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.

Cape Verd  
16/05/2019

☒ 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://portondinosilhas.gov.cv

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

   a. E-services\(^3\):

   https://portondinosilhas.gov.cv
   https://mf.gov.cv
   https://lojacmp.com
   https://nosiapps.gov.cv

   b. E-participation\(^4\):

   Participate citizen - https://portondinosilhas.gov.cv

   c. Open government data:

   http://opendata.cv/
   http://pdx.gov.cv

   d. Public procurement:

   https://compraspublicas.cv

   e. Other major portals at the national level:

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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).
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https://governo.cv
https://mf.gov.cv

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

NOSi - https://nosi.cv
Nosi Video Institucional- https://www.youtube.com/watch?v=nbcj8C_FQFw
Directorate-General for Telecommunications and Digital Economy (DGTED) - dgted.gov.cv

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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Aruna Handem</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>General Director</td>
</tr>
<tr>
<td>Organization:</td>
<td>Directorate-General for Telecommunications and Digital Economy (DGTED)</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:aruna.handem@nosi.cv">aruna.handem@nosi.cv</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>+238 5159247</td>
</tr>
</tbody>
</table>

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
   Central Support Services Planning and Management - https://mf.gov.cv

b. Education

c. Health
   Ministry of Health - https://www.minsaude.gov.cv
   National Health Observatory: https://insp.gov.cv/index.php/observatorio-saude/sistemas-de-informacao-geografica-em-saude

d. Social Protection and Welfare

e. Employment and Decent Work
   IEFP - Institute for employment and vocational training - http://iefp.cv/

f. Environment

\(^{5}\) 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)? *(Maximum 250 words)*

<table>
<thead>
<tr>
<th>Strategic Plan for Sustainable Development</th>
<th><a href="https://peds.gov.cv">https://peds.gov.cv</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Strategic Plan for Digital Economy</td>
<td><a href="http://estrategiadigital.gov.cv">http://estrategiadigital.gov.cv</a></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Strategic Plan for Digital Economy</th>
<th><a href="http://estrategiadigital.gov.cv">http://estrategiadigital.gov.cv</a></th>
</tr>
</thead>
</table>

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)*

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

*7 Also referring to emerging technologies
Cabo Verde intends to transform itself in a digital and innovation platform, that will not only produce digital products, but serve as a research centre for digital innovation in the ECOWAS region.

As a sector that requires highly qualified and specialized human capital domain, the success of the platform will depends greatly on the quality and scope of reforms in the fields of education and human resource development and the qualification system.

The Government’s strategy for the digital economy has the following three interlinked objectives:

- Connectivity Hub
- Capacity Building Hub
- Service Provision Hub

More info: http://estrategiadigital.gov.cv

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
☒ data interoperability
☒ digital government as a right

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

- Access to information such as freedom of information act - lei nº 56/v/98 de 29 de junho; lei nº 70/vii/2010, de 16 de agosto
- Personal data protection including digital security - lei n.º 41/viii/2013; Budapest Convention;
- De 17 de setembro; artigo 45º of the constitution of the republic of Cape Verde - use of information technology and protection of personal data
- Digital identity - decreto-lei nº19/2014, de 17 de março
- Digital certification/signature - decreto-lei nº19/2014, de 17 de março
- E-procurement - lei nº 88/viii/ 2015 de 14 de abril.
- Digitally publishing government expenditure - lei nº 44/ix/2018
- Data interoperability - lei nº39/vi/2004, 02 de fevereiro; decreto lei nº 13/2014, de 25 de fevereiro;
- Digital government as a right - lei nº39/vi/2004, 02 de fevereiro

More:
https://www.coe.int/en/web/cybercrime/the-budapest-convention
http://www.cnpd.cv/leis/Lei%20de%C2%A0Cibercrime.pdf

8 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? (Max. 250 words)

