

Respondent

< 65 Anonymous >

120:35  
Time to complete

1. Country name \*

Colombia

## Contact information

2. Your name \*

AURA MARÍA CIFUENTES

3. Title \*

Director

4. Organization \*

Digital Government Directorate - MinTIC

5. Email \*

Amcifuentes@mintic.gov.co

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.*

<https://www.gov.co/home/>

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

- E-services or similar \*

<https://www.gov.co/home/>

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

- E-participation or similar \*

<https://www.urnadecristal.gov.co/> and <https://www.gov.co/tu-opinion-cuenta/>

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

<https://datos.gov.co/>

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

<https://www.colombiacompra.gov.co/>

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

<https://id.presidencia.gov.co/deinteres/index.html>

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. \*

Ministry of Information and Communications Technologies <https://www.mintic.gov.co> Digital Government Directorate: <https://gobiernodigital.mintic.gov.co/portal/>

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

Yes

No

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Contact information of national Chief Information Officer (CIO) or equivalent

15. Name \*

Cristhian Londoño

16. Title \*

High Counsellor for Economic Affairs and Digital Transformation

17. Organization \*

Presidency of the Republic

18. Email \*

cristhianlondono@presidencia.gov.co

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## Multiple and/or networked CIOs or equivalent across Government Ministries

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

Yes

No

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

Decree 1784 of 2017 (<http://www.suin-juriscal.gov.co/viewDocument.asp?id=30038183>), in its article 25, establishes the following functions of the High Council for Economic Affairs

and Digital Transformation: Support, under the instructions of the President of the Republic and the Chief of Cabinet, the entities of the national government in the formulation and implementation of public policies related to territories, projects and strategic plans with emphasis on social and economic issues. Advise the national government entities in activities related to the implementation of government policies and strategies related to the Orange Economic and social issues, which by express decision of the President of the Republic are entrusted and present recommendations for implementation of policies on the matter. Advise, in coordination with the Presidential Council for Competitiveness and Public-Private Management, on economic matters entrusted to it and present the pertinent recommendations. Prepare and present reports on the economic and strategic situation that serve as support for the Republic's Presidency. Advise the President of the Republic and the Chief of Staff to formulate and implement the policy for innovation, digital transformation, the fourth industrial revolution, electronic commerce, digital security, and Cybersecurity in public administration entities. Coordinate government actors involved in implementing technology appropriation, electronic commerce, digital transformation, and advancing the monitoring of concerted activities. Advice on developing the digital ecosystem between public entities, the private sector and the national government. Provide guidelines in coordination with the competent entities to invest in public resources to develop technology and associated services.

## Sectoral agencies/departments/ministries

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

### 21. Planning/development \*

National Planning Department - <https://www.dnp.gov.co>

### 22. Education \*

Ministry of National Education - <https://www.mineducacion.gov.co>

### 23. Health \*

Ministry of Health and Social Protection - <https://www.minsalud.gov.co>

## 24. Social Welfare (social inclusion, social protection, etc.) \*

Ministry of Health and Social Protection - <https://www.minsalud.gov.co>

## 25. Employment and Labour \*

Ministry of Labor - <http://www.mintrabajo.gov.co>

## 26. Environment \*

Ministry of Environment - <http://www.minambiente.gov.co>

## 27. Justice \*

Ministry of Justice - <https://www.minjusticia.gov.co/>

## 28. Economy/finance \*

Ministry of Treasury - <http://www.minhacienda.gov.co>

## 29. Industry/trade \*

Ministry of Commerce - <http://www.mincit.gov.co>

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## B. COVID-19 Response and Recovery

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

Yes No Other

## COVID-19 response

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

<https://coronaviruscolombia.gov.co/Covid19/index.html> The National Government, with a group of data scientists, has published, through the <https://coronaviruscolombia.gov.co/Covid19/index.html> page, which has more than 20 million visits, and an open data portal, all the information related to the pandemic. It contains georeferenced maps, different dashboards that help day-to-day analysis in all areas, including pandemic data, but also information on transportation, economic sectors, population vulnerability, social programs and many other topics. In the Coronaviruscolombia portal, there are also spaces to report fake news, give answers to myths and questions about the virus, and participate in donation campaigns and innovation and entrepreneurship challenges that have been developed during the Covid-19 pandemic. The National Institute of Health (INS) has a section of its official portal dedicated to Covid-19 (<https://www.ins.gov.co/Noticias/Paginas/Coronavirus.aspx>). It contains daily actualized covid information such as cases, deaths, recovered, tests at the national and departmental levels. It provides technical information for surveillance and for laboratories. Through this website, you can access open-source datasets in which you can consult and download Covid related data. The Colombian Government has published the portal "Plan Nacional de Vacunación" (National Plan for Vaccination) (<https://app.powerbi.com/view?r=eyJrljoiYjVmNDQ0ZTMtMzhlYi00NTcyLTg5NzAtMjU3NDVjNTZINGQ2liwidCI6IjFjMjBkMDU2LWlZTQQtNG'>) which provides transparent means to be able to see advances on the vaccination process in the country. This dashboard allows to visualize a series of different data on applied, received vaccine and vaccines soon to arrive to the country. CoronApp is a mobile application, owned by the National Institute of Health (INS), used to strengthen the monitoring of public health risks associated with Covid-19, and which to date has more than 14 million downloads. It was developed by the National Digital Agency, an entity of the National Government attached to the Ministry of ICT. The data obtained through CoronApp are analysed by the INS Emergency Operations Center, an entity that can act quickly and provide support in coordination with local, departmental and national authorities. It also allows the Ministry of Health, the INS and the Health Secretariats of the regions to focus their efforts on taking samples and strengthening medical infrastructures, such as hospitals and ICUs, thanks to geolocation, which provides information on the location of confirmed and high-risk cases. The information collected in CoronApp on the evolution of the pandemic provides the INS with elements to make relevant public policy decisions, act in a timely manner and avoid affecting the population.

