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

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

<u>Uruguay</u>   <u>29/03/2019</u>

I. Institutional Framework

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

    gub.uy

    ==*gub.uy is replacing the individual websites of ministries and public bodies. The site was recently launched as a beta, and the transformation process will be completed by 2020.*==

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

    a. E-services[2]: gub.uy/tramites (formerly www.tramites.gub.uy)

    b. E-participation[3]: gub.uy/participacion-ciudadana (formerly www.participacionciudadana.gub.uy)

    c. Open government data: gub.uy/datos (formerly www.datos.gub.uy)

    d. Public procurement: www.comprasestatales.gub.uy

    e. Other major portals at the national level: gub.uy provides a single point of access to Uruguay Government information and services

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

    Agency for e-Government and the Information and Knowledge Society, gubuy/agesic (formerly www.agesic.gub.uy)

4. Does your country have a **Chief Information Officer (CIO)**[4] 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:

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[1] **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)

[2] A specific portal where you can see the list of all online services available for the public

[3] **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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

a. Planning and Development: Office of Planning and Budget, www.opp.gub.uy

b. Education: Ministry of Education and Culture, www.mec.gub.uy, www.ceibal.edu.uy

c. Health: Ministry of Public Health, gub.uy/msp (formerly www.msp.gub.uy)

d. Social Protection and Welfare: Social Welfare Bank, www.bps.gub.uy, Ministry of Social Development gub.uy/mides (formerly www.mides.gub.uy)

e. Employment and Decent Work: Ministry of Labor and Social Security, www.mtss.gub.uy

f. Environment: Ministry of Housing, Territorial Planning, and Environment, www.mvotma.gub.uy

g. Energy/Water: Ministry of Industry, Energy and Mining, gub.uy/miem (formerly www.mides.gub.uy). Ministry of Housing, Territorial Planning, and Environment, www.mvotma.gub.uy. Regulatory Unit for Energy and Water Services, gub.uy/ursea (formerly www.ursea.gub.uy)

h. Industry/Trade: Ministry of Industry, Energy and Mining, gub.uy/miem (formerly www.mides.gub.uy). One-stop-shop for trade, www.vuce.gub.uy

II. Strategy and Implementation

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

Yes. #uruguaysumavalor (uruguay-sum-value) is a collaborative initiative where all people sum their actions for achieving the SDGs.

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

Yes. There is a digital agenda (English version) in which e-government is one of its pillars, and there is a specific e-government strategy (English version).

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[5]
☒ 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[6] such as artificial intelligence, blockchain, big data

Digital Government is one of the 10 main priorities at the current-term government. DGS contains all the different objectives and initiatives to comprehensively advance to the digital transformation of the government. It is a reference strategy for local governments. One of its purposes is to move towards an omni-channel service strategy. Once-only principle (Art. 76, Act N° 19355) and Digital by default (Decree N° 231/017) are included. Leave no one behind is an essential value of the country's digital agenda "transforming with equity". Building a participatory and collaborative government is one of its objectives. Implementing new services based on the intensive use of data and emerging technologies is one of its objectives.

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[5] Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people
[6] Also referring to emerging technologies

III. Legal Framework

9. Is there any legal framework on:
    ☒ access to information such as Freedom of Information Act: Act No. 18381
    ☒ personal data protection including digital security: Act No. 18331
    ☒ open government data: Art. 82 of Act No. 19355, regulated by Decree No. 54/017
    ☒ digital identity: Art. 28 of Act No. 19535, regulated by Decree No. 70/018.
    ☒ digital certification/signature: Act. No. 18600
    ☒ e-procurement: There are several regulations, depending on the type and/or stage of the process (e.g. electronic opening of tenders)
    ☒ digitally publishing government expenditure[7]: it's a FOIA obligation. Data is also available in open formats, and an easy-to-view graphical representation service provided at "Where do our taxes go?"
    ☒ data interoperability: Art. 157, 158, 159 and 160 of Act No. 18719, regulated by Decree No. 178/013
    ☒ digital government as a right: Article 74 of Act No. 19355

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?

    Yes. Usage statistics are collected using tools such as Google Analytics, which are shared with public institutions.

    However, it is important to note that Uruguay reoriented its digital services strategy to the digitization of all services. This has been implemented by a two-stage strategy: (1) ensuring that all services can be started online, which was successfully achieved in 2016; and (2) ensuring that all services are digital from start to finish by 2020. Under this approach, fully digital services have increased from 20% in 2016 to 70% in 2018.

    Furthermore, a traceability solution was developed so people can track the status of every service. At the same time, this is a very powerful tool for the administration knowing in detail and in real time the use of digital services. We are currently building dashboard solutions this to easily visualize the data and usage indicators.

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. Several surveys and studies are carried out and the main results are published at Agesic website. Additionally, this information is shared with the national working group on ICT statistics, and presented to the National Digital Council to guide the decision-making process.

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.

    Social media is one of the channels of the omni-channel service strategy. See more information at gub.uy/contacto.

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[7] Related to SDG Indicator 16.6.1

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:

DGS:
- Objective VIII: Developing platforms and predictive analytical models for the design of proactive services and smart cities:
    - Goal 22: Define cybersecurity and privacy's regulatory frameworks and good practices for the use of massive data in governmental platforms of big data and IoT.
    - Goal 23: Develop a governmental platform for the application of analytical models to large volumes of data (Big Data, IoT).
- Objective IX: Implementing new services based on the intensive use of data and emerging technologies:
    - Goal: Design analytical models for big data and IoT platform to strengthen strategic sectors.
- Objective XII: Advancing in the digitisation of public records.
    - Goal 35: Facilitate normative, institutional and technical tools that enable using new technologies for the validity of records such as the use of digital signatures and blockchain.

In addition, an AI strategy is being crafted that will be published in the coming months.

16. Does your government have any government body[8] at the national level working specifically related to the new technologies?

Yes, it is Agesic. In 2017, the Emerging Technologies Division was created under this Agency.

VIII. Indicators

17. What is the percentage of the population[9] satisfied with their last experience of online public services?

72% (2018). Source: Agesic, Survey on Knowledge, Attitudes, and Practices of Digital Citizenry

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

It is necessary to have the methodology and calculation formula proposed for this indicator, to be able to provide this data.

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

100% (2018). Source: National Office of Civil Service.

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

100% (2018). Source: National Office of Civil Service.

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

Several indicators that are part of global frameworks such as ITU (access and use by households and individuals) or UNESCO (digital literacy) are collected.

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[8] This can be an agency, cabinet, commission, committee, initiative etc.
[9] 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[10]

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

Yes. Several, such as MERCOSUR Digital Agenda, LAC Digital Agenda (e-LAC), e-Government Network of Latin America and the Caribbean (Red Gealc), OECD thematic groups (informally, since Uruguay is not a member of the OECD), and the Digital 9 (D9). In addition, Uruguay currently holds the Presidency of the regional networks on Transparency and Access to Public Information (RTA) and Personal Data Protection (RIPD).

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

Yes. We usually receive 8 to 10 technical visits per year (e.g. Paraguay in January-19, Chile in March-19); have 3 to 5 videoconferences per month to share our best practices with other governments; and one or two horizontal cooperation projects per year, responding to requests received through the national agency for international cooperation.

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

Both Redgealc and D9 are currently establishing a way to work with relevant stakeholders. Also, OGP is a key example.

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:

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:

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