



E-Governance: Realities and Challenges

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Trust: The Social Virtues and the Creation of Prosperity



- Trust between government and citizens is a foundation of public governance.
- People are more likely to trust government when they can participate in politics, when institutions work openly and answer for their decisions, and when corruption is prevented.

What e-governance includes

E-government + e-democracy

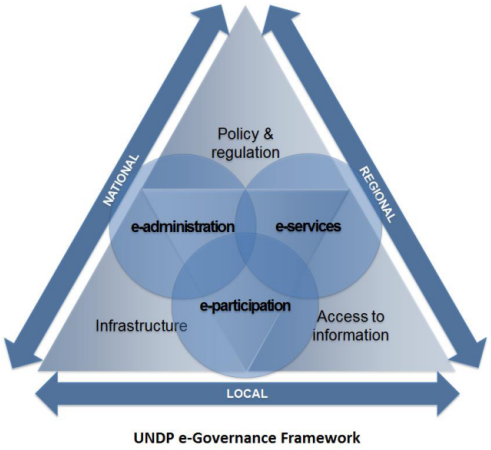


E-democracy

Information and communication technologies enable citizens to help shape and take part in public decision-making.



Components of e-governance

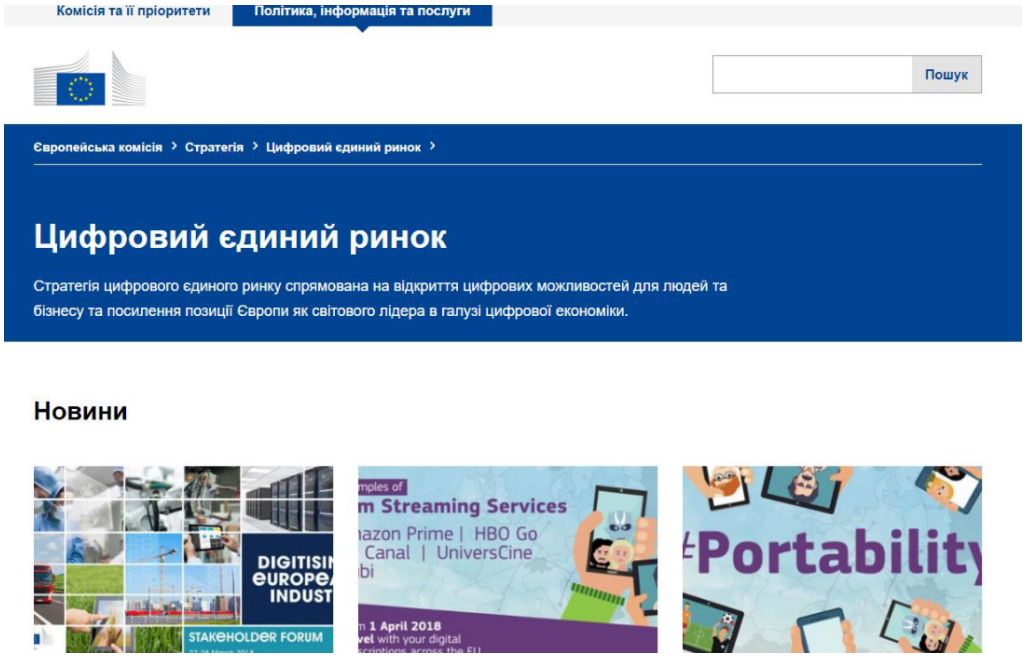


UNDP e-Governance Framework

- UNDP e-governance framework
- National, regional and local levels
- E-administration, e-services and e-participation
- Policy and regulation, infrastructure and access to information

Digital Single Market Strategy for Europe

European Commission, 2015. The archived webpage shows the strategy's news and policy materials.



