



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.

Panamá

31-03-2019

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.

Yes, www.panamatramita.gob.pa/

Official portal of procedures and publication requirements for all governments, including online procedures. By mandate of the Executive Decree Law, entities are obliged to keep them up to date.

www.311.gob.pa: Site of citizen center of attention with updated information of the entities, where the citizen has the capacity to open reports on line.

www.presidencia.gob.pa/: Site administered by the president's office with links to all executive branch entities

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

- a. E-services³:

<http://panamatramita.gob.pa/servicios-en-linea>

- b. [E-participation⁴](#):

<https://311.gob.pa/>

<https://smart.innovacion.gob.pa/>

Open Data portal: www.datosabiertos.gob.pa

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

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).

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d. Public procurement: Portal of the General Directorate of Public Procurement: www.dgcp.gob.pa

e. Other major portals at the national level:

www.presidencia.gob.pa
www.311.gob.pa

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

National Authority for Government Innovation (AIG)
Link: <http://www.innovacion.gob.pa/>

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

<https://www.mef.gob.pa/>

b. Education

Ministry of Education: www.meduca.gob.pa

c. Health

Caja de Seguro Social: <http://www.css.gob.pa/>
Ministry of Health: www.minsa.gob.pa

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

d. Social Protection and Welfare

Civil protection system: www.sinaproc.gob.pa

e. Employment and Decent Work

Ministry of Labour: www.mitradel.gob.pa

f. Environment

Environment ministry: www.miambiente.gob.pa

g. Energy/Water

National Secretary of Energy: www.energia.gob.pa

National Institute of Aqueducts and Sewers: www.idaan.gob.pa

h. Finance/Taxation

Ministry of Economy and Finance: www.mef.gob.pa

General Directorate of Revenue: <https://dgi.mef.gob.pa/>

i. Industry/Trade

Ministry of Trade and Industry: www.mici.gob.pa

II. Strategy and Implementation

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

Yes, Link: <http://www.pa.undp.org/content/panama/es/home/presscenter/articles/2017/09/12/lanzan-plan-estrat-gico-nacional-con-visi-n-de-estado-panam-2030-.html>

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

Yes, the Digital Agenda PANAMA 4.0 for e-government.

Link: http://innovacion.gob.pa/Agenda_Digital_Estrat%C3%A9gica_2014-2019

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

SDGs: Yes. The National Coordination Council for Development (CCND) and the United Nations Development Program (UNDP) officially launched the National Strategic Plan with a State Vision "Panama 2030" to key stakeholders at the national and local level. (<http://www.pa.undp.org/content/panama/es/home/presscenter/articles/2017/09/12/lanzan-plan-estrategico-nacional-con-visi-n-de-estado-panam-2030-.html>)

e-government strategy: Yes. The Digital Agenda PANAMA 4.0 contains the Digital Government strategy for the Republic of Panama for the period 2014-19, and it is reviewed annually for all government entities.

e-participation, digital inclusion: Yes, through the 311 Citizen Contact Center, Municipios Digitales (digital local government), more than 312 nationwide information plazas (Infoplazas).

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

Access to information: Law No. 6 of January 22, 2002 (Official Gazette No. 24,476 of January 23, 2002), which establishes rules for transparency in public management, establishes the action of Habeas Data and makes other provisions. http://innovacion.gob.pa/descargas/Ley_n6_2002.pdf

Data protection: http://www.asamblea.gob.pa/proyley/2017_P_463.pdf

digitally publishing government expenditure: <http://antai.gob.pa/legislacion/>, including also guidelines related to record retention issued by the National Archives.

Open government data: Executive decree 511 of November 24, 2017 and resolution 353 of January 17, 2018

Data interoperability: Law 83 of January, 2012, Executive Decree 357 of August 9, 2016, Chapter 2, resolution 12 approving the interoperability committee, Executive Decree 719 of November 15, 2013, chapter 4.

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?

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

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

<https://311.gob.pa/informes/>
<http://www.innovacion.gob.pa/estadisticas/RNIPanama>

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?

