in line with the WSIS+10 vision statement (ITU)
 - c. Information Kazakhstan 2020 in line with WSIS +10, building the basis for information society in Kazakhstan (Kazakhstan)
- **link to the Post 2015 Development Agenda**
 - a. need to focus e-government on sustainable development (ITU)
 - b. decrease digital divide and increase access to and use of e-government services (Kazakhstan)
 - c. poverty eradication and other chapeau goals of the internationally agreed development agenda can benefit from e-government (UNDP)
 - d. current activities for promoting plans of action for WSIS+10, guidelines for implementing knowledge society, capacity building workshop for e-Govt. with UN DESA (best practices in e-govt. in the Arab region), e-Govt. strategy in the Arab Region, e-Government Council for the Arab Region (ESCWA)
 - e. Innovation, open government, open data, Arab IGF, legal and regulatory framework on cyber legislation (ESCWA)
 - f. need to formulate national e-government strategies in line with strategies for social and economic development strategies (IIS, Russia)

IV. Suggestions for Thematic Aspects that might be included in the WSIS Forum 2015

- i. How can multi-channel access improve service delivery? (Kazakhstan)
- ii. How can privacy of citizens be protected from accumulated data on citizens in governments? (IPU)
- iii. From e-Government to e-Governance: can e-Participation and Open Government enable citizens to share in government functions? (IIS, Russia)
- iv. Cost/benefit analysis of e-government projects implementation in terms of value added: electoral, economic and governance? (World Bank)
- v. Are the primary customers of e-government the paying or the marginalized citizens? (World Bank)

V. Emerging Trends related to WSIS Action Lines identified during the meeting



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- i. Because of lack of data in less advanced countries, the evidence-based indicators may only reflect advanced countries. (ESCAP)
- ii. The potential for e-resilience through e-disaster management is important in the Asia Pacific (ESCAP)
- iii. Local e-government solutions to local needs for sustainable development (UNDP)
- iv. Integration of back-end for whole of government approach and opening of front end of e-Government (DESA)
- v. Citizens prefer to interact with government at any place, at any time, from any platform (IIS, Russia)