



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.

Venezuela

Date Submitted (31/03/2019)

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://gobiernoenlinea.gob.ve>

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

a. E-services³:

There is no single portal to centralize the online services offered by the Venezuelan state to its citizens, however, the main services are available through the different Web portals of the institutions of the Public Power according to their competences. For example:

1. Services for identification, migration and foreigners are provided through the SAIME web portal <http://www.saime.gob.ve/>
2. The customs and tax services are carried out through the SENIAT web portal <http://www.seniat.gob.ve>
3. For matters related to transport and land transit, the INTT web portal is available <http://www.intt.gob.ve>
4. The services associated with the protection and social security of workers are carried out through the web portal of the IVSS <http://www.ivss.gov.ve/>
5. Among others.

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

b. E-participation⁴:

<https://www.patria.org.ve/>

c. Open government data:

<http://datos.gob.ve/>

d. Public procurement:

<http://www.snc.gob.ve/>

e. Other major portals at the national level:

Click or tap here to enter Links.

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

Centro Nacional de Tecnologías de Información / National Center of Information Technologies
<http://www.cnti.gob.ve>

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

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⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

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

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

Ministry of People's Power for Planning www.mppp.gob.ve @MPPPlanifica

b. Education

Ministry of People's Power for Education <http://www.me.gob.ve> @MPPELUCACION

c. Health

Ministry of People's Power for Health <http://www.mpps.gob.ve> @MPPSalud

d. Social Protection and Welfare

Ministry of People's Power for the Social Work Process <http://www.mpppst.gob.ve/> @MPPSTVe
Venezuelan Institute of Social Security <http://www.ivss.gov.ve/> @ivssoficial
Vice-presidency of the Republic, Homeland System <https://www.patria.org.ve/> @Patria_ve

e. Employment and Decent Work

Ministry of People's Power for the Social Work Process <http://www.mpppst.gob.ve/> @MPPSTVe

f. Environment

Ministry of People's Power for Ecosocialism <http://www.minec.gob.ve/> @MiEcosocialismo

g. Energy/Water

Ministry of People's Power for Water Care <http://www.minaguas.gob.ve/> @MPPAAguas
Ministry of People's Power for Electrical Energy <http://mppee.gob.ve/> @mppevzla

h. Finance/Taxation

Ministry of People's Power of Economy and Finances <http://www.mpppef.gob.ve/> @MPPSTVe

i. Industry/Trade

Ministry of People's Power of Industries and National Production <http://www.minppibes.gob.ve>
@MinIndustriasVE
Ministry of People's Power for National Trade @MinComercioNac
Ministry of People's Power for Foreign Trade and International Investment @mippcoexin
<http://www.mippcoexin.gob.ve/>

II. Strategy and Implementation

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

Yes, the Bolivarian Republic of Venezuela has a constitution that addresses the most important aspects of national life with deep human values to guide development with full awareness of the impact of global economic models on the life of our mother earth. From there, the Plan of the Nation for the Economic and Social Development of the Nation 2019-2025 has been developed, built as a democratic exercise in a collective way through the different forms of participation of the Venezuelan citizens. The Plan de la Patria has a time horizon in the goals and historical direction of 2030 and is also aligned with the Sustainable Development Goals of the United Nations Organization and where our Venezuela is a benchmark. In this sense, one of the strategic lines of the Plan of the Nation is to develop the legal regulations of Electronic Government and other components associated with information technologies, in order to promote citizen participation and efficient and transparent public management.

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

Yes, through concatenated efforts between the Presidency of the Republic, the Ministry of Science and Technology, the National Center of Information Technologies -among other bodies and entities of the Public Administration-, the National Electronic Government Plan (PNGE) was developed for the period 2014 - 2019, as a strategy that describes the baseline to aim at the simplification of procedures and improve the services offered to citizens, increase efficiency of public management and as an additional benefit -to automate the processes based on Information Technology (IT) - helps to stop corruption and increase the transparency of processes. The PNGE aims to facilitate the exercise of a socialist, participatory and protagonist democracy, where the needs of the people must and can be met by the State in a timely, effective and efficient manner to achieve the greatest possible amount of happiness.

The mission of the PNGE is to guarantee the Venezuelan population universal, timely and efficient access to State services, through Information Technology.

Currently the PNGE is in the process of being updated to its next 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 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

The National Electronic Government Plan (PNGE) is a tool to achieve clear social objectives, contemplates goals that converge in macro indicators that will guide the behavior of the plan and control the performance of the objectives for the achievement of the strategies that will promote actions that seek short, medium and long term compliance:

- The transfer of power to the people through the use of IT: the citizens have updated information on the websites of the bodies and entities of the State, and through these sites can interact with institutions, presenting their proposals for improving public management. For this, it is proposed to implement a training program for the National Technological Literacy Plan.

