



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). UNDESA¹ 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.

New Zealand

3 April 2019

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

I. Institutional Framework

1. What is the official **e-government²** portal at the national level? If more than one, please list all.

<https://www.digital.govt.nz/>
<https://www.govt.nz/>
<https://www.ict.govt.nz/>

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

- a. E-services³:

Government departments offering E-Services do so through their own websites. Examples include but are not limited to:

<https://www.passports.govt.nz/>
<https://www.ird.govt.nz/>
<https://my.msd.govt.nz/>

A central portal exists which enables the public to locate these services:

<https://www.govt.nz/>

- b. E-participation⁴:

<https://www.govt.nz/browse/engaging-with-government/>

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).

c. Open government data:

<https://data.govt.nz/>
<https://www.stats.govt.nz>

d. Public procurement:

<https://marketplace.govt.nz/>
<https://www.gets.govt.nz/ExternalIndex.htm>
<https://www.procurement.govt.nz/>

e. Other major portals at the national level:

<https://www.govt.nz>

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

Internal Affairs:

<https://data.govt.nz/>
<https://www.digital.govt.nz/>
<https://www.govt.nz/>

Ministry of Business, Innovation and Employment - Digital Economy team:

<https://www.mbie.govt.nz/business-and-employment/economic-development/digital-economy/>

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

The State Services Commission <http://www.ssc.govt.nz/>

b. Education

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 Education <http://www.education.govt.nz/>
Tertiary Education Commission <https://www.tec.govt.nz/>

c. Health

Ministry of Health <https://www.health.govt.nz/>

d. Social Protection and Welfare

Ministry of Social Development <https://www.msd.govt.nz/>
Whanau Ora <https://www.tpk.govt.nz/en/whakamahia/whanau-ora> (Run through the Ministry of Māori Development, Te Puni Kōkiri, and provides a family-centred approach to lifting the wellbeing of individuals.)
Social Investment Agency: <https://sia.govt.nz/>
Oranga Tamariki – Ministry for Children: www.orangatamariki.govt.nz

e. Employment and Decent Work

Work and Income NZ: <https://www.workandincome.govt.nz/>
Ministry of Business, Innovation and Employment: <https://www.employment.govt.nz/>

f. Environment

Ministry for the Environment: <http://www.mfe.govt.nz/>
Department of Conservation: <https://www.doc.govt.nz/>
Parliamentary Commissioner for the Environment: <https://www.pce.parliament.nz/>
Environmental Protection Authority: <https://www.epa.govt.nz/>

g. Energy/Water

Ministry for the Environment: <http://www.mfe.govt.nz/>
Ministry for Primary Industries: <https://www.mpi.govt.nz/>
Ministry for Business, Innovation and Employment: <https://www.mbie.govt.nz/building-and-energy/energy-and-natural-resources/>
Department of Internal Affairs: <https://www.dia.govt.nz/Three-waters-review>

h. Finance/Taxation

The Treasury: <https://treasury.govt.nz/>
Inland Revenue <https://www.ird.govt.nz/>

i. Industry/Trade

Ministry of Business, Innovation and Employment: <https://www.mbie.govt.nz/>
Ministry for Primary Industries: <https://www.mpi.govt.nz/>
Worksafe: <https://worksafe.govt.nz/>
Ministry of Foreign Affairs and Trade: <https://www.mfat.govt.nz/>
New Zealand Trade and Enterprise: <https://www.nzte.govt.nz/>

II. Strategy and Implementation

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

The New Zealand's government's approach to sustainable development is covered under the 12 priorities of the New Zealand Government: <https://www.beehive.govt.nz/feature/our-plan-modern-new-zealand-we-can-all-be-proud>.

New Zealand has a strong domestic and international focus on sustainable development. The government is implementing New Zealand's SDG commitments through efforts to build a more productive, sustainable, inclusive and future-ready economy that will lift the well-being of all New Zealanders.

