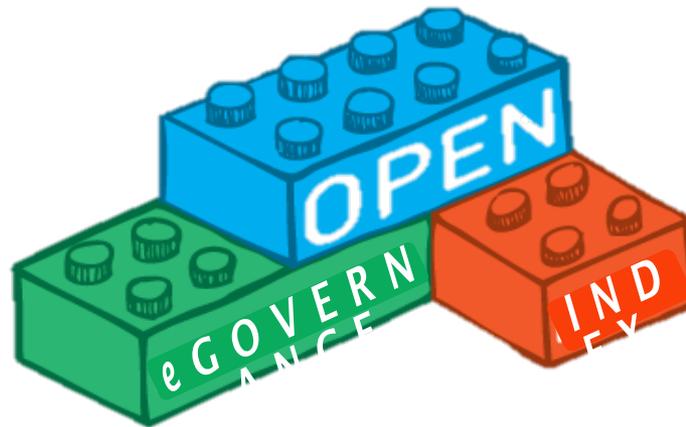


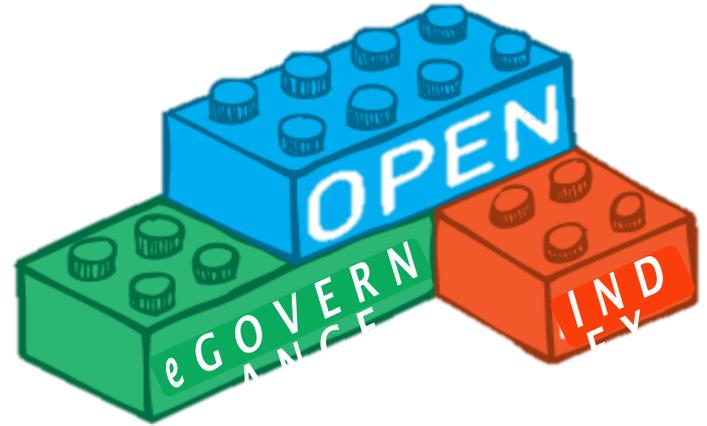
developing an
'OPEN E-GOVERNANCE INDEX'
for network societies



ASIA PACIFIC REGIONAL INTERNET GOVERNANCE FORUM

27 July 2017 | Chulalongkorn University, Bangkok Thailand

ROADMAP

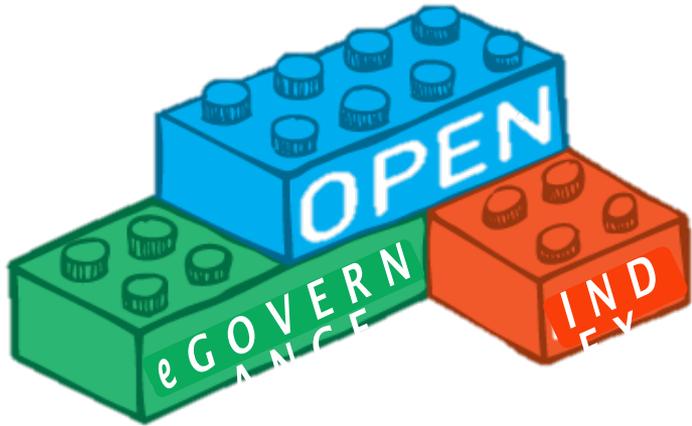


I. Introducing OeGI

II. Highlights of OeGI national assessments

- **INDONESIA:** Indriyatno Banyumurti (ICT Watch)
- **PHILIPPINES:** Lisa Garcia (FMA)
- **PAKISTAN:** Shazhad Ahmad (Bytes for All) – REMOTE
- **INDIA:** Ritu (DEF)*

