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DRAFT Statement

Press Briefing
Launch of the United Nations E-Government Survey 2024
17 September 2024 Tuesday, 11:00 am to 11:30 am
Venue: SG Spokesperson's Briefing Room

Good morning,

We are here to launch the United Nations E-Government Survey 2024. I am joined by my colleague Mr. Vincenzo Aquaro, Chief of Branch, Division for Public Institutions and Digital Government.

The survey helps in promoting open, secure and inclusive digital future for all. It also contributes to the Global Digital Compact, to be adopted at the Summit of the Future next week.

It is the premier global assessment of digital government capacities across all 193 UN Member States. It ranks countries' performance in delivering digital services and engaging people online in public affairs.

It serves as a global benchmarking tool, helping nations understand and improve their performance in the digital domain.

I wish to highlight five key aspects of the Survey.

First, the development of digital government has seen a significant upward trend worldwide, with all regions leveraging technology to enhance government services and improve people's engagement. This shift has accelerated during the post-pandemic recovery period. While all regions have achieved progress in various areas, the pace of development has been uneven, and regional disparities in digital development persist. Particularly, least developed countries, landlocked developing countries, and small island developing States. They may not bridge the digital gap by 2030. Still, 1.37 billion people remain on the wrong side of the divide.

Second, the report identifies gaps between national and local digital services, with smaller cities struggling due to funding and privacy challenges.

Third the Survey explores the use of AI in digital government and finds that while AI offers promising opportunities to improve public

services, its application must be carefully managed to ensure fairness, transparency, and accountability. In short, strong governance frameworks are required to mitigate risks and ensure responsible usage of AI.

Fourth, the Survey now tracks digital literacy skills, which are essential for people to effectively use e-government services. The Survey has also updated its assessment of telecommunications infrastructure by introducing a new indicator on affordability.

Fifth, the Digital Government Model Framework has been introduced in this edition, providing countries with a comprehensive methodological road map for the effective planning, implementation and assessment of digital government initiatives. The Framework emphasizes the importance of leveraging digital technologies to enhance public services delivery, promote inclusivity, and achieve the Sustainable Development Goals (SDGs).

Ladies and Gentlemen,

In today's world, successful e-government systems are those that provide trusted, efficient, and secure services, operating seamlessly

while protecting privacy. These systems must be accessible to all and affordable for everyone.

In closing, I wish to highlight that the Survey will be available in all official UN languages, thanks to our partners.

Now, my colleague will provide more findings from the Survey.

Thank you.

~442 words.