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

Yes. A new Digital Government Strategy is under development and will replace the Government ICT Strategy that was originally developed in 2013 and updated in 2015. The new strategy will look at the broader interventions required to achieve the next stage of digital transformation across government. This will be published in 2019.

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 groups⁶
 - 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 technologies⁷ such as artificial intelligence, blockchain, big data
- (If any checked, please explain further. Maximum 250 words)

New Zealand's Digital Government Strategy has a broad scope, outlining how "digital" (encompassing mindsets, skill-sets, data and technologies) can support the government's transformation towards a smart society and deliver on New Zealand's wellbeing priorities.

'Once-only' (data) principle: The national data strategy, the 'Data Strategy and Roadmap for New Zealand', provides the strategic direction for government's management of data with the goal of *unlocking the value of data for all New Zealanders*. Annual priorities are set to help direct activity towards delivering to the strategy – many of these encompass the "once-only data principle" and include:

- ensuring consistent data practices between government agencies to maintain and build public trust and confidence;
- developing efficient and shared processes for the common collection of data variables across government; and

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

⁷ Also referring to emerging technologies

- considering improvements to system infrastructure to meet the needs of its users.

The Government Chief Data Steward is currently working to minimise data duplication through coordination, standards, shared goals and all-of-system investment decisions.

The Department of Internal Affairs has developed a Digital Inclusion Blueprint that:

- Sets out the vision and context for digital inclusion in New Zealand “all of us have what we need to participate in, contribute to, and benefit from the digital world”.
- Outlines the four interdependent elements which are needed for a person to be digitally included: motivation; access; skills; and trust.
- Identifies what actions are already underway and where the gaps lie.
- Describes the role (lead, connect, support and deliver) and next steps for central government in the journey towards a digitally included New Zealand.

In 2019, government will focus on building a strong foundation for digital inclusion in New Zealand. This includes setting outcomes, measures, priorities and investment criteria, along with joining up, and bringing visibility to, work already underway.

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 expenditure⁸
 - data interoperability

digital government as a right

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

Access to information

[Official Information Act 1982](#)

[Local Government Official Information and Meetings Act 1987](#)

[Privacy Act 1993](#)

Electronic Identity Verification Act 2012 -

<http://www.legislation.govt.nz/act/public/2012/0123/latest/whole.html>

Electronic Transactions Act 2002 -

<http://www.legislation.govt.nz/act/public/2002/0035/latest/DLM154185.html>

⁸ Related to SDG Indicator 16.6.1

Personal data protection

Key piece of legislation is the Privacy Act 1993, which applies across the whole economy with some exceptions such as the judiciary. Other Acts may impose conditions of confidentiality or secrecy such as the Statistics Act or the Tax Administration Act.

Privacy Act

http://www.legislation.govt.nz/act/public/1993/0028/latest/DLM296639.html?search=ts_act%40bill%40regulation%40deemedreg_privacy_reselel_25_a&p=1

Statistics Act

http://www.legislation.govt.nz/act/public/1975/0001/latest/DLM430705.html?search=ts_act%40bill%40regulation%40deemedreg_statistics+Act_reselel_25_a&p=1#DLM430959

Tax Administration Act section 81

http://www.legislation.govt.nz/act/public/1994/0166/latest/DLM352409.html?search=ts_act%40bill%40regulation%40deemedreg_tax+administration+reselel_25_a&p=1

Open government data

There is no legislative framework but the State Services Commission is New Zealand's representative to the international Open Government Partnership and reports regularly on progress here

<http://www.ssc.govt.nz/open-government-partnership-ogp> and here <http://www.ogp.org.nz/open-government-partnership/>.

There is a mandated Functional Leader of data in New Zealand – the Government Chief Data Steward (GCDS). The GCDS:

- Sets the strategic direction for government's data management
- Leads New Zealand's state sector's response to new and emerging data issues
- Develops Data Stewardship Framework to enable agencies to manage data as a strategic asset and benchmark their data maturity; and
- Leads the government's commitment to accelerating the release of open data.

