



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact dpidg@un.org.

Berlin

Germany

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

- service.berlin.de

2. Please provide **URLs** for **portals** providing specific services/features

- E-services²: service.berlin.de
- E-participation³: mein.berlin.de
- Open government data⁴: daten.berlin.de
- Public procurement: berlin.de/vergabepattform/
- Other major portals at the city/municipality level: berlin.de

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies? **Yes**.

Name: [Martina Klement](#)

¹**E-government or digital government** will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

² A specific portal where you can see the list of all online services available to the public.

³ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴ **Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵ **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

- <https://www.berlin.de/rbmskzl/regierender-buergermeister/wir-ueber-uns/chief-digital-officer/lebenslauf.1320911.php>

Title: State Secretary for Digitization and Administrative Modernization, Chief Digital Officer (CDO)

Organization: The Governing Mayor of Berlin – Senate Chancellery

E-mail:

Phone:

If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

The CDO of the state of Berlin is linked to the national CIO via the IT-Planungsrat (IT-Planning Council). The IT-Planungsrat is a committee that connects all 16 German states and the federal government. As the central political body, the IT Planning Council coordinates and supports cooperation between the federal and state governments on questions of information technology and the digitization of administrative services. It ensures closely coordinated action by the federal and state governments, e.g. B. through common goals and fields of action, promotes uniform IT standards and controls the implementation of digitization projects.

The IT planning council can make legally binding resolutions with the consent of the federal government and a majority of 11 states, which map at least two thirds of their financing shares according to the Königstein key. This applies in particular to IT interoperability and IT security standards. As a rule, however, the decisions of the IT planning council are unanimous. If a resolution provides for this, it can only apply in the regional authorities whose members in the IT planning council have approved the resolution. In addition, the IT planning council can make recommendations for public administration with a simple majority. The resolutions of the IT planning council are published in the electronic Federal Gazette.

II. Legal Framework

1. Is there any **legislation/regulations on digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

The development and management of digital government services in the state of Berlin is currently foremost defined by two legal frameworks on the local and national level: (1) E-Government Gesetz Berlin (Berlin E-Government Act) and (2) Online-Zugangsgesetz (Online-Services-Access Act). (1) The Berlin E-Government Act regulates the digitization of the Berlin administration. Its purpose is to ensure that new information and communication technologies are introduced and applied by all administrative levels and areas of Berlin government administration. The act aims to ensure transparency, cost-effectiveness, security, citizen-friendliness, business-friendliness and user-friendliness, including barrier-free accessibility and usability of administrative processes. (2) The Online-Services-Access Act obliges the federal and state governments to also offer their administrative services electronically via e-government portals. The act aims to ensure full online access to 575 government services, and that citizens, businesses and public services benefit from more efficient and less error prone digital processes. The act establishes an interconnectedness of e-government portals with the goals that the finding of required forms and contact persons across authority boundaries can be easily achieved by citizens and business by using search functions and navigations based on a standardized information architecture.

The Senate Chancellery of the Governing Mayor of Berlin has central responsibility for the implementation of the E-Government Act. The Senate Chancellery of the Governing Mayor of Berlin includes two departments, dedicated exclusively to the purpose of advancing and managing digital government in Berlin. Whereas one department (Abteilung IV) focusses on the development and monitoring of digital strategies and initiatives, the other department (Abteilung V) is tasked with the development of new digital services and the management of the existing portfolio of digital services. All initiatives for the advancement of digital government services, deriving from related legislation are reflected on the state level through respective organizational units in the two departments. Both departments are under the oversight of the Chief Digital Officer (CDO) in the rank of a State Secretary. With this approach, the state government aims to ensure not only the singular implementation of these measures, but also strategic coherent an aligned perspective across all initiatives.

Links:

- <https://www.berlin.de/moderne-verwaltung/e-government/e-government-gesetz/artikel.965432.php>
- <https://www.berlin.de/moderne-verwaltung/e-government/ozg/digitale-verwaltung/artikel.1182631.php>

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link

and/or further details.

