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.

State of Israel	31/3/19

☒ **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.il/he

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

   a. E-services[3]:

   https://www.gov.il/he https://www.btl.gov.il/Pages/default.aspx https://taxes.gov.il/Pages/HomePageNew.aspx https://www.gov.il/he/subjects/

   b. E-participation[4]:

   https://www.gov.il/he/departments/publicparticipation - This site is currently on a beta stage
   A public participation's blog on facebook

   c. Open government data:

   https://www.gov.il/he/Departments/General/open_government_partnership
   https://www.gov.il/he/departments/guides/action_plan_1819
   https://data.gov.il/

   d. Public procurement:

   https://www.mr.gov.il/Pages/HomePage.aspx

   e. Other major portals at the national level:

   https://www.kolzchut.org.il/
   https://ejobs.gov.il/gius#
   https://jobiz.gov.il/
   https://www.btl.gov.il/Pages/default.aspx

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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).

https://next.obudget.org/

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

The Government ICT Authority (Government Level)-
https://www.gov.il/he/departments/government_ict_authority
The Digital Israel Initiative (National Level)- https://www.gov.il/he/departments/digital_israel

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

Name:	Mr. Yair Frank
Title:	Chief Information Officer- Head of the ICT Authority
Organization:	The Government ICT Authority
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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

All the ministries annual plans are published online at the "Policy Planning department" website (Under the Prime Minister's office management): http://plans.gov.il/Plan2012/Pages/newWorkPlan2012.aspx ;
The citizens can see the plans implementation's status online. See here the 2017 report:
http://www.plans.gov.il/pdf2018/reports_2017.pdf ;
The 2018 report will be published during April 19.

    b. Education

Ministry of education- http://edu.gov.il/owlheb/Pages/default.aspx

    c. Health

Ministry of health- https://www.gov.il/he/departments/ministry_of_health

    d. Social Protection and Welfare

Ministry of labor, social affairs and social services- https://www.molsa.gov.il/Pages/HomePage.aspx
National insurance institute of Israel- https://www.btl.gov.il/English%20homepage/Pages/default.aspx

    e. Employment and Decent Work

Ministry of labor, social affairs and social services- https://www.molsa.gov.il/Pages/HomePage.aspx
https://employment.molsa.gov.il/Pages/default.aspx
https://www.taasuka.gov.il/he

    f. Environment

Ministry of environmental protection- http://www.sviva.gov.il/Pages/HomePage.aspx

    g. Energy/Water

Ministry of energy- https://www.gov.il/he/departments/ministry_of_energy
Water Authority- http://www.water.gov.il/hebrew/Pages/home.aspx

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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)**

Natural Gas Authority- https://www.gov.il/he/departments/units/natural_gas_authority
Electricity authority- https://pua.gov.il/Pages/default.aspx
Israeli Electricity Company- https://www.iec.co.il/pages/default.aspx

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    h.   Finance/Taxation

Ministry of finance- https://www.gov.il/he/departments/ministry_of_finance
Ministry of Economy and Industry- https://www.gov.il/he/departments/ministry_of_economy
Israel tax authority- https://taxes.gov.il/Pages/HomePage.aspx

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    i.   Industry/Trade

Ministry of Economy and Industry- https://www.gov.il/he/departments/ministry_of_economy
The Foreign Trade Bureau- https://www.gov.il/he/departments/units/foreign_trade

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II. Strategy and Implementation

6.   Is there a **national development strategy** incorporating the Sustainable Development Goals (SDGs)?
(Maximum 250 words)

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7.   Is there a **national e-government strategy/digital readiness strategy** or equivalent? *(Maximum 250 words)*

The Digital strategic plans are published here:

Government level- https://www.gov.il/exfiles/tikshuv/strategy2019/
National level- http://digital-israel.mag.calltext.co.il/

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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

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

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

[7] Also referring to emerging technologies

See here for further information:

Digital first, digital by default, by design and mobile first, are principles which were already phrased at the 2016-2018 plan (topic 5.1.1)- http://mag.calltext.co.il/magazine/40/articles/415 . At the current plan we take these principles to the next step as mentioned here-

https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2349/ (topic 7.1)
http://digital-israel.mag.calltext.co.il/magazine/83/pages/40 -(see the whole chapter- "Friendly and smart government")

