



## 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).

Colombia

09/05/2019

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

### I. Institutional Framework

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

<https://id.presidencia.gov.co/Paginas/presidencia.aspx> – Soon being replaced by: [www.gov.co](http://www.gov.co)

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

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

<https://www.nomasfilas.gov.co/> - Soon being replaced by: [www.gov.co](http://www.gov.co)

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

<http://www.urnadecristal.gov.co/> - Soon being replaced by: [www.gov.co](http://www.gov.co)

c. [Open government data](#):

<https://www.datos.gov.co/> - Soon being replaced by: [www.gov.co](http://www.gov.co)

d. Public procurement:

<https://www.colombiacompra.gov.co/secop-ii>

<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).

- e. Other major portals at the national level:

<https://www.gov.co/>  
<https://presidencia.gov.co>  
<http://www.pte.gov.co/WebsitePTE/>  
<https://miseguridadsocial.gov.co>  
<http://www.urnadecristal.gov.co/>  
A complete list at: <https://www.gov.co/informacion>

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

Ministry of Information and Communications Technologies – Digital Government Directorate  
<https://www.mintic.gov.co>  
<http://www.gobiernodigital.gov.co>

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

**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

National planning department - <https://www.dnp.gov.co>

- b. Education

Ministry of National Education - <https://www.mineduacion.gov.co>

<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)

c. Health

Ministry of Health and Social Protection - <https://www.minsalud.gov.co>

d. Social Protection and Welfare

Ministry of Health and Social Protection - <https://www.minsalud.gov.co>

e. Employment and Decent Work

Ministry of Labor - <http://www.mintrabajo.gov.co>

f. Environment

Ministry of Environment - <http://www.minambiente.gov.co>

g. Energy/Water

Ministry of Mines and Energy - <https://www.minenergia.gov.co>

h. Finance/Taxation

Ministry of Treasury - <http://www.minhacienda.gov.co>

i. Industry/Trade

Ministry of Commerce - <http://www.mincit.gov.co>

## II. Strategy and Implementation

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

Yes. There is CONPES 3918, which aims to define the strategy for the implementation of SDGs in Colombia, establishing the monitoring, reporting and accountability scheme, the statistical strengthening plan, territorial implementation strategy and interlocution mechanism with non-governmental players.

For this purpose, the following specific objectives were defined in the CONPES:

1. Define a monitoring and reporting scheme of the implementation progress of SDGs in Colombia, based on a set of national indicators that have a baseline and their respective goal to 2030.
2. Define a plan to strengthen production and data management for the measurement of sustainable development, particularly for those objectives and goals for which there is no information.
3. Establish strategic guidelines for supporting National Government and Local Governments in the implementation of the SDGs in the territories.
4. Develop guidelines for the strategy of interlocution with non-governmental players, thus materializing the multi-players approach of the 2030 Agenda, and the definition of alliances for their active involvement and participation in the implementation and social control through accountability exercises.

For the implementation of this strategy the document proposes the following guidelines that will be implemented by 2030, in accordance with the CONPES Action and Follow-up Plan:

1. Monitoring and reporting scheme for the implementation of the SDGs.
2. Statistical strengthening plan
3. Territorial strategy
4. Interlocution and promotion of partnerships with non-government stakeholders.

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

Yes, the Decree 1008/2018 establishes the new Digital Government policy whose objective is to promote the use of ICTs “to consolidate a competitive, proactive, and innovative Government and citizens that generate public value in an environment of digital trust”.

This policy is structured by 2 components, 3 transversal enablers and 5 purposes:

- The components are the areas to which the lines of action of the policy are applied. These components are ICT for State and ICT for Society.
- Transversal enablers are fundamental elements of Information Security, Architecture and Digital Citizen Services, which allow development of the above components and the achievement of the purposes of the Digital Government Policy.
- The purposes are intended to achieve Digital Government Policy. These are:
  1. To improve the provision of high quality digital services.
  2. To achieve safe and efficient internal processes through the strengthening of the abilities to manage information technologies.
  3. To make decisions based on data and increase the use and exploitation of information.
  4. To empower citizens through the consolidation of Open Government.
  5. To drive development of smart cities and territories generating solutions to social challenges and problems through the harnessing of ICT.

