



## 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](mailto:dpidg@un.org).

Monaco

Monaco

### I. Institutional Framework

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

#### **Government Portal**

Link to the portal: <https://en.gouv.mc/Portail-du-Gouvernement>

#### **Monaco City Hall**

Link to the portal: <https://www.mairie.mc/en>

#### **Public Services Portals**

- For citizens (**NEW since 2023**): <https://monservicepublic.gouv.mc/en/>

- For professionals (**NEW since 2023**): <https://monentreprise.gouv.mc/en/>

*These two portals have been completely redesigned in 2023 to meet today's needs and provide a better user experience. The Government worked with a team of experts in ergonomics and interface creation to create a new design with a "mobile first" and optimized navigation/user journey, knowing that most visits are made from a smartphone.*

*This approach is progressively extended for the entire environment of public portals.*

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<sup>1</sup>**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. Please provide **URLs** for **portals** providing specific services/features
  - a. E-services<sup>2</sup>:

*Several systems have been designed to offer an optimal administrative experience to citizens and residents and are currently being deployed in the Principality.*

- *The **Digital Identity** has been launched in late June 2021. This ID card allows all citizens and professionals to identify themselves to the different public services of the Principality. In April 2023, more than 1/2 residents are equipped with it. The objective is to have 100% of the population equipped by 2024.*  
**Please refer to Question III/ 2. for further information about digital ID.**  
*Link to the portal: <https://monservicpublic.gouv.mc/en/themes/nationality-and-residency/identite-numerique/digital-identity-in-monaco>*
- *The **M-Connect** solution (Single Sign-On) is part of the Digital Identity and enable a fast, fluid and secure authentication service based on the "Say it Once" principle.*  
*Link to the portal: <https://mconnect.gouv.mc/en>*
- *Although it was originally dedicated to the sole use of transport, the **Monapass** application has become Monaco's digital ticketing system.*  
*Launched in May 2021, Monapass allows users to use all local transport services and access a range of cultural services with their smartphone.*  
*In 18 months, this application has become increasingly popular, with almost 30,000 downloads and 2,400 users per day.*  
*In 2021, it won the Digital Mobility Award at the 30th City Rail & Transport Awards.*  
*Link to the website: <https://monapass.mc/en>*  
*Press release (in French): <https://extendedmonaco.com/project/monapass-application-billettique-principaute/>*
- *The Health Portal **Monaco Santé**, available in three languages (French, English, Italian), is designed to make it easier for Monegasques, residents and visitors to take better care of themselves (online appointment booking, directory of all health professionals in town, archiving of personal health information, etc.)*  
*In 2022, the platform has integrated new functionalities: teleconsultation and secure messaging.*  
*In 2023, secure messaging will be open to exchanges between doctors and their patients. Healthcare professionals will be able to send each other documents related to the patient's health (prescription, diagnosis, check-up, X-ray, etc.) in complete confidentiality and in an encrypted manner. Patients will be able to retrieve these documents with a secure link.*  
*Link to the Portal: <https://www.monacosante.mc/en>*

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

- **NEW** - The **Housing Portal “MonEspaceDomaines”** allows users to manage current affairs, related to housing and apartment exchange, thanks to several dematerialized procedures (paying rent, reporting a change of situation, requesting for an intervention, etc.).  
A service of “apartment exchange” is also offered on the platform. Occupants and tenants have the possibility to consult photos and plans of the apartments offered for exchange, benefit from a virtual tour, etc.  
In April 2023, 90% of housing-related procedures are carried out online.  
Link to the portal (in French): <https://domaines.gouv.mc/>
  
- **NEW** - The **One-stop Counter “MonGuichet.mc”** enables citizens and companies to have access to fully digitalized administrative procedures from a single website.  
**More than 120 of the 140 most common procedures in everyday life have been dematerialized in the last three years in Monaco.**  
E-services user adoption rate: **90%**.  
E-services user satisfaction rate: **86%**.  
Link to the portal: <https://monguichet.mc/>

b. E-participation<sup>3</sup>:

Several e-participation initiatives have been launched recently:

1. Interactive e-participation

- **Online surveys** accessible on the Extended Monaco website:  
Link to the survey (in French): [https://contacts.gouv.mc/rejoignez-la-communaute-extended-monaco?mtm\\_campaign=Recrut-UX&mtm\\_source=INSTA&mtm\\_medium=RS&mtm](https://contacts.gouv.mc/rejoignez-la-communaute-extended-monaco?mtm_campaign=Recrut-UX&mtm_source=INSTA&mtm_medium=RS&mtm)
  
- The Monegasque “**Maison du numérique**” (Digital House) will contribute to e-participation (on-site surveys, Q&A sessions, etc.)

