



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.

Seychelles

Wednesday 3rd 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.

<http://www.egov.sc/>

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

- a. E-services³:

<https://eservice.egov.sc/eGateway/homepage.aspx>

- b. [E-participation⁴](#):

<http://www.gov.sc/eParticipation/Default.aspx>

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

<http://seychelles.opendataforafrica.org/>

- d. Public procurement:

<http://www.ntb.sc>

- e. Other major portals at the national level:

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.

Department of Information Communication Technology - <http://www.ict.gov.sc/>

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

Name: Hendrick Andre

Title: Mr

Organization: Department of Information Communication Technology - Information Technology

E-mail: dgit@ict.gov.sc

Phone: M:+248 2722725 T: +248 4286 638

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

Seychelles Planning Authority – <http://www.spa.gov.sc/>

- b. Education

Ministry of Education and Human Resource Development – <http://www.edu.gov.sc>

- c. Health

Ministry of Health – <http://www.health.gov.sc>

- d. Social Protection and Welfare

Ministry of Family Affairs – <http://www.socialdevelopment.gov.sc>
Agency for Social Protection - <http://www.asp.gov.sc/>

- e. Employment and Decent Work

Ministry of Employment, Immigration & Civil Status – <http://www.employment.gov.sc>

- f. Environment

Ministry of Environment, Energy and Climate Change – <http://www.meec.gov.sc>

- g. Energy/Water

Ministry of Environment, Energy and Climate Change
Public Utilities Corporation (PUC), <http://www.puc.sc/>

- 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**)

Ministry of Finance, Trade Investment and Economic Planning - <http://www.finance.gov.sc/>
Seychelles Revenue Commission – <http://www.sc.gov.sc>

i. Industry/Trade

Ministry of Finance, Trade Investment and Economic Planning - <http://www.finance.gov.sc/>
<http://www.seychellestradeportal.gov.sc/>

II.

Strategy and Implementation

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

Yes. And currently under review and being reformulated:



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



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 Strategic Framework for e-Governments is aligned with the DICT's Strategic Plan 2018-2022. E-Government and public sector knowledge management is one of the programmatic areas in the National Development Strategy. Education sector management and performance through the promotion of ICT use in schools. Since ICT is a cross-cutting area, it would be aligned in one way or another with the majority if not all the SDGs. This would be through the enabling ICT services that is provided to facilitate the lives of people. Through advancement in technologies Government was to ensure that its services reach the masses as much as possible via the use of devices and mediums that people have access to.

- As part of the Growth and Evolution of e-Government, Government wants to promote greater involvement and interactivity with the public as part of the Social Media area.

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 Act, 2018: <https://seylia.org/sc/legislation/act/2018/4>
Electronic Transactions Act, 2001, <https://seylia.org/sc/legislation/act/2018/4>
Digital Signature Regulations, 2018: <https://seylia.org/sc/legislation/si/2018/22-0>

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?

The results are not published yet online but it is shared with other public institutions if they request for it. There is a plan to make available such data as part of an online dashboard solution that show how Government organisations are performing vis-à-vis their mandates. This online dashboard will be open to the public.

V.

⁸ Related to SDG Indicator 16.6.1

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?

It is in our plan to start collecting data about client satisfaction after they have used every e-service on offer.

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.

Facebook page presence. Work in progress on Social Media Policy (first draft in consultation process).

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:

We do not have specific strategy documents relating to these technologies. Our approach has been that we are primarily a user of technology and as they become mainstream in eth market; we adopt and make use of them as part of the overall solutions we deploy for Government.

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

Department Information Communication Technology, National Institute of Science Technology and Innovation (NISTI)

VIII. Indicators

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

This information is not being collected presently in a systematic manner. There is a plan to do so.

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

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

0.02% of GDP which translates about USD 2 million a year.

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

Almost all desk/officer-based officers are assigned a computer, 90% (we are assuming that central Government implies officers that are essentially office based). Only employee that are not desk based will not have a computer assigned to them.
In terms of the whole public service (all categories of Government employees; 40% are routinely using computers)

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

All officers having a computer assigned to them will have access to the internet. This will be about 90%.

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

There is no specific indicators being used to track digital literacy presently.

IX. International and Regional Cooperation¹¹

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

COMESA, SADC, AU, CTO, COMMONWEALTH & Indian Ocean Commission (Estonia is the Commission's partner)

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

Yes, the demand must come from the asking party and we entertain. We have had cases of delegations from countries coming to Seychelles see how E-Government is organised and to share know-how and experience. An example is Namibia.

government?

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

No, other than Government as a procurer of solutions and services from the private sector. The closest to a partnership in this respect that Government of Seychelles has is with Microsoft.

X. Contact and Additional Information

¹¹ 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)

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.
- Other:

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:

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