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*.

Ireland

31/03/2019

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

I. Institutional Framework

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

> https://www.gov.ie/en/

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

> Gov.ie catalogues all our e-service

   b. E-participation[4]:

> https://petitions.oireachtas.ie/
>
> https://www.gov.ie/consultations

   c. Open government data:
   d. Public procurement:
   e. Other major portals at the national level:
3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national

> Data.gov.ie ;
> ogp.gov.ie; etenders.gov.ie; hse.ie; mywelfare.ie; revenue.ie etc (see gov.ie for more links)

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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).

level in charge of e-government.

> Per.gov.ie (search for OGCIO)

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

Name:
> Barry Lowry

Title:
> CIO

Organization:
> OGCIO, DPER

E-mail:
> Barry.lowry@per.gov.ie

Phone:
> +353 (0) 1 6045056

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

   > http://www.pleanala.ie/

   b. Education

   > https://www.education.ie/en/

   c. Health

   > HSE.ie

   d. Social Protection and Welfare

   > Welfare.ie

   e. Employment and Decent Work

   > Dbei.gov.ie

   f. Environment

   > Dccae.gov.ie

   g. Energy/Water

   > Dccae.gov.ie

   h. Finance/Taxation

   > Finance.gov.ie; revenue.ie

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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)**

i.   Industry/Trade

> DBEI.gov.ie; dfat.ie

II. Strategy and Implementation

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

> https://www.gov.ie/en/campaigns/09022006-project-ireland-2040/

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

> https://egovstrategy.gov.ie/

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

> Please read document at https://egovstrategy.gov.ie/

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[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 expenditure[8]
    - ☒ data interoperability
    - ☐ digital government as a right

> FOI Act 2014; GDPR and Data Protection Act 2018; eIDAS Regulation; Electronic Commerce Act 2000; Data Sharing and Governance Act 2019; EU data interoperability regulation.
>
> See https://ec.europa.eu/commission/index_en; and http://www.irishstatutebook.ie/

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?

> No used for internal governance only (bodies involved include relevant public institutions)

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 used for internal governance only (bodies involved include relevant public institutions)

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.

> Various businesses selectively use twitter and Facebook and Linked In etc. Each department responsible for their own guidelines.

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[8] Related to SDG Indicator 16.6.1

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:

> We align to the EU strategies which we co-authored

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

> Yes - OGCIO

VIII. Indicators

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

> 80% +
> This isn't specifically measured but results from a customer satisfaction survey in 2017 included: 80% satisfaction for "Comprehensiveness of service", 83% for "Ease of use of service", and 82% for "Information/documents available on website",

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

> Not routinely calculated

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

> 100% use of ICT is a core competence

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

> 80% plus – Internet access provided to all staff

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

> EU DESI Index - https://ec.europa.eu/digital-single-market/en/desi

IX. International and Regional Cooperation[11]

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

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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

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

> EU & OECD

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

> Through EU and OECD, we have hosted educational visits by several EU and Global countries

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

> Through National Digital Strategy we work with IBEC, we have also launched a GovTech initiative

X. Contact and Additional Information

Name: Enda Holland

Title: EU and International Liaison Lead, OGCIO

Email: Enda.holland@per.gov.ie

Organization: OGCIO, DPER

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:

> See above

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.