EU eGovernment Action Plan 2016–2020



EUROPEAN
COMMISSION

Brussels, 19.4.2016
COM(2016) 179 final

COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE REGIONS

EU eGovernment Action Plan 2016-2020

Accelerating the digital transformation of government

{SWD(2016) 108}
{SWD(2016) 109}

- Accelerating the digital transformation of government
- 19 April 2016
- The plan aimed to remove digital barriers to the single market and prevent further fragmentation as public administrations modernised. It provided a framework for joint action.

The EU’s goals for public administration by 2020

- Public bodies should be open, efficient and inclusive. They should offer end-to-end digital services to people and businesses across borders, with services that are personalised and easy to use.
- They should use innovative approaches to design and deliver better services that meet the needs of residents and businesses.
- Digital tools should make it easier for public bodies to work together and engage with stakeholders.

User needs and interoperability

- Public administrations, government bodies, businesses and users are best placed to identify their needs.
- Whether systems are distributed or centralised, their design should reflect those needs and comply with agreed interoperability requirements.

2014 E-Government Development Index

- The EGDI gives equal weight to three components: online services, telecommunications infrastructure and human capital.
- The slide groups Ukraine with Jordan, Kazakhstan, Kuwait, Latvia, Turkey and the United Arab Emirates in the high EGDI range (0.50–0.75).
- Ukraine ranked 87th. Its EGDI was 0.5032, with scores of 0.2677 for online services, 0.3802 for telecommunications infrastructure and 0.8616 for human capital.

2016 UN E-Government Survey

- E-Government in Support of Sustainable Development
- Order of values: EGDI / online services / telecommunications infrastructure / human capital.
- Ukraine (Eastern Europe), rank 62: 0.6076 / 0.5870 / 0.3968 / 0.8390.
- United Kingdom (Northern Europe), rank 1: 0.9193 / 1.0000 / 0.8177 / 0.9402.
- European averages: 0.7241 / 0.6926 / 0.6438 / 0.6897.

Stages of e-governance in Ukraine

- 1998–2002
- 2003–2009
- 2010–2015
- From 2016

Ukraine’s State Agency for E-Governance

- In 2014, the State Agency for E-Governance was the central executive body responsible for implementing national policy on informatization, e-governance, the development and use of national electronic information resources, and the information society.
- Historic site: www.e.gov.ua.

Phase IV: From 2016

- E-governance reached the central, regional and local levels.
- Priorities included open data, public e-services for residents and businesses, electronic identification, and electronic data exchange between public bodies.
- The agenda also included the development concepts for e-democracy and e-governance (2017).

Ukraine’s legislative framework

- Access to Public Information (2011)
- Citizens’ Appeals (1996/2016)
- Electronic Documents and Electronic Document Circulation (2003)
- Electronic Digital Signature (2003)
- Personal Data Protection
- Electronic Trust Services (2017)
- Administrative Services (2012)
- Basic Principles for the Development of the Information Society in Ukraine for 2007–2015 (2007)

