



## 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<sup>1</sup> 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](mailto:dpidg@un.org).

Norway

22.03.2019

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

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

Norway has several national e-government portals serving different target groups and purposes. Due to the decentralised structure in Norway, online information and services are provided by the responsible agencies and accessed via their websites. In addition, Norway has the following national portals:

[Norge.no](http://norge.no) to guide citizens to public digital services from all levels of government.

[Regjeringen.no](http://regjeringen.no) to provide access to information from the Norwegian Prime Minister's Office, government and ministries.

[Altinn.no](http://altinn.no) a portal for businesses and citizens to report online to government agencies.

[Norway.no](http://norway.no) for information and access to websites for Norwegian embassies and mission offices abroad.

Specific government agencies and ministries also have their own portals for specific sectors or tasks. Please see answers provided in section below.

For further information, please refer to the 2018 UN e-Government Survey.

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

- a. E-services<sup>3</sup>:

<https://www.norge.no/en> provides an overview over and access to Norwegian public sector digital services

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **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)

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

b. E-participation<sup>4</sup>:

We do not have one portal for e-participation. Each government agency and municipality have their own. The ministries have one common portal <https://Government.no>

c. Open government data:

[Data.norge.no](https://Data.norge.no) is Norway's official open data catalogue.  
There is also a new catalogue defining information <https://fellesdatakatalog.brreg.no/>

d. Public procurement:

We have one portal for information about public procurement <https://www.anskaffelser.no/>  
We also have one national notification database for public procurement <https://www.doffin.no/>

e. Other major portals at the national level:

Tax: <https://www.skatteetaten.no>  
Welfare: <https://www.nav.no>  
Health: <https://helsenorge.no/>

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

Ministry of Local Government and Modernisation <https://www.regjeringen.no/no/dep/kmd/id504/>  
Agency for Public Management and eGovernment (Difi) <https://www.difi.no/>

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> 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 Local Government and Modernisation  
<https://www.regjeringen.no/no/dep/kmd/id504/>

Education

Ministry of Education and Research <https://www.regjeringen.no/en/dep/kd/id586/>

b. Health

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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

Ministry of Health and Care Services <https://www.regjeringen.no/en/dep/hod/id421/>

c. Social Protection and Welfare

Ministry of Labour and Social Affairs <https://www.regjeringen.no/en/dep/asd/id165/>

d. Employment and Decent Work

Ministry of Labour and Social Affairs <https://www.regjeringen.no/en/dep/asd/id165/>

e. Environment

Ministry of Climate and Environment <https://www.regjeringen.no/en/dep/kld/id668/>

f. Energy/Water

Ministry of Petroleum and Energy <https://www.regjeringen.no/en/dep/oed/id750/>

g. Finance/Taxation

Ministry of Finance <https://www.regjeringen.no/en/dep/fin/id216/>

h. Industry/Trade

Ministry of Trade, Industry and Fisheries <https://www.regjeringen.no/en/dep/nfd/id709/>

## II. Strategy and Implementation

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

[White Paper No. 24 \(2016-2017\) "Common responsibility for a common future – Sustainability goals and Norwegian Development Policy"](#) was drawn up to encompass a broader perspective on Norwegian development policy ([document in Norwegian here](#)). It should be read in conjunction with other white papers (No.s 37, 35, 29, 25 10 and 22) from the Norwegian Ministry of Foreign Affairs under the Solberg Government, which describes Norway's development policy in several areas.

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

Yes, White Paper No. 27 (2015-2017) "[Digital agenda for Norge – IKT for en enklere hverdag og økt produktivitet](#)", summary in English: <https://www.regjeringen.no/en/dokumenter/digital-agenda-for-norway-in-brief/id2499897/>". The white paper and has been operational since May 2016.

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<sup>6</sup>

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<sup>7</sup> such as artificial intelligence, blockchain, big data

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

Universal design of ICT is a legal requirement for both public and private sectors in Norway

<https://lovdata.no/dokument/SF/forskrift/2013-06-21-732>

The digital agenda for Norway incorporates all these issues.

### 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<sup>8</sup>

data interoperability

digital government as a right

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

The Freedom of Information Act "Offentleglova" <https://lovdata.no/dokument/NL/lov/2006-05-19-16>. GDPR and privacy in Norway <https://www.datatilsynet.no/en/>.

Electronic communication with and in public administration "eForvaltningsforskriften"

<https://lovdata.no/dokument/SF/forskrift/2004-06-25-988>

Policy guidelines for the public sector

<https://www.regjeringen.no/no/dokumenter/digitaliseringsrundskrivet/id2623277/>

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

<sup>8</sup> Related to SDG Indicator 16.6.1

Norwegian adoption of eIDAS

<https://lovdata.no/dokument/NL/lov/2018-06-15-44?q=lov>

#### 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)

Statistics Norway (SSB) conduct an annual survey (as part of the Eurostat survey) about Norwegian citizens' use of digital services. These statistics are made publicly available <https://www.ssb.no/teknologi-og-innovasjon/statistikker/ikthus/aar>

#### 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)

Every other year, a survey is carried out to map citizen satisfaction with public digital services "Innbyggerundersøkelsen". <https://www.difi.no/rapporter-og-statistikk/undersokelser/innbyggerundersokelsen-2017>

It is also up to each public body to carry out citizen and user surveys for the digital services for which they are responsible.