32. 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

33. Please provide link and detail.

One of the first measures implemented by the national government to confront the adverse consequences generated by the pandemic was the creation of the Emergency Mitigation Fund - FOME. The purpose of the fund is to alleviate the adverse effects on households and businesses and to provide the necessary inputs to maintain and restore the country's economic activity. Legislative Decree 444 of 2020 states that the resources of FOME will be budgeted in the Ministry of Finance and Public Credit section. As a whole, the Emergency Mitigation Fund received from different sources \$40,5 billion COP for its operation. FOME resources have been earmarked to address the 3 main lines of action for emergency assistance during 2020 and 2021: Attention to the health emergency with resources approved for \$15.97 billion COP (39.4% of total FOME resources). The protection of the most vulnerable population with approved resources of \$14.2 billion COP (35% of total FOME resources). Protection of employment and economic activity with approved resources of \$10.4 billion COP (25.6% of total FOME resources). Some of the measures aimed at health care throughout the country include efforts to expand the supply of health insurance, The Testing, Screening and Sustainable Selective Isolation Strategy (PRASS), and the implementation of the National Vaccination Plan against COVID-19. As well, within the measures related to the social assistance to the population in the vulnerable condition, we can find the extraordinary transfers for the social programs Familias en Acción, Jóvenes en Acción and Colombia Mayor for 2020 and until June 2021, and the program Ingreso Solidario. In addition, this fund also finances payroll support for companies with the Formal Employment Support Program -PAEF and the Program to Support the Payment of Service Premiums -PAP. The 3 main lines of action framed in the FOME, include transversal e-government initiatives that allow to keep track of Covid information, simplify and digitize public and health processes and enhance economic recovery. As an example, all the data obtained from Coronapp and from Coronavirus Colombia portal helped the Ministry of Health to create the PRASS strategy, which the main objective is to timely identification and isolation of Covid -19 cases reported as suspicious or probable high-risk cases, as well as their follow-up and that of their close contacts. Furthermore, in the Ingreso Solidario program, (whose purpose is to mitigate the impact of the Covid-19 emergency on the population living in poverty and in a condition of economic vulnerability that does not receive monetary assistance from national programs, through an unconditional cash transfer), the definition of the potential beneficiaries was made by a group of data scientists who, through a structured master base with different administrative records, identifying information that contributed to the effective delivery of aid, as well as the information on the location of households. <https://www.minhacienda.gov.co/webcenter/ShowProperty?>

nodeId=%2FConexionContent%2FWCC\_CLUSTER-158801%2F%2FidcPrimaryFile&revision=latestreleased#:~:text=El%20FOME%20tiene%20por%20objeto,de

34. 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

35. Please provide link and detail.

“Compromiso por Colombia” is the National Government's strategy to boost the country's economic reactivation and recover productive life based on five pillars that stimulate the generation of employment, clean and sustainable growth, support for the poorest and most vulnerable, the countryside and the construction of peace with legality, and the health of the Colombia people. This strategy is framed in the CONPES 4023, the Policy for the Reactivation, Revitalization and Sustainable and Inclusive Growth: A New Commitment for the Future of Colombia, which aims to develop capacities in households, the productive apparatus, the institutional framework and digital development, that in the short term, Colombia can return to the development path it was following when it was hit by Covid-19 and, in the long term, move towards more sustainable and inclusive growth. This initiative seeks to inject \$142 billion COP promoting 500 projects in different sectors of the economy, and as consequence helping the generation of over more than 5 million employments around the country. It is fundamental to highlight that from these 500 projects, 32 have been focused on digital transformation (e-government). These transformation initiatives have a budget allocation of \$4.3 billion COP, which are intended to generate over more than 100 thousand employments. From these 32 projects, 17 have been prioritized for speedy implementation. Some of these initiatives include SIVICOS, GOV.CO, Carpeta Ciudadana, SimpliflCA, Fondo DIAN, among others. Through “Compromiso por Colombia” portal (<https://compromisoporcolombia.gov.co/>) it is possible to visualize all the recovery strategy's information which includes desegregates by projects variables such as description, resources, jobs created, and beneficiaries, as well as geo-localization maps, at a national or departmental scope.

## C. Legal Framework

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

Yes No

37. If yes, please provide link and detail.

Law 1712 of 2014, by which Transparency Law and the Right of Access to National Public Information is created. This Law is published at: <http://suin.gov.co/viewDocument.asp?ruta=Leyes/1687091> . Pursuant to this law, the Resolution 1519 of 2020 contains four annexes; the first one develops the web accessibility guidelines, the second incorporates new transparency and content disclosure, the third has digital security measures, and the fourth has conditions on open data. With this Resolution, MinTIC develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities. [https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf) Law 1437 de 2011 art. 5,8 y del 53 al 64. Code of Administrative Procedure and Administrative Procedure Law. <http://www.suin.gov.co/viewDocument.asp?ruta=Leyes/1680117>

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

 Yes No

39. If yes, please provide link and detail.

Personal data protection including digital security, there is the Law 1581 of 2012 whereby the General Regime for Personal Data Protection is issued. Find this Law at <http://www.suin-juriscol.gov.co/viewDocument.asp?id=1684507> Decree 1377 of 2013, regulate Law 1581 of 2012, which dictates general provisions for the protection of personal data <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Decretos/1276081> There is also CONPES 3854 of 2016, which establishes the National Digital Security Policy. Find this document at: <https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3854.pdf>

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

 Yes No

41. If yes, please provide link and detail.

Law 527 of 1999 defines and regulates the access and use of data messages, electronic commerce and digital signatures, and certification entities are established, and other provisions are issued.

[http://www.secretariassenado.gov.co/senado/basedoc/ley\\_0527\\_1999.html](http://www.secretariassenado.gov.co/senado/basedoc/ley_0527_1999.html) The CONPES 3995 of 2000 formulates a national policy that aims to establish measures to expand digital trust and improve digital security so that Colombia will be an inclusive and competitive society in the digital future.

<https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3995.pdf> Law 1273 of 2009 creates new criminal types related to computer crimes and the protection of information.

[https://www.enticconfio.gov.co/images/stories/normatividad/Ley\\_1273\\_de\\_2009%20.pdf](https://www.enticconfio.gov.co/images/stories/normatividad/Ley_1273_de_2009%20.pdf) Digital Security Policy (Document CONPES 3854 of 2016),

<https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3854.pdf> Decree 1078 of 2015 "ARTICLE 2.2.9.1.2.1. Structure. The Digital Government Policy will be defined by the Ministry of Information Technologies and Communications and will be developed through components and transversal enablers that, accompanied by guidelines and standards, will allow the achievement of purposes that will generate public value in an environment of digital trust from the use of ICT, as described below: (...) 2. Transversal Enablers of the Digital Government Policy: These are the fundamental elements of the Security of the Information, Architecture and Digital Citizen Services, which allow the development of the previous components and the achievement of the purposes of the Digital Government Policy."

<https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=77888> Law 1928 of 2018 approves the adherence of the Colombian State to the Budapest International Convention, which seeks international cooperation between States to intensify the judicial fight against transnational cybercrime.

<http://es.presidencia.gov.co/normativa/normativa/LEY%201928%20DEL%2024%20DE%20JULIO%20DE%20> Resolution 500 of 2021 was issued. This Resolution established the guidelines and standards for the digital security strategy and adopted the security and privacy model as an enabler of the Digital Government Policy. This resolution aims to establish the general guidelines for implementing the Information Security and Privacy Model - MSPI and the Information Security Risk Management Guide and the procedure for managing digital security incidents. It also establishes the guidelines and standards for the digital security strategy.

