

Respondent

< 41 Anonymous >

14:20
Time to complete

1. Country name *

Belgium

Contact information

2. Your name *

Kasper Karpa

3. Title *

Attaché International Relations

4. Organization *

Federal Public Service Policy & Support (BOSA) - DG Digital Transformation

5. Email *

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6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

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

Note: E-government and digital government are used interchangeably in this Questionnaire.

Belgium.be is the official e-government portal at the Belgian federal level:
<https://www.belgium.be/en>.

8. Please provide link(s) for portal(s) providing following services/features:

- E-services or similar *

<https://my.belgium.be/nl>, <https://financien.belgium.be/nl/E-services/overview> for financial e-services

9. Please provide link(s) for portal(s) providing following services/features:

- E-participation or similar *

<https://monopinion.belgium.be/>

10. Please provide link(s) for portal(s) providing following services/features:
- Open government data

<https://data.gov.be/en>

11. Please provide link(s) for portal(s) providing following services/features:
- Public procurement

<https://enot.publicprocurement.be/enot-war/changeLanguage.do?language=en-GB>

12. Please provide link(s) for portal(s) providing following services/features:
- Others (if any)

13. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

The Directorate-General for Digital Transformation, which is part of the Federal Public Service Policy & Support BOSA, supports the government and federal organizations in their digitalisation processes. It is the driving force behind the evolution and the digital reforms of the federal government. This DG provides advice and develops projects in connection with the new technologies, paying particular attention to citizens and businesses. This being said, every FPS is allowed (and does) to build its own e-services

14. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes

No

Multiple and/or networked CIOs or equivalent across Government Ministries

15. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

16. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

As a Federated State, there is no hierarchy between Federal, Regional and/or Community level in Belgium. Therefore no Country CIO has been appointed. Whenever Country CIO meetings are organized Mr Frank Leyman (frank.leyman@bosa.fgov.be) participates for Belgium. Top-level coordination between the federal level and federated entities in the domain of e-government in Belgium, e.g. data standardization, takes places within the Inter-Community Committee for e-Government (ICEG).

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

17. Planning/development *

/

18. Education *

Not a national competence; Communities: <https://onderwijs.vlaanderen.be/>,
<http://www.enseignement.be/index.php>

19. Health *

<https://www.ehealth.fgov.be/fr>

20. Social Welfare (social inclusion, social protection, etc.) *

<https://www.socialsecurity.be/>

21. Employment and Labour *

Not a national competence; Regions: <https://www.vdab.be/>, <https://www.leforem.be/>,
<https://www.actiris.brussels>

22. Environment *

<https://www.health.belgium.be/en/environment>

23. Justice *

<https://justice.belgium.be/>

24. Economy/finance *

<https://economie.fgov.be/en/themes-0>

25. Industry/trade *

<https://economie.fgov.be/en/themes-0>

B. COVID-19 Response and Recovery

26. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

Yes

No

Other

COVID-19 response

27. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

<https://www.info-coronavirus.be/en/>

28. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

Yes

No

29. Please provide link and detail.

Belgium has recently submitted its Recovery and Resilience Plan to the European Commission, which is now assessing all the EU-countries' recovery plans, part of an EU-wide economic relaunch strategy. See the Recovery Plan of the Belgian Federal Government: <https://dermine.belgium.be/en/recovery-plan-federal-government-has-determined-its-projects>

30. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

Yes

No

31. Please provide link and detail.

Belgium has recently submitted its Recovery and Resilience Plan to the European Commission, which is now assessing all the EU-countries' recovery plans, part of an EU-wide economic relaunch strategy. See the Recovery Plan of the Belgian Federal Government: <https://dermine.belgium.be/en/recovery-plan-federal-government-has-determined-its-projects>. - Digital inclusion - the ongoing digitisation of Belgian society must be pursued without excluding the most vulnerable groups of the population. Digital inclusion programmes aimed at ensuring that all citizens have access to technology and information regardless of their income or social situation will be put in place (€30M). - E-health - Integrating our healthcare systems and processes in the digital age by implementing more efficient and patient-centric e-health platforms (€40M) - Accelerating the necessary digitisation of the pillars of our public services, with a focus on justice and legal procedures and social security institutions in contact with citizens, businesses and the self-employed (€300M). - Protecting our society against cyber threats by investing in cyber security (€80M)

