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.

LEBANON	31/3/2019

☒ **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.

   www.dawlati.gov.lb

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

   a. E-services[3]:

   http://www.dawlati.gov.lb/eservices

   b. [E-participation](#)[4]:

   Click or tap here to enter Links.

   c. [Open government data:](#)

   Click or tap here to enter Links.

   d. Public procurement:

   www.ppma.gov.lb

   e. Other major portals at the national level:

   Omsar.eprocurement.gov.lb

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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).

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

> OMSAR www.omsar.gov.lb

4. Does your country have a **Chief Information Officer (CIO)**[5] 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

> Click or tap here to enter Names and URLs.

    b. Education

> https://www.mehe.gov.lb/

    c. Health

> https://www.moph.gov.lb/

    d. Social Protection and Welfare

> http://www.socialaffairs.gov.lb/

    e. Employment and Decent Work

> https://www.labor.gov.lb/
> http://neo.gov.lb/home.aspx

    f. Environment

> http://www.moe.gov.lb/

    g. Energy/Water

> https://www.energyandwater.gov.lb/

    h. Finance/Taxation

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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)**

> http://finance.gov.lb

    i.   Industry/Trade

> https://www.economy.gov.lb/en
> http://www.industry.gov.lb/

II.
Strategy and Implementation

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

> There is a national Committee for SDGS that was formed through the Council of Ministers decision in 2017 and is taking actions , http://sdglebanon.pcm.gov.lb/NationalCommittee.aspx.
> There are initiatives that are being taken at national level with regard to the Agenda 2030 and the SDGs, https://action4sd.org/wp-content/uploads/2018/07/Lebanon-spotlight-report-2018.pdf
> Lebanon achieved at least seven of 17 Sustainable Development Goals (SDG) targets, according to the recently released report 'Voluntary National Review on Sustainable Development Goals', distributed by the UN, Lebanon Voluntary National Review on SDG, https://sustainabledevelopment.un.org/content/documents/19624LebanonVNR2018.pdf
> There is voluntary reporting on SDGs and they are part of CEDRE Reform.

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

> Yes

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

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[6] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people
[7] Also referring to emerging technologies

> The ultimate aim of the strategy is to transform public services to be digital by default (or digital-first) and to dramatically increase user uptake and it is under focus area: digital services. The strategy recommends the development of new Digital Service Standard that will include the once, digital-first and digital by default (no mention of mobile-first).

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

> Electronic Transactions and Personal Data legal framework ratified by Parliament on 2018
> Access to information legal framework ratified by Parliament on 2017 at
> https://logi-lebanon.org/KeyIssue/2017-right-to-information-law
> New procurement law is still a draft
> Lebanese Government Interoperability Framework (LGIF), Lebanese Government Interoperability
> Reference Architecture (LGIRA), Council of Ministers Decision 2016

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 explain further (Max 250 words).

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

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[8] Related to SDG Indicator 16.6.1

☐Yes   ☒No

13. If yes, do you publish results online and share those with the public institutions concerned?

> Please explain further (Max 250 words).

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.

> No guidelines are available

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:

> None

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

> None

VIII. Indicators

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

> Percentage: (If necessary, please explain further within 250 words).

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

> Percentage: (If necessary, please explain further within 250 words).

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

> Percentage: (If necessary, please explain further within 250 words).

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

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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

> Percentage: (If necessary, please explain further within 250 words).

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[11]

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

> Please keep your response with max 250 words.

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?

> Please keep your response with max 250 words.

X. Contact and Additional Information

Name: | Tania Zaroubi

Title: | Head of Interoperability Team/Senior ICT PM

Email: | tzaroubi@omsar.gov.lb

Organization: | Office of Minister of State for Administrative Reform

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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.
   ☒ Other:

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

> This response is mainly from our office which works with other government entities. However, we were not able to get all the information especially on statistics.

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.