



## 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).

Germany

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<sup>2</sup> portal** at the national level? If more than one, please list all.

<https://www.beta.bund.de>

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

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

<https://www.beta.bund.de>

- b. E-participation<sup>4</sup>:

E-participation is carried out on individual platforms. The requirements for a national e-participation platform are currently being evaluated within a dedicated project.

- c. Open government data:

[www.govdata.de](http://www.govdata.de)

- d. Public procurement:

[www.evergabe-online.de](http://www.evergabe-online.de)

- e. Other major portals at the national level:

Click or tap here to enter Links.

<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).

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

Federal Ministry of the Interior, Building and Community; [www.bmi.bund.de](http://www.bmi.bund.de)

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> 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

Planning and development is distributed among different federal ministries. Spatial development is under responsibility of the Federal Ministry of the Interior, for Building and Community, [www.bmi.bund.de](http://www.bmi.bund.de). Planning and development of infrastructure is under responsibility of the Federal Ministry of Transport and Digital Infrastructure, [www.bmvi.bund.de](http://www.bmvi.bund.de). The international development policy is under responsibility of the Federal Ministry for Economic Cooperation and Development, [www.bmz.de](http://www.bmz.de).

- b. Education

Federal Ministry of Education and Research; [www.bmbf.bund.de](http://www.bmbf.bund.de)

- c. Health

Federal Ministry of Health; [www.bmg.bund.de](http://www.bmg.bund.de)

- d. Social Protection and Welfare

Federal Ministry of Labour and Social Affairs; [www.bmas.bund.de](http://www.bmas.bund.de)

- e. Employment and Decent Work

Federal Ministry of Labour and Social Affairs; [www.bmas.bund.de](http://www.bmas.bund.de)

- f. Environment

Federal Ministry for the Environment, Nature Conservation and Nuclear Safety;  
[www.bmu.bund.de](http://www.bmu.bund.de)

- g. Energy/Water

Federal Ministry for Economic Affairs and Energy; [www.bmwi.bund.de](http://www.bmwi.bund.de)

<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)

h. Finance/Taxation

Federal Ministry of Finance; [www.bmf.bund.de](http://www.bmf.bund.de)

i. Industry/Trade

Federal Ministry for Economic Affairs and Energy ; [www.bmwi.bund.de](http://www.bmwi.bund.de)

## II. Strategy and Implementation

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

Germany's National Sustainable Development Strategy:  
<https://www.bundesregierung.de/breg-en/issues/sustainability>

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

A national e-government strategy exists for all administrative levels:  
[https://www.it-planungsrat.de/SharedDocs/Downloads/EN/Entscheidungen/18Sitzung\\_27\\_NEGS-Fortschreibung\\_2015.pdf?\\_\\_blob=publicationFile&v=2](https://www.it-planungsrat.de/SharedDocs/Downloads/EN/Entscheidungen/18Sitzung_27_NEGS-Fortschreibung_2015.pdf?__blob=publicationFile&v=2) (English version)

On federal level, an implementation strategy was published in 2018:  
<https://digital-made-in.de> (currently in German only)

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

If any checked, please explain further (Max 250 words).

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

<sup>7</sup> 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 expenditure<sup>8</sup>
  - data interoperability
  - digital government as a right

- 1) Informationsfreiheitsgesetz: <https://www.gesetze-im-internet.de/ifg/>
- 2) (Besides the European GDPR) Bundesdatenschutzgesetz: [http://www.gesetze-im-internet.de/bdsg\\_2018/index.html](http://www.gesetze-im-internet.de/bdsg_2018/index.html)
- 3) OGD is part of the national e-government act (§ 12a): <http://www.gesetze-im-internet.de/egovg/>
- 4) Personalausweisgesetz: <http://www.gesetze-im-internet.de/pauswg/>
- 5) Vertrauensdienstegesetz: <https://www.gesetze-im-internet.de/vdg>

### IV.

#### Federal legislation impacting on modernising public administration:

- Online Access Act (2017)
- Act to Ease Administrative Burdens (2017)
- E-Government Act (2013)
- e-Invoicing Ordinance

### 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?

The e-government portal [www.beta.bund.de](http://www.beta.bund.de) as the national implementation of the European Single Digital Gateway does collect usage statistics. The results are currently not being published.

### 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?

Since 2015, on behalf of the federal government, the national statistics office measures satisfaction of citizens and companies on government services on a bi-annual basis. That measurement includes satisfaction on e-government services. Results and further information are published at [www.amtllich-einfach.de](http://www.amtllich-einfach.de)

<sup>8</sup> 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.

Most federal ministries and many agencies are using social media channels to inform about current topics and also answer to questions arising therein (cf. BMI Twitter at .....). Guidelines for government officials are normally dependent on the respective organization.

## 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:

1) The national strategy on AI was published in 2018: [www.ki-strategie-deutschland.de](http://www.ki-strategie-deutschland.de)  
2) The national strategy on Blockchain is currently under creation.  
3) The Smart City Charta contains guidelines and recommendations for digitization at local level:  
[https://www.bmi.bund.de/SharedDocs/downloads/DE/veroeffentlichungen/themen/bauen/wohnen/smart-city-charta-kurzfassung-de-und-en.pdf?\\_\\_blob=publicationFile&v=4](https://www.bmi.bund.de/SharedDocs/downloads/DE/veroeffentlichungen/themen/bauen/wohnen/smart-city-charta-kurzfassung-de-und-en.pdf?__blob=publicationFile&v=4)

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

As the new technologies offer a broad spectrum of possibilities, different government bodies are working on each technology with regard to their responsibilities.  
According to the current coalition agreement of the Federal Government a national E-Government Agency will be established that is dedicated to foster digital innovations and explore new technologies for the benefit of the public administration.

## VIII.

### Indicators

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

The requested number is not available.

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

The requested number is not available.

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

Using ICTs is a common way of working within central government organizations. Therefore most persons are using ICTs routinely, although a precise proportion is not known.

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

<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)

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

See answer to Q. 19.

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

Please keep your response within 250 words).

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

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

Besides cooperation on European level, the German digitization programme and the national network of government portals, eID Strategy as well as a program for the modernization of national registers are huge cooperation programmes between federal and regional level.

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

Please keep your response with max 250 words.

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

As part of the digitization programme, e-government services are developed in digitization laboratories. These laboratories represent a multi stakeholder approach where different experts and users are brought together to achieve user oriented solutions.

## X.

### Contact and Additional Information

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German Federal Ministry of the Interior, Building and Community -  
Division DG II 1

1. Please select  
applies:

whichever

- 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.

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

*United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)*

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).

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