

E-Leaders Meeting

11-12 October 2010

Réunion des Hauts responsables de l'administration électronique

11-12 octobre 2010

SUMMARY REPORT

Brussels, Belgium • Bruxelles, Belgique

OECD E-Leaders Meeting “E-Leadership for Better Performing Government”

- In the aftermath of the crisis, e-government is more than ever at the core of public sector reforms as a tool to achieve greater efficiencies, improve government agility and support open and accountable policy-making.
- In moving from creating an enabling environment to ensuring that e-government contributes to socio-economic objectives, governments agree on three main priority actions:
 - 1) reinforce the strategic use of new technologies;
 - 2) improve the governance of e-government; and
 - 3) produce concrete evidences of impact.
- These were the main conclusions delivered by 42 high-level delegates from OECD member and observer countries, enhanced engagement countries, MENA countries, as well as representatives from the private sector and international organisations, who gathered at the annual Meeting of the E-Leaders titled “E-Leaders for better Performing Government” that took place in Brussels on 11-12 October and was co-organised with the Belgian government.
- The discussion focused on the following points:
 - Broadening the e-government vision by better connecting the use of ICTs to the achievement of social and economic gains (*e.g.* growth, inclusiveness).
 - Promoting the use of indicators together with other measurement and monitoring tools to guide decision-making and improve implementation
 - Adjusting e-government institutional structures and mechanisms of co-ordination to achieve better steering and integration of ICT use across levels of government and functions.
 - Underlying the importance of soft factors (*e.g.* change management, incentives for innovation) for the success of e-government initiatives.
 - Understanding how ICT investments and the creation of public value can be better connected.
 - Removing existing barriers to interoperability and sharing of data, services, resources and solutions across levels of government to pursue economies of scale, increase collaboration and maximise reuse of successful experiences.
 - Leveraging on the use of ICTs to increase openness and transparency, and improve user-centered service delivery.
 - Taking advantage of the various delivery channels used by e-government applications (internet, mobile government, kiosks, etc.) to reach a greater number of citizens and business.
- Participants agreed on the following follow up actions:
 - Consolidating existing partnerships among governments, civil society organisations, private sector and international organisations as a source of continuous learning; and
 - Increasing the sharing of successful practices on e-government to maximise success rates, avoid common mistakes and more rapidly advance the overall government agenda.