2. E-participation through government applications

- **The Urban Report app**, launched in 2020.  
Link to the app: [https://play.google.com/store/apps/details?id=mc.gouv.mur&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=mc.gouv.mur&hl=en_US&gl=US)
  
- **YourMonaco**: users can give their opinion directly in the application through the “Speak out” category.  
Link to the website: <https://yourmonaco.mc/en>  
**This new app has been launched in 2022.**

**Please refer to Question III/ 2. for further information about e-participation.**

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

- c. Open government data<sup>4</sup>:

**The Monegasque data ecosystem is composed of two main solutions.**

1. Monaco Open Data Platform

- The Government Open Data Platform has been developed internally between 2022 and 2023.
- The portal is now finished and has been homologated in 2Q 2023.
- The platform will be accessible to the public in 4Q 2023.
- **Monaco Open Data has already been recognized as a high-end solution as Monaco has been invited to present its platform in June as part of the 2023 FIWARE Global Summit in Vienna, Austria. Link to the FIWARE website: <https://www.fiware.org/global-summit/>.**

2. IMSEE Monaco Statistics

- The Monegasque Institute of Statistics and Economic Studies (IMSEE) gives access to a wide panel of statistics on the Principality.

*This website provides a wide range of public data such as:*

- o Economic and financial data
- o Population and employment data
- o Covid-19 data

*Link to the website: <https://www.monacostatistics.mc/>*

*Furthermore, the Monegasque Digital Security Agency (AMSN) and the Commission for the Control of Personal Data (CCIN) are two bodies currently responsible for ensuring national data governance in the Principality.*

*Among other things, the AMSN aims to prevent, detect, and deal with cyber-attacks that may occur on the territory and to evaluate and certify the security of digital products, particularly about their ability to secure personal data.*

*The CCIN's mission is to ensure that the fundamental rights and freedoms of individuals are respected in the use of their personal information. It ensures that the use of personal information does not infringe their privacy or their rights.*

*CCIN Link: <https://www.ccin.mc/en/>*

*AMSN's website (in French): <https://amsn.gouv.mc>*

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<sup>4</sup> **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).

d. Public procurement:

N/A

e. Other major portals at the city/municipality level:

**LegiMonaco** the interface designed to simplify the access to the Monegasque law for citizens and professionals.

Link to the portal: <https://legimonaco.mc/>

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

**Name:** \_\_\_\_\_ Frédéric Genta \_\_\_\_\_

**Title:** \_\_\_\_\_ Delegate for Attractiveness and Digital, Member of the Government of Monaco

**Organization:** \_\_\_\_\_ DITN (Délégation Interministérielle en charge de la Transition Numérique / Interministerial Delegation in charge of Digital Transition)

**E-mail :** \_\_\_\_\_ fgenta@gouv.mc \_\_\_\_\_

**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)

*Not applicable to Monaco*

## 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 legal framework for e-government consists of several founding laws such as:*

- **The Digital Principality Act**, which sets accessibility standards that every digital service must comply with.

Link to the legal text: <https://legimonaco.mc/tnc/loi/2019/12-17-1.482/>

- **The Digital Identity Law**, which defines the framework in which digital identity can be deployed.

Link to the legal text: <https://legimonaco.mc/tnc/loi/2019/12-17-1.483/>

- **The Sovereign Order n° 8.696 of June 17, 2021 on the Monegasque identity card:**

Link to the legal text: <https://legimonaco.mc/tnc/ordonnance/2021/06-17-8.696/>

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

**For further information about the e-government legal framework, please refer to the Legal Framework section of the MSQ.**

### 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 Extended Monaco program is the Monegasque model for a digital world. This program's ambition is to make Monaco a leader in the digital world by making digital technologies the foundation of all public policies in order to sustainably irrigate all the components of the society.*

*The program also aims to serve sustainable and intelligent development by learning from the consequences of the crisis at all levels: education, economy, energy transition, health, and business.*

*Since 2019, Extended Monaco has been implementing initiatives to improve the living environment of Monegasques, covering 6 main areas: Smart City, Education, Health, Economy, e-Government, and Infrastructures.*

*Link to Extended Monaco's website: <https://extendedmonaco.com/en/>*

*The entire digital development strategy in the Principality is centralized and managed by a single body, the **Interministerial Delegation in charge of Digital Transition (DITN)**, which works at a national level in collaboration with all institutions in Monaco and Departments/Directions of the Government, coordinates all digital projects across the country.*

*The DITN is managed by **Pascal ROUISON** who oversees operations.*

*He relies on **3 Directions\***:*

- **Jean-Charles HARLÉ** for the "Information Technologies Department"

*Link to the Department: <https://en.gouv.mc/Government-Institutions/The-Government/The-Ministry-of-State/Interministerial-Delegation-for-Digital-Transition/Information-Technologies-Department>*

- **Christophe PIERRE** for the "Digital Platforms and Resources Department"

*Link to the Department: <https://en.gouv.mc/Government-Institutions/The-Government/The-Ministry-of-State/Interministerial-Delegation-for-Digital-Transition/Digital-Platforms-and-Resources-Department>*

- **Julien DEJANOVIC** for the "Digital Services Department"

*Link to the Department: <https://en.gouv.mc/Government-Institutions/The-Government/The-Ministry-of-State/Interministerial-Delegation-for-Digital-Transition/Digital-Services-Department>*

*This Department leads the public policies transformation in these following areas:*

- E-Government (Head: **Marine ROLANDO**)
- Smart City & E-Education (Head: **Georges GAMBARINI**)
- E-Health (Head: **Thierry POYET**)
- Digital Economy (Head: **Diego BONAVENTURA**)
- Prospective, Design & User Experience (Head: **Rodolphe HEIGEL**)

*\*These Directions report to the Delegate for Attractiveness and Digital: M. Frédéric GENTA*

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 groups<sup>6</sup>.
  - 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.