III. Open Forum

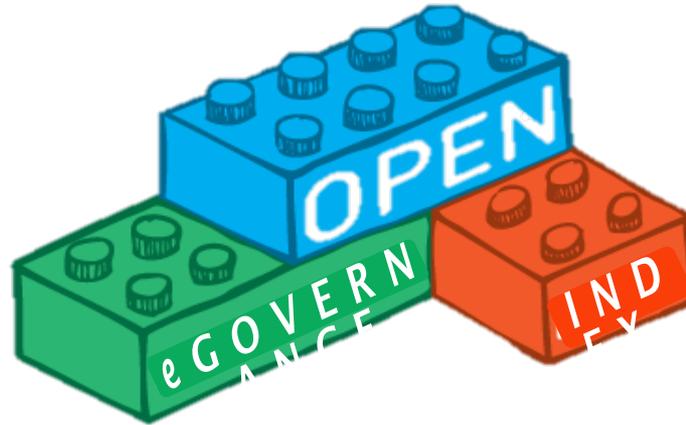


I. Introducing OeGI

A. Background & Rationale

B. Areas of Inquiry: Dimensions

C. Working Methodology



1. Background & Rationale



1. Background

- **Politics, Governance & the Internet as key drivers of development**
- **Impact of ICT-enabled “network societies” on “democracy”**
- **Shifting concepts of “Openness”: public interest concerns extending to new areas of governance**
- **MASH-UP of DISCOURSES**
 - **RIGHTS:** “free and open internet”, internet rights, digital/comm rights
 - **GOVERNANCE:** transparency, accountability, citizens’ participation
 - **TECHNOLOGY & SOCIETY:** web 2.0, open ecosystems



B. Background

Existing eGov-related index systems reviewed:

- **E-Government Index**
(Brown University)
- **E-Government Survey**
(UNDESA/UNPAN)
- **E-Participation Survey**
(UNDESA/UNPAN)
- **E-Readiness Index**
(Economist Intelligence Unit)
- **ICT Development Index**
(ITU)
- **Networked Readiness Index**
(WEF)
- **E-Government Index**
(Waseda University)
- **other**



B. Background

- **Many indicator systems** focus more on infrastructure and actual usage of ICTs only by government and business
- **Lack of measurement** of many aspects of Open eGovernance:
 - no legal/policy/regulatory frameworks that **enhance emerging concept of openness**; e.g., “open spectrum”, “open data”, “open content”
 - no analysis **how politico-economic and socio-cultural ecosystems enhance** (or hinder) strategic ICT use
 - no data on **ICT use of civil society** as intermediaries between state & citizens



B. Background

2009–2011: Supported by IDRC, part of the Pan-Asia Democratic e-Governance Initiative

- Develop a new concept/notions of “open governance/e-governance”
- Develop measurable indicators/ metrics for various domains of OG/OeG: compiled into a global assessment tool (“INDEX”)
- Conduct a pilot assessment of 4 Asian countries

2011: Philippines | Hongkong | Thailand | Pakistan

2012: Learnings from Phase 1 integrated, Phase 2 planned

2013: An envisioned Phase 2 not implemented: IDRC dynamics



OeGI 2.0

2015: Applied for MAVC R&L Grant; 2016–2017

- **Update the OeGI framework & assessment tool:**
new knowledge developed in the past 2 years
- **Test the revised OeGI instrument in 5 countries**
PH (FMA), PK (Bytes for All), ID (ICT Watch); UG (CIPESA); CO (Colnodo)
- **Consolidate learnings and finalize Tool/Kit**
 - release and utilization as a viable normative tool for global adoption & periodic application



D. Current Project Objectives

- **Develop new concept/notions of Open eGovernance to integrate new aspects of openness enabled by ICTs and the emergent “network society”**
 - Update the framework and assessment tool
- **Develop measurable indicators/ metrics for various domains of OeG**
 - Test the revised tool in countries beyond Asia
 - Consolidate the results to strengthen OeGI instrument
- **Advocate policy changes in countries that embrace eGovernance**
 - Provide policy recommendations to ensure government adoption



