Organisation de Coopération et de Développement Economiques
Organisation for Economic Co-operation and Development

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Or. Eng.

PUBLIC MANAGEMENT SERVICE
PUBLIC MANAGEMENT COMMITTEE

WORKING GROUP MEETING ON "STRENGTHENING GOVERNMENT-CITIZEN CONNECTIONS"

Developing Indicators of Government Use of Information Technologies

17-18 June 1999, Room 10, New Building.

AGENDA

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WORKING GROUP MEETING ON "STRENGTHENING GOVERNMENT-CITIZEN CONNECTIONS"

DEVELOPING INDICATORS OF GOVERNMENT USE OF INFORMATION TECHNOLOGIES

17-18 June, 1999

AGENDA

Meeting objectives

- To exchange information on promising practice and support countries' efforts to respond to the initial questionnaire through reports by countries on their key conclusions and lessons learned through their pilot efforts;

- To learn from countries of the availability of information on government IT indicators, its type, and their priorities for obtaining such information on a comparative basis;

- To build consensus regarding a questionnaire on indicators of government use of IT that will yield information that is useful to countries on a sustained basis in helping to maximise the success of their IT use in "Strengthening Government-Citizen Connections";

- To develop strong country support for future directions for the activity.

> ## Thursday 17 June 1999
> ## Information Exchange

Morning session: *Results of pilot phase and follow-up on general "Citizens" questionnaire.*

09.30 - 10.00

- Adoption of Agenda
- Update on pilot phase, status of OECD-wide survey and case studies

10.00 - 11.00

- Individual country summaries of main results and lessons learned from pilot questionnaire exercise (Countries requested to speak for 10-15 minutes each on how they organised to complete the survey, how much time it took, how they consulted, what worked well in getting information and what didn't, what results were of greatest interest, and what they learned from experience. Delegates should be allowed time for questions after each presentation).

Coffee break

11.20 - 12.30

- Continuation of country summaries

- Conclusions regarding completion of pilot phase. Clarification as necessary for other countries regarding their responses to general questionnaire

12.30 – 14.30   Lunch

Afternoon session: Discussion of country experience on availability and interest in indicators of government use of information technology

14.30 – 17.30   With coffee break at 16.00

- Brief Secretariat presentation of short-term and longer-term objectives of work on IT.

  [Discussion paper, "Possibilities for Measuring Government Use of Information Technology," PUMA/CIT (99)5, to be disseminated by end of May]

- Tour de table for each country to provide information on its development and use of IT indicators:

  ➢ Types of indicators collected, and how they are defined;
  ➢ Policy sectors and different institutional structures for collecting and managing IT indicators;
  ➢ Frequency of collection;
  ➢ How information is used;
  ➢ Priorities for most useful information to have on a comparative basis.

Friday 18 June 1999
Questionnaire Development and Next Steps

Morning session: Reporting on existing comparative data and development of OECD IT questionnaire.

9.30 – 10.45

- Presentation on preliminary results of UNESCO survey with particular focus on OECD countries;

- Presentation by Secretariat on other existing data.

  [Background paper on existing IT indicators, PUMA/CIT(99)6 to be disseminated by end May].

- Presentation of proposed OECD questionnaire and possibilities for modifying it after taking into consideration Day 1 and UNESCO's experiences.

Coffee break

11.00 - 12.30

- Delegate reactions to Secretariat questionnaire [PUMA/CIT(99)5] and proposed revisions, and proposals for further changes

Lunch

Afternoon session: Conclusions regarding IT questionnaire and next steps for further work.

14.00 – 16.30

- Distribution of new Secretariat text on proposed revisions to IT indicators questionnaire and reactions

- Future work: discussion of how indicators should be used, including proposals for follow-up studies, e.g. to help identify trends and underpin more qualitative analysis, for example:

  ➢ Secretariat comparative study benchmarking different governments' Web sites (for example, regarding comprehensiveness of information, user-friendliness, interactivity, service delivery);
  ➢ Sectoral studies (e.g., IT in education, IT in health, in tax administration, etc.);
  ➢ Best practices in using IT in consultation/information provision;
  ➢ Other ideas?

- Co-operation with other institutions (OECD ICCP Working Party on Information Infrastructures, UNESCO/ComNet IT, Government On-Line, International Council for IT in Government Administration [ICA], World Bank).

- Next Steps

  ➢ Time-line for activities;
  ➢ Next meeting: proposed date 29-30 November.