***Please explain further***

***For more details on the following points, please refer to the MSQ.***

### **Implementation plan**

*The Extended Monaco program is the Monegasque model for a digital world. This program's ambition is to make Monaco a leader in the digital world by making digital technologies the foundation of all public policies in order to sustainably irrigate all the components of the society.*

*The program also aims to serve sustainable and intelligent development by learning from the consequences of the crisis at all levels: education, economy, energy transition, health, and business.*

*Since 2019, Extended Monaco has been implementing initiatives to improve the living environment of Monegasques, covering 6 main areas: Smart City, Education, Health, Economy, e-Government, and Infrastructures.*

*Link to Extended Monaco's website: <https://extendedmonaco.com/en/>*

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<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

### **Aligned with the national development strategy**

*The Extended Monaco program is driven by the vision of H.S.H. Prince Albert II presented at the inauguration of this digital transformation program for the Principality in April 2019. Its ambition is to perpetuate the Principality's excellence in a world that has become digital.*

Official statement: <https://extendedmonaco.com/en/extended-monaco-programme-unveiled/>

*In concrete terms, the aim is to increase the country's attractiveness through a living environment further enhanced by digital means, to develop new growth drivers through digital technologies and to have the best digital infrastructures.*

*This announcement follows the appointment of Frédéric Genta in 2018, who took responsibility for the Principality's digital transformation. This desire has been reaffirmed by H.E. Mr. Pierre Dartout since his appointment as Minister of State (Prime Minister) in May 2020.*

*In April 2022, Frédéric Genta has been appointed Country Chief Officer for Attractiveness and Digital Transition.*

Press release: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/A-Modern-State/News/Appointment-of-Country-Chief-Officer-for-Attractiveness-and-the-Digital-Transition>

### **Aligned with the SDGs**

*The Government Action Plan (called "PGA") does include the Sustainable Development Goals (SDGs) in all the priority strategic objectives it sets. Furthermore, Extended Monaco has the ambition to create its own sustainable digital model. Several initiatives illustrate this commitment.*

### **Aligned with national digital development strategy**

*Not applicable to Monaco since the local digital development strategy cannot be separated from the national digital development strategy.*

### **Shared solutions or platforms provided at the national level**

*Split between local/national level not applicable to Monaco*

See the Extended Monaco platform: <https://extendedmonaco.com/en/>

### **NEW - Specific reference to SDG 11**

### **NEW - Specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels**

### **Specific reference to e-Participation and digital inclusion**

*Several initiatives illustrate how the Government integrates e-participation and digital inclusion in its e-government strategy.*

### ***E-participation***

*Several e-participation initiatives have been launched recently:*



1. Interactive e-participation:

- **Online surveys** have been set up with a pool of respondents who can regularly answer to surveys to improve Monaco applications' customer experience. It is accessible on the Extended Monaco website: Link to the survey application (in French): [https://contacts.gouv.mc/rejoignez-la-communaute-extended-monaco?mtm\\_campaign=Recrut-UX&mtm\\_source=INSTA&mtm\\_medium=RS&mtm](https://contacts.gouv.mc/rejoignez-la-communaute-extended-monaco?mtm_campaign=Recrut-UX&mtm_source=INSTA&mtm_medium=RS&mtm)
- The Monegasque "Maison du numérique" (Digital House), that will be launched in July 2023, will also contribute to e-participation through on-site surveys, Q&A sessions, beta testing of new government products (in a co-construction logic), etc.

2. E-participation through government applications:

- **The Urban Report app**, launched in 2020 as part of the Smart City strategy led by the Principality, allows users to report issues, share ideas and ask questions to the various State services concerned. Link to the app: [https://play.google.com/store/apps/details?id=mc.gouv.mur&hl=en\\_US&gl=US](https://play.google.com/store/apps/details?id=mc.gouv.mur&hl=en_US&gl=US)
- **YourMonaco** users can give their opinion directly in the application through the "Speak out" category. Through **YourMonaco** you can:
  - o Participate to open surveys (and check the results afterward);
  - o Write "observations" on different subjects such as deterioration, nuisance, etc.
  - o Suggest ideas on different subjects such as city improvement, neighborhood life, etc.

Link to the website: <https://yourmonaco.mc/en>

### **Digital inclusion**

The Principality's e-government strategy places great emphasis on supporting and including the most vulnerable populations, in particular students via the "Education" area of the Extended Monaco program and the elderly. The Government also ensures that all users have equal access to the digital resources and tools made available and has developed a legal framework to do so:

[Loi n. 1.383 du 02/08/2011 pour une Principauté numérique, modifiée](#)

Numerous initiatives have been developed in the Principality to accompany the population on the ground and prevent illiteracy, regardless of age.

#### Set up of a Digital Inclusion Hub – Maison du Numérique (Digital House):

- A Monegasque « Maison du numérique » will open in July 2023 in collaboration with the City of Monaco and Monaco Telecom.
- A Digital Inclusion Referent will join the DITN next year, with the mission of ensuring that the notion of digital inclusion is integrated into all government projects.

