



## 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).

San Marino

25/02/2019

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.

Portale dei servizi della Pubblica Amministrazione

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

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

www.pa.sm

- b. [E-participation<sup>4</sup>](#):

Click or tap here to enter Links.

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

Click or tap here to enter Links.

- d. Public procurement:

Click or tap here to enter Links.

- e. Other major portals at the national level:

Click or tap here to enter Links.

<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

<sup>4</sup> **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.

Direzione Generale della Funzione Pubblica

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:
- Planning and Development

Segreteria di Stato per le Finanze e il Bilancio

- Education

Segreteria di Stato Istruzione, Cultura e Università, Ricerca, Informazione, Sport, Innovazione tecnologica, Rapporti con l'AASS

Segreteria di Stato Sanità e Sicurezza Sociale, Pari Opportunità, Previdenza e Affari Sociali

- Health

- Social Protection and Welfare

Segreteria di Stato Sanità e Sicurezza Sociale, Pari Opportunità, Previdenza e Affari Sociali

- Employment and Decent Work

Segreteria di Stato Industria, Artigianato, Commercio, Lavoro, Cooperazione, Telecomunicazioni

- Environment

Segreteria di Stato per il Territorio, l'Ambiente, l'Agricoltura, il Turismo, la Protezione Civile, i Rapporti con l'A.A.S.L.P. e le Politiche giovanili

- Energy/Water

<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)

Segreteria di Stato Istruzione, Cultura e Università, Ricerca, Informazione, Sport, Innovazione tecnologica, Rapporti con l'AASS

h. Finance/Taxation

Segreteria di Stato per le Finanze e il Bilancio

i. Industry/Trade

Segreteria di Stato Industria, Artigianato, Commercio, Lavoro, Cooperazione, Telecomunicazioni

## II. Strategy and Implementation

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

Please keep your response with max 250 words.

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

A digital agenda is due to be released within next three months

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

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

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

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

### 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 (Max 250 words).

### 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?

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<sup>8</sup> 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?

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.

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:

Please explain further including relevant **links** (Max 250 words).

16. Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?

Agenzia per lo Sviluppo Digitale

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> 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?

Percentage: (If necessary, please explain further within 250 words).

<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)

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

Percentage: (If necessary, please explain further within 250 words).

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<sup>11</sup>

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

Please keep your response with max 250 words.

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

Please keep your response with max 250 words.

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

Please keep your response with max 250 words.

## X. Contact and Additional Information

Name:

Title:

Email:

Organization:

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.

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

*United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)*

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).

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