E-GOVERNMENT SURVEY 2020

Global and Regional Trends and Insights

Vincenzo Aquaro
Chief of Digital Government Branch
Division for Public Institutions and Digital Government

Global Launch of E-Government Survey 2020
United Nations - New York, 10 July 2020
Key Messages

- Global trends in e-government development improved
- 126 UN Member States have High and Very-High EGDI levels
- 57 countries have “Very-High EGDI” compared to 40 countries in 2018
- Only 8 countries have “Low-EGDI” compared to 16 countries in 2018 (7 of them from Africa)
Positive Moves within EGDI Groups – Global Snapshot

Key Messages

✓ 42 MS transitioned from lower to higher levels of EGDI

- Africa: 15 countries (28%)
- Americas: 9 countries (26%)
- Asia: 11 countries (23%)
- Europe: 7 countries (16%)
- Oceania: 0 transitions.
E-Government levels have improved globally

Key Messages

✓ The Global average EGDI increased to 0.60 in 2020, from 0.55 in 2018
✓ All MS in Europe have EGDI scores above the global average of 0.60
✓ Oceania and Africa regions remain below the global average of 0.60

- Europe - Average EGDI: 0.82
- Asia - Average EGDI: 0.64
- Americas – Average EGDI: 0.64
- Oceania – Average EGDI: 0.53
- Africa – Average EGDI: 0.39
Key Messages

✓ To provide a more granular cluster analysis of countries with similar performances, each EGDI group has been further broken down into 4 equally defined intervals (rating classes), identified by:
  - the 1st quartile
  - the 2nd quartile
  - the 3rd quartile

The leading countries have the 4 highest Rating Classes V1, V2, V3, VH

For instance:

Very High- EGDI group has been further sub-divided into four quartiles:
- VH - first top quartile, EGDI scores ranging from 0.8989 to 0.9758
- V3 - second quartile, EGDI scores ranging from 0.8375 to 0.8914
- V2 - third quartile, EGDI scores ranging from 0.7991 to 0.8361
- V1 - forth quartile EGDI scores ranging from 0.7565 to 0.7980
Global Leading Countries (1/2)

Key Messages

✓ 14 Countries have the highest Rating Class VH
  - 8 MS from Europe
  - 3 MS from Asia
  - 2 MS from Oceania
  - 1 MS from Americas

✓ Denmark is leading the global EGDI Ranking
✓ ROK is leading in online service provision
✓ Estonia has the most significant ascend since 2018