#### Efficient and accessible infrastructures:

The Government has built modern, secure, and sovereign infrastructures:

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- 5G coverage and high-performance fiber.
- Digital identity offering a very high level of security to our users for their online procedures; Sovereign Cloud.

### Investments in accessible public services:

- 120 procedures are dematerialized (out of 140) in all areas.

### Investments in students digital training:

From the earliest age, digital learning at school is fundamental:

- Training in coding, digital tools (Microsoft Office, etc.) and awareness of digital risks from kindergarten to high school. Since late 2019, 100% of students have on average 1 hour of coding lessons per week. Press release: <https://extendedmonaco.com/en/project/coding-from-nursery-age-understanding-deciphering-and-taking-action-in-a-digital-world/>
- High-end digital equipment provided to students (laptop, digital tablet). Press release: <https://en.gouv.mc/Policy-Practice/Youth/News/1-200-Laptops-Have-been-Distributed-to-Pupils-in-the-Principality-The-Digital-Secondary-School-A-New-Phase-in-the-Future-of-National-Educati>
- Access to the Coach Caeso. Press release: <https://en.gouv.mc/Policy-Practice/Youth/News/CAESO-An-All-Digital-Careers-Advice-Coach>

### Initiatives for Women's right and safety:

The DITN has been working with the Women's Rights Committee for years on various initiatives:

- Development of a dedicated website for the Women's Rights Committee. Link to the website: <https://dfm.mc/?lang=en>
- Development of an interactive website for the 2022 women's day. Press release (in French): <https://extendedmonaco.com/comite-pour-la-promotion-et-la-protection-des-droits-des-femmes-une-campagne-interactive-pour-le-25-novembre-2022/>
- Application "App-Elles" to fight and prevent against domestic violence. Press release (in French): <https://dfm.mc/evenement/integration-de-lapplication-app-elles-dans-leco-systeme-numerique-monegasque/>

### Initiatives for professionals:

The Government have targeted the training of managers, employees, students, and young graduates:

- An online training platform on which more than 2,000 courses are offered free of charge to all entrepreneurs, employees, and students in the Principality on the Extended Monaco for Business website: more than 3 800 Monegasques were trained to digital thanks to this initiative. Link to the website (in French): <https://eme.gouv.mc/se-former-au-numerique/>
- Digital Workshops, organized with our partners, are organized monthly. They deal with digital topics with a vertical approach by sector of activity (real estate, construction, trade, yachting, etc.) or a more transversal approach on topics of interest to the entire ecosystem. More than 20 Digital Workshops were organized in 2 years. Link to the website: <https://monentreprise.gouv.mc/en/themes/digital/the-extended-monaco-programme-for-businesses/registering-for-digital-workshops>

**Specific reference to co-creation mechanisms for citizens**

*Within the DSN (Direction des Services Numériques), an e-services factory uses user experience methods to make iterative adjustments before the deployment of a service.*

*The Monegasque “Maison du numérique” (Digital House), that will be launched in July 2023, will have a co-creation mentality with on-site surveys, Q&A sessions, beta testing of new government products (in a co-construction logic), etc.*

**Specific reference to social media**

*Social networks are an integral part of the Principality's e-government strategy.*

*They play an important role in the promotion of the Government's various digital initiatives and in the enrolment of users.*

**Please refer to Question VI. / 1. For further information about social media**

**Specific reference to local digital ID**

*In 2019, Monaco has begun the deployment of a regalian digital identity. This digital identity meets the best world standards in this field. This digital identity allows each Monegasque and resident to have a new identity and residence card with a digital identity that gives access to the Principality's online services with a high level of security from June 2021.*

*The digital identity can be distributed in two formats:*

- 1. For the Monegasques and residents: digital ID is integrated into the regalian titles (identity card, or residence permit).*
- 2. For non-Monegasque and non-residents: the Government is developing a cardless format.*

*Once deployed, the Digital Identity has made daily life easier for residents and provided greater convenience to users who no longer need to travel to complete administrative procedures and are able to track the progress of their application at any time, 7 days a week, 24 hours a day. It also allows to effectively protect each user against online identity theft.*

*In 2022, the Principality digital identity received the "High Security Printing Award" in the "Best new ID card and travel document" category for the Europe, Middle East, and Africa region.*

*Today, more than 50% of our residents are already equipped with it.*

*In 2023, the Digital Identity will be further developed:*

- Extension to commuters and job seekers.*
- New features will be developed on the M-Connect mobile application (Face ID and Touch ID to unlock the application).*
- Introduction of the “Say it Once” function on the most used online procedures.*

*The objective for the Government is to have 100% of the population equipped by 2024.*

*For more details: <https://monservicepublic.gouv.mc/en/themes/nationality-and-residency/digital-identity/digital-identity-in-monaco>*

**Specific reference to new technologies (AI, blockchain, etc)**

*The Government has deployed a legal framework allowing the development of the use of diverse new technologies such as blockchain, IoT, 5G, etc. Several initiatives have been launched yet (STO platform, deployment of the 5G network, Digital Twin, etc) illustrating the the desire of the Principality to be a State at the forefront of technological development.*

**Please refer to Question VIII. / 1. For further information on new technologies**

**Measures to ensure e-Government is used by the most vulnerable groups**

*As mentioned above, students, women and the elderly receive a special attention. The Government has launched various e-services to support these populations in the challenges they face on a daily basis and in times of health crisis.*