[https://gobiernodigital.mintic.gov.co/692/articles-162625\\_recurso\\_2.pdf](https://gobiernodigital.mintic.gov.co/692/articles-162625_recurso_2.pdf)

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

Yes

No

43. If yes, please provide link and detail.

Law 527 of 1999, which defines and regulates the access and use of data messages, electronic commerce and digital signatures, and establishes the certification entities and dictates other provisions. This Law is available at: <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/1662013>

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

Yes

No

45. If yes, please provide link and detail.

Law 527 of 1999, which defines and regulates the access and use of data messages, electronic commerce and digital signatures, and establishes the certification entities and dictates other provisions. This Law is available at: <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/1662013> CONPES document 3620 of 2009 "Policy guidelines for the development and promotion of electronic commerce in Colombia" recommends promoting the use of electronic signatures as an alternative scheme for digital signatures. In that sense, it establishes that "The digital signature and the electronic signature are forms of personal identification in the digital context, which can be used to fulfil identification functions, the integrity of a data message and the non-repudiation of the same. Signature Electronic is the generic concept through which a signer associated with a data message is identified, and his / her approval of its content is understood. At the same time, the digital signature is a kind of electronic signature. "

<https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3620.pdf> Decree 1074 of 2015, Regulatory of the Commerce, Industry and Tourism Sector "indicates that it will be understood by electronic signature" [...] Methods such as, codes, passwords, biometric data, or private cryptographic keys, that allow to identify a person, in relation to a data message, as long as it is reliable and appropriate with respect to the purposes for which the signature is used, taking into account all the circumstances of the case, as well as any pertinent agreement.

<http://wp.presidencia.gov.co/sitios/normativa/decretos/2015/Decretos2015/DECRETO%201074%20DEL%20> Decree 526 of 2021 regulates the electronic signature of the individual employment contract. Article 2.2.1.1.8. Electronic signature of the employment contract. The individual employment contract referred to in article 39 of the Substantive Labor Code may be signed electronically by either party or by both. The contract will be signed by the employer and by the worker when it meets the electronic or digital signature conditions established in Law 527 of 1999. This Decree is available at:

<https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=163291>

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

Yes

No

47. If yes, please provide link and detail.

Law 80 of 1993, General Statute of Public Procurement.

[http://www.secretariasenado.gov.co/senado/basedoc/ley\\_0080\\_1993.html](http://www.secretariasenado.gov.co/senado/basedoc/ley_0080_1993.html) Law 527 of 1999 in Colombia grants legal recognition to electronic contracts, which are constituted in the form of declaration of wills, with digital support and validated through digital or electronic signatures, which do not require the presence of the contracting parties at the time of signing. This Law is available at: <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/1662013> Decree 11 of 2007- Through which measures for efficiency and transparency are introduced in Law 80 of 1993, and other general provisions are issued on contracting with Public Resources. <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/30039726> Law 1712 of 2014, by which Transparency Law and the Right of Access to National Public Information is created. <http://suin.gov.co/viewDocument.asp?ruta=Leyes/1687091> . Resolution 1519 of 2020, the second annexe incorporates new transparency and content disclosure. With this Resolution, MinTIC develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities. [https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf)

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

*Note: This is related to SDG Indicator 16.6.1*

Yes

No

49. If yes, please provide link and detail.

Law 1712 of 2014, by which Transparency Law and the Right of Access to National Public Information is created. This Law is published at: <http://suin.gov.co/viewDocument.asp?ruta=Leyes/1687091> . Decree 103 of 2015 which partially regulates Law 1712 of 2014 [https://sidn.ramajudicial.gov.co/SIDN/NORMATIVA/TEXTOS\\_COMPLETOS/5\\_DECRETOS/DECRETOS%20201](https://sidn.ramajudicial.gov.co/SIDN/NORMATIVA/TEXTOS_COMPLETOS/5_DECRETOS/DECRETOS%20201) Resolution 1519 of 2020, the second annexe incorporates new transparency and content disclosure. With this Resolution, MinTIC develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities. [https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf)

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

Yes

No

51. If yes, please provide link and detail.

Regarding data interoperability, there is the Decree 1008 of 2018, which establishes digital government policy and Decree 1413 of 2013, by which Digital Citizen Services (electronic authentication, interoperability, and citizen folder) are created. These Decrees are published at <http://www.suin-juriscol.gov.co/viewDocument.asp?id=30033063> and <http://www.suin-juriscol.gov.co/viewDocument.asp?id=30035329> Law 1955 of 2019 establishes the National Development Plan 2018-2022: Pact for Colombia pact for equity. In this Plan 2018 -2022: Pact for Colombia, pact for equity in pact VII "for the digital transformation of Colombia: Government, companies and households connected with the age of knowledge", it is incorporated as the objective is to promote the mass digitization and automation of procedures, through the implementation and integration of digital citizen services (citizen portfolio, electronic authentication and interoperability of State systems), in parallel with the definition and adoption of standards technological to the IT architecture framework to the articulation of the use of technology and all of the above within the framework of digital security. <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/30036488> Decree 620 of 2020 aims to establish general guidelines to regulate citizens and public administration interactions through electronic channels. <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=118337> Decree 2106 of 2019 Art. 10. INTEROPERABILITY SERVICE. Obligated subjects must create, design or adapt the information exchange mechanisms of the systems and technological solutions that support their procedures, complying with the Interoperability Mark and the guidelines for linking to the interoperability service of digital citizen services as established on the individual by the Ministry of Information and Communication Technologies. <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=103352> Law 2052 de 2020. The purpose of this law is to establish transversal provisions to the Executive Branch of the national and territorial level and to individuals who fulfil public and / or administrative functions, concerning the streamlining of procedures, to facilitate, expedite and guarantee access to the exercise of people's rights, compliance with their obligations, fight corruption and promote competitiveness. <http://www.suin-juriscol.gov.co/viewDocument.asp?ruta=Leyes/30039726>

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

Yes

No

53. If yes, please provide link and detail.

The Constitution of 1991 establishes in article 74 that "All persons have the right to access public documents except in cases established by law". And under this same understanding, Law 1712 of 2014 established in its article 2 that "All information in the possession, under control or custody of an obligated subject is public and cannot be reserved or limited except by constitutional or legal provision, in accordance with Present law ". The open data initiative in Colombia was proposed in 2011, within the electronic government policy, today digital government policy, advancing in the construction of a governance framework, led by a set of actors, with guidelines and framework from opening up to exploitation, incentives for the dynamization of the ecosystem, as well as a measurement and monitoring system. Thus, article 74, was developed and regulated through the law on transparency and access to information in Colombia (Law 1712 of 2014) Government that information known as "public information" (article 19) and "classified information" (article 18) will be known as "reserved information", constituting a Policy of Access to Public Information, which framed the open data initiative. Law 1712 of 2014, available at the following link: <http://www.mintic.gov.co/portal/604/w3-article-7147.html> . As additional normative instruments, Decree 1081 of 2015, which defines specific guidelines related to how public entities must implement the components of the law, available at the following link: <http://wp.presidencia.gov.co/sitios/normativa/dapre/Normativa/Decreto-1081-2015.pdf>, and the Ministry Resolution 3564 de 2015 which establish guidelines regarding the standards for publication of information, and technical conditions for publishing open data, available at the following link: <https://www.mintic.gov.co/portal/604/w3-article-14476.html>. This normative framework, in addition to giving strength to politics, recognized Colombia's Ministry of ICT through the Digital Government Directorate is the main responsible for designing and promoting the implementation of the Open Data Strategy as part of the Digital Government Policy, combining efforts with other important institutions like the National Department of Statistics and the National Planning Department. As an update to the open data policy, in 2018 the data exploitation policy was launched, available at the following link: <https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3920.pdf> as a way to broaden and enhance the scope of the policy, the use of other types of information and linking of emerging technologies, which increase the use of data to generate social and economic value on the part of citizens and public entities, following the postulates of the digital government policy, where data are inputs for decision making, available at the following link, <https://www.mintic.gov.co/portal/604/w3-article-74903.html> Additionally, since the data exploitation national policy (Big Data) defined in CONPES 3920 of 2018, specific actions are defined against the development of the public sector based on the use and exploitation of the data. Specifically, the action plan of this policy establishes to massify the availability of digital, accessible, usable and quality public data, where strategies and actions related to digitization, data opening and interoperability are stated. Resolution 1519 of 2020, the second annexe incorporates new transparency and content disclosure. With this Resolution, MinTIC develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities [https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf)

54. 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

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

The National Policy of Data Exploitation (Big Data) is defined in the CONPES 3920 of 2018, whose objective is "to increase the use of data, by developing the conditions to be managed as assets to generate value social and economic ". Access this document at: <https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3920.pdf> National Policy for Digital Transformation and Artificial Intelligence (CONPES 3975 of 2019) <https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3975.pdf> Presidential Directive 03 of 2021, Guidelines for the use of services in the cloud, artificial intelligence, digital security and data management. Available: <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=160326> Reference Guide for the adoption and implementation of blockchain technology projects in Colombian State entities. The Guide has the guidelines that public entities should consider for the development of blockchain projects, design and operate them in an organized, staggered and structured way based on technical recommendations and the examination of good practices. Available: <https://www.mintic.gov.co/portal/inicio/Sala-de-prensa/Noticias/161813:Con-la-guia-de-Blockchain-el-Ministerio-TIC-le-apuesta-a-la-innovacion-publica-a-traves-de-la-transformacion-digital-de-sus-entidades>

## D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

Two-year

Three-year

Five-year

Ten-year

4 years

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

Yes

No

59. Please provide link and detail.

The National Digital Government Strategy (NDGS) is aligned with the bases and the Law from the National Development Plan 2019 – 2022 Artículos 147 y 148 "Pact for Colombia, Pact for Equity". Consult the bases of the National Development Plan (page 570) at <https://colaboracion.dnp.gov.co/CDT/Prensa/PND-2018-2022-Interactivo.pdf> Digital Government Policy: ICT Ministry defines the digital government policy, which establishes e-government and digital transformation guidelines, standards and strategic projects, for developing reliable and high-quality digital services, safe and efficient digital processes, obtaining high-quality data and information to make decisions, promoting technology appropriation to empower citizens and developing smart cities and territories. <https://gobiernodigital.mintic.gov.co/portal/Politica-de-Gobierno-Digital/> The Implementation Plan is defined in the Sectoral Plan (available at <https://www.mintic.gov.co/portal/604/w3-article-82084.html> ) as well as the Institutional Plan.

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

Yes

No

61. Please provide link and detail.

The NDGS is aligned with the Sustainable Development Goals (SDGs) since it promotes smart cities. The Digital Government manual also includes SDGs as a referent in the application of the policy by entities. More at [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)

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

Yes

No

63. Please provide link and detail.

The NDGS is aligned with subnational level since the plans formulated by territorial entities must comply with guidelines and objectives of the policy defined from the national level. See Digital Government Manual (pages 22-27) at: [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf)

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

Yes

No

65. Please provide link and detail.

There is an initiative called Urna de Cristal, dedicated to promoting citizen participation with the use of electronic media ([www.urnadecristal.gov.co](http://www.urnadecristal.gov.co)). It is not a task only focused on some audiences in particular but on citizens in general. Resolution 1519 of 2020, the second annexe incorporates new transparency and content disclosure. With this Resolution, MinTIC

develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities.

[https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf)

Resolution 2893 of 2021 "By which the guidelines are issued to standardize single windows, specific portals of transversal programs, electronic headquarters, procedures, OPAs and queries for access to public information, as well as concerning the integration to the Single Portal of the Colombian State, and other provisions are issued.

[https://gobiernodigital.mintic.gov.co/692/articles-161263\\_Resolucion\\_2893\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-161263_Resolucion_2893_2020.pdf)

Guidelines that will guide public entities and individuals in disseminating information on citizen participation in public management in the Participate Menu.

[https://www.funcionpublica.gov.co/web/eva/biblioteca-virtual/-/document\\_library/bGsp2IjUBdeu/view\\_file/39121905](https://www.funcionpublica.gov.co/web/eva/biblioteca-virtual/-/document_library/bGsp2IjUBdeu/view_file/39121905)

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

Yes

No

67. Please provide link and detail.

The new Digital Government Policy was adopted by Decree 1008 of June 14th, 2018 (Compiled in Decree 1078 of 2015). From the Digital Government policy, developed in the Digital Government Manual, open data is a central axis of the default opening principle, where all entities must have information systems that allow the generation of open data automatically for publication, use and reuse. To do this, the Digital Government policy has developed the open data guide and the guide to quality standards and interoperability of data, which must be applied by public entities. Consult all the information about open data in the Digital Government Policy: Colombia Open data guide:

[http://estrategia.gobiernoenlinea.gov.co/623/articles-8248\\_Guia\\_Apertura\\_Datos.pdf](http://estrategia.gobiernoenlinea.gov.co/623/articles-8248_Guia_Apertura_Datos.pdf) Open data portal: <https://www.datos.gov.co> Decree 1008 of 2018:

<http://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=86902> Digital

Government Manual: [http://estrategia.gobiernoenlinea.gov.co/623/articles-](http://estrategia.gobiernoenlinea.gov.co/623/articles-7941_recurso_1.pdf)

[7941\\_recurso\\_1.pdf](http://estrategia.gobiernoenlinea.gov.co/623/articles-7941_recurso_1.pdf) Open Data Portal: <https://www.datos.gov.co> Decree 1008 of 2018:

<http://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=86902> Digital

Government Manual: [http://estrategia.gobiernoenlinea.gov.co/623/articles-](http://estrategia.gobiernoenlinea.gov.co/623/articles-7941_recurso_1.pdf)

[7941\\_recurso\\_1.pdf](http://estrategia.gobiernoenlinea.gov.co/623/articles-7941_recurso_1.pdf)

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

Yes

No

69. Please provide link and detail.

Decree of Digital Citizen Services (Decree 620 of 2020), <http://www.suin-juriscol.gov.co/viewDocument.asp?id=30039155> Resolution of Digital Citizen Services (Resolution 2160 of 2020), [https://gobiernodigital.mintic.gov.co/692/articles-161273\\_Resolucion\\_2160\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-161273_Resolucion_2160_2020.pdf) Resolution of integration of electronic headquarters and procedures to the Single Portal of the Colombian State (Resolution 2893 of 2020), [https://gobiernodigital.mintic.gov.co/692/articles-161263\\_Resolucion\\_2893\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-161263_Resolucion_2893_2020.pdf)

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

Yes

No

71. Please provide link and detail.

The NDGS emphasizes the principles of digital-first, and its guidelines digital by default, mobile, accessibility by vulnerable groups, e-participation, and engagement, must be complied with all technology projects, as established in the Digital Government Manual. See pages 28 – 39, at [http://gobiernodigital.gov.co/623/articles-81473\\_recurso\\_1.pdf](http://gobiernodigital.gov.co/623/articles-81473_recurso_1.pdf). The once-only principle is included in the Decree-Law 019 de 2012 – Article 9: <http://www.suin-juriscol.gov.co/viewDocument.asp?id=1004430> Ley 2052 de 2020 art. 6 The procedures created from the entry into force of this law must be carried out entirely online by citizens. For the procedures existing before the entry into force of this law and that cannot be carried out entirely online, the Ministry of Information Technologies and Communications will determine the terms and conditions for the procedure. The State will promote the use of virtual channels for this purpose. Law 1437 of 2011. Use of electronic media. When the authorities enable digital channels to communicate with each other, they must use this medium to exercise their powers. <http://www.suin.gov.co/viewDocument.asp?ruta=Leyes/1680117> Decree 2106 of 2019 Technologies. <https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=103352> The National Digital Government Strategy (NDGS) is aligned with the bases and the Law from the National Development Plan 2019 – 2022, Articles 147 "Pact for Colombia, Pact for Equity". Consult the bases of the National Development Plan (page 570) at <https://colaboracion.dnp.gov.co/CDT/Prensa/PND-2018-2022-Interactivo.pdf>

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

Yes

No

73. Please provide link and detail.

Yes. In Decree 019 of 2012, "By which rules are issued to suppress or reform existing regulations, procedures and unnecessary procedures in the Public Administration," Article 9 establishes the following: "Prohibition of requiring documents that rest with the entity. Accordingly, when a procedure is being carried out before the administration, it is prohibited to demand administrative acts, certificates, certifications, or documents that already rest in the entity before the respective action is processed."  
<https://www.funcionpublica.gov.co/eva/gestornormativo/norma.php?i=45322> Likewise, the 2019 Interoperability Framework for Digital Government mentions the principle of simplicity. This principle recommends that public entities rationalize and simplify their procedures, services, and other administrative procedures by optimizing them, avoiding requiring documents, certifications, certificates, or other administrative acts that can be verified, shared, or exchanged through information exchange services.  
[https://www.mintic.gov.co/arquitecturati/630/articles-9375\\_recurso\\_4.pdf](https://www.mintic.gov.co/arquitecturati/630/articles-9375_recurso_4.pdf)

74. 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

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

National Policy for Digital Transformation and AI:  
<https://colaboracion.dnp.gov.co/CDT/Conpes/Econ%C3%B3micos/3975.pdf> AI Ethical Framework: <https://dapre.presidencia.gov.co/TD/Marco-Etico-IA-Colombia-2021.pdf#search=marco%20%C3%A9tico> Presidential Directive 02 of 2021:  
<https://dapre.presidencia.gov.co/normativa/directivas>

76. Robotics - please provide link and detail:

77. Blockchains - please provide link and detail:

Blockchain Reference Guide: [https://gobiernodigital.mintic.gov.co/692/articles-161811\\_pdf.pdf](https://gobiernodigital.mintic.gov.co/692/articles-161811_pdf.pdf)

78. 5G - please provide link and detail:

Plan 5G: [https://mintic.gov.co/portal/715/articles-118058\\_plan\\_5g\\_2019120.pdf](https://mintic.gov.co/portal/715/articles-118058_plan_5g_2019120.pdf)

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

<https://www.mintic.gov.co/portal/inicio/Sala-de-prensa/Noticias/161813:Con-la-guia-de-Blockchain-el-Ministerio-TIC-le-apuesta-a-la-innovacion-publica-a-traves-de-la-transformacion-digital-de-sus-entidades>

80. Others - please provide link and detail:

81. 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

82. Please provide link and detail.

Colombia uses the different international measurements on Digital Government to identify aspects of improvement in the formulation of initiatives, projects and updating of the Digital Government policy. The most recent OECD Reviews of Digital Transformation: Going Digital in Colombia has been a roadmap for adopting improvements in digital government. <https://www.oecd.org/colombia/oecd-reviews-of-digital-transformation-going-digital-in-colombia-781185b1-en.htm> The implementation follow-up to these recommendations can be found in the post-access reports of Colombia by the OECD.

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

Yes

No

84. Please provide link and detail.

Through the Single Form of Management Progress Report (FURAG in Spanish), the sectorial and institutional advances in implementing the administrative development policies of the validity before the report are captured, monitored and evaluated. One of the components of the FURAG corresponds to the Digital Government Index. This index measures the level of implementation of the Digital Government Policy by national and territorial public entities. This Index allows the Ministry of Information Technologies and Communications to determine the specific advances in each subject of the Digital Government Policy, good implementation practices and targeted support strategies. Likewise, the information generated through the Index allows national and territorial public entities to make decisions and define actions aimed at improving their management and results. <https://gobiernodigital.mintic.gov.co/portal/Mediciones/>

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

Yes

No

## 86. Please provide link and detail.

The Government of Colombia has set the objective of promoting a policy environment that supports an agile transition from the research and development stage to the launch and operation stage to have reliable artificial intelligence systems. For this purpose, regulatory experimentation has been considered to provide a controlled environment in which AI systems can be tested and augmented, as appropriate. Through sandbox and beach regulators, it is intended those regulators manage to overcome this type of challenges and have a greater knowledge about these emerging technologies before making decisions about the regulation that applies to them. In the framework of Conpes 3975 of 2019, the High Council for Economic Affairs and Digital Transformation published a conceptual model that can understand how these regulatory models work and how to help develop and deploy AI in Colombia.

