Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: https://publicadministration.un.org/egovkb

More information about the UN E-Government Survey:
https://publicadministration.un.org/en/Research/UN-e-Government-Surveys

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

> CYPRUS

Contact information

Your name*

> Chrysostomos Chrysostomou

Title*

> Information Technology Officer

Organization*

> Department of Information Technology Services

Email*

> cchrysostomou@dits.dmrid.gov.cy

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 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

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

Web Portal of the Republic of Cyprus - http://www.cyprus.gov.cy/

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

Cyprus Government Gateway Portal (ARIADNI), https://eservices.cyprus.gov.cy

E-participation or similar

Open government data

Cyprus Open Data Portal https://www.data.gov.cy

Public procurement

Public Procurement https://www.eprocurement.gov.cy

Others (if any)

Business in Cyprus https://www.businessincyprus.gov.cy/ https://www.companies.gov.cy/en/   https://taxisnet.mof.gov.cy

3. 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. *

Deputy Ministry of Research, Innovation and Digital Policy - https://www.dmrid.gov.cy

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

☒ Yes   ☐ No
If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*

Title*	Dr. Stelios D Himonas
Organization*	Permanent Secretary
	Deputy Ministry of Research, Innovation and Digital Policy
Email*	stelios.himonas@dmrid.gov.cy

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

Deputy Ministry of Research, Innovation and Digital Policy - https://www.dmrid.gov.cy

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

Directorate General for European Programmes, Coordination and Development - http://www.dgepcd.gov.cy

Education

Cyprus Ministry of Education, Culture, Youth and Sports - http://www.moec.gov.cy/

Health

Ministry of Health - https://www.moh.gov.cy

Social Welfare
(inclusion, social protection, etc.)

Ministry of Labour, Welfare and Social Insurance - http://www.mlsi.gov.cy

Employment and Labour

Department of Labour - http://www.mlsi.gov.cy/dl

Environment

Department of Environment - http://www.moa.gov.cy/moa/environment/environmentnew.nsf

Justice

Ministry of Justice and Public Order http://www.mjpo.gov.cy Law Office of the Republic of Cyprus www.law.gov.cy/

Economy/finance

Ministry of Finance - http://mof.gov.cy

Industry/trade

Ministry of Energy, Commerce and Industry – https://meci.gov.cy/

B. COVID-19 Response and Recovery

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

☒Yes ☐No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

COVID-19 Informational Portal - https://www.pio.gov.cy/coronavirus

7. 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? Please provide link and detail.

Support Program for Coping with the effects of COVID-19 - https://www.coronavirus.mlsi.gov.cy

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

No, there is no specific post COVID-19 digital strategy. However, during the pandemic outbreak, Cypriot authorities moved with unprecedented agility and speed, under pressing timeframes, to meet the needs dictated by the "new normal" of lockdowns and social distancing through digitalizing services. This proved, beyond doubt, Cyprus' digital transformation potential and dispelled any doubts as to its ability to embody the ethos of the digital era.

Specifically, new electronic services have been developed to accommodate the constant and urgent needs of the pandemic crisis, in various levels, such as the operation of the CYFlightpass for those who want to fly to Cyprus, the operation of a call centrer on a daily basis, providing COVID-19 related information, the deployment of a vaccination platform, the use of sms texts to approve exceptional movements. Moreover, tele working in both public and private sectors has been adopted. Regarding tele schooling the upgrade of internet connection has been deployed in all public schools (currently at a coverage of 90%). Moreover, the creation of digital classrooms in all schools is in progress, which entails the provision and maintenance of the necessary equipment (8000-10000 laptops, 2000 video projectors, 9000 cameras, 9000 personal microphones, 9000 group microphones), as well as the provision of support services for all users.

In addition, within the Recovery and Resilience Facility, Cyprus has submitted the National Recovery and Resilience Plan, and specifically the Deputy Ministry of Research, Innovation and Digital Policy has submitted a comprehensive plan for reforms and investments in digital transformation areas, to be included in the national plan amounting to a total of €136 million. It is noted that proposals in the areas of Research and Innovation have also been included. In the totality of the RRP a total of €282 millions of investments have been proposed related with digital transformation.

C. Legal Framework

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

☒ Yes ☐ No

If yes, please provide link and detail.

> Right of Access to Public Sector Information Law of 2017 (184 (I) / 2017)
> http://www.cylaw.org/nomoi/enop/non-ind/2017_1_184/full.html
> https://www.mondaq.com/cyprus/data-protection/1027350/right-of-access-to-public-sector-information-law-of-2017-184-i-2017#:~:text=Essentially%2C%20this%20Law%20gives%20the,compared%20to%20the%20English%20one.

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

☒ Yes ☐ No

If yes, please provide link and detail.

> Law providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data of 2018 (Law 125(I)/2018)
> http://www.dataprotection.gov.cy/dataprotection/dataprotection.nsf/All/2B53605103DCE4A4C225826300362211

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

☒ Yes ☐ No

If yes, please provide link and detail.

> Cyprus has now fully transposed Directive 2016/1148 on security of network and information systems (the "NIS Directive"), through the Security of Networks and Information Systems Law of 2020 (Law 89(I)/2020) (the "Cyprus NIS Law"), which came into force on 12 August 2020.
> http://www.cylaw.org/nomoi/enop/non-ind/2020_1_89/full.html
> https://amc.law/cyprus-cybersecurity/

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

☒ Yes ☐ No

If yes, please provide link and detail.

> The EU Regulation 910/2014, known as eIDAS (the Regulation) is directly applicable to the Member States of the European Union since 1st July 2016 and it aims to establish common standards for electronic identification and trust services for electronic transactions across European Union. Cyprus adopted to this regard Law 55(I)/2018, and Law N. 60(I)/2021 complying with the requirements of the Regulation.
> http://www.cylaw.org/nomoi/indexes/2018_1_55.html

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

☒ Yes ☐ No

If yes, please provide link and detail.

> The EU Regulation 910/2014, known as eIDAS (the Regulation) is directly applicable to the Member States of the European Union since 1st July 2016 and it aims to establish common standards for electronic identification and trust services for electronic transactions across European Union. Cyprus adopted to this regard Law 55(I)/2018, and Law N. 60(I)/2021 complying with the requirements of the Regulation.
> http://www.cylaw.org/nomoi/indexes/2018_1_55.html

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

☒ Yes ☐ No
If yes, please provide link and detail.

> e-Procurement facilitates the full lifecycle of a tendering process, for both buyers and suppliers. It offers a secure, interactive, dynamic environment for procurements of any nature, size, complexity or value (above or below EU thresholds), enforcing (where appropriate) and encouraging recognized best practices.
> http://www.treasury.gov.cy/treasury/treasurynew.nsf/page21_en/page21_en?opendocument
> https://www.eprocurement.gov.cy/epps/home.do

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *
Note: This is related to SDG Indicator 16.6.1

☐ Yes ☐ No
If yes, please provide link and detail.

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

☐ Yes ☒ No
If yes, please provide link and detail.

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

☒ Yes ☐ No
If yes, please provide link and detail.

18. 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
If yes, please provide link and detail.

Cyprus has approved the **National Artificial Intelligence strategy** of Cyprus
https://knowledge4policy.ec.europa.eu/ai-watch/cyprus-ai-strategy-report_en
https://www.dmrid.gov.cy/dmrid/research.nsf/planning_en/planning_en?OpenDocument
Cyprus has approved the National Strategy on Blockchain
http://mof.gov.cy/en/press-office/announcements/distributed-ledger-technologies-blockchain-a-national-strategy-for-cyprus

D. Strategy and Implementation

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

☒ Yes ☐ No

If yes, please provide link and detail.