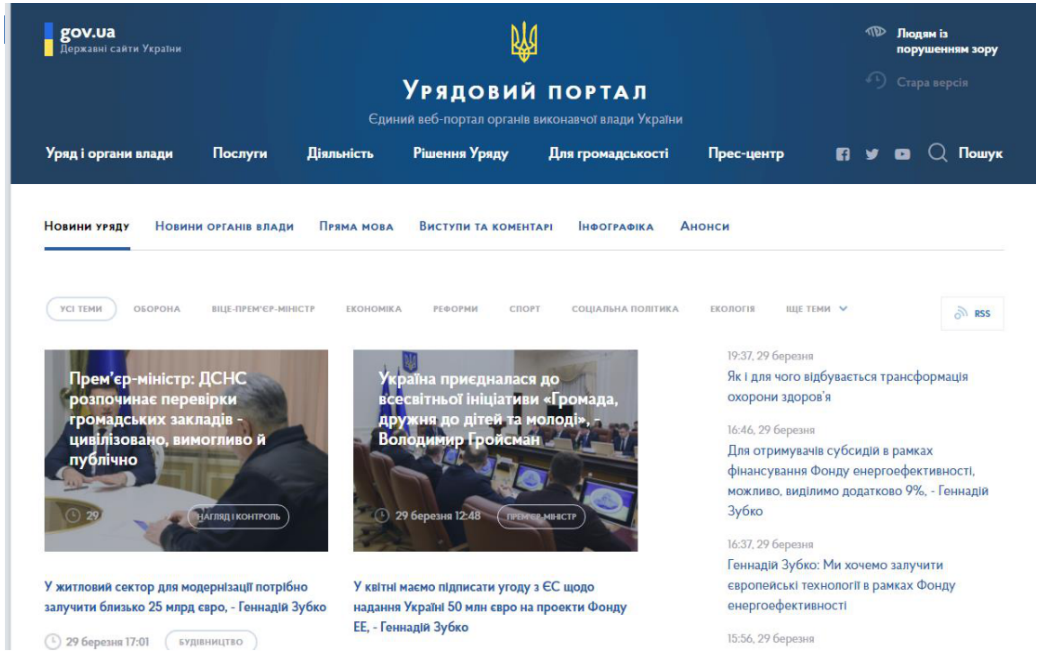
Ukraine’s e-governance strategy

The lecture situates Ukraine’s e-governance strategy within the EU’s socioeconomic development agenda through 2020, particularly the Digital Agenda for Europe.



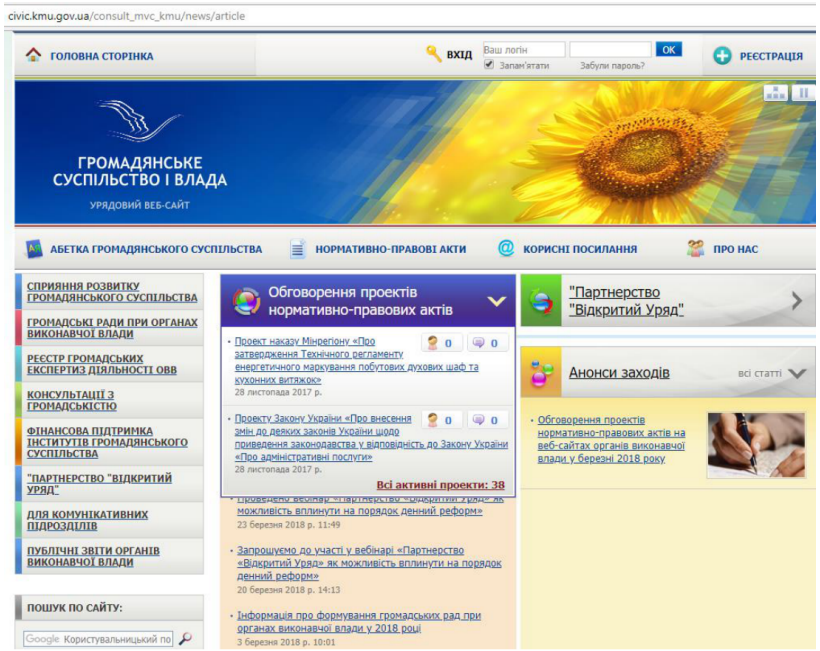
Government portal

Historical view of www.kmu.gov.ua.