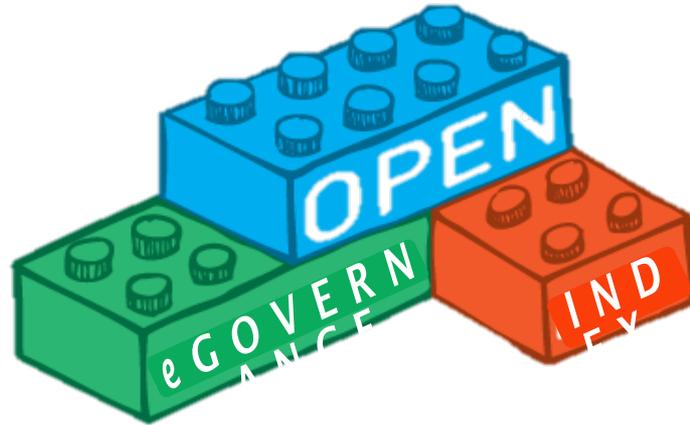
Concept: Definitions

- ***eGovernance*** as “series of activities composed of coordinating, arbitrating, networking and regulating with and of ICTs, not only the state, but also non-state actors, including business, civil society and communities”
 - Goes beyond the concept of **eGovernment**
- ***Openness*** as a political value that expands beyond respect for human rights towards the use of social technologies and innovative ICT applications to deepen democracy

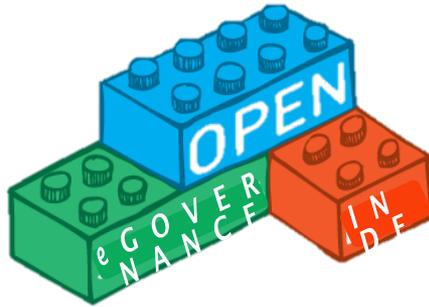


D. Outputs & Outcomes

- **EXPECTED OUTPUTS**
 - OeGI Assessment Tool
 - + OeGI Toolkit (Methodological Guide for country application)
 - Country Reports
 - Synthesis Paper
- **DESIRED OUTCOME:** States/Public administrations, with oversight from non-state actors, accept OeGI standards and regularly measure their eGovernance ecosystems with openness as a key indicator of democratic governance and popular participation



2. Five Dimensions of Open eGov



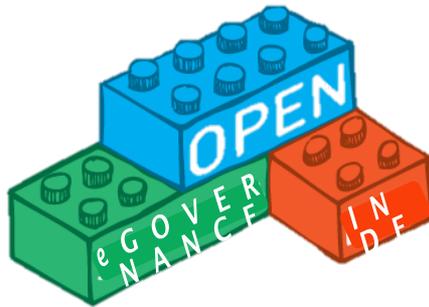
OeGI Dimensions

1. Meshed e-Government

- Government's ability to provide integrated, citizen-centric online services
- “back-office” eGovernment mechanisms

#MESHED EGOVERNMENT

- National eGovernment framework/plan
- National enterprise architecture framework/plan
- Govt interoperability framework/plan
- Open standards policy
- Open data policy
- Data privacy/Data protection policy
- Information security/ Cybersecurity policy
- Online Transactions:
 - eProcurement system/s
 - ePayment system/s
 - eFiling system/s
- Institutional mechanisms to oversee eGovt plans
- Implementation of existing eGovt projects



OeGI Dimensions

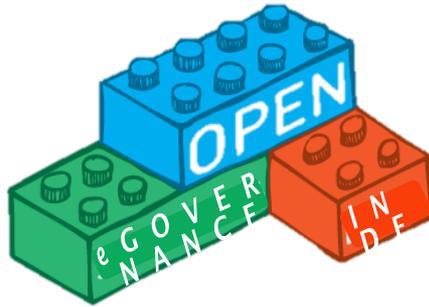
2. e-Participation Channels

- Digital channels for public engagement that complement F2F or traditional interactions
- How govt relates to and engages its online publics

#EPARTICIPATION BY DESIGN

the existence of digital channels for public engagement that complements existing face-to-face or traditional media-mediated interactions

- Govt contact centers automated/ interactive
- Govt websites and online channels updated & interactive
- Govt websites & online channels accessible to PWDs
- Govt websites & online channels use of national language/s
- Government websites & online channels with women-specific content
- Government websites' & online channels' feedback mechanisms



