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[1] 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*.*

SUADN

30/04/2019

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

I. Institutional Framework

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

www.esudan.gov.sd
www.sudan.sd

2. Please also provide **URLs** for below **specific portals**, if exists:
    a. E-services[3]:

www.esudan.gov.sd

    b. E-participation[4]:

    c. Open government data:

    d. Public procurement:

    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.

> www.nic.gov.sd

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

Name:	Mohamed Abdel Rahim Yassin
Title:	Director
Organization:	National Information Center
E-mail:	gm@nicsudan.gov.sd or bushrasarah14@gmail.com
Phone:	00249123202093

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

> www.nic.gov.sd

a. Education

> 1- http://www.mohe.gov.sd/
> 2- http://admission.gov.sd/
> 3- http://srh.edu.sd/
> 4- http://sur.srh.edu.sd/
> 5- http://taasel.srh.edu.sd/jspui/
> 6- http://srp.srh.edu.sd/
> 7- Internal systems, not online and in Intranet covering all of Sudan:
>   a. https://192.168.1.81/Result15/f?p=101
> 8- www.mohe.gov.sd
> 9- www.moe.gov.sd

b. Health

> www.fmoh.gov.sd
> www.phi.edu.sd
> www.cpd.gov.sd
> nbtc.gov.sd
> nmpb.gov.sd
> smsb.gov.sd
> nmsf.gov.sd
> aitc.nmsf.gov.sd

---

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

c. Social Protection and Welfare

www.mssd.gov.sd
www.zakat-chamber.gov.sd
www.penfund.gov.sd
www. npc.gov.sd
www. nccw.gov.sd
www. hac.gov.sd
www. ssdbank.com
www. familybank.sd

d. Employment and Decent Work

www.hrl.gov.sd
www.hrd.gov.sd
www.sudarecboard.gov.sd
www.genf.gov.sd

e. Environment

www.mepd.gov.sd

f. Energy/Water

www.wre.gov.sd
www.diu.gov.sd
www.ncr.gov.sd
www.mopg.gov.sd
www.sedc.com.sd

g. Finance/Taxation

www.mof.gov.sd
www.tax.gov.sd
www.accounting.gov.sd
www.mofdgoia.gov.sd
www.customs.gov.sd

h. Industry/Trade

www.industry.gov.sd
www.trade.gov.sd
www.ircc.gov.sd/

II. Strategy and Implementation

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

Yes we have, the national strategic plan contain main track for SDGs . and for main information you can contact : http://ncsp.gov.sd

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

> 1- ICT sector in (national Strategy 2007 - 2031)
> 2- -ICT digital strategies in (all development sectors)
> 3- E- government master plan 2016 -2020

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[6]

☒ 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[7] 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:

☒ 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

---

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

[7] Also referring to emerging technologies

☒ digitally publishing government expenditure[8]

☒ data interoperability

☐ digital government as a right

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

Published in the e government portal .. www.esudan.gov.sd

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)*

No

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)*

No

VII. New Technologies

---

[8] Related to SDG Indicator 16.6.1

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)

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)*

Yes In Sudan we have the National information which is the consultant of the government for digital transformation , and we have the Africa City Of Technology it is the park .

VIII. Indicators

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

100% of the population who use the (internet for admission to inter the Universities not less than half million each year , other serves is about 30%

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

9% direct and no less than 16% indirect

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

75%

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

Not less than 55%

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

The Central Statistical Organization in Sudan conducted a field survey and the percentage was 28%

IX. International and Regional Cooperation[11]

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

---

[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

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

> We have cooperation with ITU in addition to ESCWA and Arab League and we have a relationship with the South Korean state agency NIPA which contributed with us to the development of the strategic plan for e-government in Sudan >

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

> Yes , Chad

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

> We have and ongoing in finance government sector , education , health … etc for example national revenue collection system , core banking systems , ICT government infrastructure . And we have multi stakeholder in private sector like telecom companies

X. Contact and Additional Information

Name:	Suha Ibrahim ABDALRAHIM
Title:	Director of International Cooperation Dept
Email:	Suha.abdalrahim@gmail.com , suha@nic.gov.sd
Organization:	National Information Center Sudan

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.