



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2018

Please provide the most recent information on your country, as this information will be used in preparation of the United Nations E-Government Survey 2018. Please feel free to skip question for which you feel you do not have the relevant information.

Strategy/Implementation Plan/Policy (where available, please specify URLs or attach relevant documents)

- Is there a national development strategy or equivalent incorporating the Sustainable Development Goals (SDGs)?

- Is there a national e-Government Strategy or Digital Government Strategy or equivalent?

- If yes:

- Is there an implementation plan for the Strategy?
- Is the e-Government Strategy aligned with the national development strategy and with the Sustainable Development Goals (SDGs)?

- Is there an ICT for development strategy?

- Is there a national policy on e-participation and/or inclusion in Digital Government?

- Is there a Cybersecurity strategy?

Does the e-Government or other strategy provide other specific measures to ensure e-Government is used by the most vulnerable segments of the population?

Legal Framework (where available, please specify URLs or attach relevant documents)

- Has specific legislation been adopted in relation to the SDGs?

- Is there any e-Government related legislation?

- Is there a law on access to information such as Freedom of Information Act?

- Is there a personal data protection law such as Data Protection Act?

- Are there government-wide guidelines or ethical frameworks related to collection, retention or management of public data?

- Is there a digital security law such as Cybersecurity Act?

- Is there any legislation on open government and/or open government data?

- Is there legislation governing the reuse of government software and systems?

- Is there legislation in place to promote (or enforce) interoperability?

Portals (National level) (where available, please specify URLs or attach relevant documents)

- Is there an official e-Government portal? Please name all portals if there is more than one national portal.

- Is there an official open data portal?

- Please provide the URLs for the ministries of education, health, social protection, labor (employment, taxation, and decent work), environmental protection, energy, finance or any institutions performing the equivalent functions of these ministries. Please also provide relevant URLs including one-stop portals for these sectors.

Usage of online services and user satisfaction (where available, please specify URLs or attach relevant documents)

- Do you conduct surveys to measure satisfaction of e-Government services? If yes, do you publish the results online and share them with the public institutions concerned? Please provide details and any outcome if possible.

- Do you collect usage statistics of e-Government services? If yes, is there disaggregation by age, gender, vulnerable groups, and other dimensions? Do you publish such usage statistics? Please provide details and any outcome if possible.

- Do you have information on the share of public services or other operations conducted online compared to in person operations? If yes, please provide details.

- Does your government have a preferred modality for people to access services or interact with public administration?

Mobile Government (where available, please specify URLs or attach relevant documents)

- What are the public services available through mobile devices such as smartphones and tablets?

- Are there dedicated mobile apps (through platforms like Android, iOS, etc.) to deliver online services? Please provide details.

- Do you provide any mobile service through short message service (SMS) or equivalent? Please provide details.

- Do you track usage and user satisfaction of mobile services? If yes, please provide details.

E-government at the local level (where available, please specify URLs or attach relevant documents)

- What is the percentage of local governments and/or municipalities with a web presence?

- What is the percentage of local governments and/or municipalities with an e-Government/Digital Government Strategy or equivalent?

- Do you know the approximate share of online public services delivered at local level? Please indicate the key sectors concerned.

Indicators (within government organizations) (where available, please specify URLs or attach relevant documents)

- What is the proportion of persons employed in central government organizations routinely using computers?

- What is the proportion of persons employed in central government organizations routinely using the Internet?

- What is the proportion of central government organizations with Internet access, by type of access? (Such as broadband, dial-up, cable)

- What is the proportion of central government organizations with a local area network?

- What is the proportion of central government organizations with a web presence?

- What is the proportion of central government organizations with a social media presence?

- What is the proportion of central government organizations releasing data in open formats (either at the national open data portal or in their own open data portal)?

- What percentage of your GDP is allocated for e-government at the national level?

- What percentage of your GDP is allocated for R&D (Research and Development) purposes?

Institutional Framework (National level) (where available, please specify URLs or attach relevant documents)

- Please provide the name of the government authority (department or ministry) in charge of e-Government/Digital Government. What is its positioning within the government?

- Does your country have a Chief Information Officer (CIO), or a similar senior official with a leadership role, to manage national cross-agency e-Government programs/projects?

- Is your government offering or planning to offer support to other countries in the area of e-Government? Please provide details and contact point if possible.

Others (where available, please specify URLs or attach relevant documents)

- Is ICT training provided to civil servants to promote digital literacy and improve service delivery?

- Do you systematically collect large amount of digital data (social media data, IoT sensors, etc.) for public policy design or implementation? If so, do you utilize big data analytics technology in policy-making cycle?

- Do you utilize artificial intelligence, Internet of Things (IoT), block chain, robotics, or other new and emerging technologies in delivering and managing online services? Please provide details.

- Do you have a digital ID system? Please provide details Does it target a specific segment of the population?

- In which area does your government plan to expand e-Government?

Please select whichever applies:

- I did not have the full information to respond to this questionnaire
- This questionnaire did not apply to my country but I did my best to respond to most questions.
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Please provide **additional information and/or data or docs** that in your view are relevant for this questionnaire.

Contact details

- Name:
- Job title:
- Email:
- Department/Organization:
- Country:
- Date Submitted: