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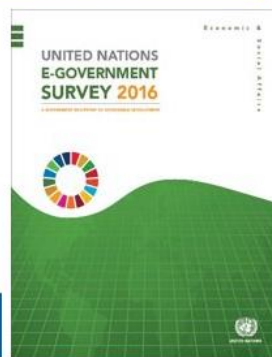
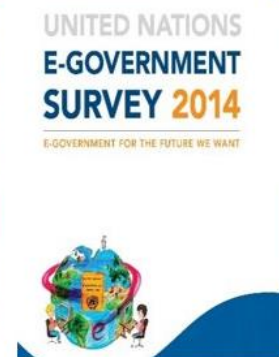
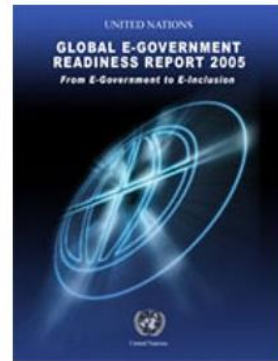
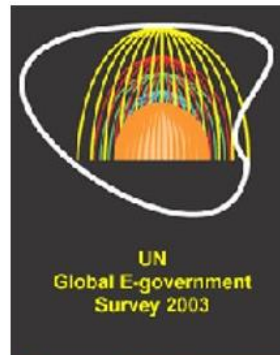
# Local Online Service Index (LOSI)

AN OVERVIEW OF THE METHODOLOGY



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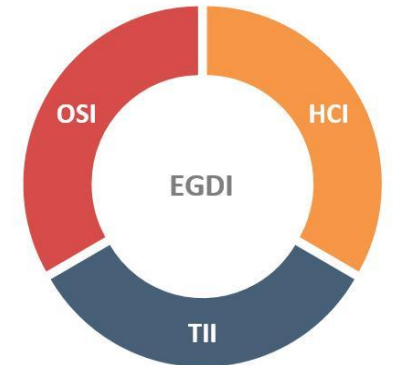
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## Place in the UN E-Government Survey

- UN E-Government Survey: biannual flagship publication of UNDESA
  - A benchmark tool to measure e-government development, build governments' capacity, provide policy recommendations and share good practices around the world
- A country's ranking in the survey is determined by **the EGDI – E-Government Development Index**, which is a weighted average of three normalized scores on
  - OSI: Scope and quality of online services
  - TII: Development status of telecommunication infrastructure
  - HCI: Inherent human capital
- Local Online Service Index (LOSI) as local counterpart to OSI

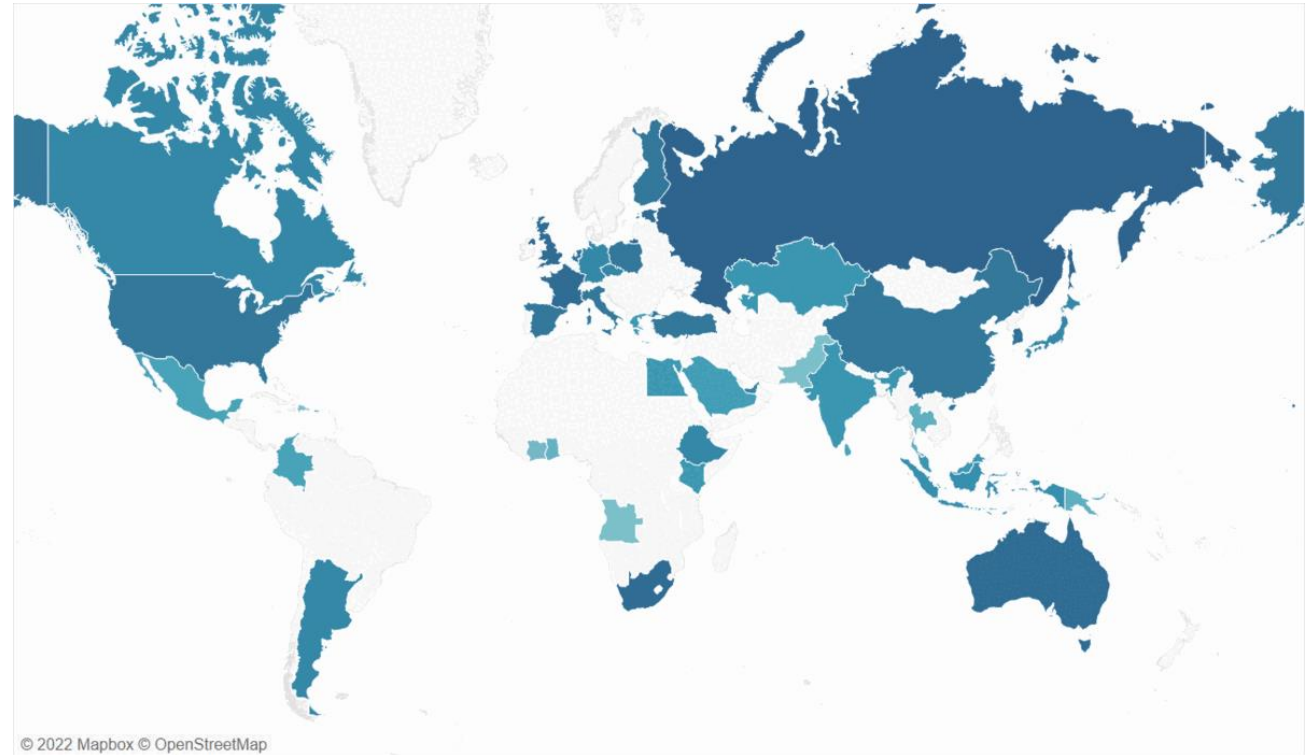




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# Local Online Service Index (LOSI)





# LOSI as a multi-criteria index: 86 indicators in 5 criteria

(~ OSI)

## Institutional Framework (8)

*New in 2022  
LOSI*

Focuses on **municipal e-government strategy, organizational structure**, legislation governing access to **information and privacy**, and **open data policy**.

## Content Provision (25)

Aims to identify **the extent** to which **essential public information and resources** are **available online**.

## Service Provision (18)

Focuses on the **availability and delivery of targeted government services**.

## Technology (18)

Focuses on **technical features of the portals** to specify how the site and content are made available for users.

## Participation and Engagement (17)

Assesses the **availability of mechanisms and initiatives for interaction** and opportunities for **public participation** in local governance structures.



## Levels and Rankings

- The range of LOSI group values for each level are mathematically defined as follows:
  - **very high LOSI values** range from 0.75 to 1.00 inclusive,
  - **high LOSI group values** range from 0.50 to 0.7499 inclusive,
  - **middle LOSI values** range from 0.25 to 0.4999 inclusive, and
  - **low LOSI values** range from 0.0 to 0.2499 inclusive.
- Cities that fall into the same LOSI group are considered to have similar e-government development in local level.
- Ranking: Standard competition ranking: cities with the same LOSI value receive the same ranking number and a gap is left in the ranking numbers.



# Guiding Questions: LOSI Methodology

## Local Online Service Index

- What are your views and comments on the current methodology behind the Local Online Services Index? What are your suggestions on how to improve (i) the LOSI Questionnaire, (ii) its synergy with the EGDI/OSI - OGD I - EPI?, (iii) the overall assessment of local e-government portals?, (iv) the way current LOSI pilots are handled?



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谢谢

Thank You

Merci

Спасибо

Gracias