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.

☑️ /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://www.szi.gov.zm/epamodzi/

2. Please also provide URLs for below specific portals, if exists:
   a. E-services³:
      https://www.pacra.org.zm/#/html/RegistrationServices/2057
      https://eservices.zambiaimmigration.gov.zm/#/home
      https://enapsa.napsa.co.zm/
      Click or tap here to enter Links.
   b. E-participation⁴:
   c. Open government data:
   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 national
   https://www.zppa.org.zm/e-procurement-system

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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).
level in charge of e-government.

Dr. Martine Mtonga, www.szi.gov.zm

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>Dr. Martine G. Mtonga</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title</td>
<td>Deputy Secretary to the Cabinet and National Coordinator</td>
</tr>
<tr>
<td>Organization</td>
<td>SMART Zambia Institute, eGovernment Division</td>
</tr>
<tr>
<td>E-mail</td>
<td><a href="mailto:martine.mtonga@szi.gov.zm">martine.mtonga@szi.gov.zm</a></td>
</tr>
<tr>
<td>Phone</td>
<td>+260 - 211 - 254478</td>
</tr>
</tbody>
</table>

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 National Development Planning, URL: www.mdnp.gov.zm

b. Education

Ministry of General Education, URL: www.moge.gov.zm
Ministry of Higher Education, URL: www.mohe.gov.zm

c. Health

Ministry of Health, URL: www.moh.gov.zm

d. Social Protection and Welfare

Ministry of Community Development and Social Welfare, URL: www.mcdsw.gov.zm

e. Employment and Decent Work

Ministry of Labor and Social Security, URL: www.mlss.gov.zm

f. Environment

\(^5\) CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)
g. Energy/Water

Ministry of Energy, URL; www.moe.gov.zm
Ministry of Water Development Sanitation and Environmental Protection, URL; www.mwdsep.gov.zm

h. Finance/Taxation

Ministry of Finance, URL; www.mof.gov.zm

i. Industry/Trade

Ministry of Commerce Trade and Industry, URL; www.mcti.gov.zm
https://www.pacra.org.zm/#/

II. Strategy and Implementation

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

The Seven National Development Plan (7NDP) URL: www.mndp.gov.zm

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

The SMART Zambia E-Government Master Plan (2018 – 2030), vision of the Master Plan is to achieve transformation of our country into an information and knowledge-based society and economy supported by consistent development of, and pervasive access to ICTs by all citizens by 2030. URL:www.szi.gov.zm

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.\footnote{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 such as \textit{artificial intelligence}, blockchain, \textit{big data}

\textbf{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\footnote{Related to SDG Indicator 16.6.1}
☒ data interoperability
☒ digital government as a right

\textbf{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
The results collected are shared with concerned Government Institutions through reports produced on statistics and service utilisation.

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?
The results collected are shared with concerned Government Institutions through reports produced.

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.
Government has allowed some ministries to use social in their work environment, but there is no law yet to regulate how this can be streamlined, hence the decisions sent via social media will not form the final decision of government. That disclaimer exists.

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:
The information on the checked boxes is published in the SMART Zambia E Government Master plan and its supporting Acts outlined above in III Legal Framework.

16. Does your government have any government body\(^9\) at the national level working specifically related to the new technologies?
Yes, SMART Zambia Institute, the Electronic Government Division

VIII. Indicators
17. What is the percentage of the population\(^10\) satisfied with their last experience of online

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

4.5% -

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

94.76%

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

75%

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

Still in process of developing the instrument for digital literacy

IX. International and Regional Cooperation

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

YES.
1. SADC
2. ITU Member
3. SMART Africa

Yes, The Government has built a Tier Three Distributed Data Centre and intends to invite other countries to Host their critical systems for backup purposes

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

Yes, there are some lessons learnt in the implementation of integrated infrastructure platform and key online services that have been implemented which can be used for knowledge sharing

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

focusing on e-government?

YES there are ICT PPP Projects in infrastructure and information systems being implemented in the transport management system, mobile communication systems.

X. Contact and Additional Information

Name: Milner Makuni
Title: Director, Electronic Government
Email: milner.makuni@szi.gov.zm
Organization: Electronic Government, SMART Zambia

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:

      The response was provided government institutions and coordinated by the Electronic Government Division.

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:

      The Director E Government is a member of ITU – ICT Technical committee and informs the officers on UN E Government Activities

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