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.

| Islamic Republic of Mauritania | 25/04/2019 |

☒ **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.bewaba.mr

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

   http://www.servicepublic.gov.mr

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

   Click or tap here to enter Links.

   c. [Open government data:](#)

   http://www.tic.gov.mr/open-data-en-mauritanie-554

   d. Public procurement:

   http://armp.mr

   e. Other major portals at the national level:

   www.primature.gov.mr

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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.

> Ministry in charge of ICT -> www.mesrstic.gov.mr

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

> Ministry of Economics and finances -> www.economie.gov.mr

    b. Education

> Ministry of National Education -> www.education.gov.mr

    c. Health

> Ministry of Health -> www.sante.gov.mr

    d. Social Protection and Welfare

> Ministry of Social Affairs, Childhood and Family -> http://masef.gov.mr

    e. Employment and Decent Work

> Ministry of Public Services, Work, Employment and Modernization of the Administration -> www.fonctionpublique.gov.mr

    f. Environment

> Ministry of Environment and Sustainable Development -> www.environnement.gov.mr

    g. Energy/Water

> Ministry of Oil, Energy and Mines -> www.petrole.gov.mr
> Ministry of Hydraulics and Sanitation -> www.hydraulique.gov.mr

    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)**

> Ministry of Economics and finances -> www.economie.gov.mr
> and: www.tresor.mr
> General Direction of Taxations -> www.impots.gov.mr

     i.   Industry/Trade

> Ministry of Trade, Industry and Tourism -> www.commerce.gov.mr

II. Strategy and Implementation

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

> Stratégie de Croissance Accélérée et de Prospérité Partagée (SCAPP) -
> http://www.economie.gov.mr/spip.php?article547

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

> Stratégie de promotion du Haut Débit et d'accès Universel : http://www.tic.gov.mr/strategie-de-
> promotion-du-haut / Stratégie nationale des TIC mise à jour

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

Le Gouvernement Mauritanien s'est engagé dans un programme ambitieux de promotion des Technologies de l'Information et de la Communication et compte exploiter leurs apports pour accroitre l'efficacité de l'Administration, rendre ses services orientés citoyen et accélérer son développement économique.

Dans ce cadre, le Gouvernement Mauritanien avait mis en place un réseau Intranet haut débit afin d'interconnecter les Administrations à Nouakchott et leur permettre de partager un réseau de communication haut débit pouvant exploiter une seule plateforme d'hébergement des systèmes

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

Personal data protection including digital security
http://tic.gov.mr/IMG/pdf/loi2016_-_006_portant_loi_dorientation_de_la_smi.pdf
http://tic.gov.mr/IMG/pdf/loi_2016_-_007_relative_la_cybercriminalite.pdf
http://tic.gov.mr/IMG/pdf/imp1fr-2.pdf
http://tic.gov.mr/IMG/pdf/loi_2018-022_transactions_electroniques-fr.pdf

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?

Yes

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?

> Yes

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.

> Please keep your response with max 250 words.

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:

> There is a Global Strategy for the ICT Sector. Its evaluation was carried out in 2017. This evaluation showed that most of the realizations were carried out. A new specific strategy in the field of broadband has been adopted last February: http://tic.gov.mr/strategie-de-promotion-du-haut

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

> Yes, Our Government have a government body working specifically related to the new technologies which name is General Direction Of ICT -> www.mesrstic.gov.mr

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?

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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

All persons employed in central government organizations, in offices, routinely use ICTs . They have computers, internet access and e-mail addresses. In general, the process and treatments are carried out through an information system.

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

All persons employed in central government organizations, in offices, routinely use Internet . They have computers, internet access and e-mail addresses. In general, the process and treatments are carried out through an information system.

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?

Mauritania has integrated the Regional Program WARCIP. This program aims to develop the services and applications of the information society and the digital economy.

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

Yes. We are working now with Cap Verde for this

government?

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

Two major projects are carried out under a public-private partnership: the construction and operation of Mauritania's submarine cable link and the operation of the national fiber optic backbone.

X.
Contact and Additional Information

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

Organization: | Ministry of Higher Education, Scientific Research and Information and Communication Technologies

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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:

   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).

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