C. Legal Framework

32. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

Yes

No

33. If yes, please provide link and detail.

There is a federal law on open (access to) government: Wet betreffende de openbaarheid van bestuur/ Loi relative à la publicité de l'administration:

https://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=1994041151&table_name=loi. In Flanders, the Governance decree (Bestuursdecreet) of 7 December 2018 specifies under which conditions a citizen can get access to official government documents: <https://codex.vlaanderen.be/PrintDocument.ashx?id=1030009&datum=&geannoteerd=false&print=falsestuu#H1089320>

34. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes

No

35. If yes, please provide link and detail.

On the federal level, there is a law on the protection of personal data (Wet betreffende de bescherming van natuurlijke personen met betrekking tot de verwerking van persoonsgegevens/ Loi relative à la protection des personnes physiques à l'égard des traitements de données à caractère personnel): https://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2018073046&table_name=loi. Most of the legislation on data privacy and/or protection is at the federal level, but at the Flemish level there is also specific legislation, such as the e-government decree of 18 July 2008, which regulates the creation of a Flemish data protection authority, the Vlaamse toezichtcommissie <https://codex.vlaanderen.be/PrintDocument.ashx?id=1017242&datum=&geannoteerd=false&print=false#H1041966> In several other decrees (e.g. in healthcare and health) specific rules regarding privacy are laid down. + the implementation of the General Data Protection Regulation (GDPR).

36. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes

No

37. If yes, please provide link and detail.

Belgium has implemented the EU Directive concerning measures for a high common level of security of network and information systems across the Union (NIS): <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32016L1148&from=NL>. Belgium has its own Centre for Cybersecurity (CCB: <https://ccb.belgium.be/en>).

38. Is there any legislation, law or regulation on digital identity? *

Yes

No

39. If yes, please provide link and detail.

The federal eID law (Koninklijk besluit betreffende de identificatie van de eindgebruiker van mobiele openbare elektronische-communicatiediensten die worden geleverd op basis van een voorafbetaalde kaart/Arrêté royal relatif à l'identification de l'utilisateur final de services de communications électroniques publics mobiles fournis sur la base d'une carte prépayée): https://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2016112703&table_name=loi. Belgium has implemented the EU Regulation on electronic identification and trust services for electronic transactions in the internal market (eIDAS): <https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32014R0910&from=NL>. With the Belgian Federal Authentication Service (FAS) as well as Belgian Mobile ID Itsme, Belgium notified its eID scheme to the European Commission: <https://ec.europa.eu/cefdigital/wiki/display/EIDCOMMUNITY/Overview+of+pre-notified+and+notified+eID+schemes+under+eIDAS>.

40. Is there any legislation, law or regulation on digital signature? *

Yes

No

41. If yes, please provide link and detail.

The Belgian Federal Law of 21 July 2016: Wet tot uitvoering en aanvulling van de verordening (EU) nr. 910/2014 van het Europees Parlement en de Raad van 23 juli 2014 betreffende de elektronische identificatie en vertrouwensdiensten voor elektronische transacties in de interne markt/ Loi mettant en oeuvre et complétant le règlement (UE) n° 910/2014 du parlement européen et du conseil du 23 juillet 2014 sur l'identification électronique et les services de confiance pour les transactions électroniques au sein du marché intérieur : https://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2016072140&table_name=loi. In Flanders, there is no specific legislation, law or regulation on e-procurement, but the Flemish government has taken a

number of decisions on e-procurement, such as the obligatory use of e-notification, e-tendering and e-invoicing by the Flemish administration:
<https://overheid.vlaanderen.be/beleid-eprocurement>