Table 1.3  Leading countries in e-government development in 2020

<table>
<thead>
<tr>
<th>Country</th>
<th>EGDI rating class (subgroup)</th>
<th>Region</th>
<th>OSI value</th>
<th>HCI value</th>
<th>TII value</th>
<th>EGDI value</th>
<th>EGDI value (2018)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Denmark</td>
<td>VH</td>
<td>Europe</td>
<td>0.9706</td>
<td>0.9588</td>
<td>0.9979</td>
<td>0.9758</td>
<td>0.9150</td>
</tr>
<tr>
<td>Republic of Korea</td>
<td>VH</td>
<td>Asia</td>
<td>1.0000</td>
<td>0.8997</td>
<td>0.9684</td>
<td>0.9560</td>
<td>0.9010</td>
</tr>
<tr>
<td>Estonia</td>
<td>VH</td>
<td>Europe</td>
<td>0.9941</td>
<td>0.9266</td>
<td>0.9212</td>
<td>0.9473</td>
<td>0.8486</td>
</tr>
<tr>
<td>Finland</td>
<td>VH</td>
<td>Europe</td>
<td>0.9706</td>
<td>0.9549</td>
<td>0.9101</td>
<td>0.9452</td>
<td>0.8815</td>
</tr>
<tr>
<td>Australia</td>
<td>VH</td>
<td>Oceania</td>
<td>0.9471</td>
<td>1.0000</td>
<td>0.8825</td>
<td>0.9432</td>
<td>0.9053</td>
</tr>
<tr>
<td>Sweden</td>
<td>VH</td>
<td>Europe</td>
<td>0.9000</td>
<td>0.9471</td>
<td>0.9625</td>
<td>0.9365</td>
<td>0.8882</td>
</tr>
<tr>
<td>United Kingdom of Great Britain and Northern Ireland</td>
<td>VH</td>
<td>Europe</td>
<td>0.9588</td>
<td>0.9292</td>
<td>0.9195</td>
<td>0.9358</td>
<td>0.8999</td>
</tr>
<tr>
<td>New Zealand</td>
<td>VH</td>
<td>Oceania</td>
<td>0.9294</td>
<td>0.9516</td>
<td>0.9207</td>
<td>0.9339</td>
<td>0.8806</td>
</tr>
<tr>
<td>United States of America</td>
<td>VH</td>
<td>Americas</td>
<td>0.9471</td>
<td>0.9239</td>
<td>0.9182</td>
<td>0.9297</td>
<td>0.8769</td>
</tr>
<tr>
<td>Netherlands</td>
<td>VH</td>
<td>Europe</td>
<td>0.9059</td>
<td>0.9349</td>
<td>0.9276</td>
<td>0.9228</td>
<td>0.8757</td>
</tr>
<tr>
<td>Singapore</td>
<td>VH</td>
<td>Asia</td>
<td>0.9647</td>
<td>0.8904</td>
<td>0.8899</td>
<td>0.9150</td>
<td>0.8812</td>
</tr>
<tr>
<td>Iceland</td>
<td>VH</td>
<td>Europe</td>
<td>0.7941</td>
<td>0.9525</td>
<td>0.9838</td>
<td>0.9101</td>
<td>0.8316</td>
</tr>
<tr>
<td>Norway</td>
<td>VH</td>
<td>Europe</td>
<td>0.8765</td>
<td>0.9392</td>
<td>0.9034</td>
<td>0.9064</td>
<td>0.8557</td>
</tr>
<tr>
<td>Japan</td>
<td>VH</td>
<td>Asia</td>
<td>0.9059</td>
<td>0.8684</td>
<td>0.9223</td>
<td>0.8989</td>
<td>0.8783</td>
</tr>
</tbody>
</table>

Key Messages

✓ Consistency in strategic digital policy areas and in the implementation of digital public services
✓ Providing a one-stop shop through specialized citizen-centric portals
✓ Digital by design, Digital ID, Integrated public services delivery, e-procurement
✓ Agency/Department/Ministry, CIO in charge of a long-term digital agenda, aligned with national development strategies and SDGs
✓ Comprehensive legal and regulatory framework
✓ National strategy for new technologies such as AI, 5G and blockchains
Key Messages

✓ Regional EGDI average is the lowest and below the global average (*)
✓ Largest share of positive changes (15 countries)
✓ Majority (7 of the 8) of countries in Low-EGDI group are from Africa
  ❑ Mauritius, Seychelles and South Africa are the top regional leaders
  ❑ 8 countries moved from Middle to High-EDGI group (Namibia, Cabo Verde, Egypt, Gabon, Botswana, Kenya, Algeria, and Zimbabwe)
  ❑ 7 countries moved from Low to Middle-EDGI group (Sudan, Mali, Mauritania, Comoros, Djibouti, Guinea, and Equatorial Guinea (**))

(*) See E-Government Survey 2020 Annex
Key Messages

✓ Signifying steady progress since 2018. The average EGDI value has increased from 0.59 to 0.63.

- 35 MS (85%) are in the high or very high EGDI group
- United States leads the Americas (the only country with VH rating class) and Uruguay leads the LAC sub-region (V3 rating class)
- 22 MS are in Very-High and High EGDI group (more than double compared to 2018)
- 7 MS are in Very-High EGDI group (United States, Uruguay and Canada) 4 to 7 are new and from Latin America (Brazil, Argentina, Chile, and Costa Rica)
- 5 MS moved up from Middle to High EGDI (Saint Lucia, Jamaica, Guatemala, Suriname and Nicaragua)
- 4 MS with the sharpest increase in EGDI (Paraguay, the Dominican Republic, Argentina and Ecuador)
- Haiti continues struggle after having been hit by natural disasters (ranked 180th) (**)

