



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). UNDESA¹ 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.

CYPRUS

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

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

Cyprus Web Portal - <http://www.cyprus.gov.cy/>

2. Please also provide **URLs** for below **specific portals**, if exists:
- a. E-services³:

Ariadni portal - <https://cge.cyprus.gov.cy/re/public/>

- b. [E-participation⁴](#):
c. [Open government data](#):
d. Public procurement:
e. Other major portals at the national level:

Open Data Portal - <https://www.data.gov.cy/>

Public Procurement - <https://www.eprocurement.gov.cy/epps/home.do>

Business Portal - <http://www.businessincyprus.gov.cy>

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

Department of Information Technology Services, Ministry of Finance - <http://www.mof.gov.cy/dits>

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

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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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

Directorate General for European Programs, Coordination and Development (DG EPCD) -
<http://www.dgepcd.gov.cy>

b. Education
c. Health

Ministry of Education and Culture - [http://www.moec.gov.cy/](http://www.moec.gov.cy)

Ministry of Health - <https://www.moh.gov.cy>

d. Social Protection and Welfare

Ministry of Labour, Welfare and Social Insurance - <http://www.mlsi.gov.cy>

e. Employment and Decent Work

Ministry of Labour, Welfare and Social Insurance - <http://www.mlsi.gov.cy>

f. Environment

Environmental Services Department - <http://www.moa.gov.cy/environment>

g. Energy/Water

Energy: Ministry of Energy, Commerce and Industry - <http://www.mcit.gov.cy>
Water: Water Development Department - <http://www.moa.gov.cy/wdd>

h. Finance/Taxation

Ministry of Finance: <http://www.mof.gov.cy>
Tax Department: <http://www.mof.gov.cy/tax>

i. Industry/Trade

Energy: Ministry of Energy, Commerce and Industry - <http://www.mcit.gov.cy>

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 \(SDGs\)](#)?

Directorate General for European Programmes, Coordination and Development (DG EPCD) based on the Decision of the Council of Ministers no. 85,050, dated 30.5.2018, is responsible for coordinating and monitoring the implementation of the commitments of Cyprus with regard to the United Nations Strategic Objectives of Sustainable Development 2030. In this context, it participates in the relevant Working Group on the 2030 Agenda for Sustainable Development and contributes to the preparation of the relevant participation of the Republic of Cyprus at the United Nations summit. More information can be found at: <http://www.dgepcd.gov.cy/dgepcd/dgepcd.nsf/All/50199CB07EB788B0C2258398003871A6?OpenDocument&highlight=United%20Nations>

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

Digital Strategy: It is a comprehensive plan for the period 2012-2020 and it adopts a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains".

eGovernment Strategy 2014-2020: It applies to all ministries, departments and services of the Cyprus Government focusing on technical, operational and organisational aspects of the provision of eServices to citizens and businesses. Interventions at the back-office systems or government ICT infrastructures are also foreseen by the eGovernment Strategy, provided that they assist the Cyprus Government to achieve its objectives up to 2020, whilst being in line with the EU policies/Directives.

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 groups⁶
- 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 technologies⁷ such as artificial intelligence, blockchain, big data

The principles of the eGovernment Strategy, 14 in total, define the general priorities of eGovernment projects and guide initial design. Principles of the Strategy focus on Proximity to citizens, Convenience and efficiency, Administrative simplification, Accessibility, Transparency, Trust and security, Reusability, Interoperability, Effective exploitation of public sector information, Once-only registration of data, Multilingualism, Green Government, Open standards and technologies and Cross-border cooperation.

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

⁷ Also referring to emerging technologies

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 expenditure⁸
 - data interoperability
 - digital government as a right

Further information on related legislation can be found at https://joinup.ec.europa.eu/sites/default/files/inline-files/eGovernment_in_Cyprus_2018_1.pdf (pp. 15-17)

Further to the above the following laws are also related:

Access to information such as Freedom of Information Act – N.184(I)/2017

Accessibility of the Websites and Mobile Applications of Public Sector Bodies Law - N.50(I)/2019

Accounting and Fiscal Management, and Financial Control Law – N.38(I)/2014

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?