The state of Berlin is developing digital services guided by two strategic frameworks: (1) Berliner E-Government-Strategie (Berlin E-Government Strategy) and (2) Gemeinsam Digital Berlin-Strategy. The E-Government-Strategy aims to further develop the e-government capacities of the the Berlin state government. It defines goals for the successful provision of e-Government and specifies projects and measures to be implemented to achieve those goals. At the center of the strategy lies the approach to develop a portfolio of highly performant ICT-basic services (IKT-Basisdienste) which are than to be used as the building blocks for innovative digital services. The e-government strategy also adresses issues such as skill development regarding to digital technology. The e-government strategy also establishes the multichannel approach of the Berlin state government, meaning that government will continue to develop and provide multiple different ways of access (online, phone, local and postal) to government services, thereby being nondiscriminatory to citizen channel preferences. While the e-government strategy focusses on the digital capacities, the Gemeinsam Digital Berlin-Strategy scatches across all sectors of city life, thereby drawing an overall vision and a target system for a smart city, while at the same time techniques, procedures and ressources for building innovative projects and thereby advancing the digitization of Berlin city.

Links:

- <https://www.berlin.de/moderne-verwaltung/e-government/strategie/artikel.965428.php>
- <https://gemeinsamdigital.berlin.de/de/strategie/>
- https://gemeinsamdigital.berlin.de/documents/36/Strategie_Gemeinsam_Digital_Berlin_.pdf
- <https://gemeinsamdigital.berlin.de/de/>

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.
- has an implementation plan.
 - is aligned with the national development strategy.
 - is aligned with the sustainable development goals (SDGs).
 - is aligned with national digital development strategy.
 - indicates the existence of shared solutions/platforms provided at the national/regional level.
 - makes specific reference to SDG 11 (New)
 - makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)
 - makes specific reference to e-Participation and/or digital inclusion/engagement.
 - makes specific reference to co-creation mechanisms for citizens.
 - makes specific reference to social media.
 - makes specific reference to a local digital ID.
 - makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
 - provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.
 - provides other specific measures for ICT training and digital literacy by government officials.
 - makes specific reference to cyber security.
 - makes specific reference to mobile government.
3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

Through the Berlin E-Government Act a central IT-budget has been established. This budget lies in the responsibility of the Government Mayor of Berlin – Senate Chancellery. This budget is dedicated to the central development and management of digital service components, designed to be used by all government institutions of the Berlin state government and its municipality sections. Additional IT-budgets for the development and implementation of IT-applications for singular distinct purposes exist in the specific budgets of the responsible departments.

The percentage of budgets spend on ICT compared to the total state budget is 1.67 %.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

The entire state budget plan of Berlin is published online and can be accessed via various official websites of the Berlin state government, such as the website of the Governing Major of Berlin – Senate Chancellery. To provide easy understandable access to the complex information of the budget, the Berlin state government offers an interactive online service, that allows the users to navigate the budget plan via graphic visualization. The budget plan

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

can also be accessed as a machine-readable open data set on the Berlin open data portal. To provide further Transparency regarding public spending, the state government of Berlin offers an online service, that allows users to search a distinct data base, providing information on all organizations that receive government funding.

Links:

- <https://haushaltsdaten.odis-berlin.de/>
- <https://haushaltsdaten.odis-berlin.de/faq>
- <https://daten.berlin.de/datensaetze/doppelhaushalt-20222023>
- https://www.berlin.de/buergeraktiv/informieren/transparenz/transparenzdatenbank/index.cfm?dateiname=organisation_suche_transparenz.cfm&anwender_id=5

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

As part of the digital strategy GD:B-Strategy the project “Digital X Energy” has been initiated with the goal to identify innovative energy-saving solutions by connecting Berlin's urban society with startups.

The potential of this project rests in the large number of innovative start-ups in Berlin that are working

directly on new solutions for the energy transition and our everyday lives. The measure shows how the

Gemeinsam Digital: Berlin-strategy is supporting Berliners on their way to energy independence. The

measure is carried out by the Urban Impact Agency on behalf of the Berlin Senate Chancellery. The

project also provides a digital start-up-map.

Links:

- <https://gemeinsamdigital.berlin.de/de/digital-x-energy/>
- <https://startup-map.berlin/lists/34708>

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain

further and provide links.

The Berlin state government and the Berlin public transport provider (BVG) have initiated two projects, aimed at providing public transportation in at the outskirt urban areas of Berlin city while at the same time providing special assistance to elderly and disabled people while using public transportation. The project “Muva” will implement a service where citizens have the possibility to use a digital service (via mobile app or phone call) in order to register individual transportation demands. The collected demands will than be analyzed and busses will drive special routes with regards to the current demand situation. The new service ABB (Alternative barrier-free transport) is being tested initially on the subway line U8 between Wittenau and Hermannstraße and the subway line U5 between Frankfurter Allee and Tierpark as well as at the Marienfelde S-train station. The ABB offer can be requested by the passengers who need personal assistance with boarding or disembarking trains and busses at these stations. The affected passengers can require the ABB service via several channels - a corresponding information and booking app for smartphones, via the websites of the BVG, the Verkehrsverbund Berlin-Brandenburg (VBB) and the S-Bahn, or via a telephone booking center (call center).