---

Table: Top countries in e-government in the Americas

<table>
<thead>
<tr>
<th>Country</th>
<th>“Rating class”</th>
<th>“EGDI Rank”</th>
<th>Sub-Region</th>
<th>“OSI value”</th>
<th>“HCI value”</th>
<th>“TII value”</th>
<th>“EGDI (2020)”</th>
<th>“EGDI (2018)”</th>
</tr>
</thead>
<tbody>
<tr>
<td>United States of America</td>
<td>VH</td>
<td>9</td>
<td>Northern America</td>
<td>0.9471</td>
<td>0.7911</td>
<td>0.9182</td>
<td>0.9297</td>
<td>0.8759</td>
</tr>
<tr>
<td>Uruguay</td>
<td>V3</td>
<td>26</td>
<td>South America</td>
<td>0.8412</td>
<td>0.7660</td>
<td>0.8574</td>
<td>0.8500</td>
<td>0.7858</td>
</tr>
<tr>
<td>Canada</td>
<td>V3</td>
<td>28</td>
<td>Northern America</td>
<td>0.8412</td>
<td>0.7371</td>
<td>0.7818</td>
<td>0.8420</td>
<td>0.8258</td>
</tr>
<tr>
<td>Argentina*</td>
<td>V2</td>
<td>32</td>
<td>South America</td>
<td>0.8471</td>
<td>0.6974</td>
<td>0.7265</td>
<td>0.8279</td>
<td>0.7335</td>
</tr>
<tr>
<td>Chile*</td>
<td>V2</td>
<td>34</td>
<td>South America</td>
<td>0.8529</td>
<td>0.5930</td>
<td>0.7606</td>
<td>0.8259</td>
<td>0.735</td>
</tr>
<tr>
<td>Brazil*</td>
<td>V1</td>
<td>54</td>
<td>South America</td>
<td>0.8706</td>
<td>0.6558</td>
<td>0.6522</td>
<td>0.7677</td>
<td>0.7327</td>
</tr>
<tr>
<td>Costa Rica*</td>
<td>V1</td>
<td>56</td>
<td>Central America</td>
<td>0.6824</td>
<td>0.6152</td>
<td>0.7475</td>
<td>0.7576</td>
<td>0.7004</td>
</tr>
<tr>
<td>Mexico</td>
<td>HV</td>
<td>61</td>
<td>Central America</td>
<td>0.8235</td>
<td>0.6337</td>
<td>0.5910</td>
<td>0.7291</td>
<td>0.6818</td>
</tr>
<tr>
<td>Barbados</td>
<td>HV</td>
<td>62</td>
<td>Caribbean</td>
<td>0.5765</td>
<td>0.6192</td>
<td>0.7523</td>
<td>0.7279</td>
<td>0.7229</td>
</tr>
<tr>
<td>Colombia</td>
<td>HV</td>
<td>67</td>
<td>South America</td>
<td>0.7647</td>
<td>0.6719</td>
<td>0.6122</td>
<td>0.7164</td>
<td>0.6871</td>
</tr>
<tr>
<td>Peru</td>
<td>HV</td>
<td>71</td>
<td>South America</td>
<td>0.7529</td>
<td>0.6911</td>
<td>0.5780</td>
<td>0.7083</td>
<td>0.6461</td>
</tr>
<tr>
<td>Bahamas</td>
<td>HV</td>
<td>73</td>
<td>Caribbean</td>
<td>0.6765</td>
<td>0.5812</td>
<td>0.6739</td>
<td>0.7017</td>
<td>0.6552</td>
</tr>
<tr>
<td>Ecuador</td>
<td>HV</td>
<td>74</td>
<td>South America</td>
<td>0.8118</td>
<td>0.6966</td>
<td>0.5133</td>
<td>0.7015</td>
<td>0.6129</td>
</tr>
</tbody>
</table>

* Countries that moved from the high to the very high EGDI group or from the middle to the high EGDI group in 2020.

(**) See E-Government Survey 2020 Annex
Key Messages

Asia increased its average EGDI value from 0.57 in 2018 to 0.64 in 2020, or by 10 per cent becoming the second most advanced region in e-government development.