Guidelines and standards for implementation of the Digital Government policy are defined in the Digital Government Manual. Click at: [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)

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

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

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

- The Implementation Plan is defined in the Sectoral Plan (available at <https://www.mintic.gov.co/portal/604/w3-article-82084.html>) as well as the Institutional Plan.
  - The National Digital Government Strategy (NDGS) is aligned with the bases and the Law from the National Development Plan 2019 - 2022 "Pact for Colombia, Pact for Equity". Consult the bases of the National Development Plan (page 570) at <https://colaboracion.dnp.gov.co/CDT/Prensa/PND-2018-2022-Interactivo.pdf>
  - The NDGS is aligned with the Sustainable Development Goals (SDGs) since it promotes smart cities. The Digital Government manual also includes SDGs as a referent in the application of the policy by entities. More at [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)
  - The NDGS is aligned with subnational level since the plans formulated by territorial entities must comply with guidelines and objectives of the policy defined from the national level. See Digital Government Manual (pages 22-27) at: [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)
  - The NDGS emphasizes the principles digital-first, and its guidelines digital by default, mobile, accessibility by vulnerable groups, e-participation, and engagement, must be complied with all technology projects, as established in the Digital Government Manual. See pages 28 – 39, at [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf). The once-only principle is included in the Decree-Law 019 de 2012 – Article 9: <http://www.suin-juriscol.gov.co/viewDocument.asp?id=1004430>
  - The NDGS will formulate standards for Big Data use. Additionally, National entities must formulate a digital transformation plan with the use of emerging technologies, as mentioned in the Digital Government Manual (pages 23 and 37): [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)
  - There is a presidential directive 03 of 2019 on guidelines in the definition of the communications institutional strategy that gives indications on the use of social networks by the Government of Colombia. More information at: <http://es.presidencia.gov.co/normativa/normativa/DIRECTIVA%20PRESIDENCIAL%20N%C2%B0%2003%20DEL%2002%20DE%20ABRIL%20DE%202019.pdf>
- The Digital Government Directorate supports public entities for the use of social media. See the Digital Government Manual (42 to 44) [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.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>8</sup> Related to SDG Indicator 16.6.1

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

- Regarding access to information, open data, e-procurement and digitally publishing government expenditure, there is Law 1712 of 2014, by which Transparency Law and the Right of Access to National Public Information is created. This Law is published at:

<http://suin.gov.co/viewDocument.asp?ruta=Leyes/1687091>. Pursuant to this law, the resolution 3563 of 2014 is issued. This resolution establishes the technical conditions for publication of open data, as well as the information to be published by entities on their websites, which includes open data, digitally publishing government expenditure, procurement, among others.

- Personal data protection including digital security, there is the Law 1581 of 2012 whereby the General Regime for Personal Data Protection is issued. Find this Law at <http://www.suin-juriscol.gov.co/viewDocument.asp?id=1684507>

There is also CONPES 3854 of 2016, which establishes the National Digital Security Policy. Find this document at: <https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3854.pdf>

- Regarding digital and digital certification/signature, there is the Law 527 of 1999, which defines and regulates the access and use of data messages, electronic commerce and digital signatures, and establishes the certification entities and dictates other provisions. This Law is available at: <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/1662013>.

- Regarding data interoperability, there is the Decree 1008 of 2018, which establishes the digital government policy and Decree 1413 of 2013, by which Digital Citizen Services (electronic authentication, interoperability and citizen folder) are created. These Decrees are published at <http://www.suin-juriscol.gov.co/viewDocument.asp?id=30033063> and <http://www.suin-juriscol.gov.co/viewDocument.asp?id=30035329>

#### 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?

V.

Yes. The Ministry of Information Technologies and Communications hires polls which assess the use of ICT by citizens and private companies when interacting with the Government. The latest results are published in the following link: <https://colombiatic.mintic.gov.co/679/w3-article-74002.html>. To access these results, please download (in the previous link) the Excel files hyperlinked as: "1. Tabla de salida Ciudadanos" or "2. Tabla de salida Empresas" and click on "IX. USO DE TIC PARA RELACIONARSE CON EL ESTADO" and "VII. USO DE TIC PARA RELACIONARSE CON EL ESTADO" respectively. Within these documents you will find the answer of the questions concerning to what specific services the respondent requested (question 52 in the survey to citizen and question 43 in the survey to businesses), the channels used (question 53 in the survey to citizen and question 44 in the survey to businesses) and how satisfied they were with the service (question 54 in the survey to citizen and question 45 in the survey to businesses). These results are presented for each service included in the polls (Registration to professional training programs, Application for duplication of the citizenship card, Obtaining / renewing a passport, among others in the survey to citizen; and Foreign Trade Procedures, Company creation among other in the survey to businesses).