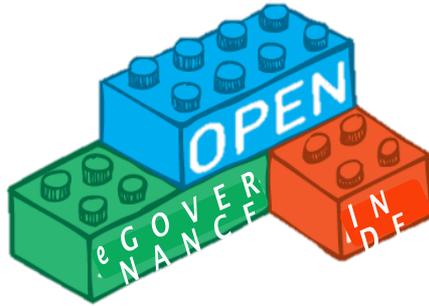
OeGI Dimensions

3. Digital Inclusion

- Bridging “digital divides’:
ICT access & literacy
- Enabling the wider
public's strategic use of
ICTs for development

#DIGITAL INCLUSION

- National universal access policy or policies
- National universal ICT literacy policy or policies
- Women-specific ICT access policies & plans
- Women-specific ICT literacy policies & plans
- ICT access policies & plans for disadvantaged groups
- ICT literacy policies & plans for disadvantaged groups



OeGI Dimensions

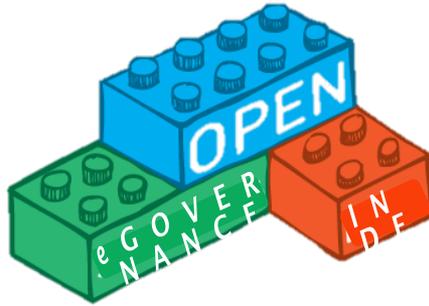
4. ICT-Enabled Civil Society

- Auditing non-state actors in terms of their participation in governance
- Use of ICTs to engage State & Market and promote their interests in the public sphere

#ICT-ENABLED CIVIL SOCIETY

the use by non-state actors of ICTs to engage State and Market & promote their interests in the public sphere

- Civil Society ICT use for internal operations
- Civil Society ICT use for communication and coordination
- Civil Society ICT use for public engagement and action
- Civil Society ICT use for online fund-raising/resource-building



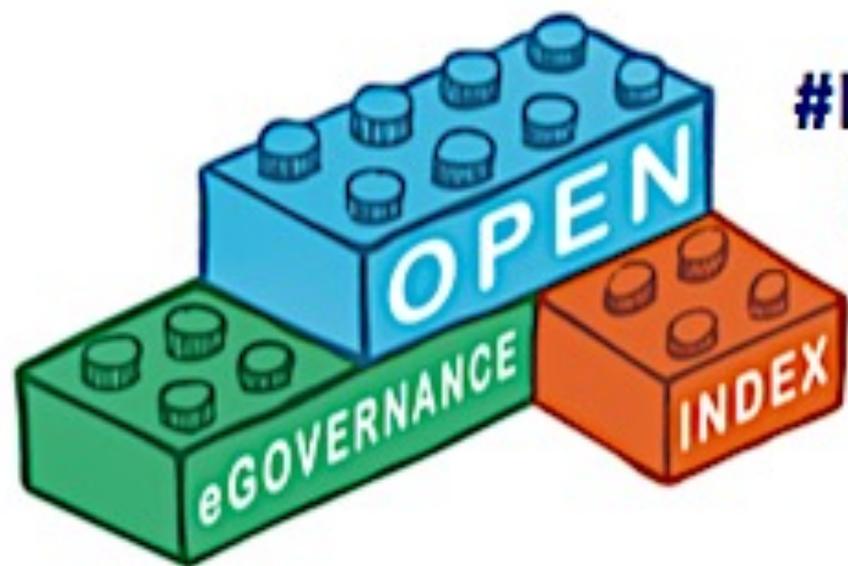
OeGI Dimensions

4. Open Legal/Policy Ecosystems

- the political/economic/social structures, policies & institutions that facilitate—or impede—citizen participation in the collective governance of society *(via digital or non-digital spheres)*

#OPEN LEGAL & POLICY ECOSYSTEMS

- Freedom of Information
- Freedom of Expression & Opinion
 - media freedom
 - censorship/prior restraint
 - content regulation
- Net neutrality
- Right to privacy: Data protection
- Right against unlawful surveillance
- Freedom of association / assembly
- Intellectual property & the public domain
- Open content
- Socio-cultural:
 - Cultural/linguistic diversity
 - Cultural devt online
- eCommerce policy
- Regulating private power in telecommunication services
- Regulating private power in media services