- ROK, Singapore and Japan lead in the region (Highest Rating class VH)
- 15 MS are in the Very-High EGDI
- 7 MS moved from High to Very-High EGDI (Saudi Arabia, China, Kuwait, Malaysia, Oman, Turkey, and Thailand)
- 19 MS are in the High EGDI
- 3 MS moved from Middle to High (Bhutan, Bangladesh, and Cambodia)
- 12 MS are in the Middle EGDI
- 1 MS is in the Low EGDI (the Democratic People’s Republic of Korea) (*)  (**)

(*) See E-Government Survey 2020 Annex

<table>
<thead>
<tr>
<th>Country</th>
<th>“Rating class”</th>
<th>“EGDI Rank”</th>
<th>Sub-Region</th>
<th>“OSI value”</th>
<th>“HCI value”</th>
<th>“TII value”</th>
<th>“EGDI (2020)”</th>
<th>“EGDI (2018)”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Republic of Korea</td>
<td>VH</td>
<td>2</td>
<td>Eastern Asia</td>
<td>1.0000</td>
<td>0.8997</td>
<td>0.9684</td>
<td>0.9560</td>
<td>0.901</td>
</tr>
<tr>
<td>Singapore</td>
<td>VH</td>
<td>11</td>
<td>South-Eastern Asia</td>
<td>0.9647</td>
<td>0.8904</td>
<td>0.8899</td>
<td>0.9150</td>
<td>0.8812</td>
</tr>
<tr>
<td>Japan</td>
<td>VH</td>
<td>14</td>
<td>Eastern Asia</td>
<td>0.9059</td>
<td>0.8684</td>
<td>0.9223</td>
<td>0.8989</td>
<td>0.8783</td>
</tr>
<tr>
<td>Cyprus</td>
<td>V3</td>
<td>18</td>
<td>Western Asia</td>
<td>0.8706</td>
<td>0.8429</td>
<td>0.9057</td>
<td>0.8731</td>
<td>0.7736</td>
</tr>
<tr>
<td>United Arab Emirates</td>
<td>V3</td>
<td>21</td>
<td>Western Asia</td>
<td>0.9000</td>
<td>0.7320</td>
<td>0.9344</td>
<td>0.8555</td>
<td>0.8295</td>
</tr>
<tr>
<td>Kazakhstan</td>
<td>V3</td>
<td>29</td>
<td>Central Asia</td>
<td>0.9235</td>
<td>0.8866</td>
<td>0.7024</td>
<td>0.8375</td>
<td>0.7597</td>
</tr>
<tr>
<td>Israel</td>
<td>V2</td>
<td>30</td>
<td>Western Asia</td>
<td>0.7471</td>
<td>0.8924</td>
<td>0.8689</td>
<td>0.8361</td>
<td>0.7998</td>
</tr>
<tr>
<td>Bahrain</td>
<td>V2</td>
<td>38</td>
<td>Western Asia</td>
<td>0.7882</td>
<td>0.8439</td>
<td>0.8319</td>
<td>0.8213</td>
<td>0.8116</td>
</tr>
<tr>
<td>Saudi Arabia*</td>
<td>V2</td>
<td>43</td>
<td>Western Asia</td>
<td>0.6882</td>
<td>0.8648</td>
<td>0.8442</td>
<td>0.7991</td>
<td>0.7119</td>
</tr>
<tr>
<td>China*</td>
<td>V1</td>
<td>45</td>
<td>Eastern Asia</td>
<td>0.9059</td>
<td>0.7396</td>
<td>0.7388</td>
<td>0.7948</td>
<td>0.6811</td>
</tr>
<tr>
<td>Kuwait*</td>
<td>V1</td>
<td>46</td>
<td>Western Asia</td>
<td>0.8412</td>
<td>0.7470</td>
<td>0.7858</td>
<td>0.7913</td>
<td>0.7388</td>
</tr>
<tr>
<td>Malaysia*</td>
<td>V1</td>
<td>47</td>
<td>South-Eastern Asia</td>
<td>0.8529</td>
<td>0.7513</td>
<td>0.7634</td>
<td>0.7892</td>
<td>0.7174</td>
</tr>
<tr>
<td>Oman*</td>
<td>V1</td>
<td>50</td>
<td>Western Asia</td>
<td>0.8529</td>
<td>0.7751</td>
<td>0.6967</td>
<td>0.7749</td>
<td>0.6846</td>
</tr>
<tr>
<td>Turkey*</td>
<td>V1</td>
<td>53</td>
<td>Western Asia</td>
<td>0.8588</td>
<td>0.8287</td>
<td>0.6280</td>
<td>0.7718</td>
<td>0.7112</td>
</tr>
<tr>
<td>Thailand*</td>
<td>V1</td>
<td>57</td>
<td>South-Eastern Asia</td>
<td>0.7941</td>
<td>0.7751</td>
<td>0.7004</td>
<td>0.7565</td>
<td>0.6543</td>
</tr>
</tbody>
</table>