Please find below statistical data available regarding the usage of eServices (Source: Eurostat Information Society Indicators 2018)

Individuals using the internet for interacting with public authorities – 42%

Individuals using the internet for obtaining information from public authorities – 39 %

Individuals using the internet for downloading official forms from public authorities – 27%

Individuals using the internet for sending filled forms to public authorities – 26%

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?

No publishing is done at this stage. DITS collects usage statistics for horizontal eservices for which it has the overall responsibility. These statistics are currently used for internal purposes, as KPIs within the framework of budget implementation. Usage statistics for other eservices are collected by the responsible government organisations who own the eservice (on a per project basis)

⁸ Related to SDG Indicator 16.6.1

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.

The Government of Cyprus already uses social media sites such as Facebook and Twitter for better and innovative communication with citizens (the decision whether to use social media depends on each gov. organisation). A Social media guideline book has been prepared by DITS and circulated to all Governmental Organisations aiming to provide information/recommendations that will enable Government Organisations to effectively use social media platforms and help them to meet the requirements of interaction with the public and businesses. This booklet provides an overview of what social media is, what needs to be considered before using social media and key principles that should be followed by Social Media Officers who will engage with social media on behalf of their Government Organisation. It provides a concise analysis of the

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:

Cyprus, together with 25 other member states, has signed the Declaration for Cooperation on a European Blockchain Partnership (EBP). Following this development, an Ad Hoc Working Group is being put together in Cyprus (approved by the Council of Ministers (COM) on 30 August 2018), with a mandate to evaluate the environment and possible risks, and to develop a national plan for the development of blockchain technology in Cyprus, that will include pilot projects and legislative initiatives. More specifically the Ad Hoc Working Group had prepared a Strategy for the adoption of blockchain which will be submitted to the

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

N/A

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

Some statistical data available regarding the reasons (%) that individuals did not submit completed forms to public authorities over the Internet are (Source-Statistical Service of Cyprus (Survey - ICT USAGE IN HOUSEHOLDS AND BY INDIVIDUALS 2018): There were no official forms to submit: 54%, There was no such website service available: 6%, Lack of skills or knowledge: 10%, Concerns about protection and security of personal data: 4%, Another person did it (e.g. consultant, tax advisor, relative or family member): 27%

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

0,11% (ICT equipment includes procurement of IT (hardware, software, services, telecommunication equipment, commodity equipment (pcs, laptops, printers, switches, etc).

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

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

Almost all government officials are using ICT for their daily operations and for the service of the citizens / business. Job positions such as workers, messengers or drivers are not currently using ICT.

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

The Government Data Network (GDN) interconnects all government information systems and organisations. GDN provides a secure and fast interconnection between the various local area networks of the civil service (Intranet) and furthermore facilitates a secure and fast connection of government organisations to the Government Internet Node (GIN). GIN provides an interface between government information systems and the Internet, thus offering Internet, Extranet and Intranet services to all public entities, civil servants, and citizens. Currently, around 18.000 personal and 1.700 formal email accounts exist

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

Digital Literacy is measured within the framework of DESI (Digital Economy Society Index). More information can be found at: <https://ec.europa.eu/digital-single-market/en/desi> (Human Capital - Digital Inclusion and Skills)

IX. International and Regional Cooperation¹¹

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

DITS is a member of the International Council for Information Technology in Government Administration (ICA). DITS also participates in a number of European Committees and Working Groups as the responsible department for eGovernment issues (i.e. ISA2 Committee, e-Government expert group, ISA2 Coordination Group, ISA2 Working Group on Trusted Information Exchange, e-Gov Benchmarking group)

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

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Within the framework of its role and responsibilities, the Department of Information Technology Services provides support and consultancy services regarding e-government issues upon request

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

Examples of eGovernment Projects that are currently promoted to be implemented with the use of PPP is the e-Justice system and the Integrated Health Management Information System

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

X. 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.

Please explain further (Max 250 words).

Other:

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:

Through an official email.

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