

United Nations Expert Group  
UN E-government Survey 2012: Towards a more citizen-centric approach  
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DIVISION FOR PUBLIC ADMINISTRATION AND DEVELOPMENT MANAGEMENT  
(DPADM)

DEPARTMENT OF ECONOMIC AND SOCIAL AFFAIRS (DESA)

**Opening remarks**

**Ms. Haiyan Qian, Director, DPADM/UNDESA**

Distinguished experts and dear colleagues,

I am very pleased to welcome you from Abu Dhabi to the Expert Group Meeting on “UN E-government Survey 2012: Towards a more citizen-centric approach” organized by the Division for Public Administration and Development Management (DPADM), Department of Economic and Social Affairs of the United Nations (UNDESA). I apologize for not being able to join all of you in person at this important meeting due to another official business I was called for

to attend at last minute.

Please allow me to take this occasion to report to you that UN E-Government Survey 2010 has received great acknowledgment from the UN Member States, international organizations, such as World Bank, ITU, OECD and EU, academia and non-government organizations, such as Economist and World Economic Forum. The media has cast increasing attention on our e-government rankings thanks to the relevance of the covered issues and the improvement of survey data quality. Investors have even started to refer to our e-government survey rankings as benchmark for evaluating investment conditions in host countries. Many experts including some of you present today, who attended our EGM in 2008 as well, have consistently contributed to this process, which we highly appreciate. Thus, I expect to count on your continuous support to help us further improve the quality of the UN e-Government Survey.

The main purpose of this EGM is to review and examine the guideline and methodology of the E-Government Survey, including the revamping of the questionnaire, in response to current trends in e-government programmes.

This meeting will particularly address the challenges and emerging issues such as user take-up and satisfaction, business architecture for connected or networked governments, back-office reform, government open data initiatives,

universal access to broadband technology, and inclusive –participation, etc., and provide guidance on how to attend these issues in-the UN E-Government Survey 2012. I am pleased to note that all these issues have been fully reviewed and reflected in the Overview Paper to be presented by Mr. Kim Andreasson and I am happy to see that nearly all experts have submitted their comments on this Paper. The Paper and comments will help us further deliberate on each specific topic and Mr. Andreasson will integrate all your comments in the final report of this meeting.

As suggested by the Agenda, this meeting is expected to discuss about six important initiatives, namely, i) user take-up and training; ii) accessibility of internet or mobile connectivity; iii) accessibility of services to vulnerable groups; iv) multi-channel service provision; v) whole-of-government (W-O-G) and one-stop service provision; and vi) assessing the environment.

Some of these initiatives are rather new, especially the W-O-G structure and one-stop service provision, open government data and assessing the environment related information provided by government. So, your insightful-advice on how to deal with these issues in the Survey based on your practical experience would be extremely helpful.

In addition to the discussion on these six initiatives, we are also seeking your

concrete inputs on methodology, survey implementation, and revision of indicators. Based on the outcome of the discussions, at this EGM, a 2012 e-government survey questionnaire will be developed for our consideration.

Given the short duration of the meeting, we should try to make it as much structured as possible. For each session, there are two facilitators assigned for moderating the discussion and these two facilitators are expected to have advance discussions on the specific points so that the meeting deliberations can proceed in a focused and efficient manner.

I am sure that your expertise in each specific area will help us attain concrete deliverables, especially the improvement of indicators and the questionnaire.

I look forward to fruitful and constructive deliberations.

Thank you.