* Countries that moved from the high to the very high EGDI group in 2020.
Key Messages

✓ The most homogeneous e-government development with the highest average EGDI (0.82) and the highest number of countries (33) in the Very-high EGDI

✓ Denmark, Estonia, Finland, Sweden, UK, Netherlands, Iceland and Norway, are the leaders in the region (Highest Rating class VH)

✓ 7 countries moved from High to Very-High EGDI (Czech Republic, Bulgaria, Slovakia, Latvia, Croatia, Hungary, and Romania)

✓ The lowest variance in EGDI scores among countries

✓ 10 countries in Europe with comparatively lower EGDI values (averaging 0.69) are mainly Southern European States. (***)

(* *) See E-Government Survey 2020 Annex

Country | *Rating Class* | *EGDI Rank* | Sub-Region | EU Group | *OSI value* | *HCI value* | *TII value* | *EGDI (2020)* | *EGDI (2018)*
--- | --- | --- | --- | --- | --- | --- | --- | --- | ---
Denmark | VH | 1 | Northern Europe | Yes | 0.9506 | 0.9588 | 0.9929 | 0.9758 | 0.915
Estonia | VH | 3 | Northern Europe | Yes | 0.9941 | 0.9266 | 0.9212 | 0.9473 | 0.8486
Finland | VH | 4 | Northern Europe | Yes | 0.8756 | 0.9549 | 0.9101 | 0.9452 | 0.8815
Sweden | VH | 6 | Northern Europe | Yes | 0.9000 | 0.9471 | 0.9625 | 0.9365 | 0.8882
United Kingdom of Great Britain and Northern Ireland | VH | 7 | Northern Europe | No (**) | 0.9588 | 0.9292 | 0.9195 | 0.9358 | 0.8999
Netherlands | VH | 10 | Western Europe | Yes | 0.9059 | 0.9349 | 0.9276 | 0.9228 | 0.8757
Iceland | VH | 12 | Northern Europe | No | 0.7941 | 0.9525 | 0.9638 | 0.9101 | 0.8316
Norway | VH | 13 | Northern Europe | No | 0.8765 | 0.9392 | 0.9304 | 0.9064 | 0.8557
Austria | V3 | 15 | Western Europe | Yes | 0.8471 | 0.9032 | 0.8240 | 0.8914 | 0.8301
Switzerland | V3 | 16 | Western Europe | No | 0.8224 | 0.8946 | 0.9482 | 0.8907 | 0.8852
Spain | V3 | 17 | Southern Europe | Yes | 0.8882 | 0.8589 | 0.8531 | 0.8801 | 0.8415
