Member States Questionnaire (MSQ) for the
United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA[1] assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Argentina	31/03/2019

☒ **I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.**

I. Institutional Framework

1. What is the official **e-government**[2] **portal** at the national level? If more than one, please list all.

   https://www.argentina.gob.ar/

2. Please also provide **URLs** for below **specific portals**, if exists:
   a. E-services[3]:

   https://www.argentina.gob.ar/

   b. E-participation[4]:

   https://consultapublica.argentina.gob.ar/

   c. Open government data:

   https://datos.gob.ar/

   d. Public procurement:

   https://comprar.gob.ar/
   https://contratar.gob.ar/

   e. Other major portals at the national level:

   https://mi.argentina.gob.ar/inicio
   https://tramitesadistancia.gob.ar/
   http://www.afip.gob.ar/

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[1] This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

[2] **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)

[3] A specific portal where you can see the list of all online services available for the public

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

https://autenticar.gob.ar/
https://firmar.gob.ar/

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Government Secretariat of Modernization: https://www.argentina.gob.ar/modernizacion
Undersecretariat of Digital Government:
https://www.argentina.gob.ar/modernizacion/gobiernodigital

4. Does your country have a **Chief Information Officer (CIO)**[5] to manage national cross-agency e-government programs/strategies?

Name:	Andrés Ibarra
Title:	Government Secretary of Modernization
Organization:	Government Secretariat of Modernization
E-mail:	-
Phone:	-

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:
   a. Planning and Development

Ministry of the Interior, Public Works and Housing: https://www.argentina.gob.ar/interior

   b. Education

Ministry of Education, Culture, Science and Technology:
https://www.argentina.gob.ar/educacion

   c. Health

Government Secretariat of Health: https://www.argentina.gob.ar/salud

   d. Social Protection and Welfare

Ministry of Health and Social Development: https://www.argentina.gob.ar/desarrollosocial

   e. Employment and Decent Work

Government Secretariat of Labor and Employment: https://www.argentina.gob.ar/trabajo

   f. Environment

Government Secretariat of Environment and Sustainable Development:
https://www.argentina.gob.ar/ambiente

   g. Energy/Water

Government Secretariat of Energy: https://www.argentina.gob.ar/energia

   h. Finance/Taxation

Ministry of Treasury: https://www.argentina.gob.ar/hacienda

   i. Industry/Trade

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

Ministry of Production and Labor: https://www.argentina.gob.ar/produccion

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?
   (Maximum 250 words)

> In December 2015 the Government began a profound restructuration process of the Public Administration, being one of its main objectives the elaboration of Long-Term Strategic Plans. Within this process, eight Main Government Goals and 100 Priority Initiatives, which contribute to economic development, promotion of human and social development and strengthen the public institutions, were identified.
>
> These Main Government Goals work as a tool to promote development in Argentina and, in this regard, are deeply linked with the Sustainable Development Goals (SDGs).
>
> Ministries and National Government Offices work together in the National Inter-Institutional Commission for the Implementation and Monitoring of the SDGs, under the supervision of the National Council for the Coordination of Social Policies, keeping those Priority Initiatives in the path of achieving the SDGs.
>
> The National Council for the Coordination of Social Policies for the coordination, planning and monitoring of National Social Policies. Its purpose is to achieve a more efficient administration of the resources destined to Social Policies.
>
> http://www.odsargentina.gob.ar/
> https://www.argentina.gob.ar/politicassociales

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? *(Maximum 250 words)*

> In November 2018 Argentina's Digital Agenda was created by a Presidential Decree. It proposes an institutional and governance framework that helps to achieve a vision of a country driven by technology, allowing the organization of initiatives and priorities towards this end, and the setting of a roadmap to accelerate digital transformation. (Decree 996/2018 http://servicios.infoleg.gob.ar/infolegInternet/anexos/315000-319999/316036/norma.htm and its regulation)
>
> In addition, several initiatives, already underway, are aligned under the objectives set by the Digital Agenda. As an example:
>
> **Decree 434/2016:** approves the State Modernization Plan, an instrument that defines the central axes and priorities for building a Public Administration at the service of the citizen.
>
> **Decree 561/2016:** disposes the implementation of the Electronic Document Management (GDE) ecosystem in all public bodies of the National Public Administration, as the only integrated system of all actions and records of the National Public Sector, guaranteeing availability, inviolability and protection of official documentation.
>
> **Decree 87/2017:** creates the Public Sector Digital Platform (integrated by the Government websites, mobile apps, the Citizen Digital Profile, among others), establishing a multichannel approach for public service delivery, a single-domain and one-stop-shop strategy for

Government.