Links:

- <https://www.berlin.de/sen/uvk/mobilitaet-und-verkehr/verkehrsplanung/oeffentlicher-personennahverkehr/rufbusse/alternative-barrierefreie-befoerderung/>
- <https://www.berlin.de/sen/uvk/mobilitaet-und-verkehr/verkehrsplanung/oeffentlicher-personennahverkehr/rufbusse/>

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

The Berlin state government has implemented a portal that provides information concerning topics such as entitlement to housing benefits, tenant protection and support payments with regards to high energy costs. The portal also offers online services such as the “housing benefit calculator” and a search function for the Mietspiegel (Rent-Monitor). By submitting data (e.g. address) citizens can easily find out, if their ar applicable for support payments and what rent levels are legally admissible at their address.

Links:

- <https://www.berlin.de/sen/sbw/service/mieterschutz/>
- <https://ssl.stadtentwicklung.berlin.de/wohnen/wohngeld/diwoformular.shtml>
- <https://www.stadtentwicklung.berlin.de/wohnen/mietspiegel/>

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

Securing, distributing and further developing settlement and open spaces is a demanding task that can only be mastered across disciplines and departments and in an interdisciplinary manner. In order for urban greenery to be able to fulfill its important and diverse functions, maintenance and care as well as the qualification and further expansion of a high-quality green infrastructure must be planned in an integrated manner and implemented within the framework of the available budget.

To ensure that urban development is also green development, the Berlin Senate has drawn up the charter for Berlin's urban green spaces ("Charter für das Berliner Stadtgrün"). It formulates the goals, tasks and measures that are necessary to protect, strengthen and further develop urban green spaces in a growing Berlin. As part of the charta, a distinct website has been implemented. The website provides online-services regarding access to green public spaces, such as an online-participation regarding the evaluation of park management and QR-Code guided park tour.

Links:

- <https://www.berlin.de/meingruenes-berlin/zusammen-sind-wir-park/>
- <https://www.berlin.de/sen/uvk/natur-und-gruen/charta-stadtgruen/>

9. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links.

The state of Berlin has partnerships with 17 cities around the world, most of which were concluded immediately before and after the reunification of Germany in 1990: Beijing, Brussels, Budapest, Buenos Aires, Istanbul, Jakarta, London, Los Angeles, Madrid, Mexico City, Moscow, Paris, Prague, Tashkent, Tokyo, Warsaw and Windhoek. In addition to these formalized city partnerships, there are also project-related collaborations with many other cities.

Berlin's international city partnerships serve as the institutional backbone of the internationalization of Berlin's economy and science in the sense of "global cities". Cultural offerings and cultural exchange with partner cities are also actively promoted. In addition to

the official cooperation, which also includes mutual visits at the political level, it is particularly important to Berlin to shape the city partnerships in such a way that the citizens of Berlin also benefit from it. Hence contacts between citizens and representatives of the people, between political and social groups and between urban and non-urban organizations are particularly supported. Seminars are held for the training and further education of specialists and executives, as well as cultural, scientific and sporting events, youth exchanges and study visits are also made possible.

Links:

- <https://www.berlin.de/rbmskzl/politik/internationales/staedtepartnerschaften/>

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?
Please explain and provide links

Basic information to nearly every public service can be accessed online via the e-government portal. The percentage of public services offered as full scale online-services is 28 %.

Links:

- <https://service.berlin.de/dienstleistungen/en/>
- <https://service.berlin.de/online-erledigen/>

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

According to the Berlin E-Government Act and the Berlin E-Government Strategy, the state government follows a multichannel strategy for public services, meaning that government services are provided on an equal quality level on all channels. In coherence with this strategy, all digital services, which can be accessed via the central e-government portal (service.berlin.de) can also be accessed via the mobile service app of the Berlin state government.