France | V3 | 19 | Western Europe | Yes | 0.8824 | 0.8612 | 0.8719 | 0.8718 | 0.8789
Lithuania | V3 | 20 | Northern Europe | Yes | 0.8529 | 0.9218 | 0.8249 | 0.8665 | 0.7534
Latvia | V3 | 22 | Southern Europe | Yes | 0.8115 | 0.8290 | 0.9232 | 0.8547 | 0.8011
Slovenia | V3 | 23 | Southern Europe | Yes | 0.8529 | 0.9256 | 0.7853 | 0.8546 | 0.7714
Poland | V3 | 24 | Eastern Europe | Yes | 0.8588 | 0.9001 | 0.8005 | 0.8531 | 0.7926
Germany | V3 | 25 | Western Europe | Yes | 0.7352 | 0.9362 | 0.8856 | 0.8524 | 0.8765
Ireland | V3 | 27 | Northern Europe | Yes | 0.7706 | 0.9494 | 0.8100 | 0.8433 | 0.8287
Liechtenstein | V2 | 31 | Western Europe | No | 0.6585 | 0.8489 | 1.0000 | 0.8539 | 0.8204
Luxembourg | V2 | 33 | Western Europe | Yes | 0.7647 | 0.8097 | 0.9072 | 0.8272 | 0.8334
Portugal | V2 | 35 | Southern Europe | Yes | 0.8355 | 0.6463 | 0.7948 | 0.8255 | 0.8031
Russian Federation | V2 | 36 | Eastern Europe | No | 0.8176 | 0.8023 | 0.7722 | 0.8244 | 0.7969
Italy | V2 | 37 | Southern Europe | Yes | 0.8294 | 0.8466 | 0.7932 | 0.8231 | 0.8209
Czech Republic* | V2 | 39 | Eastern Europe | Yes | 0.7235 | 0.9030 | 0.8140 | 0.8135 | 0.7084
Belarus | V2 | 40 | Eastern Europe | Yes | 0.7059 | 0.8912 | 0.8281 | 0.8084 | 0.7641
Belgium | V2 | 41 | Western Europe | Yes | 0.6588 | 0.9521 | 0.8033 | 0.8047 | 0.808
Greece | V2 | 42 | Southern Europe | Yes | 0.7059 | 0.8905 | 0.7100 | 0.8021 | 0.7833
Bulgaria* | V1 | 44 | Eastern Europe | Yes | 0.7706 | 0.8408 | 0.7826 | 0.7680 | 0.7177
Slovakia* | V1 | 48 | Eastern Europe | Yes | 0.7170 | 0.8286 | 0.7988 | 0.7817 | 0.7155
Latvia* | V1 | 49 | Eastern Europe | Yes | 0.5824 | 0.9172 | 0.8359 | 0.7798 | 0.6906
Estonia* | V1 | 51 | Southern Europe | Yes | 0.7520 | 0.8414 | 0.7239 | 0.7745 | 0.7018
Ukraine* | V1 | 52 | Eastern Europe | Yes | 0.7471 | 0.8509 | 0.7255 | 0.7745 | 0.7205
Romania* | V1 | 55 | Eastern Europe | Yes | 0.7235 | 0.7956 | 0.7586 | 0.7605 | 0.6671

