

## Main Features Reviewed by the United Nations e-Government Survey

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<b>Assessment of the National and Ministerial Websites of the 192 United Nations Member States</b>	
<b>A</b>	<b>Information dissemination/outreach</b>
	Existence of a national website and ministerial websites including: education, finance, health, labour and/or social services
	Existence of a one-stop-shop national portal
	Existence of a Head of State website
	Existence of an e-government section
	Sources of archived information (laws, policy documents, priorities, etc.)
	News and/or updates on government policies
	Access to back office applications
	Chief Information Officer (CIO), or similar officer with a leadership role, to manage national cross-agency e-government programmes/projects
	Information concerning government officials responsible for the provision of specific online services/queries
	Personal account/profile of citizens, with the objective of enhancing dialogue between government and citizens
	Information for citizens on the usage of the website
<b>B</b>	<b>Access/Usability</b>
	Search feature
	"Contact us" feature
	Audio and video features
	Multiple languages availability
	Use of wireless technology to send messages to mobile phones or devices
	Security (secure link) feature available/indicated
	Electronic signature feature
	Online payment by credit, debit, or other card methods
	E-mail sign-up option, either as a formal list-serv or simply for news items
	Existence of features to enable access for people with disabilities

<b>C</b>	<b>Service Delivery Capability</b>
	One-stop-shop for online services
	Downloadable/printable forms
	Online forms
	Job opportunities
	Online transactions
	E-mail alerts for e-participation
	Really Simple Syndication (RSS) use for e-participation
	Set turnaround time for government to respond to submitted forms/e-mails
<b>D</b>	<b>Citizen participation/interconnectedness</b>
	E-participation policy or mission statement
	Calendar listings of upcoming e-participation activities
	Archived information about e-participation activities
	E-participation tools to obtain public opinion (polls, surveys, bulletin boards, chat room, blogs, web casting, and discussion forums, etc.)
	Citizen feedback on the national strategy, policies and e-services
	Provision for publishing the results of citizen feedback
	Archive on responses by government to citizen's questions, queries and inputs