Links:

- <https://service.berlin.de/app/>

3. Do you collect usage statistics of e-Government services?

Yes No

4. If yes, do you publish the results online and share those with the public institutions concerned?

In order to constantly improve public services, the state of Berlin carefully monitors the development and usage of its digital services. It is being monitored, for example, which information and which services users of the central Berlin e-government-portal are searching for and which content they are accessing. Another example is the monitoring of the number of inbound traffic from citizens, for example via online application services and an digital transaction and communication services provided by the Berlin state government.

On the basis of its monitoring measures the Berlin state government is regularly reporting to the state legislature (Berliner Abgeordnetenhaus) on the development of its digital services. Examples for such regular reports is the bi-yearly “Report on the improvement of the access to citizen services” and the “Report on the state of implementation of the Berliner E-Government Act”. These reports are made public via the government portals and are available via the online database of the state legislature and (s. examples below).

Links:

- <https://www.parlament-berlin.de/adosservice/18/Haupt/vorgang/h18-2954.C-v.pdf>
- <https://www.berlin.de/rbmskzl/aktuelles/pressemitteilungen/2021/pressemitteilung.112305.php>

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes No

Several measures are in place, to measure the satisfaction of citizens with digital public services. For once, the state government is closely monitoring, how its digital services are being used and is conducting detailed conclusions on how to improve the services to better fit citizen needs. Such analysis, for example, includes data on how and how often citizens are successfully using digital government processes. This analyses also includes the questions, citizens are asking, for example on government hotlines (such as the central citizen telephone hotline 115) and via the city chatbot. Furthermore, the participation portal of the Berlin state government, offers citizens the opportunity to participate in the development and enhancement of (digital) public services, by providing feedback and requirements.

Links:

- <https://mein.berlin.de/>

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

The state government of Berlin regularly shares information in a standardized format on the usage of distinct digital services with the federal government and other German states as part of the federal IT-cooperation between the German states and the national level. One example for this shared and integrated data approach are the annual performance and usage reports on the central 115 telephone communication channel, which is provided by the federal government in cooperation with 14 German states and a large number of municipal governments. The reports encompass a large number of key performance indicators, measuring the quality of the interaction and information provision between the public administration on the one hand and citizens and business on the other hand.

3. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

The Governing Mayor of Berlin – State Chancellery and many other departments and institutions of the Berlin state government are using social media channels to communicate and interact with citizens. Furthermore, specific initiatives have launched social media channels to regarding collaborative approaches such as social media walls which are integrated into government websites allow for the sharing of content such as text posts and pictures (s. examples below).

Links:

- <https://twitter.com/RegBerlin>
- <https://www.youtube.com/regberlin>
- https://de.linkedin.com/company/regberlin?original_referer=https%3A%2F%2Fwww.ecosia.org%2F

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

- <https://www.berlin.de/meingruenes-berlin/zusammen-sind-wir-park/>

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

Due to the specific criteria of the recent crisis, the berlin state government has implemented a solid response, ased on its multichannel e-government approach. For example, to counter the locally arising challenges of global crisis, distinctive online-portals with specialized content and digital services have been implemented. Theses portals have been designed to reuse common information architectures an accompanying communication channels such as chatbots and multilanguage telephone hotlines.

Links:

- <https://www.berlin.de/corona/>
- <https://www.berlin.de/ukraine/>

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

These topics are addressed by the digital strategy frameworks, especially by the more recent Gemeinsam Digital Berlin-Strategy (please see above – section III. 1.)

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?
Yes No

The Berlin state government has developed and implemented a state wide web based dashboard software called "D:ASH", which is intended to support the Berlin administration with internal data processing, data maintenance, surveys and data-based monitoring. D:ASH has been developed by the Berlin Senate Chancellery and the Berlin-Brandenburg Statistics Office. As a standardized dashboard application D:ASH has the ability to bundle collected data sets and to prepare complex data in an understandable way and thus makes it usable for politics and administration as important input for political and administrative planning and decision making.

Links:

- <https://www.berlin.de/rbmskzl/politik/verwaltungssteuerung/aktuelles/artikel.1256338.php>
- <https://dashboard.berlin/#/signin>
- <https://citylab-berlin.org/de/blog/dash-neues-monitoring-dashboard-fuer-die-berliner-verwaltung/>

IX. Contact and Additional Information

- Name: **Frank Brockmann**
- Title: **Group Lead**
- Email: **frank.brockmann@seninnds.berlin.de**
- Organization: **The Governing Mayor of Berlin – Senate Chancellery**
- Submission Date: **June 1st 2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022.
We appreciate your participation.