* Countries that moved from the high to the very high EGDI group in 2020.

(**) Seceded from the EU

(*** See E-Government Survey 2020 Annex)
Key Messages

- **Australia** and **New Zealand** are the leading countries (rating class VH).
- The remaining countries have an average EGDI value that is **below the global average** (0.60).
  - 12 MS are SIDS - 4 of them are also LDCs
  - 5 MS are in the Very-High or High EGDI groups
  - 3 MS moved up from the Middle to the High EGDI
  - 2 MS moved up from the Low to the Middle EGDI
  - High variance in EGDI scores (0.90 to 0.28)

### Regional Snapshot: Oceania

<table>
<thead>
<tr>
<th>Country</th>
<th>&quot;Rating class&quot;</th>
<th>&quot;EGDI Rank&quot;</th>
<th>Sub-Region</th>
<th>&quot;OSI value&quot;</th>
<th>&quot;HCI value&quot;</th>
<th>&quot;TII value&quot;</th>
<th>&quot;EGDI (2020)&quot;</th>
<th>&quot;EGDI (2018)&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australia</td>
<td>VH</td>
<td>5</td>
<td>Australia and New Zealand</td>
<td>0.9471</td>
<td>1.0000</td>
<td>0.8825</td>
<td>0.9432</td>
<td>0.9053</td>
</tr>
<tr>
<td>New Zealand</td>
<td>VH</td>
<td>8</td>
<td>Australia and New Zealand</td>
<td>0.9294</td>
<td>0.9516</td>
<td>0.9207</td>
<td>0.9339</td>
<td>0.8805</td>
</tr>
<tr>
<td>Fiji</td>
<td>H3</td>
<td>90</td>
<td>Melanesia</td>
<td>0.5059</td>
<td>0.8227</td>
<td>0.6468</td>
<td>0.6585</td>
<td>0.5348</td>
</tr>
<tr>
<td>Tonga</td>
<td>H2</td>
<td>1108</td>
<td>Polynesia</td>
<td>0.3705</td>
<td>0.8283</td>
<td>0.4800</td>
<td>0.5616</td>
<td>0.5237</td>
</tr>
<tr>
<td>Palau</td>
<td>H1</td>
<td>125</td>
<td>Micronesia</td>
<td>0.2765</td>
<td>0.8816</td>
<td>0.3745</td>
<td>0.5109</td>
<td>0.5024</td>
</tr>
<tr>
<td>Vanuatu</td>
<td>M3</td>
<td>142</td>
<td>Melanesia</td>
<td>0.3353</td>
<td>0.6012</td>
<td>0.3845</td>
<td>0.4403</td>
<td>0.3990</td>
</tr>
<tr>
<td>Kiribati</td>
<td>M3</td>
<td>145</td>
<td>Micronesia</td>
<td>0.4941</td>
<td>0.6778</td>
<td>0.1241</td>
<td>0.4320</td>
<td>0.3450</td>
</tr>
<tr>
<td>Samoa</td>
<td>M3</td>
<td>149</td>
<td>Polynesia</td>
<td>0.2647</td>
<td>0.7414</td>
<td>0.2596</td>
<td>0.4219</td>
<td>0.4236</td>
</tr>
<tr>
<td>Tuvalu*</td>
<td>M3</td>
<td>151</td>
<td>Polynesia</td>
<td>0.3000</td>
<td>0.6821</td>
<td>0.2807</td>
<td>0.4209</td>
<td>0.3779</td>
</tr>
<tr>
<td>Nauru</td>
<td>M3</td>
<td>154</td>
<td>Micronesia</td>
<td>0.1706</td>
<td>0.6006</td>
<td>0.4738</td>
<td>0.4150</td>
<td>0.3324</td>
</tr>
<tr>
<td>Marshall Islands*</td>
<td>M3</td>
<td>156</td>
<td>Micronesia</td>
<td>0.3412</td>
<td>0.7506</td>
<td>0.1247</td>
<td>0.4056</td>
<td>0.3543</td>
</tr>
<tr>
<td>Micronesia (Federated States of)*</td>
<td>M2</td>
<td>161</td>
<td>Micronesia</td>
<td>0.3529</td>
<td>0.6747</td>
<td>0.1061</td>
<td>0.3779</td>
<td>0.3155</td>
</tr>
<tr>
<td>Solomon Islands*</td>
<td>M2</td>
<td>166</td>
<td>Melanesia</td>
<td>0.3235</td>
<td>0.4985</td>
<td>0.2106</td>
<td>0.3442</td>
<td>0.2816</td>
</tr>
<tr>
<td>Papua New Guinea</td>
<td>M1</td>
<td>175</td>
<td>Melanesia</td>
<td>0.2235</td>
<td>0.5013</td>
<td>0.1233</td>
<td>0.2827</td>
<td>0.2787</td>
</tr>
</tbody>
</table>

* Countries that moved from the middle to the high EGDI group or from the low to the middle EGDI group in 2020.
Key Messages:

- **Average EGDI values** for LDC, LLDC and SIDS remain well **below the world average**
- **LDCs have made the most progress** since 2016, (EGDI value increased by 44%)
- **LDCs have the lowest average score** (0.34), followed by SIDS (0.47) and LLDCs (0.53)
- **LDC leading countries**: Bhutan, Bangladesh and Cambodia (HEGDI). Cambodia and Lesotho improved EGDI by more than 20 positions *
- **LLDCs leading countries**: Kazakhstan (VHEGDI - V3), followed by Armenia, Azerbaijan and Macedonia (HEGDI - HV) *
- **SIDS leading countries**: Singapore (VHEGDI- VH) and Bahrain (VHEGDI- V2), followed by Barbados, Mauritius and the Bahamas (HEGDI – HV) *