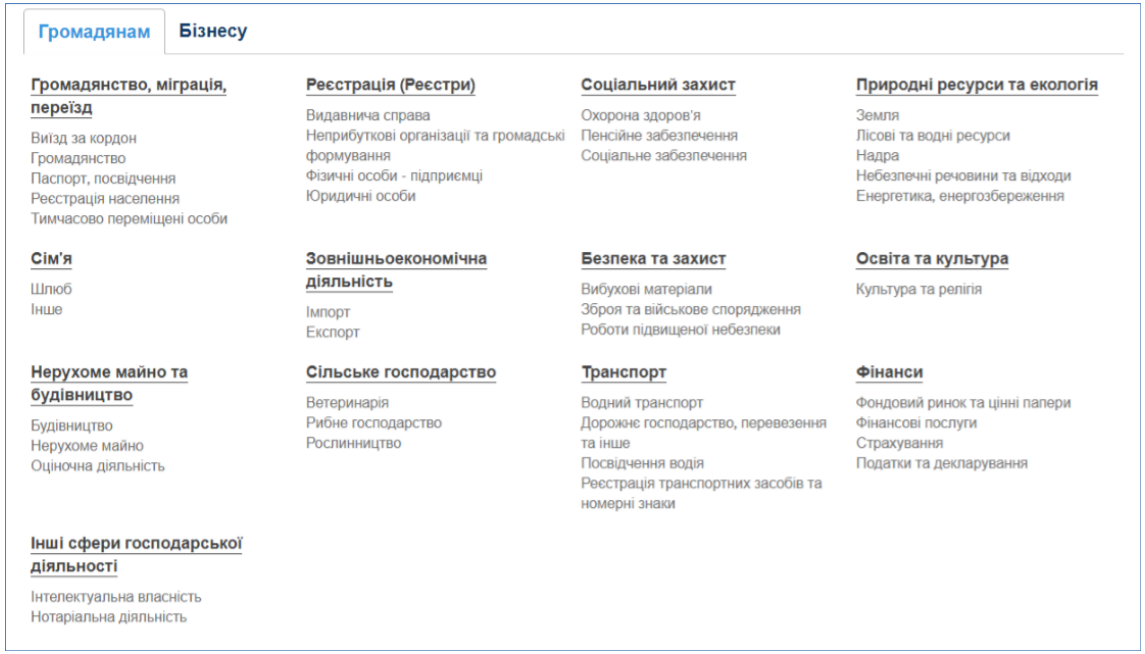
Civil society and government

The archived Ukrainian portal shows tools for public consultation and interaction between government and civil society.



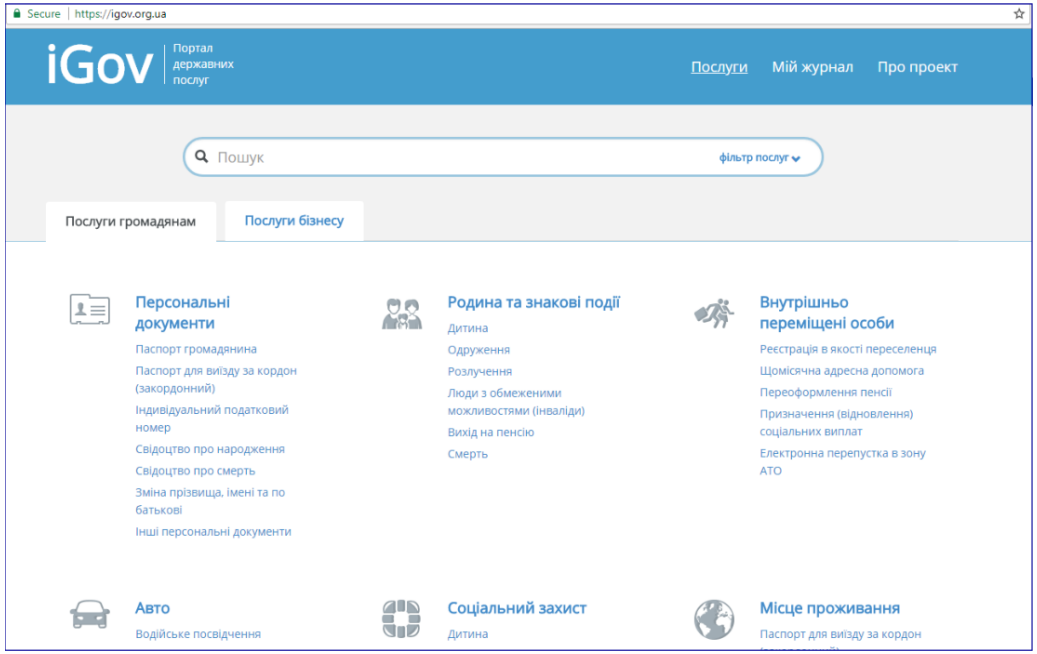
State portal for administrative services

The historical poslugy.gov.ua portal presents administrative services by category.



