

**PUBLIC GOVERNANCE AND TERRITORIAL DEVELOPMENT DIRECTORATE
PUBLIC GOVERNANCE COMMITTEE**

OECD E-Government Project

**Workshop on E-government Indicators:
"Measuring e-government: investments, returns and emerging trends"**

Agenda

**10 December 2012
OECD Conference Centre
Paris**

To register please contact Natasha Lawrance: Natasha.Lawrance@oecd.org

Barbara Ubaldi: Barbara.Ubaldi@oecd.org, +33(0) 1 45 24 15 26
Arthur Mickoleit: Arthur.Mickoleit@oecd.org, +33 (0) 1 45 24 91 32
Adam Mollerup: Adam.Mollerup@oecd.org, +33 (0) 1 45 24 90 44

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Workshop on E-government Indicators

Measuring e-government: investments, returns and emerging trends

10 December 2012, 9:00 – 18:00

OECD Conference Centre, Paris

AGENDA

The OECD E-Leaders meeting in 2012 underlined the radical changes that have occurred in the e-government context in the past few years. Unprecedented challenges have emerged, as well as great opportunities for ICTs to improve public governance. The economic crisis and ensuing fiscal consolidation across OECD countries means that public sector organisations now need to make more solid business cases for investments and operations. At the same time social media, mobile technologies, open government data and “big data” trends are drastically changing interactions between all parts of the population, including interactions with and within government.

E-government indicators are needed to help countries make sense of this changing context and to inform their policy and investment decisions. To this purpose, the workshop discussions will address three dimensions: a) *investments* – progress made in collecting, harmonising and interpreting data on government ICT expenditures; b) *returns* – different approaches to measuring e-government performance to support business cases for e-government investment; c) *emerging trends* – options for measuring government use of social media and open government data initiatives in order to better understand these new phenomena and their implications for governments. . Moreover, the workshop provides an opportunity to share views with international organisations that work on e-government indicators.

The workshop brings together government delegates and representatives of international organisations with the aim to:

- Discuss methodological issues and preliminary findings of OECD work on e-government indicators,
- Share practices and difficulties across OECD countries in identifying and collecting relevant data to measure e-government,
- Explore data collection possibilities to improve the completeness and quality of e-government indicators and contributions to the *OECD Government at a Glance 2013*,
- Agree to an OECD plan of action for collecting data on indicators presented, in light of international e-government measuring efforts.

Detailed agenda

Introduction: E-government indicators in the context of digital governance	9.00 – 9.30
<p>This introductory session will outline how the emerging digital governance context impacts governments and their capacity to implement public policies. Existing e-government indicators need to be adapted and new data collected and indicators designed to reflect this changing context. References will be made to indicate how the suggested plan of action for data collection complements indicator developed by other international organisations particularly in related areas, notably on the socio-economic impacts of the Internet.</p>	
Session 1: Investments: measuring government ICT expenditures	9:30 – 11:00
<p>Purpose: The session presents the methodology and a preliminary overview of government ICT expenditure data collected from around 20 OECD countries.</p> <p>Presentation: Overview of methodologies and spending across OECD countries (OECD).</p> <p>Background document: OECD, <i>Building the basis for new e-government performance indicators: ICT spending by central government</i>, GOV/PGC/EGOV(2011)3/REV1 and GOV/PGC/EGOV(2011)3/REV1/ANN.</p> <p>Proposed questions:</p> <ul style="list-style-type: none"> • What are the challenges in collecting government-wide data on ICT spending? • How can differences between countries be reconciled towards a harmonised dataset? • How does empirical analysis of expenditures add value to ICT decision-makers? • How can data collection be co-ordinated with the system of national accounts (SNAs)? 	

11:00 – 11:15 Coffee break

Session 2: Returns: towards e-government performance indicators	11:15 – 12:45
<p>Purpose: The session discusses conceptual approaches to measuring e-government performance. The proposed model complements input-oriented analysis of ICT expenditures and provides a first set of suggestions for output-oriented and outcome-oriented indicators.</p> <p>Presentation: Towards e-government performance indicators with a pragmatic point of departure in available data on e-government, e-taxation and e-justice (OECD).</p> <p>Background document: OECD, <i>Towards e-government performance indicators</i>, GOV/PGC/EGOV(2012)8.</p> <p>Proposed questions:</p> <ul style="list-style-type: none"> • What additional e-government performance data can be included in future public sector performance indicators? • What ideal performance measures would support implementation of government strategies for the use of ICTs? • How should the OECD prioritise its efforts in terms of developing a roadmap for e-government performance measures taking into consideration existing data and the costs of data collection? 	

12:45 – 14:15 Lunch break

Session 3: Emerging trends: measuring social media and open government data 14:15 – 15:45

Purpose: The session takes an empirical approach to emerging e-government trends. Social media use by governments and uptake within the population will be outlined. Approaches to measuring open government data initiatives will be discussed.

Presentation: Approaches to measuring and preliminary empirical findings on social media use by governments and open government data initiatives (OECD).

Background documents:

OECD, *Social media use by governments: Focus on Twitter*, [GOV/PGC/EGOV\(2012\)6](#).

OECD, *Open government data. Towards empirical analysis of open government data initiatives*, [GOV/PGC/EGOV\(2012\)7](#).

Proposed questions:

- What is the relationship between supply, uptake and impact of government social media use?
- What are the concrete benefits of Open Government Data Initiatives?
- How can we measure and account for the economic and social value these initiatives create outside of the public administration?

15:45 – 16:00 *Coffee break*

Session 4: Co-ordinated action: integrating OECD work with international e-government indicator developments 16:00 – 17:45

Purpose: The session gives international organisations the opportunity to share information on ongoing and planned work around e-government indicators. This exchange of experiences is important to exploit the greatest number of synergies and avoid duplicate efforts in the international arena.

Presentation: International indicator developments (European Commission, UN DESA, World Bank).

Proposed questions:

- How do the e-government indicators presented at this meeting fit into other indicators development and data collection efforts at the international level in order to have a co-ordinated and coherent approach?

Conclusion 17:45 – 18:00

Concluding remarks and outline of the next steps for OECD work.

**** Cocktail reception following the workshop ****