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Respondent

11

Anonymous

31:41

Time to complete

City and Country

1. City name *

2. Country name *

I. Institutional Framework

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

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).

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

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

5. E-participation or similar:

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

6. Open government data:

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).

7. Public procurement:

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

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies?
CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

 Yes No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

11. Title *

12. Organization *

13. Email *

14. Phone *

15. 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 commune is under administrative supervision (MATDS) and financial supervision (Ministry of the Economy, Finance and Forecasting), and as such the CIO maintains functional links with the MATDS CIO, who is responsible for common projects conducted at central level.

II. Legal Framework

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

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

Passing a law in the National Assembly

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- 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 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 (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- 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.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

The municipality of Ouagadougou has an information system master plan (SDSI). The projects in this master plan are scheduled for implementation between 2019 and 2023. An effort is being made to allocate an annual budget (which most of the time does not cover 30% of the projects to be carried out annually) for the implementation of the projects selected in the arbitration of the said budget. The budget allocated to digital represents barely one (1) percent of the commune's general budget.

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

The commune has just redesigned its website, with delegated sites for each arrondissement town hall. Publication of the budget through these channels is planned, especially as the commune is regularly assessed under the PEFA assessment mechanism.

24. 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. *

No

25. 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 municipality is in the process of developing public transport. Projects to be implemented by the Greater Ouaga Transport Council (CTGO), a technical body set up by decree 2017-107/CO/M/SG on the organisation of Ouagadougou City Council services, are currently underway.

26. 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 State's social housing policy is aimed at local authorities.

27. 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. *

The municipality has developed green spaces, which it sells to the private sector for use, and undeveloped green spaces. The municipality has a social action department, which deals with cases of people in need, and also works closely with associations for the elderly and disabled on projects for their well-being.

28. 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 municipality of Ouagadougou maintains partnership relations with other national cities (the municipalities around Ouagadougou as part of Greater Ouagadougou and through the Association of Municipalities of Burkina Faso, which it chairs) and international cities (Lyon, the Greater Lyon community; Grenoble, etc.).

IV. Usage of online services

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

Start of implementation (as not yet operational): <https://mairie-ouaga.bf/ressources/autres/e-services>.
Percentage: 5%.

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

0%

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

Yes

No

V. User Satisfacton

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

Yes

No

Other

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

No information for the percentage of the population satisfied their last experience of online public services

VI. Social Media

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

facebook : mairie.ouagaofficiel; PoliceMunicipale Whatsapp (Police Muniipale/ Directoin de l'Observatoire de la ville): +226 70 00 83 41

VII. Crisis/Emergency Response and Recovery

35. 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.

VIII. Smart City and New Technologies

36. 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.

Most strategies are piloted at national level. However, the municipality of Ouagadougou is a stakeholder in "intelligent city" issues promoted by the International Association of French-Speaking Mayors (AIMF), of which it is a member.

IX. Contact information

37. Your name *

KADIO TAMIN

38. Title *

Director of Information Systems

39. Email *

tamain.kadio@mairie-ouaga.bf

40. Organization *

Commune de Ouagadougou

41. Submission Date *

30/05/2023



42. 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

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