Once-only- https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2349 (topic 7.1.3)

Accessibility to vulnerable groups- https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2349/ (topic 7.1.5)
https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2348/ (topic 7.5)
http://digital-israel.mag.calltext.co.il/magazine/83/pages/8 (-see the whole chapter- "Narrowing Gaps")

E-participation- as a part of the open government topic- https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2351/ (topic 7.6)
See the topic 2.6 at the "Public Participate Guide"-
http://www.pmo.gov.il/policyplanning/shituf/Documents/all%20web.pdf

New technologies- https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2349/ (topic 7.1.6)
http://digital-israel.mag.calltext.co.il/magazine/83/pages/44 (see strategic objective 2)

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

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[8] Related to SDG Indicator 16.6.1

Access to information;

Personal data protection: law, regulation;

Open government data: resolutions no. 1933, 4515, 2985;

Digital identity: resolution no. 2097, 2960;

Digital certification- law 2001, law 1965- topic 25;

E-procurement: : resolution no. 2097;

Digitally publishing government expenditure: law, procedure;

Data interoperability- resolution no. 1933;

Digital government as a right: We are phrasing a law draft of digital services as a right. Additionally: resolution no. 1046, 2097, Computer To Every Child project's resolution

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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? *(Max. 250 words)*

We run the Digital Take-Up index. It measures the usage rate of selected digital services. We expand it to more and more services in each year. We publish the results on our site and we send the full findings to the whole ministries in order to promote digital services usability. https://www.gov.il/he/departments/news/digital_take_up

Additionally, we are monitoring the official website usage as presented here:
https://datastudio.google.com/u/0/reporting/14I8o2ZQh6Z-_0xg3_slw-BPZdMTNhvU-/page/1M
https://www.gov.il/en/performance/ (English)
https://www.gov.il/he/performance/ (Hebrew)

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? *(Max. 250 words)*

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http://tikshuv.mag.calltext.co.il/ , especially here

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. *(Max. 250 words)*

Almost all the government ministries using their Facebook (-the most popular social media platform in Israel), and Twitter accounts to publish new activities and communicate with the public. For example:
Ministry of Interior- https://www.facebook.com/moin.gov.il/
Ministry of Health- https://www.facebook.com/Health.gov.il/ ; https://twitter.com/IsraelMOH ;
Ministry of labor, welfare, and social services- https://www.facebook.com/molsa.gov.il/
Ministry of Justice- https://www.facebook.com/justice.gov.il/; https://twitter.com/JusticeGov
Ministry of Education- https://www.facebook.com/edu.gov.il/; https://twitter.com/edu_il ;
Ministry of Finance- https://www.facebook.com/Israeli.Ministry.of.Finance/ ;
https://twitter.com/Israel_MOF
Ministry of Public Security- https://www.facebook.com/MopsGov/ ;
https://twitter.com/MOPSISRAEL
Ministry of Transportation- https://www.facebook.com/motgovil/ ; https://twitter.com/motgovil
The Government ICT Authority uses Linkedin and YouTube too:
https://www.facebook.com/israelgov/
https://twitter.com/israelgov
https://www.linkedin.com/company/gov.il/
 https://www.youtube.com/channel/UCqGqEABdf5Q0wlxEnc6RH5w/

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: Cloud, Hebrew Native Language Processing (NLP), for Hebrew speech recognition, speech to text (STT) and more.
    (Please explain further including relevant links. Maximum 250 words)

Cloud- see here the government's CIO cloud directives:
https://www.gov.il/he/departments/topics/cloud_computing
The government strategic plan: https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2353/ (see topic 7.2.6)
Moreover, there are more than 70 e-government's applications on the cloud.
Quantum computing and AI- The Prime Minister established a committee to phrase a strategic plan to develop in Israel a global leading AI ecosystem and the implementation of Quantum computing. The committee will publish its recommendations during the next months:
https://www.globes.co.il/news/article.aspx?did=1001249550
Iot- The Ministry of transportation monitors online the buses' location and speed. Additionally, the Ministry of Environmental Protection monitors online main air pollution factories and publishes the information here: http://www.sviva.gov.il/InfoServices/ReservoirInfo/MekorotPleta/Pages/default.aspx.
Blockchain- is implemented in the Population Authority applications.
Smart cities and Internet of Things: http://digital-israel.mag.calltext.co.il/magazine/83/pages/42
http://digital-israel.mag.calltext.co.il/magazine/83/pages/71 (chapter 1-The Digital Israel Initiative Operating Model and Scope)
Big Data: https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2350/ (especially topic 7.3.3)
Hebrew Native Language Processing: https://www.gov.il/exfiles/tikshuv/strategy2019/articles/2349/ (topic 7.1.6.2)