The results of the polls corresponding to 2013, 2014 and 2015, are published at <http://estrategia.gobiernoenlinea.gov.co/623/w3-propertyvalue-7654.html>

On the other hand, the Ministry of ICT generates statistics on the websites of government entities at the territorial level, which use the Mi Colombia Digital template provided by this Ministry.

### 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 usage and satisfaction of e-government services are in the same poll. Therefore, the answer to question 11 is also the answer to question 13.

VI.

In addition to this, the Ministry of Information and Communications Technologies (like other entities), has enabled on its website, in the procedures and services section, perception surveys to evaluate the satisfaction of its procedures and services. In the case of this Ministry, see: <https://www.mintic.gov.co/portal/604/w3-propertyvalue-6156.html>

### 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.



The Colombian Government, through “Urna de Cristal” (Crystal Urn) leads the Digital Task Force (DTF) initiative, which was born in 2012 due to the need to communicate effectively government issues through digital media. The goal of DTF is to reach citizens with a simple language that facilitates participation and collaboration. Through a large and coordinated network of digital communication teams (made up of press or communications heads, community managers, journalists and / or webmasters), responsible for managing social networks in the different Colombian entities, the Government approaches citizenship.

The DTF offers advice to communication teams and managers of ministries and national government entities about strategic management of digital channels for electronic communication and participation, supporting the knowledge's transfer. To date, “Urna de Cristal” and DTF has promoted 2,425 digital campaigns with useful information for citizens, based on unified work with 275 national entities, and tracking 748 social network accounts of the national government and 1,556 of the territorial governments of Colombia.

One of the tasks of DTF is to lead the 'Government Synergy', an exercise that daily shares the most important digital campaigns of the different entities, where citizens have been able to learn about key issues such the weekly regional workshop “Construyendo País”, the National Plan of Development, the commemoration of the Bicentennial

“Urna de Cristal” generated a Manual of Management of Communication in Social Networks Government Of Colombia, which defines guidelines for government officials on the use of social media. This Manual is available at [http://estrategia.gobiernoenlinea.gov.co/623/articles-8248\\_recurso\\_4.pdf](http://estrategia.gobiernoenlinea.gov.co/623/articles-8248_recurso_4.pdf)

Additionally, there is the Presidential Directive 03 of 2019, on guidelines in the definition of the communications institutional strategy that gives indications on the use of social networks by the Government of Colombia. More information at: <http://es.presidencia.gov.co/normativa/normativa/DIRECTIVA%20PRESIDENCIAL%20N%C2%B0%2003%20DE%202019>

## 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:

Yes. The Digital Government Policy includes guidelines for strategic planning and execution, to use emerging technologies. Based on this, National entities must formulate a digital transformation plan with the use of emerging technologies and apply guidelines indicated in the Digital Government Manual (Find this requirement in section 2.1.1. Strategic Planning Guidelines, of the Digital Government Manual, which is published at [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)).

Within the framework of the Digital Government Policy, the Ministry of ICTs has been implementing a public digital innovation initiative, from which it has accompanied different public entities in the development of projects using emerging technologies such as blockchain and Artificial Intelligence. Some examples of these projects are the following:

- Data against Smuggling – SOFIA. SOFIA is a digital solution, which takes advantage of Advanced Data Analytics and Artificial Intelligence to focus in the contraband that enters the country through the main commercial ports improving the actual tools that profile the cargo to increase their effectiveness and efficiency. More information at: <http://centrodeinnovacion.gobiernoenlinea.gov.co/es/content/datos-contra-el-contrabando-dian>
- Blockchain for the verification of document integrity in the Colombian Government. This project was aimed at verifying the authenticity of documents and people when they undertake administrative procedures. More information at: <http://centrodeinnovacion.gobiernoenlinea.gov.co/es/investigaciones/mejoramiento-de-la-seguridad-de-los-servicios-del-estado-verificacion-de-identidad-e>

