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.

Switzerland	13.02.2019

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

I. Institutional Framework

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

> There is not one official portal for e-government. The federal structure of Switzerland does not allow one central portal. Each canton or even municipality can operate an own e-government portal. Here is a list of portals that offer services/information to the public:
> - https://www.egovernment.ch/en/ (Administration, Business and Citizen)
> - https://www.ch.ch/en/ (Citizen)
> - https://www.easygov.swiss/easygov/#/en/ (Business)
> - https://opendata.swiss/en/ (ABC)

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

   > Please find attached a list of those portals

   b. E-participation[4]:

   > https://www.engage.ch/fr/content/tagungsbesuch-zu-e-partizipation-und-stadtentwicklung

   c. Open government data:

   > https://opendata.swiss/en/

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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).

    d.   Public procurement:

    e.   Other major portals at the national level:

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the

> Click or tap here to enter Links.

national level in charge of e-government.

> Click or tap here to enter Names and URLs.

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

Name:
> -Peter Fischer

Title:
> -Delegate for Federal IT Steering

Organization:
> -Federal IT Steering Unit (FITSU)

E-mail:
> -

Phone:
> -

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.are.admin.ch/are/en/home.html

    b.   Education

> https://www.sbfi.admin.ch/sbfi/en/home.html
> https://www.swissuniversities.ch/en/

> http://www.bag.admin.ch/index.html?lang=en
> https://www.e-health-suisse.ch/startseite.html

    c.   Health

    d.   Social Protection and Welfare

> http://www.bsv.admin.ch/index.html?lang=en

    e.   Employment and Decent Work

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

> https://www.seco.admin.ch/seco/en/home.html

     f.   Environment

> https://www.bafu.admin.ch/bafu/en/home.html

     g.   Energy/Water

> https://www.bfe.admin.ch/bfe/en/home.html

     h.   Finance/Taxation

> https://www.admin.ch/gov/en/start/departments/department-of-finance-fdf.html

     i.   Industry/Trade

> https://www.seco.admin.ch/seco/en/home.html

II. Strategy and Implementation

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

> Switzerland is also required to implement the Goals of SDG on a national basis. In addition, incentives are to be created to encourage non-governmental actors to make an increasingly active contribution to sustainable development. Further information: https://www.eda.admin.ch/post2015/en/home/agenda-2030/die-17-ziele-fuer-eine-nachhaltige-entwicklung.html

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

> National eGovernment strategy 2016-2019: (https://www.egovernment.ch/en/umsetzung/e-government-strategie/). It will be renewed in 2020
> (https://www.admin.ch/gov/fr/accueil/documentation/communiques.msg-id-72924.html)
> Digital Strategy Switzerland: https://www.bakom.admin.ch/bakom/en/homepage/digital-switzerland-and-internet/strategie-digitale-schweiz.html

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]

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

☐ 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 (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[8]

☐ data interoperability

☐ digital government as a right

> Digital identity: The consultation on the eID law took place. Regarding eID, the state will limit itself to defining the legal framework and providing identity data; private providers will provide the technology for and sell the eID.

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

☒Yes   ☐No

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[7] Also referring to emerging technologies

[8] Related to SDG Indicator 16.6.1

11. If yes, do you publish results online and share those with the public institutions concerned?

> Yes for example the national eGovernment study
> https://www.egovernment.ch/en/dokumentation/nationale-e-government-studie/

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?

> Yes for example on https://www.egovernment.ch/en/dokumentation/monitoring-2018. User
> satisfaction is measured in studies for example in eGovernment Monitor
> https://www.egovernment.ch/index.php/download_file/force/1469/3640/ or National eGovernment
> study 2017 and 2019 https://www.egovernment.ch/en/dokumentation/nationale-e-government-studie

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.

> eGovernment Switzerland has a Twitter account https://twitter.com/egovch

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:

> AI: The federal administrations got attentive on this subject. This year they will publish a report about
> the importance of KI in administration.

16. Does your government have any government body[9] at the national level working specifically related to the new technologies?

> Bern University of Applied Sciences https://www.experimental.bfs.admin.ch/de/adele.html

VIII.
Indicators

17. What is the percentage of the population[10] satisfied with their last experience of online public

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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

services?

> 66 % is very satisfied or satisfied (National eGovernment study)
> The population's satisfaction level with the electronic services provided by the Swiss authorities at 71% is high - higher than in Germany and on a par with Austria (2018 eGovernment Monitor).

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

> In 2015, 19 % of business investments in Switzerland was attributed for ICT. This rate is higher in the services sector (22%) than in construction (15%) and in industry (13%) (measured in 2015).

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

> State of digitization in topic ICT industry 67 % (https://digital.swiss/en/topics/ict-industry)

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

> 51.9 % of the population used the Internet at work in 2018.

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

> Internet activities for example create a portal, use peer-to-peer networks, use Internet telephony, use social networks, send e-mails with attached file, use search engine).

IX.
International and Regional Cooperation[11]

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

> eGovernment Switzerland is the organisation of the Confederation, the cantons and the communes for the expansion of electronic government services.

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

> No

government?

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

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

e-government?

> The Confederation, the cantons and the communes pursue a joint e-government strategy.

X. Contact and Additional Information

> Irem Kaynarca

Name:

Title:
> Project leader eGovernment Monitoring

Email:
> irem.kaynarca@egovernment.ch

Organization:
> eGovernment Switzerland

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:

> eGovernment Switzerland have responded to the questionnaire

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.
We appreciate your participation.