#Meshed eGovernment

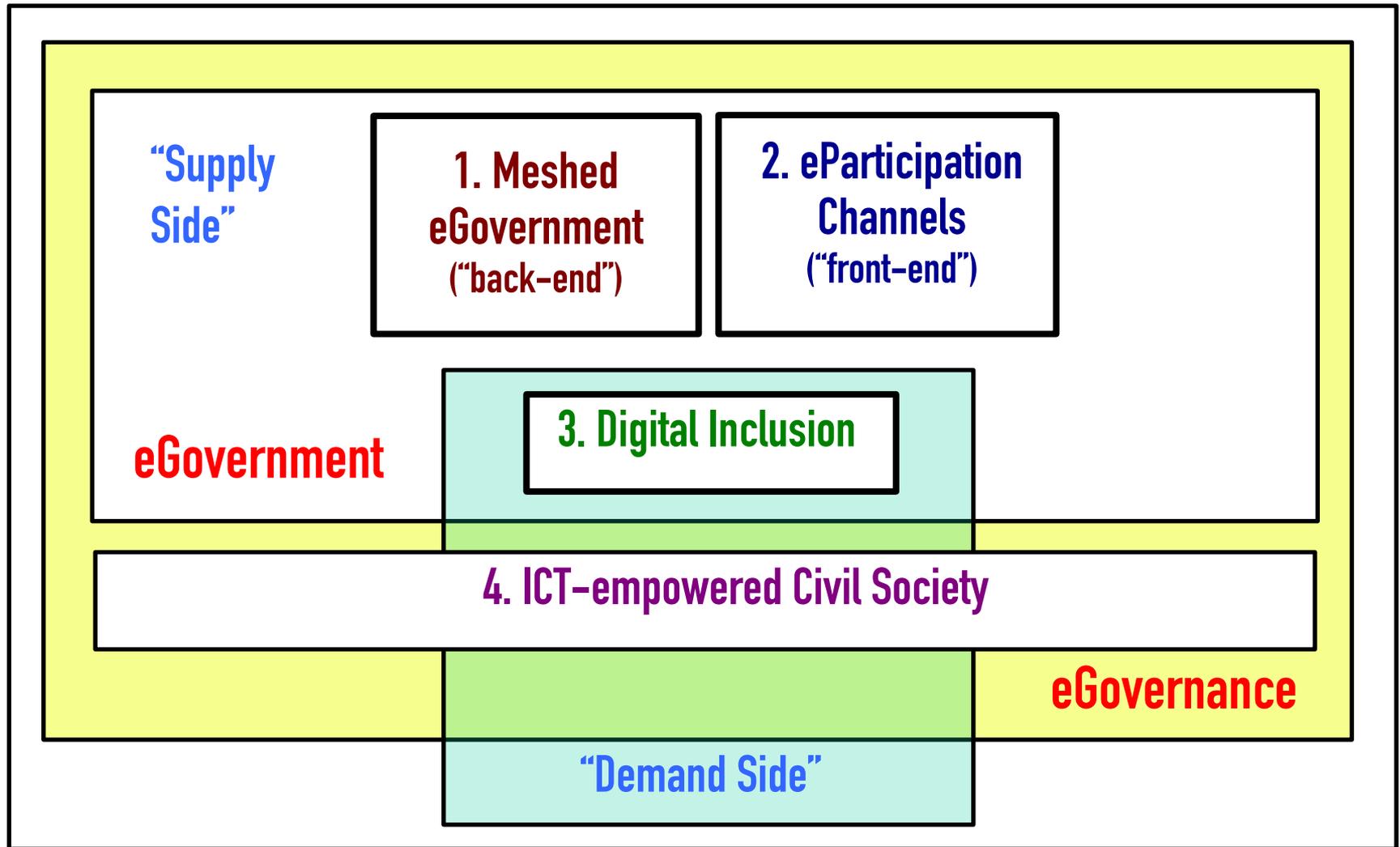
#eParticipation by Design

#Digital Inclusion

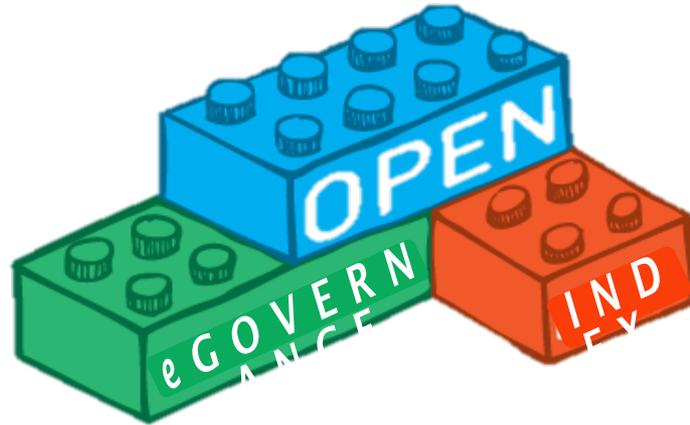
#ICT-Enabled Civil Society

#Open Legal and Policy Ecosystems

FRAMING THE 5 OEGI DIMENSIONS



5. Open Legal/Policy Ecosystems



3. Methodology



Data Gathering Strategy

Review of primary & secondary data sources

- **Country assessment/background paper: PAPER**

Applying the OeGI Assessment Tool

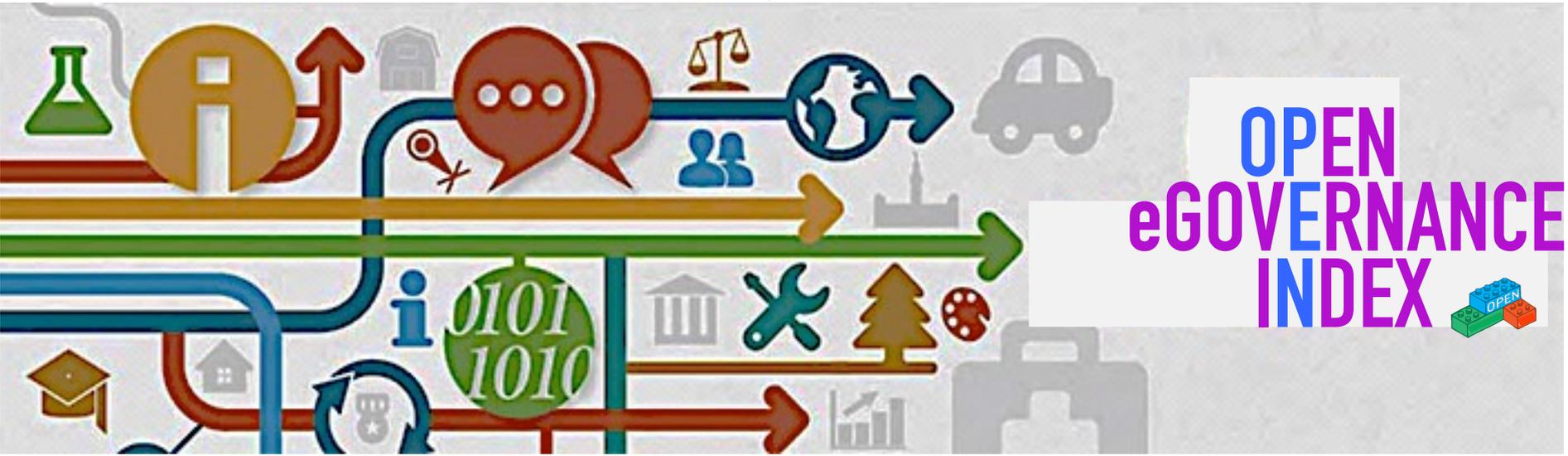
- (KI Perception Survey: INDIVIDUAL > F2F Interviews with 80–100 respondents)
- **Interviews + Focus Group Discussions > Key Informants/Experts: Collective > “ASSESSMENT/VALIDATION WORKSHOP”**



Main Activities

- **Phase One:**
Review & Finalize Revised Framework/Tool
 - Conceptual Framework & Questionnaire
 - Methodological Framework and Indicators
 - Computational Strategy**Finalization of countries/partners**
- **Phase Two:** Country data-gathering/Assessment
- **Phase Three:** Analysis, Final Report + dissemination of outputs