Likewise, the National Policy of Data Exploitation (Big Data) is defined in the CONPES 3920 of 2018, whose objective is "to increase the use of data, by developing the conditions to be managed as assets to generate value social and economic ". Access this document at:

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

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

Yes. The Ministry of ICTs has been carrying out digital public innovation exercises in which emerging technologies are applied to solve challenges or needs of public entities. An example of the results of these innovation exercises is SOFIA, a functional prototype of data analytics and artificial intelligence developed with the National Tax and Customs Directorate (DIAN), which allows to verify in a better way what cargo should be checked in the ports in order to identify possible goods that enter the country irregularly. Another example was developed with “Universidad Distrital Francisco José de Caldas”, in which blockchain was applied to university diplomas to validate the integrity of academic diplomas.

In the bases of the National Development Plan (DNP), a strategy was formulated to massify advanced information management tools for the solution of sectoral problems that directly affect people. This strategy is led by the Presidency of the Republic, through the Presidential Council for Innovation and Digital Transformation with support from the Ministry of ICT and other entities.

In 2019, the High Council for Innovation and Digital Transformation was officially created the Counseling for Innovation and Digital Transformation linked to the Presidency, with the aim of taking advantage of new technologies. More information at <http://es.presidencia.gov.co/normativa/normativa/DECRETO%20179%20DEL%2008%20DE%20FEBRERO%20DE%202019.pdf>

Finally, in Medellin, the first Center of the Fourth Industrial Revolution in Latin America was created, designed in association with the World Economic Forum, where three fundamental topics are being studied for the development of emerging technologies: Internet of Things, artificial intelligence and blockchain. More information:

## VIII. Indicators

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

According to the results of the 2017 ICT Survey: 79% of citizens are satisfied with their last experience of online public services.

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

Taking as reference the technology purchases made through price framework agreements, it is estimated that the ICT investment of public entities in 2018 was 0.09 % of GDP.

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

<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)

Taking as reference the results of the surveys carried out by the MINTIC in 2015, 89% of the employees of national entities use ICT.

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

Taking as a reference the results of the surveys carried out by the MINTIC in 2015, 33% of the employees of national entities use the Internet for their work.

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

The Colombian Ministry of ICTs uses ICT use indicators for households, generated by the National Administrative Department of Statistics (DANE), to monitor the level of digital literacy. These indicators are the following:

- \* Use of the computer, Internet, cell phone and radio signal inside the home.
- \* Locations of Internet use (at home, at work, at an educational institution, at a free public access center, at a public access center with a cost, at someone else's home, when traveling from one place to another, other site).
- \* Devices used in the use of the Internet (desktop computer, laptop, tablet, cell phone, other device).
- \* Activities of Internet use (obtain information, mail and messaging, social networks, buy / order products or services, electronic banking or other financial services, education and learning, procedures with government agencies, download software, images, games, music or play online, consult media, television, videos, movies or other audiovisual content for entertainment, others).
- \* Frequency of use of Internet, computer, cell phone and radio signal listening within the home (Every day of the week, at least once a week but not every day, at least once a month but not every week, at least once a year but not every month)

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

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

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

Colombia is part of the following international cooperation networks on e-government:

- Organization for Economic Co-operation and Development OECD

Since 2015, Colombia has worked with the OECD to review, evaluate and define improvements to its Digital Government policy, generating as a result different studies. Some of these are "Impact Evaluation of the Digital Government in Colombia: Towards a New Methodology" available at

<https://www.oecd.org/countries/colombia/assessing-the-impact-of-digital-government-in-colombia-9789264283282-en.htm>, and "Review of the Digital Government in Colombia Towards a public sector Driven by the Citizen", available at: <https://www.oecd.org/publications/digital-government-review-of-colombia-9789264291867-en.htm> and. Additionally, Colombia participates in the OECD expert committees of Public sector based on data and emerging technologies for the public sector.