42. Is there any legislation, law or regulation on e-procurement? *

Yes

No

43. If yes, please provide link and detail.

Loi modifiant la loi du 17 juin 2016 relative aux marchés public/Wet tot wijziging van de wet van 17 juni 2016 inzake overheidsopdrachten:
https://www.publicprocurement.be/sites/default/files/documents/2019_04_07_loi_wet_fact_elec_3.pdf

44. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes

No

45. If yes, please provide link and detail.

The Belgian federal law of 22 May 2003 on the budget of the federal state, stipulates that the Belgian federal state will publish detailed information with regards to the budget conform the European System of Accounts (Art. 124/1), which is fully consistent with the United Nations System of National Accounts:
http://www.budgetfederal.be/NL/documents/Wet_22_05_2003.htm.

46. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes

No

47. If yes, please provide link and detail.

BelgIF (<https://www.belgif.be/index.en.html>) is Belgium's official national interoperability framework, to be followed by all levels of public administration in Belgium. In line with the revised European Interoperability Framework (EIF), the Belgian federal government and the regions have agreed to use the 12 principles of the EIF as the basis for defining their interoperability. In Flanders, the Governance decree (Bestuursdecreet) of 7 December 2018 specifies how intra- and intergovernmental data sharing can take place and how the "once only" principle has to be respected: <https://codex.vlaanderen.be/PrintDocument.ashx?id=1030009&datum=&geannoteerd=false&print=falsestuu#H1089384>

48. Is there any legislation, law or regulation on open government data? *

Yes

No

49. If yes, please provide link and detail.

There are a couple of European regulations transposed into (national) law on both the federal level as well as at the federated levels: <https://data.gov.be/nl/wettelijk-kader-en-adviezen>. In Flanders, the Governance decree (Bestuursdecreet) of 7 December 2018 specifies under which conditions the reuse of public sector information as open data is possible: <https://codex.vlaanderen.be/PrintDocument.ashx?id=1030009&datum=&geannoteerd=false&print=falsestuu#H1089332>

50. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

51. If yes, please provide link(s) and detail(s).

D. Strategy and Implementation

52. Is there a national e-government strategy or equivalent? *

Yes

No

Please provide information where relevant:

53. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other

54. Is the national e-government strategy guided by or aligned with the national development strategy? *

Yes

No

55. Please provide link and detail.

Digital Belgium plan: <https://economie.fgov.be/en/themes/online/digital-belgium-digital-agenda>. On 20 November 2020, the Belgian government (Secretary of State for Digitalisation Mathieu Michel) announced to the Chamber of Representatives that the drafting of the action plan Digital Belgium 2.0 is currently ongoing.

56. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

57. Please provide link and detail.

Yes, policymaking with regards to e-government is aligned with the Belgian National Strategy for Sustainable Development: <https://www.sdg.be/en/national-policy>.

58. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

59. Please provide link and detail.

Top-level coordination between the federal level and federated entities in the domain of e-government in Belgium, e.g. data standardization, takes places within the Inter-Community Committee for e-Government (ICEG).

60. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

61. Please provide link and detail.

The Belgian Federal Government has been investing in Digital Inclusion and Digital Skills through the Digital Belgium Skills Fund (DBSF), aiming mainly at young people in precarious situations, since 2016. <https://dt.bosa.be/fr/dbsf2021> The regional e-government strategy does not make specific reference to e-participation and/or digital inclusion, but in the Flemish post-COVID-19 relance plan "Flemish resilience" an important part of the budget goes towards the project "Everybody locally digital", which aims to improve digital access, motivation, skills and support for the less digitally skilled citizens (Relance plan "Flemish resilience" - Monitoring report April 2021 - Spearhead 3 , <https://publicaties.vlaanderen.be/view-file/42074>) In Wallonia, the Government keeps track of the digital inclusion by analysing every two years the progress of the digitalisation of the citizens. The report for 2021 isn't published yet, but 2019 can be found here: <https://www.digitalwallonia.be/fr/publications/citoyens2019> The digital inclusion is also part of the Digital Wallonia strategic plan, with the goal to reduce the digital divide. Digital Wallonia. <https://www.digitalwallonia.be/en/posts/wallonia-digital-strategy/#!>, <https://www.digitalwallonia.be/en/projects/citizens-digital-maturity#posts>

62. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

63. Please provide link and detail.

64. Does the national e-government strategy make specific reference to national digital identity? *

Yes

No

65. Please provide link and detail.

Yes, it refers to the Belgian Mobile ID Itsme: http://digitalbelgium.be/wp-content/uploads/2017/07/compressed_Brochure_DB_FINAL.pdf (p. 15).

66. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

67. Please provide link and detail.

Yes, 'digital-by-default' is one of the guiding principles of the Digital Belgium plan: http://digitalbelgium.be/wp-content/uploads/2017/07/compressed_Brochure_DB_FINAL.pdf (p. 14).

68. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

69. Please provide link and detail.

There is a federal 'Only Once' law: Wet houdende verankering van het principe van de unieke gegevensinzameling in de werking van de diensten en instanties die behoren tot of taken uitvoeren voor de overheid en tot vereenvoudiging en gelijkschakeling van elektronische en papieren formulieren/Loi garantissant le principe de la collecte unique des données dans le fonctionnement des services et instances qui relèvent de ou exécutent certaines missions pour l'autorité et portant simplification et harmonisation des formulaires électroniques et papier: https://www.ejustice.just.fgov.be/cgi_loi/change_lg.pl?language=fr&la=F&cn=2014050506&table_name=loi. Flanders is among the leading regions in Europe with regard to use and application of the Once Only Principle. With its MAGDA platform, the Flemish Government has developed a sophisticated data sharing

system, which serves as a powerful enabler for Once Only Principle applications.
<https://joinup.ec.europa.eu/collection/egovernment/solution/magda-platform/about>

70. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes

No

71. Artificial intelligence (AI) - please provide link and detail:

<https://www.vlaio.be/nl/andere-doelgroepen/vlaams-beleidsplan-artificiele-intelligentie/vlaams-beleidsplan-artificiele-0>; <https://www.ai4belgium.be/>; DigitalWallonia4.ai

72. Robotics - please provide link and detail:

<https://www.digitalwallonia.be/fr/projets/industrie-du-futur#publications>

73. Blockchains - please provide link and detail:

<https://www.digitalwallonia.be/fr/publications/ecosysteme-blockchain>, <https://ebsi4be.be/>

74. 5G - please provide link and detail:

<https://www.digitalwallonia.be/fr/projets/giga-region#contacts>,
<https://www.bipt.be/consumers>

75. Internet of Things (IoT) - please provide link and detail:

76. Others - please provide link and detail:

The regional e-government strategy does not make specific reference to cybersecurity, but there is a specific Flemish policy plan cybersecurity which addresses the challenges of guaranteeing cybersecurity inside government <https://www.vlaio.be/nl/andere-doelgroepen/vlaams-beleidsplan-cybersecurity/vlaams-beleidsplan-cybersecurity/vlaams>

77. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

78. Please provide link and detail.

The Federal and e-government strategies of the Regions and the Communities refer to the European eGovernment Action Plan 2016-2020 and the Tallinn Declaration on eGovernment of 2017. The upcoming Federal Digital Belgium Plan intends to take the Berlin Declaration of 2020 as well as the Lisbon Declaration of 2021 into account, and the (final) EU Digital Decade targets too.

79. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

80. Please provide link and detail.

The Flemish government has used scenario planning tools to formulate a strategic plan for the Steering council for Flemish Information and ICT policy that defines the strategic digitalisation priorities and projects for the Flemish administration during this legislature

(2019-2024). <https://overheid.vlaanderen.be/nieuws/regering-hervormt-stuurorgaan-en-bepaalt-digitale-prioriteiten>

81. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

82. Please provide link and detail.

The Flemish government does work with experimental legislation and regulatory sandboxes, to temporarily experiment with new digital technologies and approaches: <https://overheid.vlaanderen.be/wetgevingstechniek/tijdelijke-wetgeving-experimentenwetgeving-en-regelluwe-zones-wat-zijn-de-wetgevingstechnische> The Flemish government even provides a dedicated environment, called Sandbox Flanders, where it is safe for civil servants to experiment with new products and technologies: <https://overheid.vlaanderen.be/sandboxvlaanderen> Local governments are also taking initiatives around policy experimentation under the guidance of the Flemish ICT Organization V-ICT-OR. V-ICT-OR developed the VlaVirGem portal where various tools are gathered so that local governments can efficiently consult information and experiment with various functionalities. In addition, some twenty-five local authorities are also working on the development of various innovative applications under the guidance of V-ICT-OR as part of the LB365 project. OCAPI is another noteworthy project experimenting with new digital technologies. <https://v-ict-or.be/ondersteuning/vlavirgem-toolkit> <https://v-ict-or.be/wat-we-doen/samen-aanbesteden> <https://v-ict-or.be/wat-we-doen/ocapi>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

83. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

Yes

No

84. If yes, please provide link and detail.

The Belgian Federal Government has been investing in Digital Inclusion and Digital Skills through the Digital Belgium Skills Fund (DBSF) <https://dt.bosa.be/fr/dbsf2021>, aiming mainly at young people in precarious situations, since 2016. This Fund has supported impactful initiatives, such as the digital campus Be Central, Be.Code and Molengeek. <https://www.becentral.org/> <https://becode.org/about/mission-history/> <https://molengeek.com/> A new policy plan for ICT in education called "Digisprong" was approved by the Flemish government. This policy plan provides actions in the field of ICT-infrastructure, support, professional development, initial teacher training, digital learning resources, cybersecurity etc. This new policy plan is supported by an investment of €375 million. <https://onderwijs.vlaanderen.be/nl/digisprong>

85. Is there a national e-participation policy/strategy or similar? *

Yes

No

86. If yes, please provide link and detail.

The Flemish government has approved the vision statement "From vulnerable to resilient". The focus of this strategy is to finance specific education initiatives to substantially increase the digital resilience of vulnerable pupils, so that as grown-ups they can later fully participate in the digital society <https://docs.vlaamsparlement.be/pfile?id=1699982>

87. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

88. If yes, please provide link and detail.

Belgium commits to boost the participation of Women in Digital as it has signed the EU Women in Digital Declaration: <https://digital-strategy.ec.europa.eu/en/news/eu-countries-commit-boost-participation-women-digital>.

89. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

Yes

No

90. If yes, please provide link and detail.

The Flemish government does not provide specific e-service(s) for women and other vulnerable groups, but it takes great care that e-services are developed in such a way that they can be easily used by women and other vulnerable groups. This is done by having all new e-services adhere to the accessibility guidelines of the AnySurfer initiative (financed by the Flemish government): <https://www.anysurfer.be/en> In Wallonia, no specific e-services but some websites destined to provide answers to social emergencies. For example <http://luttepauvrete.wallonie.be/>.

91. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

Belgium commits to boost the participation of Women in Digital as it has signed the EU Women in Digital Declaration: <https://digital-strategy.ec.europa.eu/en/news/eu-countries-commit-boost-participation-women-digital>.

93. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

94. If yes, please provide link and detail.

The Belgian Federal Government has been investing in Digital Inclusion and Digital Skills through the Digital Belgium Skills Fund (DBSF), aiming mainly at young people in precarious situations, since 2016. <https://dt.bosa.be/fr/dbsf2021> In the Flemish post-COVID-19 relance plan "Flemish resilience" a budget of €250.000 has been allocated towards the development and roll-out of a supralocal digital inclusion policy within sectors and organizations that work with vulnerable young people, people with disabilities or seniors. The existing organisation Mediawijs will provide support in drawing up a framework and guidelines for a digitally inclusive and media literate policy within these sectors and organisations <https://mediawijs.be/> Since the school year 2019-2020 a new curriculum was integrated in the 1st grade of secondary education (ISCED 2). And a new ICT curriculum for the 2nd and the 3rd grade of secondary education (i.e. for 14-18y old) is in the process of implementation . The new curriculum in Secondary Education has a considerable number of attainment targets regarding ICT, computational thinking and media literacy. The aim of these targets is that every pupil in the Flemish education system acquires basic ICT and media literacy skills.

<https://www.kwalificatiesencurriculum.be/sites/default/files/atoms/files/Sleutelcompetentie%20Digitale%20>

95. Does the Government use any social media platform(s)? *

 Yes No

96. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

The Federal and Regional governments use social media platforms primarily for e-information. Examples of such use are: Facebook: <https://www.facebook.com/OnderwijsVlaanderen>, <https://www.facebook.com/Diplomatie.Belgium> Twitter: https://twitter.com/onderwijs_Vl, <https://twitter.com/FODEconomie> LinkedIn: <https://www.linkedin.com/company/ministry-of-education-and-training-flemish-community/mycompany>, <https://www.linkedin.com/company/digitaltransformation/> Instagram: https://www.instagram.com/onderwijs_vlaanderen/, <https://www.instagram.com/fodmobiliteit/> YouTube:

https://www.youtube.com/channel/UCUYktD0xMT_wuhPk1yw2K4A?,
<https://www.youtube.com/user/FinancesBE>

97. Please include any guidelines for government officials/institutions on the use of social media.

The Flemish administration has created a social media guide through co-creation. The guide mainly consists of a collection of guidelines on how an individual civil servant can use social media wisely: <https://overheid.vlaanderen.be/ict/informatieveiligheid/sociale-media-0>

98. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

Yes

No

99. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

100. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

101. If yes, please provide link and detail.

The Federal Digital Dashboard: <https://digitaldashboard.belgium.be/en> A digital Dashboard is currently under construction at the Walloon Public Services in order to : - measure the number of administrative procedures available electronically - Calculate the percentage of administrative procedures available electronically - Calculate the usage rate of the procedures available electronically. The first results are currently being collected and are not yet published.

102. Does the Government measure user satisfaction of e-government services? *

Yes

No

103. If yes, please provide link and detail.

This is measured via the so called Barometer of the Information Society, a yearly study conducted by the Federal Public Service for the Economy:
<https://economie.fgov.be/nl/file/256770/download?token=4zVVr8TQ>. At the level of the Flemish government, no systematic measurement of the user satisfaction of e-government services takes place. At the level of the local governments however we do see decentralized initiatives in which attempts are made to measure the satisfaction of the citizens with the e-government services delivered by local government. An example is the city of Herentals:
<https://www.herentals.be/sites/default/files/public/stad/Informatie/Documenten/onderzoek/Rapport%20o>
User satisfaction is not measured systematically in Wallonia, some initiatives are carried out on a case by case basis, for example for the improvement of the Walloon portal. The results are not published and are destined to internal use.

104. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

105. If yes, please provide link (URL) and detail.

This is measured via the so called Barometer of the Information Society, a yearly study conducted by the Federal Public Service for the Economy:
<https://economie.fgov.be/nl/file/256770/download?token=4zVVr8TQ>.

G. Other information

106. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Digital for Development (D4D), both on Belgian as well as EU level:
<https://www.enabel.be/content/digital-development-what-enabel-doing> and
<https://d4dlaunch.eu/#about>.

107. Please provide any other information related to e-government development in your country. *

/

Consent to publish this Questionnaire

108. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes

No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)