#Meshed eGovernment #eParticipation by Design #Digital Inclusion #ICT-Enabled Civil Society #Open Legal and Policy Ecosystems

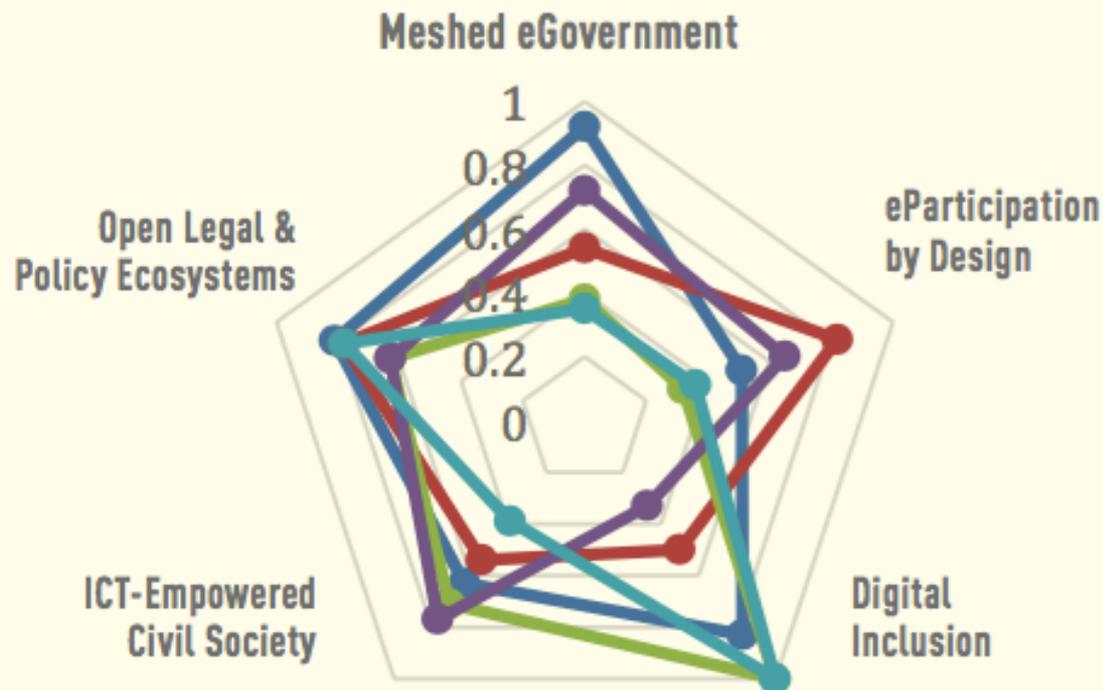


OPEN eGOVERNANCE INDEX

Developing an OeGI for Network Societies | ASIA PACIFIC REGIONAL INTERNET GOVERNANCE FORUM | 23-24 July 2017. Bangkok Thailand

OPEN eGOVERNANCE INDEX Country Scores, 2017

COL IND PAK PHI UGA



Dimensional and Country Index Scores

Dimension	COL	IND	PAK	PHI	UGA	Average
Meshed eGovernment	0.92	0.54	0.38	0.72	0.35	0.58
eParticipation by Design	0.51	0.82	0.32	0.65	0.36	0.53
Digital Inclusion	0.83	0.50	1.00	0.33	1.00	0.73
ICT-empowered civil society	0.63	0.54	0.71	0.77	0.39	0.61
Open Legal & Policy Ecosystems	0.63	0.78	0.63	0.63	0.78	0.73
Average	0.74	0.64	0.61	0.62	0.58	0.73

“OPEN eGOVERNANCE”



As a concept: complex, multi-dimensional. Contested.

Governance. E-Governance. (e-Government.)

E-politics... E-democracy... E-participation...

Futuregov... Gov 2.0/3.0...

Openness (a.k.a. transparency... accountability... participation... democracy...?)

- Possible to synthesize different domains of openness? (administration viz politics? State viz nonState?)
- Open Ecosystems as normative for modern information/network societies?
- Gold standard to reverse Asia's democratic deficit?

