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). UN DESA 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.

Sierra Leone 03/31/2019

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

I. Institutional Framework

1. What is the official e-government portal at the national level? If more than one, please list all.

The Official e-Government portal is gov.sl
Note: this site is temporarily down as its going through restructuring

2. Please also provide URLs for below specific portals, if exists:
   a. E-services:
   
   b. E-participation:
   
   c. Open government data:

   opendata.gov.sl
   Currently undergoing restructuring under the world bank project

   d. Public procurement:

   Not yet available online. World Bank is supporting the Government through Ministry Finance, National Public Procurement Authority to develop a national e-Government Procurement (eGP) system which the Ministry of Information is providing technical lead.

   e. Other major portals at the national level:

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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.

   www.mic.gov.sl; e-Government Unit, Ministry of Information and Communications

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

<table>
<thead>
<tr>
<th>Name:</th>
<th>Mohamed M Jalloh</th>
</tr>
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<tbody>
<tr>
<td>Title:</td>
<td>Deputy Director of Communications, e-Government Coordinator</td>
</tr>
<tr>
<td>Organization:</td>
<td>Ministry of Information and Communications</td>
</tr>
<tr>
<td>E-mail:</td>
<td><a href="mailto:mjalloh@mic.gov.sl">mjalloh@mic.gov.sl</a></td>
</tr>
<tr>
<td>Phone:</td>
<td>+232 76 242 892</td>
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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


   b. Education


   c. Health


   d. Social Protection and Welfare

   Ministry of Social welfare, Gender and Children’s Affairs, www.mswgca.gov.sl

   e. Employment and Decent Work


   f. Environment

   Environmental Protection Agency, www.epa.gov.sl

   g. Energy/Water


   h. Finance/Taxation


   i. Industry/Trade


\(^5\) CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)
II. Strategy and Implementation

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

The Medium Term National Development plan (NDP)

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

No National e-Government Strategy. This plan is one of the deliverables for the Ministry in the 2019 FY

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

III. Legal Framework

9. Is there any legal framework on:

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

⁷ Also referring to emerging technologies
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☑ 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
☐ data interoperability
☐ digital government as a right

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

1. Right to Access Information Act (FOI)
2. Electronic Transaction Act of 2019 – in parliament for enactment

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)

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)

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)

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8 Related to SDG Indicator 16.6.1
Most of the MDAs integrate social media platforms (Facebook, Twitter, WhatsApp, Youtube etc) into their online portals.

VII. New Technologies

15. Does your government have a specific national strategy on one or more of following new technologies?

- [x] Artificial Intelligence (AI)
- [x] Blockchain
- [x] Big data
- [ ] Smart cities
- [ ] Robotics
- [ ] Internet of Things (IOT)
- [x] Quantum computing
- [ ] Virtual reality
- [ ] Augmented reality
- [ ] Other:

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

This is a new strategy under the Office of the Chief Innovation Officer under the Office of the President.

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

Directorate of Science, Technology and Innovation, Office of the President

VIII. Indicators

17. What is the percentage of the population\(^10\) satisfied with their last experience of online public services? *(Max. 250 words)*

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

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

No official survey done to obtain data

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

No official survey done to obtain data

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

Multi Indicator Cluster Survey done by the National Statistics Office

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\(^9\) 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
IX. International and Regional Cooperation

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

ECOWAS and AU

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

No

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

On a limited scale

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)*

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: *(Max. 250 words)*

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

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