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*.*

Belgium	29/03/2019

☒ **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.belgium.be/en

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

    https://www.belgium.be/en

    b. E-participation[4]:
    c. Open government data:

    https://data.gov.be/en

    d. Public procurement:

    https://www.publicprocurement.be/nl

    https://www.belgium.be/en

    e. Other major portals at the national level:

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

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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)**.**

level in charge of e-government.

> https://dt.bosa.be/en

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

> https://digitaldashboard.belgium.be/en

government programs/strategies?

> Does not apply

Name:

Title:

Organization:

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

> https://www.plan.be/index.php?lang=en

   b. Education

> Flemish Community: https://www.vlaanderen.be/en/studying

   c. Health

> Flemish Community: https://www.vlaanderen.be/en/care-and-family
> French Community: http://www.aidealajeunesse.cfwb.be/
> German Community: http://www.ostbelgienlive.be/desktopdefault.aspx/tabid-110/

   d. Social Protection and Welfare

> Flanders Community: https://www.vlaanderen.be/en/care-and-family

   e. Employment and Decent Work

> Flemish Region: https://www.vlaanderen.be/en/working

   f. Environment

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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)**

> https://www.plan.be/index.php?lang=en

    g.   Energy/Water

> https://www.iea.org/countries/Belgium/

    h.   Finance/Taxation

> https://finance.belgium.be/en/about_fps/structure_and_services/general_administrations/tax_and_tax_collection
> https://www.wallonie.be/fr/competences/fiscalite

    i.   Industry/Trade

> Flanders: https://www.flandersinvestmentandtrade.com/export/
> Wallonia: http://www.entreprisesdewallonie.be/Entreprises

II. Strategy and Implementation

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

> The answer to this question is positive: the various Belgian policy levels have a strategy/long-term vision in which the SDGs are more or less incorporated.
> This is what this is all about:
> - Federal strategy for sustainable development
> - Vision 2050 - a long-term strategy for Flanders
> - 2nd Walloon strategy for sustainable development
> - Regional sustainable development plan for the Brussels-Capital Region
> - Sustainable development within the regional development concept of the German-speaking Community
> In addition, there is also something like an overarching framework text of matters that the various policy levels wish to do together: the National Strategy for Sustainable Development, adopted in 2017.
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> More information:
> - https://www.sdgs.be/sites/default/files/publication/attachments/brochure_nsdo_en_def.pdf
> - https://sustainabledevelopment.un.org/content/documents/15721Belgium_Rev.pdf (information in English, see chapter 1 from p3)
> Alle informatie omtrent het SDG-beleid van de Belgische overheden kan teruggevonden worden op de site https://www.sdgs.be/nl/beleid/nationaal-beleid

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

> In the year of 2015, the federal government launched a digital strategy for Belgium named Digital Belgium. The program was introduced by the minister of digital agenda, Alexander de Croo. The main objective of the program is to create new jobs related with digital innovation for the next years. Moreover, the program has a vision that, by 2020, Belgium would be in the top three countries among Europe when it comes to digital terms, alongside creating 1000 start-ups and 50.000 new jobs for the whole economy. http://digitalbelgium.be/en/

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

> The Digital Belgium plan has 5 principles – in which each of them is possible to check the above options. To better understand each of these principles please access http://digitalbelgium.be/en/5-priorities/digital-infrastructure/. Also, is possible to check the actual scenario related to the above questions with the Digital Economy and Society Index (DESI), the report about Belgium can be found here: http://ec.europa.eu/information_society/newsroom/image/document/2018-20/be-desi_2018-country-profile_eng_199603A9-AB53-4E21-03C0BEF3730537BA_52213.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[8]

☒ data interoperability

☒ digital government as a right

IV. Usage of online services

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

[7] Also referring to emerging technologies

[8] Related to SDG Indicator 16.6.1

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?

> https://digitaldashboard.belgium.be/en

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?

> Cfr. the annual barometer of the information society

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.

> https://www.belgium.be/en/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:

> https://www.globallegalinsights.com/practice-areas/blockchain-laws-and-regulations/belgium

16. Does your government have any government body[9] at the national level working specifically related to the new technologies?

> https://dt.bosa.be/en

VIII. Indicators

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

> https://economie.fgov.be/fr/nouveautes/barometre-de-la-societe-de   (only figures on usage; not on

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

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

[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

> unknown

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

> 100%

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

> 100%

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

> https://statbel.fgov.be/nl

IX. International and Regional Cooperation[11]

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

> Yes, European Commission OECD, Benelux,

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

> Yes, via development cooperation (e.g.: D4D programme), direct bilateral support, via World Bank ID4D

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

> Yes, see all EU HORIZON2020 and CEF projects

X. Contact and Additional Information

> Frank Leyman

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Organization: DT Digital Transformation Office

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

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

☐ I mostly provided my own opinion/assessment rather than official information.

☐ Other:

> Please explain further (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:

> Please explain further (Max 250 words).

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