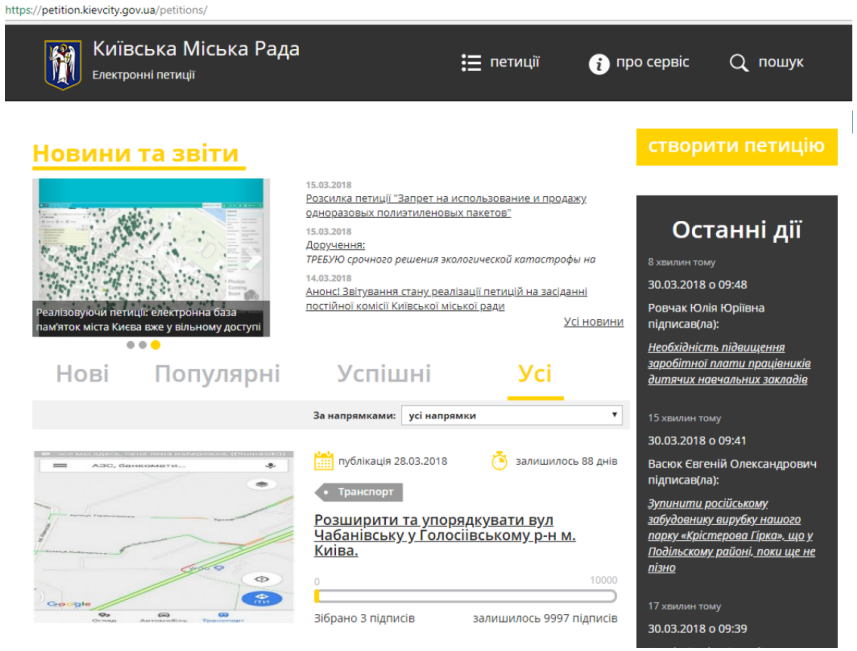
iGov

The archived iGov homepage shows public services organised by category.