#### 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)

It is up to each public body to decide the use of social media. We have policy guidelines on the use of social media. <https://www.difi.no/fagomrader-og-tjenester/klart-sprak-og-brukerinvolvering/sosiale-medier/veiledning-i-sosiale-medier>

#### 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 digital agenda for Norway incorporates all these issues.

We have other communications that might be of interest.

Norway has developed a digital strategy for Norwegian development policy (<https://www.regjeringen.no/en/dokumenter/digital-strategy/id2608197/>).

Norwegian strategy for **drones**, published March 2018 (<https://www.regjeringen.no/no/dokumenter/norges-dronestrategi/id2594965/>).

Powered by Nature – Norway as a **data center** nation, published February 2018 (<https://www.regjeringen.no/en/dokumenter/datasenterstrategien/id2590685/>).

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

Agency for Public Management and eGovernment (Difi) <https://www.difi.no/>

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services? (Max. 250 words)

We do not have data on this question. You can find more information on selected services here <https://www.difi.no/rapporter-og-statistikk/undersokelser/innbyggerundersokelsen-2017> According to this study the satisfactions varies. For the main national sites the score is about 70.

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

We do not have statistics on this indicator. Norway's GDP fluctuates with the oil prices. The GDP for 2018 is estimated to be around 3 537 billion. The central government use around 12 billion on ICT procurement. We do not have numbers on the local government spending.

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

Approximately 100%.

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

Approximately 100%.

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

We do not have an official indicator, but you can find some information in the statistics from Statistics Norway (SSB). They conduct an annual survey (as part of the Eurostat survey) about Norwegian citizens' use of digital services. These statistics are public <https://www.ssb.no/teknologi-og-innovasjon/statistikker/ikthus/aar>

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</sup> 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](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

## IX. International and Regional Cooperation<sup>11</sup>

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

On EU-level:

### **Horizon 2020**

Horizon 2020 is the biggest EU Research and Innovation program ever with nearly €80 billion of funding available over 7 years (2014 to 2020) – in addition to the private investment that this money will attract. It promises more breakthroughs, discoveries and world-firsts by taking great ideas from the lab to the market. <https://ec.europa.eu/programmes/horizon2020/en>

### **Connecting Europe Facility (CEF Digital):**

CEF Digital is a key EU instrument to facilitate cross-border interaction between public administrations, businesses and citizens, by deploying digital service infrastructures (DSIs). Supported projects will contribute to the creation of a European ecosystem of interoperable and interconnected digital services that sustain the Digital Single Market. <https://ec.europa.eu/cefdigital/wiki/display/CEFDIGITAL>

### **ISA<sup>2</sup>:**

The ISA<sup>2</sup> Programme supports the development of tools, services and frameworks in the area of e-Government. [https://ec.europa.eu/isa2/home\\_en](https://ec.europa.eu/isa2/home_en)

On regional level:

### **Nordic-Baltic eID cooperation project (NOBID):**

Through the [Digital North declaration](#), the Nordic and Baltic countries are committed to making digital services in other countries accessible with the use of national eIDs. The ambition of the Nordic-Baltic eID Project (NOBID) is to secure borderless access for citizens and businesses using their own national eIDs, to digital services throughout the Nordic-Baltic region.

The Nordic Council of Ministers is the project owner and funds the project. The Norwegian Agency for Public Management and eGovernment (Difi) is responsible for managing the project, involving eight Nordic and Baltic countries, in the period January 2018 to June 2020.

<https://www.difi.no/nobid>

There is also a Nordic-Baltic cooperation on e-procurement.

### **Nordic Smart Government**

The Smart Government vision is that of a data driven Nordic region, where data and digitisation enable value creation by sharing data across the region in an automatic, intelligent and secure manner. The Nordic Smart Government focus on the SME market.

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

Nordic Smart Government is thus a driver of an integrated Nordic region, which is the ambition of the Nordic Prime Ministers. The programme was launched by Nordic Ministers of Business in May 2018, and is supported financially by Nordic Innovation.

<https://nordicsmartgovernment.org/>

**Digital Innovation Network (DIGINNO)**

<https://www.diginnoobsr.eu/>

A network for innovative solutions in public-private co-operation to speed up the process towards the Baltic Sea Region digital single market.

**Nordic cooperation on eHealth**

Established under the Nordic Council of Ministers to strengthen the work on eHealth in the region.

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

Memorandum of understanding (MOU) between Argentina and Norway established.

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

Nordic Smart Government and DIGINNO are example of Public-Private networks and projects.

A **consent-based loan application** has been developed; it is a cooperation between Altinn (common solution for consent), the Norwegian Tax Administration (income and tax information), NAV (information on employment) and Finance Norway (representing the banks) (<https://www.bits.no/dsop-sbl/>).

**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)

We have done our best to answer the questions given the resources and time available. Please look at the answers from Norway for the 2018 UN eGovernment survey for more information.

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



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- LinkedIn
- Facebook
- Other: *(Max. 250 words)*

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