

**UNITED NATIONS EXPERT GROUP MEETING  
2012 UN E-Government Survey: Towards a More Citizen-Centric  
Approach**

**New York, USA, 6 - 7 December 2010**

**AGENDA**

**MONDAY, 6 DECEMBER 2010**

- 09:30 – 09:45                    **WELCOME AND INTRODUCTION**  
Mr. Vincenzo Aquaro  
Chief, e-Government Branch, DPADM/UNDESA
- 09:45 – 10:00                   **OPENING REMARKS**  
Ms. Haiyan Qian  
Director, DPADM/UNDESA  
(Statement addressed by Mr. Vincenzo Aquaro)
- 10:00 – 10:30                   **PRESENTATION OF THE OVERVIEW PAPER**  
Presenter: Mr. Kim Andreasson, DAKA Advisory &  
Research  
DPADM Consultant
- 10:30 – 11:00                   **INTERACTIVE DISCUSSION ON THE OVERVIEW PAPER  
AND EXPERT PROPOSALS**  
Facilitators: Mr. Koon Tian Ooh, Koon and Associates  
Mr. Vincenzo Aquaro, DPADM
- 11:00 – 11:20                   **Coffee Break**
- 11:20 – 13:00                   **CONTINUATION OF INTERACTIVE DISCUSSION ON THE  
OVERVIEW PAPER AND EXPERT PROPOSALS**
- 13:00 – 14:30                   **Lunch Break**
- 14:30 – 15:30                   **SESSION I: USER TAKE-UP AND TRAINING**  
Facilitators: Mr. Koon Tian Ooh, Koon and Associates  
Mr. Richard Kerby, DPADM

*Discussion will focus on how to use the Survey to assess whether governments provide citizen-centric services. More specifically, how to assess/measure user take-up of e-Government services (supported by usage statistics).*

15:30 – 15:50

**Coffee Break**

15:50 – 16:50

**SESSION II: ACCESSIBILITY OF INTERNET OR MOBILE CONNECTIVITY TO ALL**

Facilitators: Mr. Abir Qasem, Bridgewater College  
Mr. Vincenzo Aquaro, DPADM

*Discussion will focus on how the Survey can score the status of governments in dealing with bridging such technical digital divide issues to ensure that their services online can be accessed by all the citizens that they serve.*

16:50 – 17:50

**SESSION III: ACCESSIBILITY OF SERVICES TO VULNERABLE GROUPS**

Facilitators: Mr. Mikael Snarud,  
European Internet Accessibility  
Observatory Project  
Mr. Michael Mimicopoulos, DPADM

*Discussion will focus on how the methodology of the Survey can address the inclusiveness/equity issues, especially of vulnerable groups. Are customized services provided for the poor, illiterate, the aged, the young, the blind, women and immigrants? What features can be assessed on government portals and whether e-services are customized to their needs.*

**TUESDAY, 7 DECEMBER 2010**

09:30 – 10:30

**SESSION IV: MULTI-CHANNEL SERVICE PROVISION**

Facilitators: Ms. Tanya Gupta, World Bank  
Mr. Patrick Spearing, DPADM

*Discussion will focus on how citizens want multiple channels into public services—online, telephone, over the counter, mobile, kiosks, and even podcasts. Mobile government is rapidly gaining in popularity. The issue here is whether governments provide services through different channels, e.g. whether a citizen can pay taxes*

or a parking ticket via his/her mobile as well as via the internet. Broadband issues are important in such provision of service. It is hoped that the Survey will shed light on how to assess such service provision.

10:30 – 11:30

**SESSION V: Whole-of-Government (WOG) and ONE-STOP SERVICE PROVISION**

Facilitators: Mr. David Eaves, Eaves.ca  
Mr. Vincenzo Aquaro, DPADM

*Discussion will focus on whether governments are creating one-stop service organizations where citizens can access a wide range of services and transactions. Ideally governments would provide integrated services which would entail back-end coordination and interoperability issues. How do we practically assess back-end integration by reviewing the upfront services? How do we check whether governments are integrated horizontally and vertically or in other words interconnected?*

11:30 – 11:50

**Coffee Break**

11:50 – 12:50

**SESSION VI: ASSESSING THE ENVIRONMENT**

Facilitators: Mr. Jeremy Millard,  
Danish Technology Institute  
Mr. Michael Mimicopoulos, DPADM

*Discussion will focus on assessing whether governments provide environment friendly/related information and services through internet and mobile devices. The proposed question is: how to incorporate five to seven indicators on environmental issues into the questionnaire --- whether we should integrate the environment-related questions into the questionnaire or conduct a separate evaluation on environment-related information or service provision by governments.*

12:50 – 14:30

**Lunch Break**

14:30 – 15:30

**REVIEW AND FINALIZATION OF THE CURRENT SURVEY QUESTIONNAIRE AND OF PROPOSED INDICATORS**

Facilitators: Mr. Kim Andreasson  
Managing Director, DAKA Advisory &  
Research  
Mr. Vincenzo Aquaro, DPADM

15:30 – 15:50

**Coffee Break**

15:50 – 17:30

**CONTINUATION OF REVIEW AND FINALIZATION OF THE  
CURRENT SURVEY QUESTIONNAIRE AND OF PROPOSED  
INDICATORS**

17:30 – 17:45

**CLOSING REMARKS**

Ms. Haiyan Qian

Director, DPADM/UNDESA

Mr. Vincenzo Aquaro

Chief, e-Government Branch, DPADM/UNDESA