**Please refer to Question III/ 2. for further information about digital inclusion**

**Measures for ICT training and digital literacy by government officials**

*Several initiatives are led to train the population to digital stakes and tools, such as the Monaco Digital Academy (for administration), the above-mentioned EME Platform (for companies) and Digital Workshops organized with tech leading companies and local entrepreneurs (for the entire population – 1 workshop per month). A certification is also available for people who have follow specific training modules: the Monaco e-Pass.*

Monaco Digital Academy: <https://www.coorpacademy.com/en/>

EME Platform (in French): <https://eme.gouv.mc>

Digital Workshops program (in French): <https://eme.gouv.mc/participer-aux-evenements/>

Monaco e-Pass formations (in French): <https://eme.gouv.mc/se-former-au-numerique/>

**Please refer to Question III/ 2. for further information about Digital training**

**Specific reference to cyber security**

- *The Government has missioned an agency dedicated to cyber security issues: the Monegasque Digital Security*
- *Agency (AMSN). Among other things, the AMSN aims to prevent, detect, and deal with cyber-attacks that may occur on the territory and to evaluate and certify the security of digital products, particularly about their ability to secure personal data.*
- *A legal framework has also been developed to limit the occurrence of cyber-risks in the Principality. Press release (in French): <https://monaco-hebdo.com/actualites/societe/comment-combattre-le-fleau-du-cyber-harcelement/>*

**Specific reference to mobile government**

The e-services offered by the Government are designed to be fully responsive on all types of devices. In this way, various applications, and initiatives are available on smartphones ([YourMonaco](#), [Monapass](#), [MonEspaceDomaines](#), etc.), and the One-Stop Counter will make all online procedures directly accessible from any device.

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.

1. Government budget:

- The total budget for digital government amounts **85M€**, i.e. approximately 4% of the total Government budget in 2022.
- The budget is split between the build part (i.e. investments in digital projects) and the run part (i.e. ongoing costs of developed projects): around 45M€ for build and 40M€ for run.

2. Weight of the digital sector:

- The digital sector weights 4,9% in the overall revenue of the Monegasque economy.
- It has generated 919.9M€ in revenue in 2022, which represents a +5.7pts growth vs. 2021.

This revenue can be split between: ICT (61.8%), Content and Support (24.7%), Advertising-Communication (13.3%) and Other digital technologies (0.2%).

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

The Principality's annual budget is published in December in Monaco's official bulletin, which is accessible online without any restriction.

Official Bulletin 2023 (in French): <https://journaldemonaco.gouv.mc/Journaux/2022/Journal-8623/Loi-n-1.543-du-20-decembre-2022-portant-fixation-du-budget-general-primitif-de-l-exercice-2023#:~:text=Les%20cr%C3%A9dits%20ouverts%20pour%20les,Art.>

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 its digital sustainability strategy and considering the Principality's greenhouse gas reduction targets (55% reduction by 2030), the Government teams has developed multiple digital initiatives focused on sustainability:

- Printer sharing
- Dematerialization of payroll - and soon internal correspondence
- Integration of environmental questionnaires into procurement processes
- Signing of the National Pact for Energy Transition by all agents and civil servants. Press release: <https://energy-transition.gouv.mc/Energy-Transition/News/Launch-of-National-Pact-Carbon-Coach>
- Establishment of dedicated recycling channels for the IT Department in partnership with the Urban

Planning Department and the Monegasque Sanitation Company.

In addition, the Government realized life cycle analyses in the Administration last year resulting in certain optimization such as the extension of the lifespan of the IT fleet to 5 years. This simple measure reduces CO2 emissions by 233 tons and natural resource extraction, equivalent to 191 round trips between Paris and New York and 1,074 cars. Every lever is effective: 25% of administrative services have committed to returning their individual printers.

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.

Several initiatives have been launched by the Government to improve transportation in Monaco on different aspects.

#### Initiatives for affordable transportation

- **Klaxit:** launched in late 2020 in conjunction with the Department of Public Works, Environment and Urban Planning, the Klaxit commuter carpooling service is a real success, with more than 35 local companies partnering, employing nearly 15,000 employees and an average of 2,000 trips per week. The journeys are entirely co-financed by the State: 3,300,000 km co-financed by the State with Klaxit to date.  
Press release: <https://en.gouv.mc/Policy-Practice/The-Environment/Soft-mobility/Actualites/Official-Launch-of-Klaxit-in-the-Principality-of-Monaco-Car-Sharing-App-for-Commuting-between-Home-and-Work>
- **Free bus transportation** offered in spring 2023  
Press release: <https://www.visitmonaco.com/en/news/39044/free-public-transport-in-monaco-for-three-months>

#### Initiatives for easier and accessible transportation

- **Monapass:** The **Monapass** application has become Monaco's digital ticketing system. Launched in May 2021, Monapass allows users to use all local transport services and access a range of cultural services with their smartphone. In 18 months, this application has become increasingly popular, with almost 30,000 downloads and 2,400 users per day. In 2021, it won the Digital Mobility Award at the 30th City Rail & Transport Awards. Link to the website: <https://monapass.mc/en>  
Press release (in French): <https://extendedmonaco.com/project/monapass-application-billettique-principaute/>

