

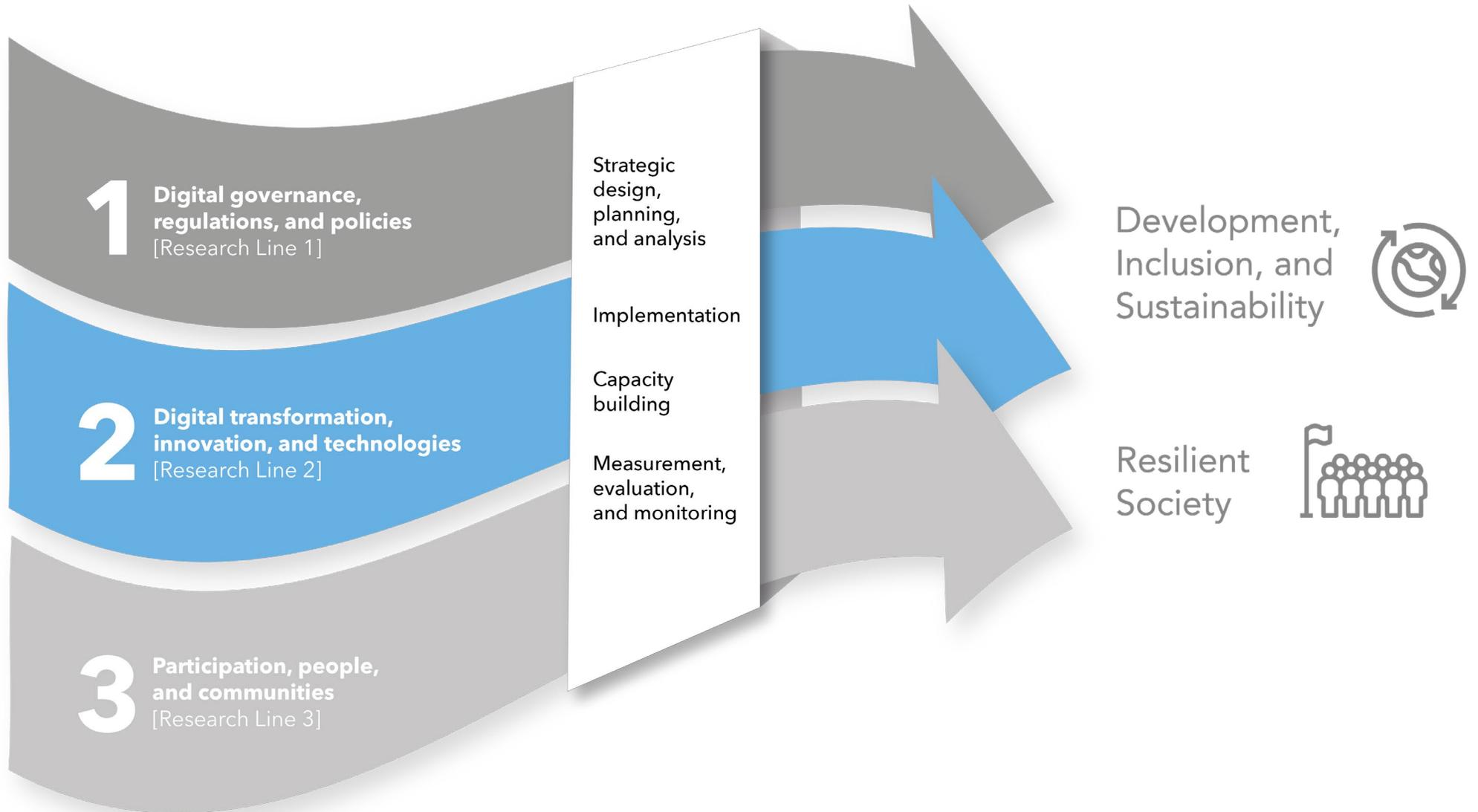
CORE RESEARCH PROGRAMME

2020-2024



UNITED NATIONS
UNIVERSITY

UNU-EGOV



ONGOING PROJECTS



RESEARCH LINE 2

Digital transformation,
innovation, and technologies

Redesigning my.gov.ge (18761)

The portal my.gov.ge is a national, one-stop service for citizens and businesses in Georgia. This project examines the design of the portal with two objectives: first, to improve the efficiency, effectiveness, user-centricity, and accessibility; second, to improve the my.gov.ge concept, design, structure, form, and function for government entities providing information and services. The project builds on past initiatives to develop a new strategic direction for the digital transformation of government in Georgia.