Data are collected, processed and published through the National Statistical Institute, Multisectoral Regulatory Agencies and eGov government entities such as the NOSi and the citizen's house (one-stop-shop).
http://ine.cv/
https://www.facebook.com/ine.caboverde/

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)

Through the citizen's house (one-stop-shop), annual surveys and reports are produced.
https://portondinosilhas.gov.cv/portonprd/porton.portoncv_v3?p=B4B7B8B4B4C4B7CAAFBDB6C4C4

More information:
- Estudo de Satisfação de Clientes 2017
- Plano Estratégico e operacional 2017-2021
- Política do Sistema Integrado de Gestão
- Relatório de atividades Casa do Cidadão - 2017
- Relatório de atividades Casa do Cidadão - 2018

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)

There is a cabinet of communication and image of the government that manages the official presence of the government in the social networks.
- https://www.facebook.com/GovernodeCaboVerde/
- https://twitter.com/CaboVerde_Gov

Still each sector and each agency has its presence in the social network, managed by the image and communication offices of each sector.
- https://www.facebook.com/VicePMeMFOficial/
- https://www.facebook.com/CasadoCidadao8002008/
- https://www.facebook.com/nosicv/
- https://www.facebook.com/ministerio.educacao/
- https://www.facebook.com/cultura.caboverde
- https://www.facebook.com/Minist%C3%A9rio-das-Rela%C3%A7%C3%B5es-Exteriores-de-Cabo-Verde-456402641179199/
- https://www.facebook.com/ministerio.a.interna/

VII. New Technologies
15. Does your government have a specific national strategy on one or more of following new
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**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)*

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**Strategic Plan for Digital Economy** - http://estrategiadigital.gov.cv
**Weblab** - https://weblab.gov.cv/weblab/
**NOSI Akademia** - http://akademia.nosi.cv/
**IGRPWEB** - https://www.igrp.cv/
**OpenData** - http://opendata.cv/
**PDEX** - http://pdex.gov.cv

**Smartcity** - https://www.smartcitycv.com
https://facebook.com/smartcitycv/
https://www.facebook.com/Funda%C3%A7%C3%A3o-Smart-City-Cabo-Verde-312279289423696/

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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)*

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**NOSi** - https://nosi.cv
Nosi Video Institucional - https://www.youtube.com/watch?v=nbcj8C_FQEw
Directorate-General for Telecommunications and Digital Economy (DGTED) - dgted.gov.cv

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### VIII. Indicators

17. What is the percentage of the population\(^{10}\) satisfied with their last experience of online public services? *(Max. 250 words)*

**Global Satisfaction 59%**

Source:
- Estudo de Satisfação de Clientes 2017

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

110 Million USD of Investment in ICT projet

2.4 Billions of U.S. dollars (Cape Verd GDP)

More info:
https://www.imf.org/external/datamapper/NGDPD@WEO/OEMDC/ADVEC/WEOWORLD/CPV
http://www.bcv.cv/vPT/Paginas/Homepage.aspx

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

37% of employed in central government organizations routinely using ICTs.

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

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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
37% of employed in central government organizations routinely using ICTs.

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

1. Utilization of ICT by the population
2. Ability to use the computer
3. Skills in using the internet
4. ICT consumer expenditure

Source: INE

More information:

IX. International and Regional Cooperation

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

Africa Union, ECOWAS, CPLP, MAC, UN, World Bank

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

Guinea Bissau; Sao Tome and Principe; Equatorial Guinea; Mozambique; Guinea Conakry; Burkina Faso;

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

IGRPWeb; PDEX; Jump Start; Technologic Park;

X. Contact and Additional Information

Name: Nelson Monteiro
Title: Head of the Commercial and Marketing Department
Email: nelson.j.monteiro@nosi.cv
Organization: NOSi, EPE

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)

Delfina Soares
Head
United Nations University
Operating Unit on Policy-Driven Electronic Governance (UNU-EGOV)

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