Decree 117/2016: compels all Government Offices to have an Open Data Plan.

Decree 733/2018: provides that all procedures and administrative actions of public bodies must allow their access and processing in a completely digital, remote, simple, automatic and instantaneous way.

8. Please check whichever applies.

National 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 sub-national/local digital development strategy.

☐ has an emphasis on digital-first principle

☒ has an emphasis on digital by default; digital by design; mobile-first principle

☒ has an emphasis on once-only (data) principle

☒ has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups[6]

☒ makes specific reference to e-participation, digital inclusion and/or engagement.

☒ makes specific reference to the use of social media in the government.

☒ makes specific reference to the use of new technologies[7] such as artificial intelligence, blockchain, big data

(If any checked, please explain further. Maximum 250 words)

National development strategy and SDGs:
Projects within the Digital Agenda are part of the eight Main Government Goals and 100 Priority Initiatives.

Digital by Default and Once – Only Principle:
Decree 733/2018: establishes that the Public Administration should only request the documentation once from the citizen, and no public body should require citizens to present documentation on paper. In the event that citizen voluntarily presents a paper document, the agency receiving it must digitize it. Government offices must exchange information with each other through the Module "INTEROPER.AR" of the Electronic Document Management System - GDE, or the exchange of official communications through it.

Leave no one behind, digital inclusion:
Argentina's Digital Agenda has a specific chapter dedicated to Education and Digital Inclusion, introducing initiatives that aim to boost digital literacy skill of citizens and bridge the digital divide.

Reference to the use of social media:
Decree87/2017: as part of the multichannel approach, the delivery of services by social media is encouraged and is part of the Public Sector Digital Platform.

New technologies:

Decree 182/19: article 36 defines the "trust services", including the operation of blockchains

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

[7] Also referring to emerging technologies

for the preservation of electronic documents, the management of intelligent contracts, electronic authentication and digital identification services.

III. Legal Framework

9. Is there any legal framework on:

☒ access to information such as Freedom of Information Act

☒ personal data protection including digital security

☒ open government data

☒ digital identity

☒ digital certification/signature

☒ e-procurement

☒ digitally publishing government expenditure[8]

☒ data interoperability

☐ digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

Access to information:
Law 27.275: Right to access to public information.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/265949/texact.htm)
Law 25.326 (http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/265949/texact.htm)

Personal data protection:
Law 25.326: Personal data protection.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/60000-64999/64790/texact.htm)

Open Government Data:
Decree 117/2016: Open Data. (http://servicios.infoleg.gob.ar/infolegInternet/anexos/255000-259999/257755/norma.htm) A new Legal Framework for open data is currently being developed.

Digital signature:
Law 25.506: recognizes the legal effectiveness of the electronic document, the electronic signature and the digital signature. (http://servicios.infoleg.gob.ar/infolegInternet/anexos/70000-74999/70749/texact.htm)

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[8] Related to SDG Indicator 16.6.1

Decree 1265/2016: Creates the Platform of Central Electronic.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/269110/norma.htm)

Decree 892/2017: Creates the Remote Digital Signature Platform.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/285000-289999/285801/norma.htm)

Law 27.446 (Art. 7): It establishes that digitally signed electronic official documents have for the national public sector identical efficacy and probative value than their paper equivalents.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/310000-314999/311583/norma.htm)

Decree 182/2019: Approves the Regulation of the Digital Signature Law.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/320000-324999/320735/norma.htm)

e-Procurement:
Delegated Decree 1023/2001: institutes the contracting regime of the Public Administration, stipulating. (http://servicios.infoleg.gob.ar/infolegInternet/anexos/65000-69999/68396/texact.htm)

Decree 1030/2016: Approves the "Regulation of the Contracting System of the National Administration". (http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/265506/texact.htm)

National Procurement Office, Administrative Resolution 65/16: creates the Electronic Contracts System of the National Administration "COMPR.AR.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/265973/norma.htm)