Citizen contact center 311 has the responsibility to assist in e-government transactions, and by Executive Decree receives citizen satisfaction reports and lack of updates on the official e-government portal. It also publishes monthly the performance of more than 160 national and local government entities in the closing of citizens' reports, as well as surveys of all citizens' reports to determine their satisfaction with the closing of the reports.

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 media we currently have are Facebook, Twitter and Instagram where we have direct interaction with citizens and we know the strategies of e-government, this being the platform for immediate dissemination of institutional projects, addressing the communication factors that affect the adoption and the digital divide. There is also a special budget for communication with citizen using different channels according to the diverse population segments.

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: BI

National strategy: http://innovacion.gob.pa/descargas/Agenda_Digital_Estrategica_2014-2019.pdf

Smart cities, we have SIGNMA which is a monitoring center with country alert sensors.
Blockchain: We are developing the use case for the digital identity.
Internet of things, we use mobile technology, video surveillance camera, sensors, weather stations that are processed and made information analysis.

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

1. National Authority for Government Innovation (AIG), established by Law 65 of October 30, 2009. It is the competent entity of the State to plan, coordinate, issue guidelines, supervise, collaborate, support and promote the optimal use of information and communication technologies in the governmental sector for the modernization of public management, as well as recommend the adoption of national policies, plans and strategic actions.
2. The National Secretariat of Science, Technology and Innovation (SENACYT) of the Republic of Panama is an autonomous institution, which was created by Law 13 of April 15, 1997, works guided by the guidelines established in the National Strategic Plan for Science, Technology and Innovation (PENCIYT) 2015-2019. AIG and SENACYT are well aligned in the establishment of public policy, as SENACYT participates in the AIG board (Consejo Nacional para la Innovación Gubernamental) and the PENCIYT has input from AIG.

VIII.

Indicators

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

The satisfaction of the experience in public services is 81%.

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

.4% of GDP is intended for research and development.

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

It is estimated that 70% regularly use ICT

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

The average number of users in the National Multiservice Network increased to 10,000 users, equivalent to 4.8%

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

There are currently no indicators to measure digital literacy.

IX. International and Regional Cooperation¹¹

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

As members of Red GEALC (Latin America and the Caribbean e-Government Network) Panama is offering support to other e countries, such as it is the case of sharing the source code of the platform National Monitoring and Alerts System (SINMA) for co-creation with different countries. SINMA is a multi-institutional platform for generating and responding to alerts that need real-time attention. The citizen through mobile devices generates alerts that are received and taken care of by an operations team through a web control board, as well having the capacity for special applications and submissions made by authorized agency employees. The platform is expected to be distributed to more than 10 countries in the region. Contact: Anabel Brice abrice@innovacion.gob.pa

Other international cooperation:

- Panama is one of seven non-member countries of OECD that have adhered to the Recommendation of the Council on Digital Government Strategies, and has participated for the second consecutive year in the Digital Government Working Group (e-Leaders), as well as completing a Digital Government Review of Panama with a peer-review process with three countries. The Key Findings are being presented on April 10, with complete results available by June 30, 2019.
- Another highlight is the 5-year cooperation with the Inter-American Development Bank (IDB), initiated in 2017 through the Ministry of Economy and Finance (MEF), with a comprehensive Digital Government B/. 30 million operation, which has had significant advances in the execution of activities and disbursements according to the projected; with the Development Bank of Latin America (CAF) for the technical cooperation for the development of a Regional IXP.

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

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/wsisis10/WSIS-Action-Lines-and-Facilitators>

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

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

Panama is offering support to other countries and remains active in the Red GEALC network, as well as it has begun participation in various OECD working groups. AIG shares the source code of the National Monitoring and Alert System (SINMA) platform for co-creation with different countries. SINMA is a multi-institutional platform to generate and respond to alerts that require attention in real time. Citizens generate alerts through their devices that are attended by an operations team through a control panel.

government?

Yes, with the National Competitiveness Center (CNC), other trade organizations, and NGOs with the objective of supporting the selection, prioritization and documentation of procedures (elements of time, transactional volume, costs and steps), from the perspective of the private sector and citizens.

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:

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.

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We appreciate your participation.