- Facilitate economic activity: It is intended that the business sector has update information on the websites of the bodies and entities of the State, and through these sites can have access to information services for their economic activities of manufacturing, service and commerce.

- Optimize public management and open more spaces for the participatory exercise of democracy: in order that citizens and companies can perform administrative procedures and manage online services, and that through the integration of the citizen service platform are served in a unified vision of the State.

- Generate e-government conditions: Is about to have a technological infrastructure of technical services, which covers aspects of information security and telecommunications, to give sustenance to the e-gov; and to have a management model that leads to monitoring, evaluation and permanent updating of the PNGE.

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

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

⁷ Also referring to emerging technologies

- e-procurement
- digitally publishing government expenditure⁸
- data interoperability
- digital government as a right

Constitution of the Bolivarian Republic of Venezuela, O.G. N° 36.860, date 30/12/1999
<http://www.minci.gob.ve/wp-content/uploads/2011/04/CONSTITUCION.pdf>

E-Government Law, O.G. N° 40.274, date 17/10/2013
<http://www.conatel.gob.ve/wp-content/uploads/2014/10/PDF-Ley-de-Infogobierno.pdf>

Decree with Rank, Value and Force of Law of Simplifying Administrative Procedures. O.G. N° 5.393, date 22/10/1999 and Decree N° 6.265 G.O 38.984, date 22/07/2008.
<http://www.onapre.gob.ve/index.php/publicaciones/descargas/finish/38-ley-de-simplificacion-de-tramites-administrativos/204-ley-de-simplificacion-de-tramites-administrativos>

Special Law against Computer Crimes, O.G. N° 37.313, date 30/10/2010
<http://www.conatel.gob.ve/wp-content/uploads/2014/10/PDF-Ley-Especial-contra-los-Delitos-Infom%C3%A1ticos.pdf>

Decree with force of law N° 1.204 of Data Messages and Electronic Signatures, O.G 27.148, date 28/02/2001
<http://www.conatel.gob.ve/wp-content/uploads/2014/10/PDF-Ley-sobre-Mensajes-de-Datos-y-Firmas-Electr%C3%B3nicas.pdf>

Decree with Rank, Value and Force of Law on access and electronic exchange of data, information and documents between the organs and entities of the State, O.G. N° 39.945, date 16/06/2012
<http://www.conatel.gob.ve/wp-content/uploads/2014/10/PDF-Ley-sobre-Acceso-e-Intercambio-Electr%C3%B3nico-de-Datos.pdf>

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?

Partially. The collection of this type of statistics is done directly from the institutions that provide the services online, according to their competences.

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?

Partially. The collection of this type of statistics is done directly from the institutions that provide the services online, according to their competences.

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.

The Venezuelan State is very active within social networks with his people, from the President of the Republic, Nicolás Maduro Moros, Ministers and other authorities use this medium to inform the public of the government's management.

The social networks most used by the State to disseminate information are mainly Twitter, Facebook, Instagram and Youtube. In this regard, the Ministry of People's Power for Science and Technology (MPPCT) and its affiliate, the National Center of Information Technology (CNTI), to promote activities and information campaigns on e-government from their accounts.

The Ministry of People's Power for Communication and Information (MPPCI), is the body in charge of dictating the guidelines on communication within the Venezuelan State, this is done through meetings with the units of Communication Management that each Ministry and its assigned entities. These entities transmit the guidelines issued by MPPCI inside their organizations for the management of information in conventional and non-conventional communication media.

The official accounts of the MPPCT and CNTI are:

Twitter:

Institution	Followers / subscribers	Links
@Mppeuct	376.379	https://twitter.com/Mppeuct
@CNTI_VE	54.090	https://twitter.com/cnti_ve

Instagram:

Institution	Followers / subscribers	Links
Mppeuct	6.091	https://www.instagram.com/mppeuct
CNTI_VE	1.138	https://www.instagram.com/cnti_ve

YouTube:

Institution	Followers / subscribers	Links
Mppeuct	1.057	https://www.youtube.com/channel/UCWTaZ6_BHwIkrs17N5vnE_A
CNTI_VE	226	https://www.youtube.com/channel/UC-zbcYg4SxQAMYds6a8f-iw

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:

In terms of Blockchain, through the Blockchain Venezuela Observatory, five lines of work are highlighted to promote the development of a national strategy:

1. The creation and evaluation of a legal and regulatory framework for cryptocurrencies.
2. The development of a model that integrates goods and services into the cryptographic economy.
3. Establish and promote international cooperation on cryptocurrencies.
4. Evaluate and recommend cases of use of cryptocurrencies.
5. Socialize the information: disclose information on cryptocurrencies and Blockchain with an educational character.

