



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.

NIGERIA

30/04/2019

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.

www.nigeria.gov.ng
www.services.gov.ng

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

- a. E-services³:

www.services.gov.ng

- b. [E-participation⁴](#):

- c. [Open government data](#):

www.data.gov.ng

- d. Public procurement:

www.bpp.gov.ng

- e. Other major portals at the national level:

www.easeofdoingbusinessnigeria.com; www.bpsr.gov.ng; www.trade.gov.ng

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.

Federal Ministry of Communications - www.commtech.gov.ng
National Information Technology Development Agency - www.nitda.gov.ng
Galaxy Backbone Ltd - www.galaxybackbone.com.ng

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

Federal Ministry of Budget and National Planning – www.nationalplanning.gov.ng

- b. Education

Federal Ministry of Education – www.education.gov.ng

- c. Health

Federal Ministry of Health – www.health.gov.ng

- d. Social Protection and Welfare

Federal Ministry of Women Affairs & Social Development – www.womenaffairs.gov.ng

- e. Employment and Decent Work

Federal Ministry of Labour and Employment – www.labour.gov.ng

- f. Environment

Federal Ministry of Environment – www.environment.gov.ng

- g. Energy/Water

Federal Ministry of Power, Works & Housing – www.power.gov.ng
Federal Ministry of Water Resources – www.waterresources.gov.ng

- h. Finance/Taxation

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Federal Ministry of Finance – www.finance.gov.ng
Federal Inland Revenue Services – www.firs.gov.ng

i. Industry/Trade

Federal Ministry of Industry, Trade & Investment – www.fmiti.gov.ng

II. Strategy and Implementation

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

Yes. “The Economy Recovery and Growth Plan (ERGP)”. The vision of the ERGP is one of sustained inclusive growth. There is an urgent need as a nation to drive a structural economic transformation with an emphasis on improving both public and private sector efficiency. This is aimed at increasing national productivity and achieving sustainable diversification of production, to significantly grow the economy and achieve maximum welfare for the citizens, beginning with food and energy security. The ERGP has three broad strategic objectives that will help achieve the vision of inclusive growth: (1) restoring growth, (2) investing in our people, and (3) building a globally competitive economy

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

Yes. “The Nigerian e-Government Master plan 2020”. A Blueprint of modalities, protocols & best practices was developed by the Federal Ministry of Communications for a holistic adoption of e-Government across the country. The Strategy Document which is hinged on a ‘whole-of-government’ approach has been approved for implementation by the Federal Executive Council (FEC) (which is the highest decision-making authority in Nigeria). A ‘Presidential Committee on e-Government’ is to take ownership and drive nationwide adoption.

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

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

⁷ Also referring to emerging technologies

The Nigeria e-Government Masterplan strategy document was developed based on the Federal Government's overarching policy thrust – Economic Recovery and Growth Plan (ERGP), which was developed to help Nigeria achieve the SDGs.

Our vision is to have a “World Class Open Government” and based on five key policies:

1. Committed and Visible Leadership
2. Drive mass Literacy in ICT & e-Govt
3. Substantial & Sustained budget for e-Government implementation
4. Global standard infrastructure & Service
5. Government Process reengineering.

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

Regulations on Registration of Persons and Contents of the National Identity Database
Regulations on the mandatory use of the national identity number (NIN)
more at <https://www.nimc.gov.ng/policies/>

Public Procurement Act 2007

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?

- Yes No

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

⁸ Related to SDG Indicator 16.6.1

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.

The approved website template for all government websites, ensures that social media handles of the respective government ministry, department and agency are included in a visible area at the bottom of the homepage. The naming convention of all websites and social media handle must also be intuitive for easy discernment by the public.

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:

AI Bots and Data Analytics are being used for our 1Gov.ng platform to improve e-Participation, e-services stats, citizens feedback and social media interaction.

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

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VIII. Indicators

17. What is the percentage of the population¹⁰ 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?

Approximately 0.01%

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

85%

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

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

70%

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 Cooperation¹¹

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

Internet Governance Forum (IGF)
Africa Internet Governance Forum (AFIGF)

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

Please keep your response with max 250 words.

government?

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

Partnership with 'Korea International Cooperation Agency (KOICA)'

X. Contact and Additional Information

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Organization: Federal Ministry of Communications

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).

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

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:

e-mail was sent to my colleague by Lydia Debbie Gatan of Digital Government Branch

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