More information about the GCDS role can be found here:

<https://www.data.govt.nz/about/government-chief-data-steward-gclds/>.

Digital identity

There is no formal framework for digital identity generally but there are legislation or other legislative instruments (regulations/orders/etc) dealing with various aspects of electronic identity such as:

[Electronic Identity Verification Act 2012](#)

[Identity Confirmation Act 2012](#)

[Authority and Identity Requirements for E-Dealing Standard 2018](#) – LINZS20018 (Land transfers)
<https://www.linz.govt.nz/regulatory/20018>

Digital identity for corporates is handled by the New Zealand Business Number:

[New Zealand Business Number Act 2016](#)

[New Zealand Business Number \(Primary Business Data\) Order 2018](#)

[Direction to Support a Whole-of-Government Approach](#)

Digital certification & signatures

[Contract and Commercial Law \(Electronic Transactions\) Regulations 2017](#)

[Certification of Electronic Instruments \(Statutory Requirements and Retention of Evidence\) Standard 2018](#)

eProcurement

There is no legislative mandate for e-procurement but Government issued *Directions on a Whole of Government approach to Procurement, ICT, and Property* which was [reported](#) on to Parliament by the Finance & Expenditure Select Committee of the House. Information about those Directions and the reiteration of the earlier Direction on the use of authentication services (July 2008) can be found on the State Services Commission website at: <http://www.ssc.govt.nz/whole-of-govt-directions-2014>.

The Department responsible for general Procurement is the [Ministry for Business Innovation and Employment](#).

The Government Chief Data Officer in the Department of Internal Affairs is responsible for government's procurement of common digital tools, providing advice on digital transformation government web standards among other things. <https://www.digital.govt.nz/>.

Digitally publishing government expenditure

The primary legislation in regard to publishing government expenditures is the [Public Finance Act 1989](#).

Departments must report individually and the Treasury reports on government as a whole. Section 39(1) requires strategic intentions to be published on an internet site and annual reports to be published under section 44(4). Most departments do so by publishing on their departmental websites.

Data interoperability & digital government as a right

Neither of these aspects is directly mandated by legislation. However, the Government Statistician also acts as the GCDS, in which role she is [mandated](#) to establish cross-government data standards and other aspects of data interoperability. <https://www.stats.govt.nz/about-us/data-leadership>.

The Statistics Act is under [review](#).

Open government data, privacy, & data interoperability

The [Statistics Act 1975](#) doesn't directly cover these topics. However, indirectly it supports open government data through the requirements for dissemination and communication of official statistics and the methodology and data underpinning these (confidentialisation controls apply). It expressly

protects privacy in requirements for secrecy, de-identification and confidentialisation of identifying data about people. It promotes data interoperability through the sharing and linking of data for official statistics and for research and analysis.

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)

Results are provided through the State Services Commission's Kiwis Count survey. Information on the survey is available here: <http://www.ssc.govt.nz/kiwis-count>.

The survey collects usage statistics for 44 widely used public services. Some of these are primarily e-government services. It also collects information on what channel was used for the most recent service interaction. This information is published annually (<http://www.ssc.govt.nz/kc-insights>). Agencies receive interim 6-monthly updates on usage of the 44 services.

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)

This information is provided through the State Services Commission's Kiwis Count survey. The Kiwis Count survey collects satisfaction statistics for 44 widely used public services: https://public.tableau.com/views/8_Chapter2SQSservicelevel/SQSindividualservices?:embed=y&:display_count=no. Some of these are primarily e-government services.

It also collects information on what channel was used for the most recent service interaction, and the overall satisfaction with this interaction. This information is published annually (https://public.tableau.com/shared/T689X9W7H?:display_count=no). Agencies receive interim 6-monthly updates on satisfaction with the 44 services.

VI. Social Media

Government departments use social media channels, such as Facebook, to engage people in its activities. Guidelines for government social media use are published by the State Services Commission - <http://www.ssc.govt.nz/guidance-social-media-use>.

