



## 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<sup>1</sup> 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](mailto:dpidg@un.org).

Austria

/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**<sup>2</sup> portal at the national level? If more than one, please list  all.

2. Please also provide **URLs** for below **specific portals**, if exists:

a. E-services<sup>3</sup>:

companies: [usp.gv.at](http://usp.gv.at), citizens: [oesterreich.gv.at](http://oesterreich.gv.at), publication of authentic legal texts: [ris.bka.gv.at](http://ris.bka.gv.at)

b. [E-participation](#)<sup>4</sup>:

active participation possibilities at all levels of Government (e.g. <https://www.partizipation.wien.at/>)

c. [Open government data](#):

[data.gv.at](http://data.gv.at)

d. Public procurement:

[usp.gv.at](http://usp.gv.at) (all tenders are available free of charge over the business portal ([usp](http://usp.gv.at)) to potential participants)

e. Other major portals at the national level: yes: [onlinesicherheit.gv.at](http://onlinesicherheit.gv.at) (one-stop security portal)

Federal Ministry for Digital and Economic Affairs, URL see below

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</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)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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

<https://www.en.bmdw.gv.at/Ministry/Seiten/default.aspx> or <https://www.bmdw.gv.at/>

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

Name:

Reinhard Posch (in coordination with the CDO, Dr. Gerhard Popp)

Title:

Professor

Organization:

Federal Ministry for Digital and Economic Affairs

E-mail:

[reinhard.posch@oesterreich.gv.at](mailto:reinhard.posch@oesterreich.gv.at)

Phone:

+43 1 711 00 202551

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

[www.bmvit.gv.at](http://www.bmvit.gv.at) (in terms of infrastructure)

- Education

[www.bmbwf.gv.at](http://www.bmbwf.gv.at)

- Health

[www.bmasgk.gv.at](http://www.bmasgk.gv.at)

- Social Protection and Welfare

[www.bmasgk.gv.at](http://www.bmasgk.gv.at)

- Employment and Decent Work

[www.bmasgk.gv.at](http://www.bmasgk.gv.at)

- Environment

[www.bmnt.gv.at](http://www.bmnt.gv.at)

- Energy/Water

[www.bmnt.gv.at](http://www.bmnt.gv.at)

- Finance/Taxation

[www.bmf.gv.at](http://www.bmf.gv.at)

- Industry/Trade

[www.bmdw.gv.at](http://www.bmdw.gv.at) as well as [www.bmvit.gv.at](http://www.bmvit.gv.at)

<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)

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?

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7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

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which has been seen until recently as federal strategy on digitization and e-government and though as key to optimally exploiting the digital transition that is taking place in order to strengthen Austria as a business location and innovation leader and foster the participation of all people in the digital world. The Digital Roadmap Austria as comprehensive digital strategy for Austria includes numerous eGovernment activities in different fields of action, such as digital infrastructure, security, data protection and trust, digital politics and public administration, digital society, digital economy, digital research and innovation and digital future.

Building on the insights of the Roadmap, a new strategy - that is even more ambitious and designed to position Austria as digital leader - is currently being developed under the auspices of the Ministry of Digital and Economic Affairs. The details of the strategy (timetable, priorities, piloting, etc.) are defined under the strategic framework of digital Austria (<https://www.digitalaustria.gv.at/>) in close cooperation between the CDO (Chief Digital Officer) Taskforce and the recently launched digitization agency (<https://www.ffg.at/en/node/70661>).

Regarding the technical aspects of digital readiness strategy (broadband and fiber expansion, aspects and rights of use) Austria has a strategy to become a 5G pioneer in Europe (<https://www.bmvit.gv.at/en/service/publications/downloads/5Gstrategy.pdf>) and the Broadband Strategy 2030 that mainly focuses on financial, legal and support measures in terms of infrastructure. There is an annual report showing whether the broadband-goals have been achieved. The insights of this assessment/report are used for defining and adapting future measures.



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<sup>6</sup>
- 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<sup>7</sup> such as artificial intelligence, blockchain, big data

see also <https://www.digitalroadmap.gv.at/en/brochure/epaper/>  
and <https://www.digitalaustria.gv.at/> respectively <https://www.digitalaustria.gv.at/eng/>  
<https://www.bmvit.gv.at/en/service/publications/downloads/5Gstrategy.pdf>  
<https://www.bmvit.gv.at/telekommunikation/breitband/downloads/konsultation2030.pdf>

### 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<sup>8</sup>
- data interoperability
- digital government as a right

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

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1



#### 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?

Yes. non-personal data / statistics on request (e.g. electronic delivery, one-stop portal oesterreich.gv.at)  
taking into account the legal requirements

#### 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?

The generated data is mostly used to improve the service (usability, completeness, comprehensibility, etc.)

**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.





## 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: 5G Strategy, Broadband 2030 Strategy

Blockchain, VR, AR, smart cities are part of the comprehensive digitization strategy currently being developed by the Ministry of Digital and Economic Affairs assisted by the Digitalisation Agency.

16. Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?

The Federal government has established the Department of Digital Transformation for Innovation, Industry and Entrepreneurship. The Department is responsible for the implementation of the Digital Strategy of the Federal Government and the Digital Strategy of the Republic of Austria. The Department also provides support to SMEs, entrepreneurs, startups and provides specific assistance to the start-up ecosystem, organizations and institutions.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?

72 percent  
 ([https://www.e-government-monitor.de/fileadmin/uploads/user\\_upload/studien/PDFs/191029\\_eGovMo n2018\\_Final\\_WEB.pdf](https://www.e-government-monitor.de/fileadmin/uploads/user_upload/studien/PDFs/191029_eGovMo n2018_Final_WEB.pdf))

18. What percentage of your GDP is allocated for ICT investment in the public sector?

n.a. because there is no common ICT-budget at national or regional level for ICT related expenditures

19. What is the proportion of persons employed in central government organizations routinely using ICTs?

In Austria the federal public sector has 171.554 employees. Approximately 100 percent of them are using more or less ICTs.

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

In Austria the federal public sector has 171.554 employees. Approximately 100 percent of them are using more or less Internet.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level?

Digital Dossier 2018 (comprehensive check of the digital literacy of people and businesses), further annual surveys on national or EU-level (ICT in households, ICT in businesses)  
 (<https://www.bmdw.gv.at/DigitalisierungundEGovernment/Documents/DigitalDossier.pdf>)

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</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)

## IX. International and Regional Cooperation <sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes. There are several MOUs (e.g. Singapur, Armenia etc.), international cooperations in in selected subject areas (e.g. open government data "D-A-CH-LI"), active participation in EU large scale pilots, etc.)

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

Yes. Bilateral by MOUs, furthermore through the support of the EU within Twinning Projects, as active part of bilateral/joint commissions or financed by third parties (e.g. UN, world bank, etc.)

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Yes. There are several PPPs on regional (trainings in e-government, e-delivery, e-procurement, etc.) and international (large scale pilot projects) level. Digital Austria as cross-linking platform and strategic framework for digitization in Austria will set further accents in this area in the future.

## X. Contact and Additional Information

Name:

Harald Pirker

Title:

Mag., MSc

Email:

[harald.pirker@oesterreich.gv.at](mailto:harald.pirker@oesterreich.gv.at)

Organization:

Federal Ministry for Digital and Economic Affairs

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:

strategy papers, official documents

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

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation  
- <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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- LinkedIn
- Facebook
- Other:

Please explain further (Max 250 words).

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