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.

| Canada | 02/04/2019 |

☒ **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.canada.ca/

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

   https://www.canada.ca/

   b. E-participation[4]:

   https://www.canada.ca/en/government/system/consultations.html

   c. Open government data:

   https://open.canada.ca/en/open-data

   d. Public procurement:

   https://www.tpsgc-pwgsc.gc.ca/app-acq/ma-bb-eng.html   https://buyandsell.gc.ca/

   e. Other major portals at the national level:

   Statistics Canada: https://www150.statcan.gc.ca/n1/en/type/data ; Canada Digital Services: https://digital.canada.ca/

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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)**.**

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

> Treasury Board of Canada Secretariat

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

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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

> Public Services and Procurement Canada (https://www.tpsgc-pwgsc.gc.ca/comm/index-eng.html

    b. Education
    c. Health

> Employment and Social Development Canada - https://www.canada.ca/en/employment-social-development.html

    d. Social Protection and Welfare

> Employment and Social Development Canada - https://www.canada.ca/en/employment-social-development.html

    e. Employment and Decent Work

> Employment and Social Development Canada - https://www.canada.ca/en/employment-social-development.html

    f. Environment

> Environment and Climate Change Canada - https://www.canada.ca/en/environment-climate-change.html

    g. Energy/Water

> Natural Resources Canada - https://www.nrcan.gc.ca/home

    h. Finance/Taxation

> Finance Canada =- https://www.fin.gc.ca/fin-eng.asp Canada Revenue Agency - https://www.canada.ca/en/revenue-agency.html

    i. Industry/Trade

> Innovation, Science and Economic Development http://www.ic.gc.ca/eic/site/icgc.nsf/eng/home

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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)**

II. Strategy and Implementation

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

> Yes. Canada has a renewed international development policy that incorporates the SDGs: https://international.gc.ca/world-monde/issues_development-enjeux_developpement/priorities-priorites/policy-politique.aspx?lang=eng .

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

> Yes. The digital operations strategic plan was recently published:
> https://www.canada.ca/en/government/system/digital-government/digital-operations-strategic-plan-2018-2022.html

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 Operations Strategic Plan builds off the previous Information Management (IM)/Information Technology (IT) strategic plans produced by the Government of Canada; the Strategic Plan's vision statement includes that "digitally, the [Government of Canada] must operate as one to benefit all Canadians." The move from an IM-IT strategic plan to a Digital Operations Strategic Plan supports this ideal, and acknowledges the need for greater integration in government to deliver on this digital vision, including across functional communities and within teams. This Strategic Plan establishes the integrated direction for the government on digital transformation, service delivery, security, IM and IT activities for

III. Legal Framework

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

[7] Also referring to emerging technologies

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

> Access to Information: https://laws-lois.justice.gc.ca/eng/acts/a-1/; Privacy and Personal Data: https://laws-lois.justice.gc.ca/eng/acts/p-21/; Open Data; https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28108; Digital Signatures: https://laws-lois.justice.gc.ca/eng/acts/P-8.6/; Government expenditures; https://laws-lois.justice.gc.ca/eng/acts/F-11/page-13.html#s-64;

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?

> This is done separately by each institution that offers the service and collects their own statistics. There is no one comprehensive dataset of all statistics for the provision of services.

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 Government of Canada relies on the results two surveys with the Institute for Citizen-Centered Service to assess satisfaction with services: Citizens First and Business First. Results are available online but for a charge: https://iccs-isac.org/research/citizens-first.

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.

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[8] Related to SDG Indicator 16.6.1

**VII.
New**

> The Government of Canada's Policy on Communication and Federal Identity ensures that communication with the public is done through a variety of media and platforms to maximize reach while seeking innovative ways to use technology. Government departments inform the general public regarding e-government services through Twitter, Facebook and LinkedIn. For example, the team responsible for developing a new pay system at Treasury Board of Canada Secretariat used Twitter to actively connect and engage the general public to the working solutions.
> The Policy on Communications (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=30683) governs the use of social media. The Privacy Commissioner of Canada provides online resources including: tips to keep in mind when using social media sites and privacy implications for both employees and employers of the Federal Government.

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:

> The Canadian government is a leader in AI. It has hosted the G7 Multistakeholder Conference on Ai; funded AI Superclusters (https://www.canada.ca/en/innovation-science-economic-development/news/2018/02/government_of_canadasnewinnovationprogramexpectedtocreatetensoft.html), and issued a Directive on AI (http://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32592). Infrastructire Canada's strategy includes a large smart cities component: https://www.infrastructure.gc.ca/plan/about-invest-apropos-eng.html

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

VIII.

> Yes. Both the Innovation, Science and Economic Development Canada and the Office of the Chief Information Officer in the Treasury Board of Canada Secretariat work on new technologies for both the public and private sectors. The National Research Council (https://www.nrc-cnrc.gc.ca/eng/) conducts scientific and technical research to advance industrial innovation, the advancement of knowledge and technology development, and fulfilling government mandates.

Indicators

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

> This data is not available.

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

> This data is unavailable. The public sector in Canada is comprised of a federal government, 13 provincial and territorial governments and thousands of municipal and regional governments

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

> 100%. All federal public servants use ICTs.

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?

> Owing to the division of responsibility between the federal government and the provinces and territories, education and literacy (digital and otherwise) are provincial domains. Currently, there is no collection of statistics on this nationally.

IX.
International and Regional Cooperation[11]

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

> Canada is currently the government Chair of the Open Government Partnership's Steering Committee. The country is also a member of the Digital 9, a forum of the leading nations in digital government. Canada also participates in the OECD E-Leader's Network, and works with United Nations, World Bank, the Organization of American States, APEC, the G7 and G20 and a large variety of other forums.

> Canada supports other countries in the area of e-government through multiple international channels. As an active member of the D9, Canada engages with the other 8 member countries to share best practices, lessons learnt and actively looks for ways for mutual collaboration on projects and activities. Through the Canadian-Australian Public Policy Initiative (CAPPI), Canada and Australia look to deepen and formalize their working relationship through face-to-face meetings to exchange knowledge, experience and approaches on shared governance and public policy challenges. Canada also offers support to other countries through international engagements under the Chief Information Officer (e.g., collaboration with Denmark, fact finding in Estonia)

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

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

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

X.

> Yes. Canada has a multistakeholder forum on Open Government (https://open.canada.ca/en/multi-stakeholder-forum-open-government) which helps to inform e-government work. Canada also participates in the CIO Strategy Council (https://ciostrategycouncil.com/), which is a private-public partnership collectively transforming, shaping, and influencing the Canadian information and technology ecosystem. Canada also is an active participant in the Public Sector Chief Information Officer Council (https://iccs-isac.org/councils/pscioc), which focuses on pan-Canadian information technology and information management issues in collaboration with provinces, territories and municipalities.

Contact and Additional Information

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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:

   > 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.