## United Nations E-Government Survey – Local Government Questionnaire (LGQ)

- **YourMonaco:** Since 2020, Yourmonaco.mc has been centralizing practical information about life in the Principality in real time (public transport, traffic, local services, environmental data, incident reports) and offering visitors the chance to discover its places of interest, events, and activities.  
At the end of 2022, the site underwent a transformation and the YourMonaco application is now available free of charge on smartphones (downloadable from the App Store and Google Play).  
Link to website: <https://yourmonaco.mc/en>
- **Waze:** launched in Monaco in July 2020, Waze is a free participatory navigation application that allows users to follow traffic information in real time. Monaco is taking part in the "Waze CitizenProgram" to integrate local specificities.
- **Citymapper:** the mobile application offers alternatives to individual transport with routes calculated in real time, combining several means of transport to get to Monaco or around the Principality. The application registers over 30,000 uses per month.  
Press release: <https://extendedmonaco.com/en/project/citymapper-arrives-in-monaco-an-all-in-one-app-to-help-you-get-around/>

### Initiatives for sustainable transportation:

- **Monapass:** Monapass facilitates the use of Monabike e-bikes
- **Citymapper:** encourages the use of soft mobility
- **Klaxit:** encourages Monegasques, residents and commuters to share their journey via carpooling

### Initiatives for safer transportation:

- **YourMonaco:** new emergency features will be added to the application including an automated alert system in the event of a major risk to the population.
- **Waze:** prevention of road risks and accidents.

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 **Housing Portal "MonEspaceDomaines"** enable citizens and professional to manage daily tasks related to their housing with dematerialized procedures such as paying rent, reporting a change of situation, requesting for an intervention, etc.

Numerous affordable housings called "Domaines" are offered to Monegasques and citizens. They can apply for these apartments and/or exchange their old apartment on this platform.

The success of this teleservice was immediate. For the calls for candidates issued in 2022, 90% of the applications were realized online.

Link to the website (in French): <https://domaines.gouv.mc/>

Housing online procedures can also be found here: <https://monquichet.mc/en/particuliers/online-services>  
(filter: Housing)

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.

*Some initiatives have been developed for women’s safety.*

*The DITN has been working with the Women's Rights Committee for years on various initiatives:*

- *Development of a dedicated website for the Women’s Rights Committee. Link to the website: <https://dfm.mc/?lang=en>*
- *Development of an interactive website for the 2022 women’s day. Press release (in French): <https://extendedmonaco.com/comite-pour-la-promotion-et-la-protection-des-droits-des-femmes-une-campagne-interactive-pour-le-25-novembre-2022/>*
- *Application “App-Elles” to fight and prevent against domestic violence. Press release (in French): <https://dfm.mc/evenement/integration-de-lapplication-app-elles-dans-leco-systeme-numerique-monegasque/>*

In parallel and as mentioned above, new emergency features will be added to the YourMonaco application including an automated alert system in the event of a major risk to the population.

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.

### **Global partnerships**

*The Government has established several international partnerships with countries with a comparable structure – Example:*

- **Singapore**, whose Minister of Foreign Affairs in charge of the Smart Nation, Vivian Balakrishnan, has actively participated in the Monaco Digital Advisory Council meeting which took place in November 2019.

*The Principality of Monaco has also always been very implicated with United Nations – Example:*

- *It has recently partnered with UNESCO within the “Protecting UNESCO marine World Heritage through scientific research” project. Four scientific research missions are carried out by Monaco Explorations. Local experts are spearheading **scientific innovation through environmental DNA, special camera techniques, and the use of satellite data coupled with species tagging.***

*Link to the project website: <https://whc.unesco.org/en/events/1542/>*

*Finally, Monaco is very active with various UN members – Example:*

- **Cooperation with Luxembourg:** development of the E-embassy: the Principality stores sensitive data in Luxembourg since July 2021.  
*Press release: <https://www.dlapiper.com/en/insights/publications/2022/11/new-monaco-data-embassy-in-luxembourg>*



### **Regional partnerships**

- **Metropole Nice Côte d’Azur**, which cooperates with the Principality of Monaco since 2015 in the field of digital innovation and economic development, particularly regarding cross-border digital development, experimentation of Smart City solutions, and economic development of digital territories.
- **Partnerships with +100 local actors**: As part of the Extended Monaco program, the Government has entered into a partnership with a hundred Monegasque digital players who support Monegasque companies in their digital transition projects.  
The list of partners is available from the EME platform: <https://eme.gouv.mc/trouver-un-partenaire/>

### **Other notable partnerships**

The DITN has a large ecosystem of digital innovation partners such as schools (EURECOM, ESCP, etc.) or private players (Monaco Telecom, AWS, etc.) with whom it carries out digital transition projects. Other partnerships have also been concluded with tech giants to organize the Digital Workshops already mentioned.

## **IV. Usage of online services**

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

By the end of 2022, 96% of the main administrative procedures had already been dematerialized (120 procedures out of 140). With the One-Stop Counter all online procedures are directly accessible from any device, including smartphones.

The Monaco City Hall also has its own portal that references a number of online procedures that will also be integrated into the One-Stop Counter.