Decree 1336/2016: Approves the Electronic Management System for public works contracts, Public Works and Public Services concessions and licenses, "CONTRAT.AR.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/270000-274999/270015/norma.htm)

Data interoperability:
Decree 1273/2016: approves an interoperability framework that allows direct exchange of documentation and data between Government Offices.
(http://servicios.infoleg.gob.ar/infolegInternet/anexos/265000-269999/269242/norma.htm)

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

    ☒Yes   ☐No

11. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250 words)*

The usage data of the different services that are part of the Public Sector Digital Platform - Government General Website (Argentina.gob.ar), Citizen Digital Platform, mobile applications, among others-, and the electronic document management (EDM) ecosystem computing modules are collected and analyzed by the offices responsible for each system.

The information is shared with the public institutions concerned, through access to reporting systems or through customized reports to particular or specialized requests.

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

    ☒Yes   ☐No

13. If yes, do you publish results online and share those with the public institutions concerned? *(Max. 250*

words)

> Data about user satisfaction on e-government services is shared with the concerned Government offices upon request.

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. *(Max. 250 words)*

> Government offices have a strong social media presence, using them as a platform to publicize services, whether or not they are new, engage in conversation with citizen, as another way of obtaining feedback, and sharing daily activities.
>
> Also, we are developing an Automated Assistance Service strategy, based on the use of conversational bots in social media chat services or websites.
>
> **Resolution of the Secretariat of Public Communication 13345-E/2017:**
> http://servicios.infoleg.gob.ar/infolegInternet/anexos/285000-289999/285763/texact.htm

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

☒ Artificial Intelligence (AI) ☒ Blockchain ☒ Big data ☒ Smart cities
☒ Robotics ☒ Internet of Things (IOT) ☒ Quantum computing ☐ Virtual reality
☐ Augmented reality ☐ Other:

(Please explain further including relevant links. Maximum 250 words)

> The National Office for Information Technology is developing the National Plan of Artificial Intelligence.
>
> Currently, the Secretariat of Administrative Modernization is implementing specific projects for the application of both technologies within the framework of the Electronic Document Management (EDM) ecosystem modules, in order to achieve the greatest possible automation of the digital processing of the Administration in the framework of Decree 733/2018, and the provision of authentication services with blockchain technology.
>
> Likewise, Government Secretariat of Science, Technology and Productive Innovation is working in an Artificial Intelligence Program under the Digital Agenda.

Does your government have any government body[9] at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

> Both the National Office for Information Technology and the Government Secretariat of Modernization are working in the implementation of emerging technologies.
>
> The National Office for Information Technology is in charge of the research about emerging technologies and its Government applications.

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[9] This can be an agency, cabinet, commission, committee, initiative etc.

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?
(Max. 250 words)

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18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

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19. What is the proportion of persons employed in central government organizations routinely using ICTs?
(Max. 250 words)

100%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? *(Max. 250 words)*

The National Institute of Statistics and Censuses publish every semester the Module of Access and Use of Information and Communication Technologies. This reports presents information about Homes with access to computer and internet and Population of 4 years and over and their use of ICT.

IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
(Max. 250 words)

Argentina participates actively in:
Digital Agenda WorkGroup of MERCOSUR;
Red GEALC;
OECD E-Leaders Group;
CEPAL E-LAC;
among others.

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? *(Max. 250 words)*

As a member of the Red GEALC, Argentina participates in several cooperation processes and offers bilateral support for the development of Digital Government in the countries of the Latin-American and Caribbean region.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? *(Max. 250 words)*

Recently, Argentina has launched the National Digital Inclusion Table. An open, collaborative and multistakeholder process that offers a framework and encourage the development of joint projects of digital inclusion between different sectors, aiming to increase and multiply efforts to reduce the digital divide creating synergy between public and private sector.

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[10] 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

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

X. Contact and Additional Information

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Organization:	Undersecretariat of Digital Government – Government Secretariat of Modernization

1. Please select whichever applies:

☒ A group of government agencies responded to the questionnaire collectively.

☒ 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: *(Max. 250 words)*

2. How did you hear about this questionnaire?

☒ Directly from UN DESA

☐ From the Mission of my country to the United Nations

☐ United Nations E-Government Survey website

☐ LinkedIn

☐ Facebook

☐ Other: *(Max. 250 words)*

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.