In terms of Big Data, the CNTI has been implementing the Open Data Venezuela project, which is based on the philosophy of Open Government as a new paradigm of public management towards the strengthening of democracy. In this sense, the construction of a Public Policy on this matter is currently underway, developing the regulatory framework that establishes the guidelines and guidelines that facilitate the implementation of open data in State institutions and in the private sector. For it, it is considered the geodata as an essential part of the opendata since the geoservices are an integral part of the activities of planning and integration of the sustainable growth of the country and society. Currently, the geodatabase has more than 500 online products of different scales of information that, according to the level of query, allows access to standardized data in attributive tables. These data are standardized and interconnected with the different governing bodies of the national government. In Venezuela, more than 1500 geodata are estimated.

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

On 12/12/2017 the "**Blockchain Observatory Venezuela**" was inaugurated, it is a government agency attached to the Ministry of People's Power for Science and Technology. Its objective is to investigate, gather information and issue recommendations to the President of the Republic on cryptographic matters, as well as to evaluate possible regulatory laws, hand in hand with the National Superintendence of Cryptoactives and Related Activities. The Blockchain Observatory establishes the institutional, political and legal basis to promote cryptocurrency in Venezuela, and is composed of specialists in the areas of technology, economics and finance, legal, monetary and communications.

In particular, the Blockchain Observatory will govern the operation of the "El Petro" cryptocurrency, which is the first Digital and Sovereign Currency issued by Venezuela, based on Blockchain technology, which makes it a transparent digital tool, backed by internationally certified Venezuelan commodities and that will facilitate confidence in their acquisition and exchange.

It can be consulted through the next links:

<https://blockchain.gob.ve/>

https://www.petro.gob.ve/descargas/Petro_whitepaper.pdf

One of the achievements of Venezuela through the Simón Bolívar Geographic Institute (IGVSB), is to have a spatial data infrastructure in free software that allows interoperating in real time and with open data for the consultation of any public or private consumer, all of it considering the geodata as an essential part of the opendata and the geoservices as an integral part of the activities of planning and integration of the sustainable growth of the country and society.

It can be consulted through the next links:

<http://datos.gob.ve/>

<http://www.igvsb.gob.ve/>

VIII. Indicators

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

Percentage: (If necessary, please explain further within 250 words).

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

Percentage: (If necessary, please explain further within 250 words).

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

Percentage: (If necessary, please explain further within 250 words).

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

Percentage: (If necessary, please explain further within 250 words).

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

Please keep your response within 250 words).

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 Cooperation¹¹

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

Venezuela maintains an active participation in the Network of e-Government of Latin America and the Caribbean (RedGealc), showing important advances in several issues addressed in the regular meetings of the Network, such as Electronic Signature, Public Software, Open Data and more recently Hackathon. Likewise, Venezuela has taken as reference the principles of the Open Data for Development program (OD4D) for the promotion of the project in our country.

In terms of electronic signature, the CNTI and the Department of Technological and Computer Innovation of the Government of El Salvador (ITIGES), have been a strategic alliance and a framework of horizontal collaboration and exchange of knowledge, experiences and technologies, all based on Project "Regional Collaborative Public Software Mechanism", promoted by the RedGealc.

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

Venezuela, based on the principle of horizontal cooperation and exchange of experiences and good practices among the countries of the region in terms of Digital Government for efficient public management and the development of new technologies, has established alliances with brother countries to provide collaboration in the impulse of the electronic government in their States through consultancies and technical assistance in different areas, such as public software, electronic signature, blockchain and hackathon. In this sense, we can mention the case of the Government of Jamaica, a country to which it is planned to provide advice in Murachi as electronic signature software within the framework of the project "Regional Collaborative Public Software Mechanism", promoted by RedGealc. Also, the assistance provided during 2018 to the Government of El Salvador in the implementation of electronic signature in its administrative systems. With the Republic of Uruguay, the CNTI has also made knowledge exchanges in the implementation of blockchain technology through the electronic government agency of this country called AGESIC.

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

Yes, in Venezuela there are different organizations, communities and associations focused on digital government issues in their large sense, among these forms of organization include open data communities, electronic commerce, blockchain, cryptoeconomics, free knowledge, among others. E.g. AVESOL, CAVEDATOS, CAVEINTEC.

X. Contact and Additional Information

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.