<https://dapre.presidencia.gov.co/AtencionCiudadana/DocumentosConsulta/consulta-200820-MODELO-CONCEPTUAL-DISENO-REGULATORY-SANDBOXES-BEACHES-IA.pdf>

Sandbox for the development of Analytics and Big Data pilot projects around solutions to public and / or citizen problems: <https://sandbox.datos.gov.co/#!/inicio> Sandbox on privacy by design and by default in AI projects: <https://www.sic.gov.co/sandbox-microsite> Sandbox oriented to test technological and financial innovations in a controlled and supervised space. <https://www.superfinanciera.gov.co/inicio/innovasfc/laarenera-10099575> Regulatory sandbox on communications networks and services.

<https://www.crcom.gov.co/es/pagina/sandbox-regulatorio> Blockchain experimentation space for public projects: <https://centrodeinnovacion.mintic.gov.co/es>

## E. Digital Inclusion and E-Participation

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

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

Yes

No

### 88. If yes, please provide link and detail.

In the ICT Plan 2018-2022 "The Digital Future Belongs to All"

([https://micrositios.mintic.gov.co/plan\\_tic\\_2018\\_2022/pdf/plan\\_tic\\_2018\\_2022\\_20191121.pdf](https://micrositios.mintic.gov.co/plan_tic_2018_2022/pdf/plan_tic_2018_2022_20191121.pdf)

) Section 5.2 Digital Social Inclusion is developing the strategy, page 61. Resolution 1519 of

2020, the second annexe incorporates new transparency and content disclosure. With this Resolution, MinTIC develops the bases to promote the digital transformation of public entities based on changes in the websites and the websites of the entities.

[https://gobiernodigital.mintic.gov.co/692/articles-160770\\_resolucion\\_1519\\_2020.pdf](https://gobiernodigital.mintic.gov.co/692/articles-160770_resolucion_1519_2020.pdf)

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

Yes

No

90. If yes, please provide link and detail.

The strategy Urna de Cristal was created to promote the government's participation and transparency through a multichannel platform, in which line media (such as websites and social media profiles) be integrated as well as traditional mediums (emailing). In addition, this initiative search for the possibility of giving the largest number of Colombians the ability to interact with the national government, know the updates of the projects and participate by asking questions and giving propositions on the matter. In 2010, the Ministry of Information Technologies and Communications designed Urna de Cristal through the e-Government Strategy jointly with the Republic's Presidency. In addition, the Presidency provided strategic support to Urna de Cristal through the High Counsellor for Economic Affairs and Digital Transformation, the High Counsellor and the Secretary for Transparency (articulating transparency initiatives and fight against governmental corruption).

91. 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

92. If yes, please provide link and detail.

The places where the ICT Ministry has implemented different programs and projects that benefit communities with a differential approach are geographically represented, achieving their connectivity and strengthening the use and appropriation of ICTs.

<https://colombiatic.mintic.gov.co/679/w3-article-146043.html>

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

Yes

No

94. If yes, please provide link and detail.

<https://www.mintic.gov.co/portal/inicio/Sala-de-prensa/175655:Mas-de-340-000-tarjetas-sim-entregaremos-a-estudiantes-de-estratos-1-y-2-y-emprendedoras-para-que-se-conecten-con-internet-y-voz-movil-gratuito-Karen-Abudinen-ministra-TIC> To ensure Internet access to entrepreneurs' women nationwide, from ICT Ministry, we have designed an ambitious project called 'Last Mille Mobile', through which we are closing digital gaps and energizing social and economic development and making it possible thanks to a national investment of more than 96 billion pesos. Under this project, we will bring free Internet services and mobile phone services through the SIM CARDS delivery to 340.821 students of 9th, 10th, and 11 of public educational institutions as well as students at official universities nationwide and Sena as well as beneficiary women entrepreneurs of programs and initiatives of the Digital Transformation Vice ministry. The beneficiaries will be located in 790 municipalities in the 32 departments of the country, which could be consulted in the next link: <https://mintic.gov.co/micrositios/ultimamilla/estudiantes/763/w3-propertyvalue-199402.html> Every SIM CARD will count with a monthly capability of 15 GB to browse the Internet without restrictions or limitations, with technologies 4G LTE, unlimited voice minutes at all national destinations, and unlimited WhatsApp without videocalls. Additionally, the beneficiaries of this program could access to 21 URL related with health, education, urgencies, and government like [teprotejo.org](http://teprotejo.org), [ICBF](http://ICBF), [Sisbén](http://Sisbén), [MinTIC](http://MinTIC), among other, with any mobile data consumed. Thanks to the project's developments like this, the entrepreneurs' women could access without connectivity restrictions, participate in the various online calls offered by the different government portfolios, improve their knowledge in e-commerce, promote their products through digital platforms, and be at the forefront with first-hand information. Furthermore, they will have access to more job and educative opportunities, online processing, and more. The Last Mille Mobile project was awarded the past May 10, through the bidding process FTIC-LP-012-2021 to COLOMBIA MÓVIL S.A E.S.P. and COMUNICACIÓN CELULAR COMCEL operators who will be responsible for providing the connectivity to the Internet and mobile voice services to the beneficiaries, for a period of up to 13 months, without exceeding July 31, 2022. The eligible universe of this project is already defined, and it corresponds to the people who manifested their interest in participate with the filing of inscription forms that was published in the web page of MinTIC, which, during the first phase were available from the March 11 to the April 14 and the second phase of inscriptions were available from the April 26 to the past May 7, 2021. Nationwide, 29.174 entrepreneurs' women were registered. The next tables are related to the distribution by departments, which may change depends on the validation of eligibility criteria to receive the benefit, by the operators awarded. The delivery of these SIM CARDS is planned for between June and July of 2021.