Yes, the "National Digital Strategy"
Overall, in line with the National Digital Strategy, Cyprus aims to become a fit-for-the-future society and knowledge-based economy enabled by digital and emerging technologies that will drive economic prosperity and competitiveness to position the country as a resilient regional player in the European digital economy and a regional science and high-tech hub.
There are five main targets:
1) Promote eGovernment by redesigning the Ministry's (DMRID) internal enterprise architecture and governance model, optimizing service delivery model, delivering a resilient, robust and secure ICT infrastructure;
2) Deliver a stronger digital economy and increasingly more digital and competitive industries;
3) Facilitate high speed network connectivity and increase take-up;
4) Promote an accessible and inclusive society that has the skills and the motivation to embrace the national digital transformation and actively participate in digital communities;
5) Ensure security in data and infrastructure and increase the trust of the public to the online transactions.

20. How long is the period/cycle of the national e-government strategy or equivalent? *
☐ Two-year
☐ Three-year
☒ Five-year
☐ Ten-year
☐ Other _____

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

The national e-government strategy is part of the National Digital Strategy.

22. Is the national e-government 12nt strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

The Deputy Ministry of Research, Innovation and Digital Policy actively contributed to SDG 9 «Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation" of the Agenda 2030. The National Voluntary Review is under preparation for 2021.

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

The Government has recently established DMRID (since March 2020), to assume ownership of the Digital Strategy, thereby demonstrating political commitment in accelerating the digital transformation of Cyprus and improve its position in the DESI index moving closer to the EU average.
Thus, DMRID is focusing on important strategic initiatives to drive the country's digitalization and anthropocentric character of the digital transformation and to develop a new economic model for Cyprus. Taking this into consideration the aim is that any regional or local level policies are under development are aligned with the overall and overarching digital strategy. For this exact reason DMRID is in close collaboration with Municipalities/local authorities and semi-governmental bodies, to achieve nationwide results on the digital transformation of the country.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

During the designing phase of each service and before it goes live, a number of tests take place, including the testing of the service by random persons.

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Under Principle 7: Open & Transparent it refers to Increasing the availability and quality of open government data that is of value to the economy and society through the adoption of an open-by-default approach to public administration data governance where the government releases the information it can209 in open and reusable formats and enables more linkages to databases and knowledge repositories through e.g. APIs

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

By decision of the Council of Ministers in March 2008, the Department of Electronic Communications (DEC) was assigned the legal framework on electronic signatures.
On 1 July 2016, Regulation (EU) No 910/2014 came into effect. It replaced the previous Directive 1999/93/EC on electronic signatures. It introduced new regulatory procedures for a number of new trust services such as electronic seals, electronic time stamps, electronic registered delivery services etc. To this end, the Department of Electronic Communications (DEC) harmonized the legislation on electronic identification and trust services for electronic transactions in the internal market with the above Regulations. Also, this legislation set DEC as the competent authority for the implementation of Regulation (EU) No 910/2014, as the

supervisory body under Article 17 of the Regulation, and as the body responsible for keeping the national trusted list (Article 22 of Regulation).

The Department of Electronic Communications, issued in February 2019 to JCC Payment Systems Ltd the first authorization as qualified trust service provider. This qualified provider offers, in the Cyprus market, qualified electronic signatures and qualified electronic stamps, which are recognized by all Member States of the European Union. In addition, the authorization of this qualified trust service provider will contribute to the promotion of the digital economy, to the simplification of various processes, but also to increase productivity and efficiency.

In February 2019, the eGovernment Board made a decision regarding the eID. The government will prepare a national scheme on eIdentification and eSignature by changing relevant legislation that impacts the competent authorities. The eIdentification providers that will be authorised according to the national scheme will be able to provide eIDs to the Cypriot citizens. The legislations that are part of the national scheme have been voted by the Parliament in April 2021.

