



Session 2: A New Framework and Methodology for E-Government Indicators

29-30 March 2010
OECD Headquarters

Strategic goals

- New complementary indicators.
- Contribution to the biannual editions of *Government at a Glance* – next in 2011.
- Collaboration and co-operation with other international organisations and stakeholders.

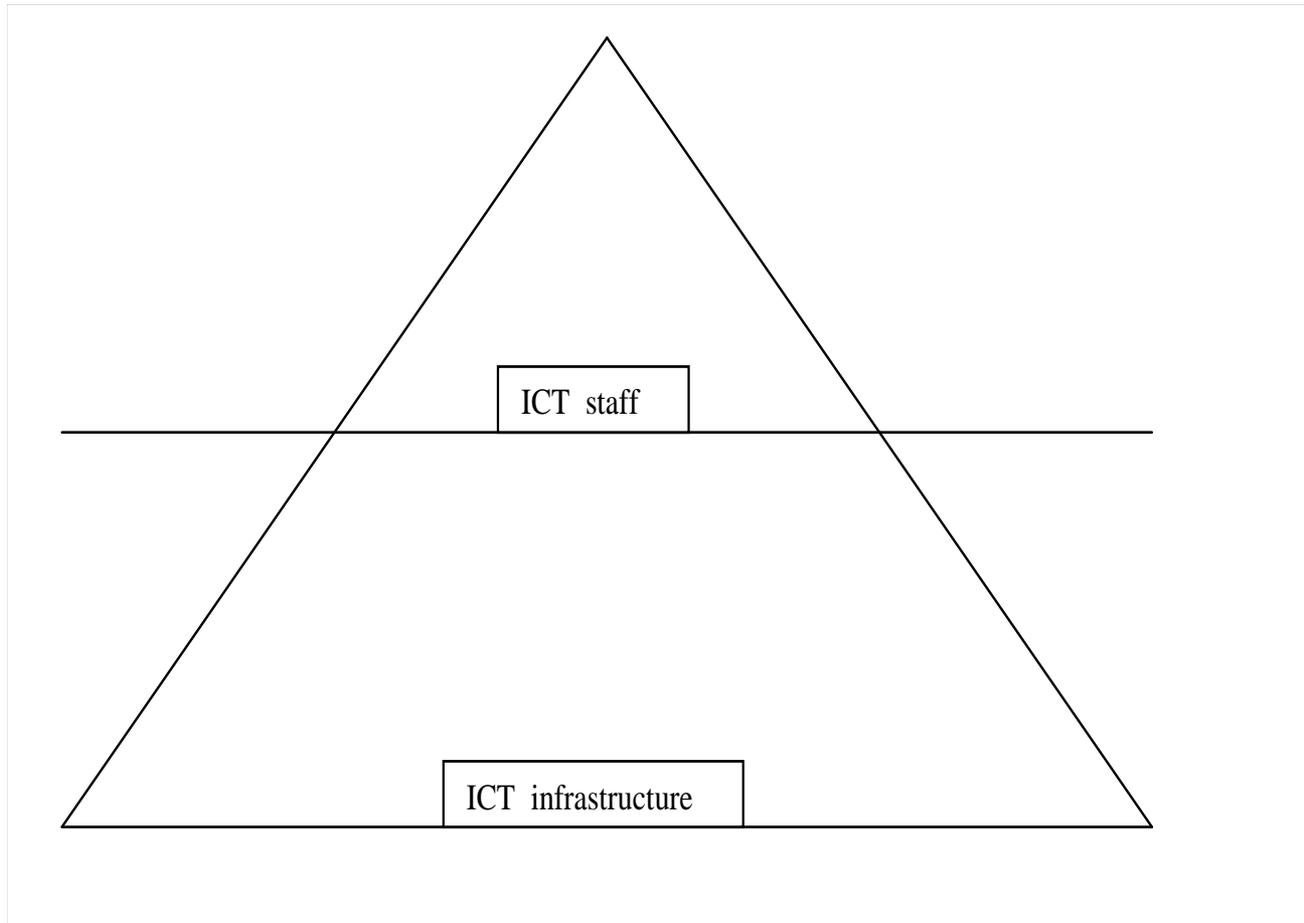
Approach

- Short- and medium-term needs:
 - Review and choosing selected existing e-government indicators (*e.g.* UN's e-readiness index; EU benchmarks on availability and sophistication for *Government at a Glance 2009*).
 - Collect basic information and data on e-government enabling environment.
- Longer-term needs:
 - Back-office coherency and integration.
 - Performance (outputs, processes and outcomes).
 - Economic profile indicators.

