OECD WORKSHOP ON E-GOVERNMENT INDICATORS

29-30 MARCH 2010

DRAFT AGENDA

Governments are faced with the need to provide high-quality services more efficiently, effectively and responsively in a context where resources are shrinking and citizens' and businesses' needs are more pressing and complex. In addition, governments need to measure the costs and benefits of their investments in e-government and demonstrate how their e-government plans are supporting the achievement of overarching and specific policy outcomes.

The OECD is working on developing a basic set of *e-government performance indicators* to enable better policy making. Governments and policy-makers will have a reliable tool to monitor e-government performance over time and to improve the performance of the public sector.

The purpose of the Workshop is to launch the implementation of the conceptual framework and methodology for developing such a basic set of e-government indicators. The outcomes of the Workshop will feed into the the next edition of the OECD publication *Government at a Glance* scheduled to be published in 2011.

Workshop concept

The Workshop is organised by the OECD and is aimed at national officers responsible for e-government indicators at ministries and/or national statistical offices. Observer countries to the Public Governance Committee[1], the OECD Network of Senior E-Government Officials[2], and accession countries[3] are also invited.

Venue

The Workshop will take place at the **OECD Conference Centre** in Paris, France:

2, rue André-Pascal, F-75775 Paris

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[1] Official observer countries to the Public Governance Committee are: Chile, Slovenia, Brazil, Egypt, and Ukraine.

[2] In addition to the official observer countries to the Public Governance Committee, the following organisations are recognised as official observers to the Network: United Nations and The World Bank.

[3] Accession countries to the OECD are: Chile, Estonia, Israel, The Russian Federation, and Slovenia.

Monday, 29 March 2010

9:30- 9:45	**Welcome remarks**
9.45-13:00	***Session 1: Recent experiences on e-government indicators in the global context*** Indicators of e-government performance are a key component in the effort to to create a comprehensive picture of governments' performance. In comparison with other areas, the area of e-government indicators is still young and measurement gaps exist. Internationally recognised comparative measurements relevant to this field are today provided by different organisations such as the UNDESA[4], the ITU[5], the World Bank, and the European Union. Some academic institutions such as Waseda University (Japan) have worked for a number of years on establishing comparable measures for national e-government development. This session will provide an **overview of the activities and approaches of the different international actors.** The participants will have the opportunity to discuss the overarching context of e-government indicators and their contribution **to the understanding of how governments function in a comparative perspective**. The following issues will be discussed: • How can the development of e-government indicators best support evidence-based policy-making? • How can e-government indicators help governments better understand the cross-cutting nature of government performance? • What are the e-government characteristics currently measured by the different organisations and through which methodologies? • Which are the measurement and data needs not covered by the existing international indicators? • What are the medium- and long-term goals for e-government indicators development? ***Coffee/Tea break around 11:15***
13.00-14.30	*Lunch*
14.30-15.45	***Session 2: A new framework and methodology for e-government indicators*** The OECD **proposes a new framework and methodology to develop e-government indicators** in areas not covered by existing measurements (*i.e.* back-office, the performance and economics of e-government). The proposal takes into account current international work on e-government indicators, and wishes to offer an open platform for closer collaboration and co-operation among OECD countries and with other international stakeholders. The aim is to foster better e-government measures to support evidence-based policy-making. The application of the methodology to specific areas (*i.e.* back-office) will exemplify the suggested approach. This session will provide an *overview* of the proposed framework and methodology. Partcipants will also be offered the opportunity to discuss these as well as the following issues: • 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?

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[4] United Nations Department of Economic and Social Affairs.

[5] International Telecommunication Union.

15.45-16.00	*Coffee/Tea break*
16.00-17.45	**Session 2 (continued): Applying the methodology – measuring the enabling environment of e-government in the back-office** Open and transparent government, allowing access to non-sensitive information and data collected by public authorities, necessitates a coherent back-office. Providing relevant measures of e-government performance – whether countries are moving towards making information and data fully accessible to the public or are embracing new service delivery concepts using cloud computing or Web 2.0 – requires the measurement of the enabling environment in the back-office. This part of Session 2 will provide an overview of the main components needed and will show how a possible back-office indicator could be built, applying the methodology proposed by the OECD. Such an indicator would consider the resources and processes needed to be collected, shared and managed. The idea of information as public value and the relevance of ensuring information access and sharing to sustain open government will also be addressed. Participants will be offered the opportunity to provide feedback on the proposed indicator as well as on the following issues: • What is the distinction between the *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 pillar of the back-office, be measured? • Which considerations need to guide the measurement of open government and access to data?
17:45-18:00	**Conclusions of the day**

Tuesday, 30 March 2010

9:30-11:00	**_Session 3: Measuring the performance and impact of e-government_** Based on the proposed OECD framework and methodology for e-government indicators this session will focus on **how best to measure performance** (such as output and process) and performance related issues of e-government implementation including the economic aspects. The session will discuss the following issues: • Which indicators are countries currently using to measure outputs and outcomes of e-government performance – and what are the advantages and disadvantages experienced? • Which measurements of e-government performance are most important in order to assist governments in policy-making?
_11.00-11.15_	_Coffee/Tea break_
11.15-12:45	**_Session 4:The way forward_** The session will present the next steps of the OECD roadmap towards establishing a basic set of e-government indicators. The steps anticipated will include close co-operation with, and further contributions from, OECD countries and – possibly – other international stakeholders. The session will also provide an overview and a preliminary analysis of the OECD members' responses to the OECD online survey that aimed to collect basic and structural e-government data. The session will discuss the following issues: • How can closer collaboration with OECD members contribute to the development of indicators that can impact policy making? • A suggested timetable and roadmap for collaboration and data collection. • How can closer international collaboration and co-operation provide countries with better and more targeted measures of e-government implementation?
12.45-13.00	**Closing remarks**