LOSI Network

Local Online Service Index

LOSI NETWORK PURPOSE

One effective way to improve e-government is to regularly assess government portals. As more people live in cities and access the Internet from urban areas, it follows that local government portals must be able to accommodate larger numbers of users. A well-functioning portal can make a city more livable and local government more responsive, which can in turn make residents happier. UN DESA and UNU-EGOV have designed, maintain and apply Local Online Service Index (LOSI) methodology to assess local government portals.

Due to limited resources, UN DESA and UNU-EGOV are able to apply the LOSI methodology to the most populous cities in 193 UN Member States. The selection of the most populous city is taken in order to reach as many residents as possible. However, it is noted that there is a strong interest to apply LOSI methodology to more cities in a single country. To achieve this need, UN DESA and UNU-EGOV **invite interested institutions**, which have self-sustained resources and capacities to support the process, to partner and apply LOSI methodology within a single country, signing a Memorandum of Understanding (MOU). It is our expectation that more cities will utilize the LOSI methodology, be part of the LOSI network, and help other cities that may go through similar challenges.

LOSI NETWORK PARTNERSHIP

UN DESA and UNU-EGOV stand ready to support the entire process, from the establishment of the partnership, to support LOSI methodology application in the country, to co-organization of events and monitoring of impact. Where suitable, UN DESA and UNU-EGOV will publish the results of a national assessment. They also establish a global online platform to assist the assessment process and share national results in order to facilitate exchange of practices, advocacy activities and methodology debates.

To express your interest, please contact UN DESA, UNU-EGOV: **dpidg@un.org**

For more information and to download the MOU, please visit:
https://bit.ly/UN_LOSI

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By assessing a given country's municipalities' portals against the LOSI indicators, the assessment process aims to:

- Present a comprehensive and substantive **understanding** of the country's local e-Government status

- Support government officials and researchers to develop policy **recommendations** and practical **initiatives** that will enable the country to improve the local e-Government status

- **Improve** LOSI Methodology based on partners' feedback

- Enhance the local e-Government assessment **research**

- Collect and make available a significant amount of open e-Government assessment **data**.

- Establish and expand the local e-Government assessment **network**

LOSI CRITERIA

The LOSI comprises 86 indicators relating to five criteria: Institutional Framework (8), Content Provision (25), Services Provision (18), Participation and Engagement (17), and Technology (18).

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

- **Content Provision** identifies the extent to which essential public information and resources are available online.

- **Services Provision**, focuses on the availability and delivery of targeted government services

- **Participation and Engagement** assesses the availability of mechanisms and initiatives for interaction and opportunities for public participation in local governance structures.

- **Technology** focuses on technical features of the portals to specify how the site and content are made available for users; relevant indicators relate to factors such as accessibility, functionality, reliability, ease of navigation, visual appeal, and alignment with technology standards.

For more details about the LOSI, please review Chapter 3 of the United Nations E-Government Survey 2022 and Chapter 4 of the United Nations E-Government Survey 2020. You can find the reports under Reports menu.