- Open Government Partnership

Colombia participated in the formulation and execution of the first, second and third action plan of the Open Government Partnership. Colombia is also a member of the executive committee in charge of the follow-up and evaluation of the action plans, as well as the relationship with civil society organizations and world representatives. More information at:

<https://www.opengovpartnership.org/countries/colombia>

- Organization of American States

The Directorate of Digital Government of the Colombian Ministry of ICTs maintains a close relationship with the Secretariat of Hemispheric Affairs, specifically with the Department for Effective Public Management, and from the common themes addressed, articulate the implementation of intersectoral policies of digital government. More information at:

[https://www.oas.org/es/acerca/offices\\_detail.asp?sCode=COL](https://www.oas.org/es/acerca/offices_detail.asp?sCode=COL)

- Electronic Government Network of Latin America and the Caribbean – Red Gealc:

Colombia also is part of the Electronic Government Network of Latin America and the Caribbean – Red

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

Yes. In the last two years Colombia has offered support to the following countries:

- Honduras: The Secretary of General Coordination of Government SCGG and its Presidential Directorate of Transparency and Modernization of Honduras met with the Directorate of Digital Government of the Ministry of ICT to learn about the Online Government strategy and the Open Data initiative.
- Guatemala: The Government of Guatemala entered into an international cooperation agreement with the Presidential Cooperation Agency for transferring knowledge, including the Digital Government policy, Open Data and Digital Citizen Services.
- Uruguay: The Ministry of ICT signed a memorandum of understanding (MoU) with the Agency for Electronic Government and the Information and Knowledge Society of Uruguay (AGESIC) with the aim of promoting cooperative relations in the field of digital government and related issues.
- Peru: An Interinstitutional Agreement was signed with the Presidency of the Council of Ministers of Peru (ONGEI) in 2017, with the objective of promoting cooperation in digital government, especially in gov.co and open data.
- Mexico: With the Digital Government Unit we have been exchanging experiences on the unique portal of the state, gob.mx and gov.co.
- United Kingdom: With Government Digital Services we are signing a MoU with the objective of exchanging information and experiences on the development of digital government.
- Chile: At the beginning of this year, Colombia and Chile signed a MoU for Cooperation in Cybersecurity, Cyberdefense and Cybercrime.

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

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In Colombia there is an Open State Committee created within the framework of the Alliance for Open Government (AOG). This Committee is made up of representatives of public entities and civil society and has among its functions to promote the active participation of civil society in the formulation, monitoring and implementation of Action Plans, design strategies to raise awareness and socialize Open Government information and the AOG action plans, and develop proposals for the financial sustainability of the actions to support this process.

The participation of public entities is given by representatives of the Administrative Department of Public Administration, the Ministry of Environment and Sustainable Development, the Ministry of Finance and Public Credit, the Ministry of Information Technology and Communications and the Mayoralty of the Cali city.

The representatives of civil society organizations are Corporación Somos Más, Datasketch, Corona Foundation and SeamOS.

More information at: <http://agacolombia.org/blog/nuevo-comite-de-estado-abierto-de-la-alianza-en-colombia>

## X. Contact and Additional Information

Carlos Rozo

Name:

Title:

Digital Government director

Email:

crozo@mintic.gov.co

Organization:

Ministry of Information and Communications Technologies

1. Please select whichever applies:

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

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- 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:

Considering the central theme of this questionnaire is digital government and I currently act as Director of Digital Government of the Ministry of Information Technology and Communications of the Republic of Colombia, I am authorized by the Minister of this entity to answer this questionnaire.

Also, I know perfectly the matters consulted in this questionnaire and I have access to the information available to answer it appropriately.

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:

The existence of this questionnaire was informed to me by the Minister of Information and Communications Technologies. For this reason, I take the opportunity to respectfully request you to include my contact information in your databases in order to receive a copy of any information, request or notification regarding electronic government / digital government/digital transformation in public sector sent to the Colombian State by the United Nations.

If possible, I would also like to include in your databases the following contact information for future communications:

Name: Juan Carlos Noriega  
Position: Policy Coordinator of the Digital Government Directorate  
Entity: Ministry of Information Technology and Communications  
Email: jnoriega@mintic.gov.co

Name: Camilo Niño  
Position: Consultant  
Entity: Ministry of Information Technology and Communications  
Email: hnino@mintic.gov.co

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



We appreciate your participation.