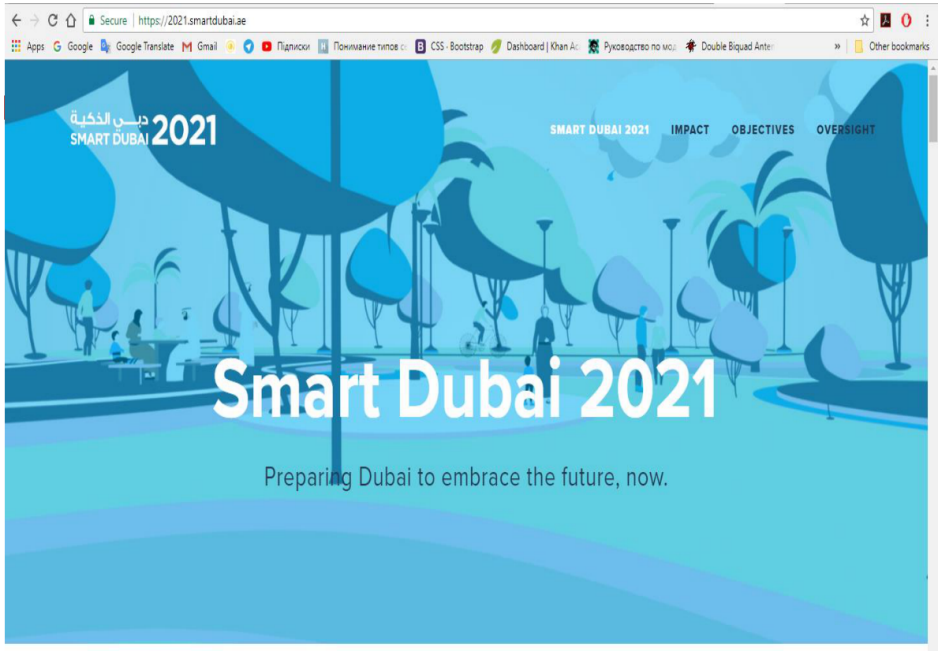
Kyiv City Council: E-petitions

The archived interface shows how residents could create, browse and follow local petitions.



Smart Dubai 2021

The archived homepage presents Dubai’s smart-city initiative and its vision for 2021.



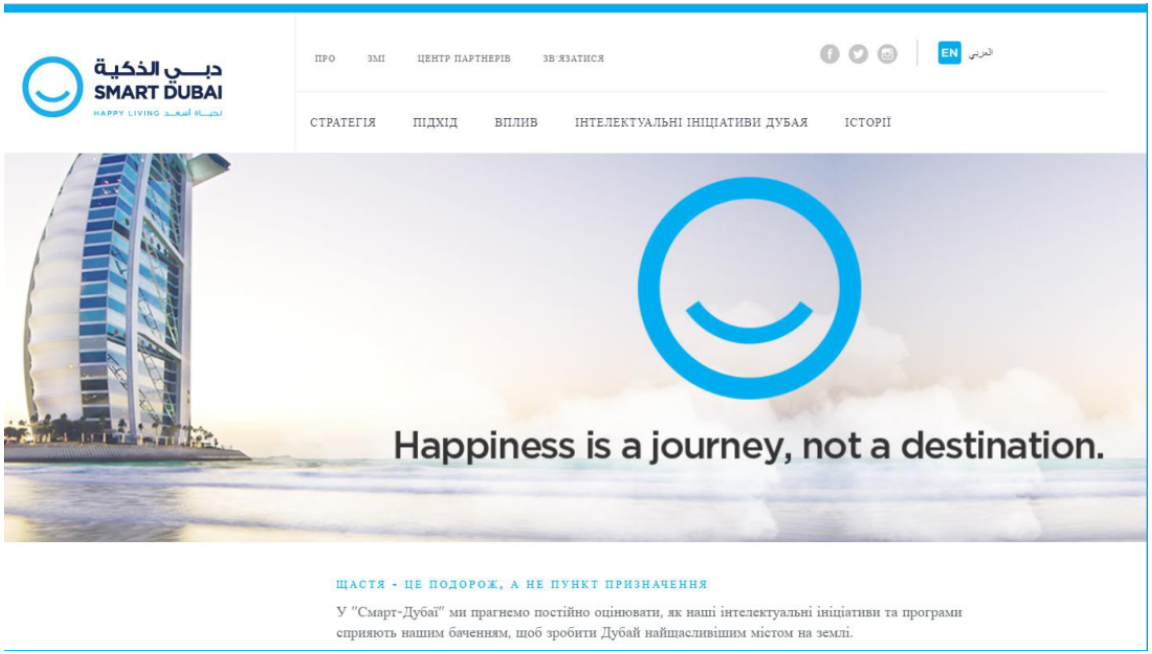
Smart Dubai: Areas of work

- City experience, smart-city governance, data exchange and insights, and global leadership.
- Smart-city planning, efficiency of urban technologies, emerging technologies, and support for the smart-city ecosystem.



Happiness is a journey, not a destination

The Smart Dubai campaign used this message to frame its focus on residents' experience.



Challenges

- The digital divide
- Accessibility for people with disabilities
- Uneven readiness for implementation
- Security and privacy protection
- Network warfare
- Introducing new technologies without adequate testing
- Force majeure

Thank you

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