16. Does your government have any government body[9] at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

> The government ICT authority, Prime Minister's office-
> https://www.gov.il/he/departments/government_ict_authority , The national initiative of Digital Israel, the Ministry of Social Equality- https://www.gov.il/he/departments/digital_israel , The innovation authority, the Ministry of Economy and Industry - https://innovationisrael.org.il/
> See the innovation report which regarding all the new technologies mentioned before:
> https://innovationisrael.org.il/InnovationRapport18: for AI- see here

VIII. Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public services?
   (Max. 250 words)

> You can see here that the satisfaction rate is 76%, and 79% said that it is easy to use the official main governmental site.

18. What percentage of your GDP is allocated for ICT investment in the public sector? *(Max. 250 words)*

> The 2018 GDP is 1,327,524 million NIS.
> The budget for ICT investment in the public sector consists of:
> The ICT Authority- 290 million NIS, The Digital Israel initiative- 500 mNIS, ministries' ICT departments which are under the ICT Authority supervision - 3587 mNIS.
> The total percentage is 0.33%.

19. What is the proportion of persons employed in central government organizations routinely using ICTs?
   (Max. 250 words)

> 100% using one or more ICTs applications, like E-mails, Merkava, procurement platforms, legislation depository and more.

20. What is the proportion of persons employed in central government organizations routinely using the Internet? *(Max. 250 words)*

> 100%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? *(Max. 250 words)*

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IX. International and Regional Cooperation[11]

22. Is your government part of any sub-regional, regional or international cooperation on e-government?
   (Max. 250 words)

> Israel is a board member of the International Council for Information Technology in Government Administration (ICA), part of the D10 - the leading digital governments' forum, and taking place in the OECD's E-Leaders meetings. Moreover, Israel is member of the Open Government Partnership (OGP) and currently joining the Open Data Charter (ODC).

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? *(Max. 250 words)*

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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

Israel offers support via the forums and organizations mentioned at answer 22. For example- Israel signed an MOU of sharing knowledge with Estonia and our experts participate the thematic work groups of e-government innovation. Moreover, Israel was a partner of New Zealand and Uruguay in developing the "Legislation as code" prototype. This demonstrator was based on open code and will enable developers add new apps for other countries' legislation needs (see here in Github).

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? *(Max. 250 words)*

We are working on establishing a GovTech's ecosystem with stakeholders from hi-tech companies and start-ups, investors, accelerators, and governments and municipalities from all around the world. Our interest is to leverage the private sector's innovation (especially the Israeli well-known start-ups), to enhance the e-government's services and government back-office infrastructure. We are in contact with governments, international companies (like public) and academics to better understand what the best way to establish such an eco-system is.

Our first step is the "Pilot Channel". Hi-Tech companies will receive access to government data infrastructure as beta-sites, in order to adapt tools and products to government systems. This is particularly beneficial for companies interested in running applications on government information. The government will assist the startups participating in the program with exposure to foreign governments, and will financially assist startups in establishing Beta sites in government information systems, for interested governments. Moreover, the government will fund the R&D of the process POC for chosen startups, and will provide support from government tech professionals within the government, enabling startups to carry out processes quickly and efficiently, and to familiarize themselves with the world of government information systems and its internal work processes and organizational culture.

In 2019-2020, we intend to invest approximately 5M NIS in the GovTech project, in cooperation with JDC Israel.

X. Contact and Additional Information

Name:	Udi Glass
Title:	External relations and special projects developer
Email:	udig@cio.gov.il
Organization:	The Government ICT Authority

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: *(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: *(Max. 250 words)*

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