Furthermore, and in order to adopt the National eID Scheme amendments on the Population Register Law and on the above-mentioned legislation of DEC (amendments on the relevant Law and introduction of a new Regulation describing the process and the procedures for the authorization of an eID provider) have been made. The legislations have been voted by the Parliament in April 2021.

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes, the national digital strategy framework calls for the adoption of an integrated and holistic governance system built around the mindset, culture, practices, processes and technologies of the digital era, that relies on the government:

Adopting a principles-based approach to digital transformation by embracing and acting on guiding principles that will enable it to think and make decisions like a digital organisation, before it can work like one, successfully dealing with the complexities of the digital world.

The suggested principles are: being user-centered, being inclusive and universal, being impact-driven and outcomes-based, being agile and speedy in execution, being digital-by-default (making the delivery of services digitally, via multiple channels the default choice for the government, embracing a data-centred and once-only approach to service design), being data-driven, being open and transparent, being secure by design, being innovative by principle.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

A solid, secured, integrated and modern government digital architecture will be key to achieve the transformation to a digital government and society where various IT systems interact with each other and through the government-to-government communication and interoperability framework, achieve the once-only principle (citizen to provide data to the government only once). Moreover, no duplication of data should exist in the various databases of the governmental organizations and each database should become the single source of truth for the data that has the responsibility, according to the Law. The database of the Civil Registry Department and the Company Registrar Department should be the single source of data for the citizen and company respectively. There is no need to collect and verify similar datasets by each governmental department.

29. 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)? Please provide link and detail.;

☒Artificial intelligence (AI); link/detail: _____

☐ Robotics; link/detail: _____

☒ Blockchains; link/detail: _____

☒ 5G; link/detail: _____

☒ Internet of Things (IoT); link/detail: _____

☐ Others; link/detail: _____

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

The Strategy takes into consideration the relevant European and international policies in the field.

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

The Government is planning the annual state budget and medium-term fiscal framework on an Activity Based Budgeting framework. At the moment this is done on a pilot base and it is not fully implemented, thus the government prepares the annual budget on the traditional form and on the ABB form in a parallel manner until the ABB is fully implemented. This provides the government with an opportunity to design the budget expenditure based on the current and future policies and strategies and Key Performance Indicators are used in that regard.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

E. Digital Inclusion and E-Participation

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

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

☒ Yes   ☐ No

If yes, please provide link and detail.

It is part of the National Digital Strategy (digital skills for all, broadband coverage for the whole country, inclusive government etc)

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

☐ Yes ☐ No

If yes, please provide link and detail.

35. 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

If yes, please provide link and detail.

The government websites include provisions for accessibility purposes in order to be all inclusive.

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

☐ Yes ☒ No

If yes, please provide link and detail.

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

☐ Yes ☒ No

If yes, please provide link and detail.

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

☒ Yes ☐ No

If yes, please provide link and detail.

Cyprus has drafted a holistic Action Plan aimed at the enhancement of digital skills across all population groups (public administration, enterprises and society at large) as well as the promotion of STEM education and professional path so as to effectively address the market shortage in ICT professionals. Our goal is to deliver an open, accessible and inclusive digital society, able to actively participate in socioeconomic activity, fully reap the benefits of digital transformation and act as a driver of an accelerated digital transition. It includes actions aimed at the integration of digital skills in the educational system and the alignment of educational curricula with industry needs, the upskilling and reskilling of both the public and the private sectors, and the promotion of a culture of life-long learning and innovation.

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

☒ Yes ☐ No

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 DMRID is very active in social media.

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

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

☐ Yes ☒ No

If yes, please provide link and detail.

F. Usage, User Satisfaction and Evaluation

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

☐ Yes ☒ No

If yes, please provide link and detail.

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

☐ Yes ☒ No

If yes, please provide link and detail.

G. Other information

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

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

H. Consent to publish this Questionnaire

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