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**Document Number: V1.0/C/ALC7/E-Government**

Note: This document consists of the Annex for the Action line and consolidates the comments received from WSIS Stakeholders for the:

* Proposed zero draft <http://www.itu.int/wsis/review/mpp/pages/phase1-submissions.html>
* Proposed first draft <http://www.itu.int/wsis/review/mpp/pages/consolidated-texts.html>

 Please note that this document is not for comments it is only for the purpose of information.

Draft WSIS+10 Vision for WSIS Beyond 2015

С7. ICT Applications: E-Government

**Annex: Zero Draft Stakeholder Contributions**

1. **Development of e-government through integrated whole-of-government approach**
2. **Modernize public sector management through e-governance**
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. **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
14. Reach out to all citizens in an inclusive manner including those at the rural regions of the country to facilitate the participation of all citizens in e-government
15. **Inclusive e-government through e-participation and open data application**
16. **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
17. **Inform the citizens about access to the legal information published on the internet, to encourage e-participation in public policy decision making**
18. **Provide opportunities for extending transparency and accountability of government through e-participation, open data and open government**
19. **Accomplish transparent, deliberative and inclusive e-democracy through e governance** which in turn expands and supports democracy in the digital age.
20. **Promote social audits and e- local government** with greater community participation.
21. **Multi-channel delivery to expand usage and bridge digital divide**
22. **Leverage mobile technologies for greater reach and inclusiveness**
23. **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
24. **Encourage programs and systems aimed at marginalized and disadvantaged** groups
25. **Provide greater reach of e-government to the disadvantaged and the disabled**
26. **Integrate the new social media in e-government to inform and connect citizens** as well as target youth to the e-government and sustainable development processes
27. **Encourage to create Government mobile applications** that regulate the use of mobile technology by the government and other stakeholders
28. **Improve government services through introducing open, transformational government providing multi-channel service delivery**, particularly through mobile devices
29. **Data privacy and security**
30. **Address privacy, security, and big data** which are major threshold issues for ICT and e-government adoption to ensure strong data protection
31. **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
32. **Encourage to ensure that e-services are accessible in all operating systems and browsing platforms** at all times
33. **Encourage to create a “common platform for the government”** that uses cloud technology
34. **Capacity building and knowledge sharing**
35. **Promote the sharing of best practices and transfer of knowledge** as an effective method of promoting innovative e-government practices
36. 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
37. Encourage any public or private initiative to improve citizens' skills for their effective participation in e-government