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.

Zimbabwe	08 August 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.

   http://www.theopc.gov.zw/ , https://zimeservices.pfms.gov.zw/

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

   a. E-services[3]:

   https://zimeservices.pfms.gov.zw/

   b. E-participation[4]:

   https://zimeservices.pfms.gov.zw/

   c. Open government data:

   https://zimeservices.pfms.gov.zw/

   d. Public procurement:

   http://www.praz.gov.zw/

   e. Other major portals at the national level:

   https://zimeservices.pfms.gov.zw/ or www.zim.gov.zw

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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).

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

> The newly established e-Government Technology Unit (e-GovTech) in the Office of the President and Cabinet. http://www.theopc.gov.zw/ ,

4. Does your country have a **Chief Information Officer (CIO)**[5] 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:

   a. Planning and Development

> Office of the President and Cabinet (http://www.theopc.gov.zw/) and Ministry of Finance and Economic Development (www.zimtreasury.gov.zw/)

   b. Education

> Ministry of Primary and Secondary Education (http://www.mpslsw.gov.zw/) and Ministry of Higher Education, Science and Technology Development (http://www.zim.gov.zw/government-ministries/ministry-higher-and-tertiary-education-science-and-technology-development)

   c. Health

> Ministry of Health and Child Care (http://www.mohcc.gov.zw/)

   d. Social Protection and Welfare

> Ministry of Public Service, Labour and Social Welfare (www.mpslsw.gov.zw/)

   e. Employment and Decent Work

> Public Service Commission (http://www.psc.gov.zw/)

   f. Environment

> Ministry of Environment, Tourism & Hospitality Industry (http://www.zim.gov.zw/government-ministries/ministry-environmenttourism-hospitality-industry)

   g. Energy/Water

> Ministry of Energy and Power Development (http://www.zim.gov.zw/government-ministries/ministry-energy-and-power-development)

   h. Finance/Taxation

> Ministry of Finance and Economic Development (www.zimtreasury.gov.zw/)

   i. Industry/Trade

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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)**

Ministry of Foreign Affairs & International Trade (http://www.zimfa.gov.zw/) and
Ministry of Industry, Commerce and Enterprise Development (http://www.zim.gov.zw/government-ministries/ministry-industry-commerce-and-enterprise-development)

II. Strategy and Implementation

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

Zimbabwe has a national vision called Vision 2030 "Towards a Prosperous & Empowered Upper Middle Income Society by 2030" and a Transitional Stabilization Programme (Tsp) 2019-2020 which feed into the National Development Plan under consideration at the moment. All these are aligned to SDG's

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

The existing e-Government strategy is under review to cover the period 2020-2025. The e-Government strategy's implementation is central to the ongoing public sector reforms exercise under the Integrated Result Based management (IRBM) programme in order to re-engineer, re-invigorate and modernize the public sector systems and processes to improve service delivery (speed, access, efficiency, effectiveness and affordability of services) to the people using Information Communication Technologies. The implementation of the ogoing e-Government programmes has managed to bring convenience to the people as these are anytime and anywhere services. The idea of e-Government programme was initiated in 2005 and the actual implementation of the e-Government programme commenced in 2011.

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)

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

[7] Also referring to emerging technologies

> The plan is holistic, it covers technology, human capital, legal framework, soci-economic issues.

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

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

> Development of cybercrime, cybersecurity and data protection laws is at advanced stage. They are expected to be enacted before the end of 2019.

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)*

> The e-Government Department is newly established and working towards that.

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)*

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[8] Related to SDG Indicator 16.6.1

Not yet achieved but working towards achieving it.

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)*

Republic of Zimbabwe has an open media usage policy such that The President of the Republic of Zimbabwe, His Excellency Cde E.D Mnangagwa uses social media platforms such as Twitter and Facebook and others to reach out to the public and business. The Ministry of information, media and Broadcasting Services also make use of these platforms so do other Ministries, Departments and Agencies.

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:
(Please explain further including relevant links. Maximum 250 words)

Big Data, IoT and Smart cities planning is in place whilst adoption of other technology is yet to happen.

16. 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)*

The e-Government Technology Unit and the Ministry of Information Communication and Technology, Postal and Courier Services both has the mandate of providing leadership in technology adoption and utilisation.

VIII. Indicators

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

This indicator has not yet been formally measured

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

0.95%

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

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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

It is estimated that the percentage is over 60%

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

It is estimated that the percentage is well over 90% given the fact that virtually everyone own mobile device and use them daily

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

Studying the use of ITU and UNESCO indicators such as SDG 4.4 measurement

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)*

Yes SADC, African Union and ITU

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

Not yet

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

There are several ongoing Public private partnerships on the deployment of various e-Government infrastructure across Government ministries, departments and agencies.

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: *(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

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

☐ United Nations E-Government Survey website

☐ LinkedIn

☐ Facebook

☒ Other: *(Max. 250 words)*

Postal and Telecommunications Regulatory Authority of Zimbabwe (POTRAZ)

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