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

Yes

No

96. If yes, please provide link and detail.

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

Yes

No

98. If yes, please provide link and detail.

With the ICT Plan 2018-2022 "The Digital Future Belongs to All" ([https://micrositios.mintic.gov.co/plan\\_tic\\_2018\\_2022/pdf/plan\\_tic\\_2018\\_2022\\_20191121.pdf](https://micrositios.mintic.gov.co/plan_tic_2018_2022/pdf/plan_tic_2018_2022_20191121.pdf)) we are making the internet become a tool for equity, through connectivity and the productive use of the internet; we are betting on closing the digital divide in both rural and urban areas and massifying coverage and access to the network, improving the speed and quality of services, managing to change the social and economic conditions of the country. It is for this reason that we work aligned on four major challenges: i) connecting the country, ii) accelerating the digital transformation of the sectors, iii) strengthening virtual education and job training, and iv) promoting communications with quality content. At the Ministry, we believe that the appropriation of ICTs allows people and communities to use technologies in a meaningful way, positively transforming their lives and their territory, thus contributing to the closing of existing gaps in society. Therefore, one of our main bets is to massify the use and exploitation of ICT services that allow people to improve their opportunities from different areas, among which we highlight education and labour, to improve their quality of life through their participation in the digital environment. For which we have the following initiatives: Ciudadanía Digital. In 2020, in order to promote the massification of the use of ICT and opportunities in digital environments through training and education processes in the communities, through the program 'Ciudadanía Digital', 70,324 people were benefited through the virtual courses offered by the program; of the total number of people reached,

in the case of women and vulnerable groups, the following were benefited: Women - 31.269 People with Disabilities -7.362 Senior Citizens or older adults - 2.314 Victims of the Armed Conflict - 3.742 Persons belonging to Community Action Boards (Juntas de Acción Comunal) - 655 Llegamos Con TIC. For the 2021, the ministry continues with the implementation of training strategies in competencies and skills in digital environments from the strengthening and updating of the "Digital Citizenship" Program and proposes the development of a route for the use and appropriation of ICTs with the program "Llegamos ConTIC", which emerges as a national commitment to promote the use and appropriation of ICTs in communities, especially those located in the rural sector of the country, and connect Colombia with a sense and purpose. With "Llegamos ConTIC" we seek to be side by side with TIC appropriation processes and the implementation of the National Universal Access Project for Rural Areas, training 440,000 people in digital competencies and skills, especially those located in the Colombian countryside, and close digital gaps especially in rural and remote areas of the country by raising awareness to 1,560,000 people through the offer of multiplatform content on the use of TIC and the Internet. It should be noted that, of the four hundred and forty thousand (440,000) people to be trained, it is expected to benefit at least six thousand five hundred (6,500) people nationwide from the following population groups: Por TIC Mujer. On the other hand, reducing the digital gap between men and women and guaranteeing digital access to vulnerable populations is also a priority in our commitment to massify the use of the Internet, in the "appropriation for all" scheme that we develop in MinTIC; thus, through the "Por TIC Mujer" program, we encourage the active participation of women from different regions of the country in the use and appropriation of TICs, through virtual training processes promoting the strengthening of business ideas as a mechanism for

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

Yes

No

100. 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 Colombian Government, through "Urna de Cristal" (Crystal Urn) leads the Digital Task Force (DTF) initiative, which was born in 2012 due to the need to communicate effectively government issues through digital media. The goal of DTF is to reach citizens with a simple language that facilitates participation and collaboration. Through a large and coordinated network of digital communication teams (made up of press or communications heads, community managers, journalists and / or webmasters), responsible for managing social networks in the different Colombian entities, the Government approaches citizenship. The DTF offers advice to communication teams and managers of ministries and national government entities about strategic management of digital channels for electronic communication and participation, supporting the knowledge's transfer. One of the tasks of DTF is to lead the 'Government Synergy', an exercise that daily shares the most important digital campaigns of the different entities, where citizens have been able to learn about key issues such as campaigns associated with spreading messages about the pandemic:

#PreventionYAction; #ForYourLifeForMyLife; # Get vaccinated; #Economic Reactivation.  
"Urna de Cristal" generated a Manual of Management of Communication in Social Networks Government Of Colombia, which defines guidelines for government officials on the use of social media. This Manual is available at <http://www.gobiernoenredes.gov.co/manual-sinergias-gobierno/>

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

Additionally, there is the Presidential Directive 03 of 2019, on guidelines in the definition of the communications institutional strategy that gives indications on the use of social networks by the Government of Colombia. More information at:  
<http://www.gobiernoenredes.gov.co/enterate-las-directivas-marcan-la-pauta-redes-sociales-comunicaciones-transformacion-digital/>

102. 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

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

Through the Council for Women's Equity and Social Prosperity, the Colombian Government defines policies that allow the recognition of these population groups. More information:  
<http://www.equidadmujer.gov.co/Paginas/equidad-mujer.aspx> and  
<https://www.prosperidadsocial.gov.co/>

## F. Usage, User Satisfaction and Evaluation

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

Yes

No

105. If yes, please provide link and detail.

Currently, the Colombian Government has the unique portal GOV.CO, in which the procedures and services available in Colombia are centralized. GOV.CO is an e-government service that is used by national institutions and citizens. It's the only government portal that joins every procedure regarding national institutions. This portal not only facilitates the provision of services but also allows the Government itself to know the usage statistics which are constantly used to improve the services provided, <https://www.gov.co/home/>. Additionally, the different portals associated with the Government's electronic services generate usability statistics that are used for their continuous improvement. This means that the Ministry has open links where anyone can see the different statistical data regarding GOV.CO usage. Among these portals are the open data portal (<https://www.datos.gov.co/>) Which reports the usability of freely accessible information sources, the Single Information System of Procedures – SUIIT (<https://www.funcionpublica.gov.co/web/suit/reporte-tiempo-real>) Which provides information in real-time of the available procedures and their volumes of operation and interactions with citizens through PQRSD. Also, we have a database made with the Microsoft tool PowerBi, where Visits/Interactions per year, top visits of the different procedures we have and the data is classified according to sex, age range and the device used to access the GOV.CO site can be seen. Since we launched GOV.CO in 2020, we have received 5.129.594 visitors on the web page. From these visitors, 17.945 have signed in on the webpage to have a username and 356 people have signed up to the "citizen folder", which is the place where every citizen can find their own governance procedures. We are currently implementing the new POWER BI guides, so this information of open data is accessible to everybody, and they can look at it instead of having this tool for internal use only. In fact, we are looking forward to providing this information where all the data is specified and well shown and the people accessing these databases can easily understand the information and find it all unified. All the Colombians and all the entities will benefit from this service because they will save time and money. Citizens will not need to move from their home to make their procedures, and at the same time, institutions will be able to have a closer relationship with citizens and start solving problems via the internet, instead of waiting for people to come to the institution implementing the ICT tools across the country. Lastly, "digital kiosks" and "live digitally points" are two e-government services that provide free internet for all Colombians and that guarantee access to Information and Communication Technologies through a sustainable service model that allows the community to be integrated into access, training, entertainment and other ICT service alternatives in the same place.

