

# RESEARCH FLAGSHIPS

Sustainable  
Development

EGOV

Inclusive  
Societies

Effective  
Public Service  
Delivery

In accordance with the 2030 Sustainable Development Goals defined by the United Nations:

- We evaluate the policies and practices of electronic governance through monitoring and observation processes;
- We conceive different instruments to observe and monitor public policies;
- We analyse the impact of digital media and social media on democratic practices, electronic participation, and critical and conscious citizenship;
- We perform research on digital certification and preservation of public digital memory;
- We develop tools for normative text modelling and to evaluate the quality of laws;
- We focus on bureaucratic and administrative burden reduction, which affects citizens, businesses and public administration;
- We explore the relationship between Smart Cities and the 2030 Urban Agenda for sustainable, innovative, environmental, and inclusive cities.
- We promote executive training.



## WHO WE ARE WITHIN THE UN

UNU-EGOV, part of the United Nations University (UNU), is a think tank dedicated to electronic governance; a core centre of research, advisory services and training; a bridge between research and public policies; an innovation enhancer; a solid partner within the UN system and its Member States with a particular focus on sustainable development, social inclusion and active citizenship.

UNU-EGOV strives to cement its role as an international reference of excellence in this area, bringing together multidisciplinary and multicultural teams around complex problems and emerging challenges.

The UNU is headquartered in Tokyo and is composed of several Institutes and Programmes located in more than 12 countries. It was established in 1972 to contribute, through collaborative research and education, dissemination, and advisory services, to efforts to resolve the pressing global problems of human survival, development and welfare that are the concern of the United Nations, its Peoples and Member States. It is a common goal of both UNU-EGOV and the Portuguese Republic to make this Operating Unit the next Institute of UNU.

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UNITED NATIONS  
UNIVERSITY

**UNU-EGOV**

Operating Unit on Policy-Driven  
Electronic Governance



*We sustain public services innovation. We contribute to informed decision-making processes aimed at encouraging and promoting transparent, responsible and accountable institutions. We conceive electronic governance and digital technologies as tools to enhance social inclusion and active citizenship.*



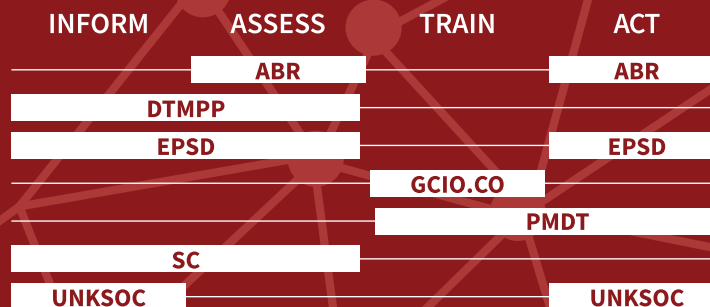
## MISSION

The mission of UNU-EGOV is to support the United Nations (UN), as well as its Member States, in transforming the mechanisms of electronic governance (EGOV) and building effective governance capabilities through the strategic application of digital technologies. As such, UNU-EGOV contributes to inclusive social and economic development, environmental sustainability, and peace and security.

To fulfil its mission, UNU-EGOV:

- carries out policy-relevant research;
- translates research findings into relevant policy-making instruments;
- builds capacities and competencies to apply such instruments within and across the UN, government and intergovernmental organizations;
- builds and maintains networks of researchers and public policies makers;
- monitors, evaluates and disseminates the latest developments in EGOV.

## PROJECTS



**ABR = Electronic Governance for Administrative Burden Reduction:** defines policies and tools to reduce the costs imposed by government regulations.

**DTMPP = Digital Technologies, Digital Media and Political Parties:** outlines how digital technologies and media are redefining the way political parties fulfil their role as collective platforms for the political participation of citizens.

**EPSD = Electronic Governance for Context-Specific Public Service Delivery:** proposes a framework and a toolkit to deliver efficient and inclusive public services.

**GCIO.CO = Education System for Government Technology Leadership in Colombia:** designs education programmes and career paths to build and maintain the competencies of Government Chief Information Officer (GCIO).

**PMDT = Policy Monitoring on Digital Technology for Inclusive Education in Uganda:** assesses tools to monitor and evaluate policies related to digital accessibility.

**SC = Smart Sustainable Cities:** examines and provides policy recommendations on how Smart Cities can advance sustainable development.

**UNKSOC = UN Knowledge Societies:** handbook and digital platform ([www.unksoc.org](http://www.unksoc.org)) of policy resources, tools, case studies and online trainings to support the development and implementation of Knowledge Societies policies and strategies.

# ICEGOV



The International Conference on Theory and Practice of Electronic Governance promotes the interaction and cooperation between universities, research centres, governments, industries and non-governmental organizations needed to develop the EGOV community. It is supported by a rich program of keynote lectures, plenary sessions, workshops, tutorials, and presentation of papers within thematic sessions. Each annual edition of the conference takes place in a different country and with 790 papers published, ICEGOV is the most relevant conference in the area. It has brought together research and policy as no other, particularly in the developing countries.