(*) See E-Government Survey 2020 Annex
Key Messages

- On average, 66% of the UN Member States provide online services, however countries offering the full spectrum of services are in the Very-High and High-OSI level groups (93% and 81 per % respectively)
- 7 of the 8 countries with the lowest EGDI scores are least developed and/or landlocked countries in Africa
- While Africa has made significant progress in e-government development, with only 7 of the region’s 54 countries remaining in the low EGDI group, there is still the persistence of digital divides within and between countries and regions.
- Differences in e-government development exist even in highly developed regions
Key Messages

- During the crisis, countries focused on providing basic information related to general health precautions and emergency numbers accompanied by public announcements on national portals (low level).
- As the crisis intensified, MS began extending their reach and started using more social media channels to report on COVID-19 statistics and provided some limited national policy updates (medium level).
- At a later stage in the crisis, more MS started providing regular updates on policy developments and information Some Governments started using dedicated COVID-19 portals to centralize the information (high level).

Source: UNDESA/DPIDG
Key Messages

- The COVID-19 has forced Governments and societies to turn toward digital technologies to respond to the crisis in the short-term, recover from and resolve socio-economic repercussions in the mid-term, and reinvent existing policies and tools in the long-term.
- With only ten years left to achieve the 2030 Agenda, Governments need to work on strengthening the relationship between and sustainable development.
- Using multi-stakeholder partnerships to share technologies, expertise and tools can support Governments in the recovery process that involves restarting the economy and rebuilding societies.
- Developing countries cannot mitigate the crisis alone. Therefore, national, regional and local collaborations with private sector, academia, civil society, international organizations and other stakeholders are necessary.

### Table 1: Digital government policy response to COVID-19

<table>
<thead>
<tr>
<th>Time horizon</th>
<th>Policy action</th>
<th>Digital government response</th>
</tr>
</thead>
</table>
| Short-term   | React         | - Use digital platforms (i.e. online portals, social media) for accurate and timely information-sharing  
- Lead two-way communication with people and foster e-participation (i.e. hackathons, brainstorming events)  
- Ensure protection of people’s human rights including data privacy and take into consideration unintended consequences of technology |
| Mid-term     | Recover & Resolve | - Form effective multi-stakeholder partnerships (i.e. private sector, academia, NGOs and international organizations) on regional, national and local levels  
- Provide technology education for digital literacy, specifically targeted at public officials, children, women/girls and MSMEs  
- Offer financial and technical support local governments in the implementation of digital tools and technologies  
- Leverage lessons learned and policy ideas from the ongoing crisis |
| Long-term    | Reinvent      | - Invest in new technologies (i.e. AI, blockchain, robots, drones) and ICT infrastructure to increase resilience of health economy and public services delivery  
- Develop digital infrastructure and engagement tools for the most vulnerable groups in society, particularly for migrants, refugees and ethnic minorities  
- Revisit data protection and privacy legislation along with lessons learned |
Key Messages

- E-government development is a rising priority in political agendas, also at local level. As part of the 2020 Survey process, e-government development were assessed for 100 cities (LOSI). More in Chapter 4.
- Participation is a key dimension of governance and one of the pillars of 2030 Agenda. In the Survey, e-participation was assessed and ranked (EPI). More in Chapter 5.
- With the growing technological capacities to process ever-larger and more complex data sets, the potential to a more data-centric e-Government is rapidly moving towards. More in Chapter 6.
- Many countries still lack the capacity to leverage digital technologies. Developing capacities for e-government is essential, as digital government transformation involves far more than the integration of technology in governance. More in Chapter 7.
Technical Webinars

A series of technical webinars will follow the global launch:

| Webinar 1: Global and regional e-government development | 14 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 2: COVID-19 and e-government | 15 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 3: Local e-government | 16 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 4: E-participation | 21 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 5: Data governance for digital government | 22 July 10:00 – 11:00 hrs. EDT | Facebook Live |
| Webinar 6: Capacities for digital transformation | 23 July 10:00 – 11:00 hrs. EDT | Facebook Live |
Global Launch of E-Government Survey 2020
United Nations - New York, 10 July 2020

THANK YOU

Vincenzo Aquaro
aquaro@un.org