A New Framework

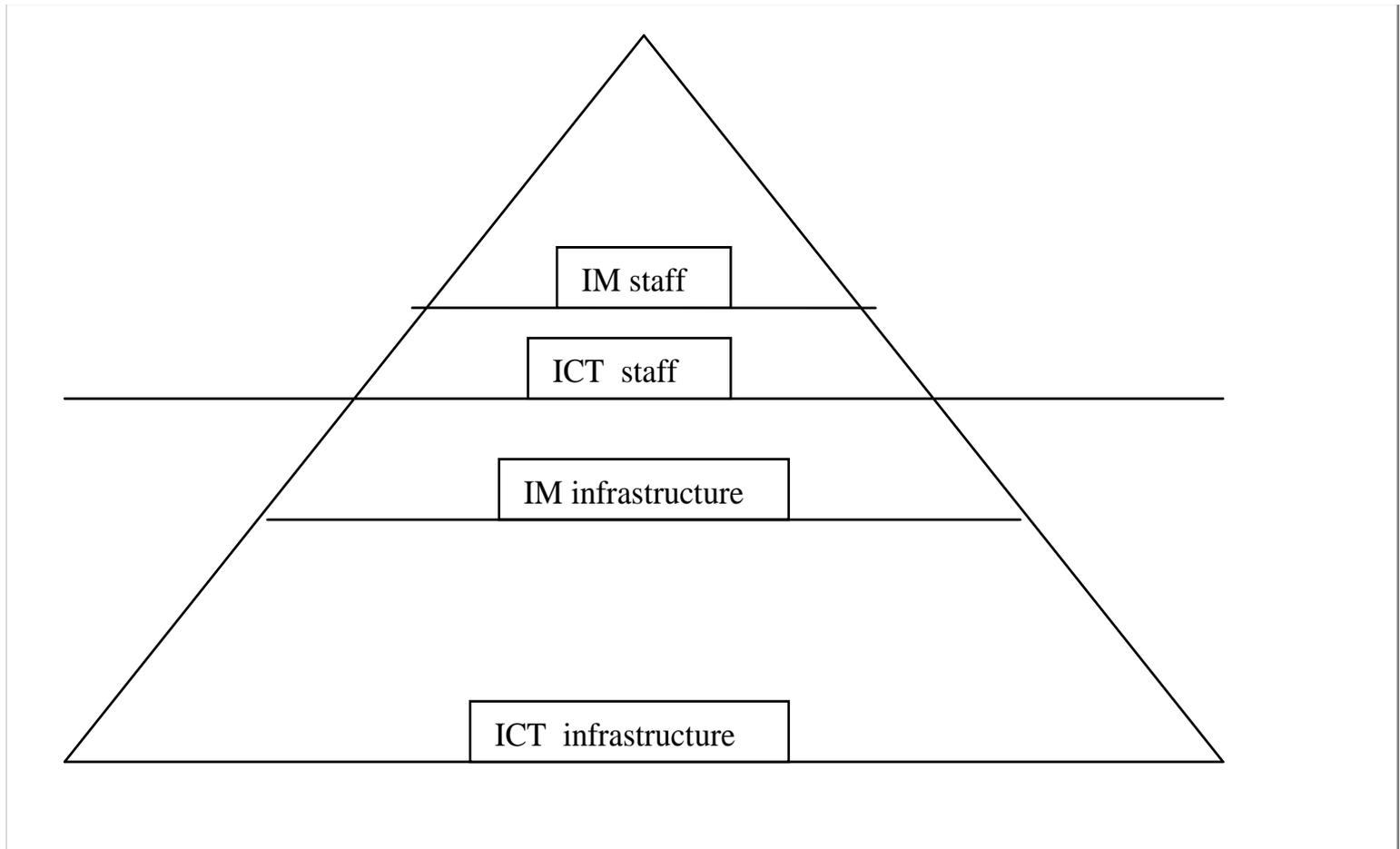
- ICT infrastructures – the physical capital in ICT.
 - Public spending on ICT physical capital.
- Human capital.
 - Staff involved in the proper functioning of ICT systems.

Enabling environment



Information Management (IM)

As part of the enabling environment



Questions (1)

- Do the proposed framework and methodology capture relevant key aspects of e-government implementation and outcomes?
- Do the proposed framework, methodology and key measurement areas meet governments' needs for evidence on e-government implementation and outcomes?
- Will the proposed framework and methodology provide appropriate support for an informed decision-making process and effective implementation of e-government?

Questions (2)

- What is the distinction between *back-office* and *front-office* of the public sector?
- Which are the main challenges of having information as a public value and with free access to government's data?
- Which are the main elements of the enabling environment in the back-office?
- How can the enabling environment, as a main pilla of the back-office, be measured?
- Which considerations need to guide the measurement of open government and access to data?

GOALS OF THIS SESSION

- Is the framework covering the relevant areas?
- Back Office: are these the right variables?
- Data collection in relation to BO: Any challenge?