Line to the City Hall website: <https://www.mairie.mc/en>

**For further information on the One-Stop Counter and e-procedures, please refer to the MSQ.**

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

All online procedures are directly accessible from any device, including smartphones. (Cf question 1)

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?

Yes, these statistics are published on social networks for communication purposes.

## V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?  
Yes    No

*In 2019-2020, the Government has developed “Gen TS”, a backoffice business tool used by the DITN to manage e-services and perform statistics on the use of its e-services.*

*This tool has enabled the Government to measure that dematerialized administrative procedures have an **adoption rate going up to 90%** for the latest dematerialized procedures (school canteen payment, online appointment for the technical inspection of your vehicle, etc.).*

***+25% of procedures were realized online in 2022 compared to 2021.** This shows the growing importance of Monaco's e-services strategy.*

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

*Yes, a publication on social networks is planned to share the results of satisfaction questionnaires.*

3. What is the percentage of the population<sup>7</sup> satisfied with their last experience of online public services? Please explain further.

*As of May 2023, the results of the questionnaires concerning online procedures indicate that the average satisfaction score is c. 86% (average score: 8.6/10).*

## 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 Government manages several accounts on social media. All these accounts are used to share local information, news, events, etc.*

- LinkedIn: <https://www.linkedin.com/company/qvtmonaco/> (22k followers)
- Facebook: <https://www.facebook.com/GvtMonaco> (105k followers)
- Twitter: <https://twitter.com/GvtMonaco> (37.6k followers)
- Instagram: [https://www.instagram.com/qvt\\_monaco/?hl=fr](https://www.instagram.com/qvt_monaco/?hl=fr) (27.3k followers)
- The Extended Monaco program also has its own accounts, which aim at informing about the program, the upcoming advancements, etc.
- LinkedIn: <https://www.linkedin.com/company/extendedmonaco/> (4 736 followers)
- Facebook: <https://www.facebook.com/ExtendedMonaco> (5 329 followers)
- Twitter: <https://twitter.com/ExtendedMonaco> (2 442 followers)

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<sup>7</sup> 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://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

- Instagram: [https://www.instagram.com/extended\\_monaco/?hl=fr](https://www.instagram.com/extended_monaco/?hl=fr) (1k followers – since 3Q 2021)

Data as of late April 2023

## 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.

Over the years, the e-Government has developed several initiatives to manage existing or potential crisis/emergency:

### 1. **Strategy against economic crisis – “Blue Fund” recovery and protection plan**

- The Government launched in late 2020 – amid Covid19 crisis – a support fund aimed at promoting economic recovery via digital technology. This fund meets three objectives:
  1. To develop the digital maturity of Monegasque companies
  2. To promote an ecosystem that fosters digital economy
  3. To support the Monegasque digital services for business
- Within this framework and based on the principle of co-financing, the Blue Fund supports digital transition projects that are in line with these objectives.
- As of April 2023, the Blue Fund has already invested 22M€ in around 700 projects.
- The impact on the Monegasque economy is concrete:
  - With 1€ invested by the Blue Fund, 8€ revenue is created by the company invested.
  - More than 450 jobs have been created thanks to the fund.
  - The Digital sector revenue is booming: 919,9M€ revenue in 2022, which represents a +5,7pts growth vs. 2021. +2 000 employees are involved in the Monegasque digital service companies.

Link to the website: <https://monentreprise.gouv.mc/en/themes/digital/the-extended-monaco-programme-for-businesses/general-information>

Press release: <https://en.gouv.mc/Portail-du-Gouvernement/A-la-Une-du-Portail/A-Targeted-Pragmatic-and-Flexible-75-Million-Recovery-Plan>

### 2. **Strategy against digital exclusion**

- A Monegasque « Maison du numérique » (Digital House) will open in July 2023. It is a space dedicated to technology with digital advisors permanently on site.

### 3. **Other crisis/emergency initiatives**

Additional crisis/emergency initiatives are regularly developed by the Government.

The Principality is equipped with civil security measures to deal with both day-to-day and exceptional circumstances:

- The “Or.Mo.Se Plan” – based on the digital tool called ‘GEVIM’ – has been developed to respond to all major crises, on a national or international level, in the area of civil security or civil protection.  
Link to the website: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/Security/Coordinated-emergency-intervention>
- A tsunami simulator has been developed in partnership with Eurecom in 2022.
- YourMonaco: new emergency features will be added to the application including an automated alert system in the event of a major risk to the population.

See below the list of dedicated governmental crisis portals:

### 1. Portals related to Covid-19

- The Covid-19 information website, which provides information about the measures taken in the Principality of Monaco and recommendations to limit the spread of the virus.  
Link to the portal: <https://covid19.mc/en/>
- The Covid-19 vaccination appointment website, which allows citizens to make a vaccination appointment online.  
Link to the portal: <https://vaccination-covid19.gouv.mc/en>

### 2. Other emergency/crisis portals/solutions

- The “Coordinated emergency intervention” section in the Government Portal that explains all the emergency measures in place in Monaco (See Question 7)  
Link to the website: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/Security/Coordinated-emergency-intervention>
- YourMonaco: the app includes emergency features for smartphones. (See Question 7)  
Link to the website: <https://yourmonaco.mc/en>

## 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.

### **Artificial intelligence (AI): link/detail:**

Monaco is ready to take up the challenge of AI in the Principality:

1. It has modern and secure infrastructures offering state-of-the-art AI capabilities
  - A **Sovereign Cloud** to host data.
  - A 100% deployed **5G and high-speed fiber network** offering optimal connectivity.