Introduction of Blockchain in public service delivery in Uzbekistan (17038)

This project forms part of the project Improved Public Service Delivery and Enhanced Governance in Rural Uzbekistan conducted by the Ministry of Justice of Uzbekistan and the United Nations Development Programme, funded by the European Union. The project's overall goal is to improve the quality of life of vulnerable populations in rural areas by enhancing their access to public services and the quality of their provision. It also aims to strengthen citizen participation in local decision-making, increase access to information, and ensure transparency in local governance.

Digital transformation and ICT for social security institutions (16655)

The International Social Security Association and UNU-EGOV are cooperating to improve digital transformation and the use of ICT for social security institutions. This project develops knowledge about making strategic use of technology to transform and improve governance to support social and economic development and strengthen service delivery.

Understanding the urban space for better governance: use of non-traditional data (16354)

In many cases, progress towards the Sustainable Development Goals is hindered by a lack of reliable data to inform decisions. Technologies such as social networks and IoT devices generate data, and tools such as machine learning, data mining, and statistical inference can be used to interrogate such data. This project uses publicly available, non-traditional data sets to improve available data. It includes research, capacity building, and the design of tools for policy analysis.

Blockchain technology and provision of electronic services (15490)

This study examines how public authorities can use Blockchain consistent with the General Data Protection Regulation (GDPR). The study analyses specific use cases developed by public administrations and private sector entities of the European Union member states, which process citizens' personal data. The study identifies the limits of Blockchain technology in achieving full compliance with the provisions imposed by the GDPR and makes recommendations to tackle the challenges arising from the interplay between technology and regulations.

Smart governance for sustainable cities and communities (15047)

This project supports the 2030 Sustainable Development Goals, the Paris Climate Change Agreement, and the New Urban Agenda by contributing knowledge of how ICTs can be used in the smart governance of sustainable cities and communities. Smart governance is understood to be the use of ICTs to more effectively and sustainably govern cities and communities, and the people inhabiting them. The project includes research, capacity building, and consulting elements.

Yesser research project: Ministry of Communications and Information Technology of Saudi Arabia (14263)

The Vision 2030 of Saudi Arabia seeks to transform the public sector, improve user-centricity, service delivery and production. The Yesser eGovernment Program of the Ministry of Communications and Information Technology identifies relevant research to enhance the online presence and services of government as well as measures to monitor progress. This 3-year framework programme is a partnership with the Kaizen Institute in Saudi Arabia.

Digital transformation and emerging technologies (9755)

This project explores how emerging technologies, such as Blockchain, Internet of Things (IoT), big data, data analytics, artificial intelligence (AI), and machine and cognitive learning, can transform the public sector, improving service delivery and decision-making towards sustainable development. The focus is on adoption and use-cases driven by the opportunities and potential benefits while better understanding the weaknesses and risks of new technologies when used in the public sector.

Transforming urban centres into smart cities with emerging technologies (9707)

Emerging technologies have the potential to transform urban centres into smart cities with benefits for cities and citizens. This project is developing a framework for such a transformation that illuminates the elements of transformation and the potential benefits that can be expected. The framework is expected to be useful for government decision-makers, officials and consultants involved with smart cities.



COMPLETED PROJECTS

(since 2020)

RESEARCH LINE 2

Digital transformation,
innovation, and technologies

Web accessibility for people with disabilities in Georgia (16945)

This project examined how Georgia could improve accessibility for people with disabilities and make government online content, websites, apps, and services more accessible to use for all Georgians.

UM Barometer: monitoring the 2017-2021 action plan of the University of Minho (15663)

This project provided a web portal to monitor the operationalisation of the university's action plan for 2017-2021, providing an example of how institutional transparency can be achieved.

IPIC local e-Government in Portugal: good practices for government websites (15662)

This project examined websites of municipalities in Portugal. It was the tenth edition of a series using the global ranking Index of Local Government Online Presence (IPIC).

The impact on children of the digital transformation of public services (15008)

This project developed guidance on the opportunities and challenges of e-Services for children, focusing on digital service design, access, and the service delivery ecosystem.

HSWAI - Health Sector Web Assessment Instrument (11939)

This project developed an instrument to assess the quality of websites in the Portuguese health sector, including the information and services offered, clarity, and compliance.

The use of social media by local governments (9571)

This project investigated the social media presence of Portuguese local governments to understand the uses and aims of this type of communication in order to identify good practices.