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

Yes

No

107. If yes, please provide link and detail.

The National Institutional Environment and Performance Survey (EDI) is a survey directed at public servants of national entities. It inquiries about their perception in aspects related to the environment and the performance in the entities in which they provide their services, as an approximation for the measurement of institutional development in the country. This survey collects through questions D1, D3, D4, D5, D6 and D11 the perception about institutional advances in TIC services and the promotion of digital transformation, for more details about this survey you can check the next link:

<https://www.dane.gov.co/index.php/estadisticas-por-tema/gobierno/encuesta-sobre-ambiente-y-desempeno-institucional-nacional-edi>. Continuing with the perception of the officials, there is also the Quality management and rationalization of procedures system that allows DANE to know the perception of the strategy of streamlining procedures that translates into a higher quality of government services considering that many of these rationalizations consist of digitization of processes. To review more about this source of information consult <https://www.dane.gov.co/index.php/estadisticas-por-tema/gobierno/encuesta-de-sistema-de-gestion-de-calidad-y-racionalizacion-de-tramites>

In addition to this, the Ministry of Information and Communications Technologies (like other entities), has enabled on its website, in the procedures and services section, perception surveys to evaluate the satisfaction of its procedures and services. In the case of this Ministry, see: <https://www.mintic.gov.co/portal/inicio/Tramites-Otros-Procedimientos-Administrativos-y-Consultas-digitales-Informacion/>. On behalf of the Digital Government management, we also have the Digital Government Index that measures the level of performance of public entities in matters of Digital Government. It is aimed at any person (obliged subjects, control bodies, media, researchers, among others) interested in knowing quantitative information on the performance of public entities in the adoption of the guidelines for the use and strategic use of ICT, and it's divided in territorial, national and international indexes where people can find open data with the results of the entities of the territorial, national and international order in the Digital Government Index:

<https://gobiernodigital.mintic.gov.co/portal/Mediciones/> Also, the new version of GOV.CO 2.0 allows citizens via online chat, online calls and free calls to grade their satisfaction with this e-government service.

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

Yes

No

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

## G. Other information

110. 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) \*

During the 2020 ministerial meeting of the GEALC Network, the MinTIC was elected as president of the Executive Committee of the Electronic Government Network of Latin America and the Caribbean. This role has been assumed since January 2021, leading strategic projects for Latin America such as cross-border digital services. In addition, it has been promoting greater participation by all countries in the Network's thematic groups and the creation of a digital government indicator board for the Network.

<https://www.redgealc.org/> On June 25, 2019, MinTIC Colombia signed a MoU with the United Kingdom Government Digital Services (GDS), which launched a new peer-to-peer partnership, allowing both organisations to share experiences on digital government.

[https://www.gov.co/uploads/14122020\\_Blog\\_MoU%20\\_English\\_fv.pdf](https://www.gov.co/uploads/14122020_Blog_MoU%20_English_fv.pdf) Being part of the OECD, the MinTIC actively participates in different strategic spaces within this organization: Committee on Digital Economy Policy, Working Party on Data Governance and Privacy and the Working Party on Security in the Digital Economy. Regarding the thematic groups of Digital Government, Colombia leads the Emerging Technologies Group and participates in GovTech Commissioning, Digital Talent and Skills, and Impact and Measurements. During the 2017 Pacific Alliance summit, the Digital Agenda Group (GAD) emerged to promote coordination and convergence scenarios between the four countries to improve the conditions and development of businesses in the digital economy. Among the tasks of the GAD is to implement the actions established in the roadmap to promote the construction of a Regional Digital Market. In this context, the AP's MDR has been defined as a strategy that seeks to enable the free flow of digital products, goods, and services marketed through the Internet and capital linked to the digital market among member countries.

<https://alianzapacifico.net/wp-content/uploads/Hoja-de-Ruta-SGAD2016-2017.pdf> With the Inter-American Development Bank, the MinTIC has been working on different lines. The first is technical cooperation between the IDB and Spain to strengthen Colombia's Digital Citizen Services strategy. The second corresponds to an interoperability study in Andean countries, coordinated by Professor Mila Gascó. Third, technical cooperation for the development of a Regional Observatory of Digital Government. Additionally, the Directorate of Digital Government of the MinTIC conducts bilateral meetings with different countries for specific topics: Estonia: XRoad implementation in Colombia. Argentina and Costa Rica: models of digital citizen services. Republic of Korea: Smart Cities. About Cybersecurity matters, the ICT Ministry of Colombia has been working with: the OAS and the Cybersecurity Innovation Council. Since the government's CSIRT has helped other states establish and develop the capacity of national cybersecurity incident response teams. Providing customized technical assistance and exercise opportunities to strengthen national and regional institutions and organizations, in this case, there has been bi-national cooperation with Argentina, Chile, in order to address digital security issues in the framework of cooperation agreements. The Government of Colombia has implemented, in agreement with the OAS and MINTIC, a series

of proposals for the Digital Security Governance Model and a Methodological Guide for the identification and management of digital security risks in the adoption of emerging technologies for Colombia. Colombia, as part of the United Nations, cooperates with other States and with with non-state entities and intergovernmental organizations, in accordance with the regulations in force, and has participated in United Nations initiatives on Digital Security issues.

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

Digital Government Talks and Digital Transformation for All: ICT Ministry provides massive live sessions, assistance and specialized support to public entities CIOs and ICT teams to promote good practices for the adoption, implementation and appropriation of the Digital Government Policy. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Transformacion-Digital-para-Todos/>, <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Hablemos-de-Gobierno-Digital/>, <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Conectate-con-Gobierno-Digital/> ICT Skills Development: ICT Ministry offers training programs for public servants through scholarships and partnerships with educational institutions to develop e-government and digital skills, virtual events and meetings focusing on specific digital skills or components of the Digital Government Policy. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Generacion-de-capacidad/> Max Speed: ICT Ministry implements a gamification strategy that seeks to strengthen public agencies IT capabilities by developing challenges focused on each of the Digital government policy elements. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Maxima-Velocidad/> GCIO Network: ICT Ministry created a digital network composed by public ICT leaders and other members related to Colombian digital transformation, which seeks to promote knowledge and skills sharing and joint solutions generation to solve main public problems through ICT strategic use. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Red-CIO/> Innovation Center: ICT Ministry seeks to promote public digital transformation, through innovation skills generation, for emerging technologies used by public servants, public agencies and public innovation ecosystem actors. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Centro-de-Innovacion-Publica-Digital/> Smart cities and territories: a policy that seeks to provide support in the implementation of initiatives that solve problems through ICT. <https://gobiernodigital.mintic.gov.co/portal/Iniciativas/Ciudades-y-Territorios-Inteligentes/>

## Consent to publish this Questionnaire

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

Yes

No

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## 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>)