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)

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:

(Please explain further including relevant links. Maximum 250 words)

The New Zealand government is currently taking a broader and strategic view of the opportunities from all emerging, disruptive technologies. Through its work on digital economy, the Ministry of Business, Innovation and Employment has, for example, supported major research into the opportunities of new technologies including the Internet of Things (IoT) and artificial intelligence. An example can be found here: <https://www.mbie.govt.nz/about/news/trialling-artificial-intelligence-as-a-way-to-navigate-government-information/>.

Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

The New Zealand government has a series of Functional Leaders who provide system-level advice and support across areas including digital, data, and information security.

Their collective leadership is supported by the Digital Government Partnership, a group of stakeholders from agencies across government, to support the goal of a coherent, all-of-government digital system. More information can be found here: <https://www.digital.govt.nz/digital-government/leadership-and-governance/digital-government-partnership/>.

A Digital Economy and Digital Inclusion Ministerial Advisory Group currently provides government with an external perspective on the digital economy and digital inclusion. More information can be found here: <https://www.mbie.govt.nz/business-and-employment/economic-development/digital-economy/ministerial-advisory-group/>.

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

In 2017, 84 percent of New Zealanders, whose most recent service interaction was using a website or app to undertake a transaction with a public service, were satisfied overall with the experience of that service interaction.

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

0.72 percent of GDP, for the year ended March 2018.

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

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

This question is not relevant in the New Zealand context. Our central government organisations are set up so that all employees are routinely using ICTs.

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

This question is not relevant in the New Zealand context. Connectivity is widely available across central government organisations, including through a Telecommunications as-a-Service Government Network that provides high speed, ubiquitous connectivity services for the Public Service.

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

Programme for the International Assessment of Adult Competencies (PIAAC):
<https://www.oecd.org/skills/piaac/Skills-Matter-New-Zealand.pdf>.

We participate in the World Internet Project:
https://workresearch.aut.ac.nz/_data/assets/pdf_file/0009/174915/Core-Report_Oct15_release.pdf#page=20.

IX. International and Regional Cooperation¹¹

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

The New Zealand government is a founding member of the Digital 9 network, our participation includes leading the thematic group on digital rights.

The New Zealand government is a member (and past Chair) of the OECD E-Leaders Forum, this includes leading the thematic group on digital identity.

The New Zealand government is a member of the ICA.

The New Zealand government is beginning a partnership with the World Economic Forum's Centre for the Fourth Industrial Revolution on regulating for artificial intelligence.

Last year the New Zealand government participated in the European Tallinn Digital Summit and South East Asia's Digital Government Exchange.

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

The New Zealand government offers support to other countries in the area of e-government, through our international partnerships outlined in question 22.

In the last year, the New Zealand government hosted international delegations interested in learning

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

about e-government from a wide variety of countries, including Asia, the Americas, Middle East and Europe. The New Zealand government also hosted individuals from the United Kingdom for the specific purpose of upskilling their young professionals in e-government.

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

The New Zealand government is involved in several public-private partnerships and multi-stakeholder partnerships for the purposes of e-government. These include, but are not limited to:

- The AI Forum: <https://aiforum.org.nz/>
- Digital Economy and Digital Inclusion Ministerial Advisory Group: <https://www.mbie.govt.nz/business-and-employment/economic-development/digital-economy/ministerial-advisory-group/>
- Open Government Expert Advisory Panel: <https://www.ogp.org.nz/open-government-partnership/expert-advisory-panel/>
- The Digital Government Partnership: <https://www.digital.govt.nz/digital-government/leadership-and-governance/digital-government-partnership/>
- Partnership with Otago University's Centre for Artificial Intelligence and Public Policy and the Centre for Law and Emerging Technologies: <https://www.otago.ac.nz/caipp/projects/index.html#mou-dia>
- The New Zealand government is beginning a partnership with the World Economic Forum's Centre for the Fourth Industrial Revolution on regulating for artificial intelligence.

X. Contact and Additional Information

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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: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA

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- 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.