- A **Data platform** offering computing capacity and access to open-source AI applications.
- A **Digital Twin** offering highly accurate modeling and simulation capabilities.
- The sovereign cloud will be the cornerstone of the development of AI in Monaco through its calculation capacities (use of Amazon Web Services storage bays of the highest standards, on Monegasque territory).  
Press release: <https://www.monaco-tribune.com/en/2020/09/monaco-to-have-its-own-cloud/>

2. First promising AI use cases have been set up

- AI to secure public events → The Rolex Monte Carlo Masters 2023 edition used AI for the detection of hazards in a continuous flow. Press release (in French): <https://www.nicematin.com/securite/lintelligence-artificielle-au-service-de-la-securite-au-monte-carlo-masters-840218>
- AI to anticipate the consequences of possible natural disasters → Tsunami simulator developed with EURECOM (See question 7)
- Other AI use cases have been identified for the Principality: public services' chatbot, AI to improve public transport efficiency, AI to improve the energy performance of urban furniture and buildings, etc.

**Blockchains; link/detail:**

- In October 2020, Monaco has become the very first country to develop a legal frame dedicated to blockchain and Security Token Offerings (STO) and has launched a blockchain-based platform to enable STO emissions. Since then, certified companies can access the STO platform to raise funds. Led in collaboration with Monaco's partners EuroGroup and Tokeny, this initiative illustrates the Government's desire to become an attractive "Funding Nation".  
Press release: <https://tokeny.com/the-principality-of-monaco-selects-tokeny-solutions-as-its-tokenization-platform/>
- Legal framework related to blockchain:
  - o Act n° 1.491 of June 23rd, 2020 relating to offers of tokens
  - o Sovereign Order n° 8.258 of September 18, 2020 implementing Act n° 1.491 of June 23, 2020 on token offerings
  - o Law n° 1.528 of 7 July 2022, "digital investors" can now rely on a dynamic and more precise legislative framework in Monaco.

**5G; link/detail:**

- In 2019, Monaco has become the first country to 100% covered by a 5G commercial network.  
Press release: <https://en.gouv.mc/A-la-Une-du-Portail/Launch-of-the-5G-Mobile-Network-in-the-Principality>  
Link to the website: <https://www.monaco-telecom.mc/5g/?lang=en>

**Internet of Things (IoT); link/detail:**

**Digital Twin**

- Already announced in 2019, the Principality has finalized the first version of its Digital Twin in May 2020.
- On 1st June 2020 the first Commission of Work has been held, during which the impacts of decisions on urbanism and public works have been simulated on the Digital Twin of the Principality.

- On August 2022, the Government launched one of the first use case of the Digital Twin for the benefit of the general public. Two 3D terminals, aimed primarily at tourists and other visitors discovering the Principality, have been installed in Monaco. They are designed to immerse tourists in a virtual representation of the city, enabling people to better understand its topography.  
Press release: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/A-Modern-State/News/Roll-out-of-3D-terminals-aimed-at-tourists-in-Principality>

### **Smart City**

- Connected devices are deployed since 2020, such as air quality sensors, sound sensors, connected traffic lights used to give priority to priority vehicles, connected sports park, etc. These objects are aimed to enhance living conditions through more intelligent urban infrastructures.
- Connected sports park (MonaMove). Press release (in French): <https://extendedmonaco.com/project/monamove-la-station-sportive-connectee/>
- Connected bus shelters. Press release: <https://extendedmonaco.com/en/project/smart-bus-shelters-a-clever-combination-of-infrastructure-and-digital-technology/>
- Smart loading/delivery zones with sensors installed at strategic points in Monaco. The sensors are connected to Monaco's delivery application "Livrici" which allow drivers to see exactly how much space is available in real-time.  
Link to Livrici website (in French): <https://livrici.gouv.mc/>  
Press release: <https://en.gouv.mc/Portail-du-Gouvernement/Policy-Practice/The-Environment/Actualites/Smart-loading-zones-in-the-Principality>

### **Others; link/detail:**

N/A

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes       No

If Yes, please explain further and provide links.

*Yes, big data analytics are currently used in the smart city strategy and allow the Government to have a form of urban hyper vision. The Digital Twin presented above allows to collect and aggregate urban data used to make smarter decisions. In concrete terms, this data is used to carry out simulations and forecasts of the impact of urban works on nuisances and traffic for instance, and to minimize this impact.*

## **IX. Contact and Additional Information**

- Name: \_\_\_\_\_ Pascal Rouison \_\_\_\_\_
- Title: \_\_\_\_\_ Executive Director, DITN \_\_\_\_\_
- Email: \_\_\_\_\_ prouison@gouv.mc \_\_\_\_\_
- Organization: \_\_\_\_\_ DITN \_\_\_\_\_
- Submission Date: \_\_\_\_\_ May 31 \_\_\_\_\_

**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.