United Nations E-Government Survey Local Online Service Index (LOSI)

Webinar Series – Brazil

Opening Statement

Wednesday, January 25, 2023 10:00 AM EST
Zoom Registration link: bit.ly/LOSI_EPISODE2

Colleagues and participants,

I welcome you to the second episode of the Local Online Service Index (LOSI) Webinar series organized by the Division for Public Institutions and Digital Government of the United Nations Department of Economic and Social Affairs (UN DESA).

At the first episode, we heard from colleagues in Jordan. Today, we will hear about the application of the LOSI methodology in Brazil.

LOSI, as part of the United Nations E-Government Survey, is a multi-criteria index that captures the state of e-government at the city level.

Since 2001, the UN E-Government Survey has been assessing the e-government development status at the national level.

The Survey, by promoting e-government, supports countries' efforts to provide effective, accountable, and inclusive digital services to all. Utilizing e-government and new technologies also provides enormous opportunities for cities to meet the SDGs, particularly SDG 11 - Make cities and human settlements inclusive, safe, resilient, and sustainable.

Especially during the COVID-19 pandemic, innovative solutions have been developed and implemented to address urban challenges.

In 2018, we started the LOSI pilot study that comprised 40 cities based on 60 indicators in collaboration with the United Nations University Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV). Our objective was to provide evidence-based data to contribute to the assessment of e-government progress made in cities. The pilot assessment of local e-government has been expanded to 100 cities with 80 indicators in 2020. The 2022 edition of the Survey, which was launched last September, featured 86 indicators, and assessed the most populous city in each of the 193 Member States of the United Nations.

Please allow me to share some conclusions from the 2022 Survey:

- For the 100 cities we assessed both in 2020 and 2022 editions, we noticed a slight improvement in their implementation of LOSI features - this is good news
- More populous cities tend to have higher overall LOSI values; this correlation may derive from the greater access such cities generally have to important resources
- Among cities with reasonable levels of wealth, there is not necessarily a direct correspondence between GDP per capita and LOSI values
- In 2022, as in 2020, city portals do not perform as well as their national counterparts.

I would like to emphasize the last point. This tells us there is still room for improvement at the city level. We hope that our work on LOSI and these webinar series will be a modest contribution to pave the way for a wider LOSI network that allows cities to learn from each other through information sharing and capacity building. We also hope to have a growing number of countries and cities joining the LOSI network. Thank you for your attention.