

Respondent

< 66 Anonymous >

14:01  
Time to complete

1. Country name \*

EL SALVADOR

## Contact information

2. Your name \*

ERICK CHANG

3. Title \*

DIRECTOR PARA EL ECOSISTEMA NACIONAL DE INNOVACIÓN

4. Organization \*

SECRETARÍA DE INNOVACIÓN DE LA PRESIDENCIA

5. Email \*

ECHANG@PRESIDENCIA.GOB.SV

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.*

Some institutions offer some online procedures (cnr.gob.sv, mh.gob.sv, migracion.gob.sv, rnpn.gob.sv). The construction of the citizen window gov.sv is currently in process

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

- E-services or similar \*

No

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

- E-participation or similar \*

No

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

- Open government data

NO

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

- Public procurement

Government portal for public purchases: <https://www.comprasal.gob.sv/>

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

- Others (if any)

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

Secretary of Innovation of the Presidency: <https://www.innovacion.gob.sv/>

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 \*

VLADIMIR HANDAL

16. Title \*

SECRETARIO DE INNOVACIÓN DE LA PRESIDENCIA

17. Organization \*

SECRETARÍA DE INNOVACIÓN DE LA PRESIDENCIA

18. Email \*

V@PRESIDENCIA.GOB.SV

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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.

## 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 \*

NO

### 22. Education \*

Ministry of Education, mined.gob.sv

### 23. Health \*

Ministry of Health, salud.gob.sv

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

Ministerio de Desarrollo Local, Ciudad Mujer (<http://www.fisd.l.gob.sv/>), Despacho de la Primera Dama de la República (Política Crecer Juntos <https://crecerjuntos.gob.sv/>), Instituto Salvadoreño de Desarrollo de la Mujer (ISDEMU.gob.sv), Instituto Salvadoreño de Rehabilitación Integral (isri.gob.sv)

### 25. Employment and Labour \*

Ministry of Labor and Social Security (<https://www.mtps.gob.sv/>)

### 26. Environment \*

Ministry of the Environment and Natural Resources (marn.gob.sv)

## 27. Justice \*

Ministry of Justice and Public Security (Seguridad.gob.sv), Supreme Court of Justice (csj.gob.sv)

## 28. Economy/finance \*

Ministry of Economy (economia.gob.sv)

## 29. Industry/trade \*

Ministry of Economy (economia.gob.sv) Secretary of Commerce and Investments, Investment and Export Promotion Agency (PROESA.gob.sv)

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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

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## 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://covid19.gob.sv/> It is a portal that allows giving first-hand information on the evolution of COVID-19 infections in the Salvadoran population, as well as the impact of the vaccination process.

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.

From the budget of each institution destined to high priority projects destined to combat COVID 19 and those related to designing services and platforms to access opportunities and post-pandemic business development programs ([http://economiadigital.minec.gob.sv /](http://economiadigital.minec.gob.sv/))

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.

After the COVID19 Pandemic, a series of priority changes have been made in the implementation of initiatives within the framework of the Digital Agenda, such as: Digital Literacy, Distance education platforms, Establishment of an articulated Ecosystem of Innovation in Health by various public institutions, Establishment of tools that allow business facilitation for a post-pandemic economic recovery and the development of a connectivity plan

## 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.

Ley de Acceso a la Información Pública: <https://www.asamblea.gob.sv/decretos/details/493>

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

Yes

No

39. If yes, please provide link and detail.

It is in the approval process, proposed for 2021

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

Yes

No

41. If yes, please provide link and detail.



Cybersecurity policy project is under consultation.

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

Yes

No

43. If yes, please provide link and detail.

A bill is projected to be presented by 2022

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

Yes

No

45. If yes, please provide link and detail.

<https://www.asamblea.gob.sv/decretos/details/166> Ley de Firma Electrónica

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

Yes

No

47. If yes, please provide link and detail.

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.

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.

Administrative Procedures Law, articles 4 to 20, requires the use of electronic media and files  
<https://www.asamblea.gob.sv/sites/default/files/documents/decretos/8B52B09D-52EC-460C-9C7C-19AC897EB64D.pdf>

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

Yes

No

53. If yes, please provide link and detail.

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).

Work is being done on adequate legislation for Blockchain, and the creation of an institution that will ensure the development of smart cities as a promoter of 5G and IoT by 2021, in that same year work is being done on the modernization design of the Statistics Law , where data governance, data interoperability are promoted and thus create a favorable environment to create predictive models with deep learning for public policy design.

## 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

Other

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

Yes

No

59. Please provide link and detail.

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.

innovacion.gob.sv

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.

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.

innovacion.gob.sv (Axis 2: Innovation, Education and Competitiveness, page 23)

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.

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

Yes

No

69. Please provide link and detail.

<https://www.innovacion.gob.sv/identidad-digital-nacional.php>

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.

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.

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:

In the Digital Agenda promoted by the INNOVATION SECRETARIAT of the Presidency, it has been proposed in the pillar of "Innovation, Education and Competitiveness", it stipulates the development of the National Innovation Ecosystem, from which the development of various approaches is derived, one of them is "Innovation in Information and Data", which is intended to carry out strategies, initiatives and institutional reengineering for the establishment of Data Governance and data interoperability. Elements that will contribute to an environment conducive to having data in formats that can be used for predictive models <https://www.innovacion.gob.sv/innovacion.php>

### 76. Robotics - please provide link and detail:

In the Digital Agenda promoted by the INNOVATION SECRETARIAT of the Presidency, it has within its digital literacy program training programs in robotics for young people and students in the country.

### 77. Blockchains - please provide link and detail:

### 78. 5G - please provide link and detail:

The INNOVATION SECRETARIAT of the Presidency promotes a Connectivity plan at the national level, within this plan components are developed to create proper environment to implement both terrestrial and satellite 5G. Along with the Central American Integration System, El Salvador belongs to the SICA Digital Strategy, which addresses, among other issues, the development of 5G and the possibility of regional efforts to contract services of this type. <https://www.innovacion.gob.sv/coneividad-cobertura-y-acceso.php>

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

The INNOVATION SECRETARIAT of the Presidency promotes development plans for Smart Cities, among these elements is the establishment of ideal conditions for the connectivity of IoT devices, their development and use. <https://www.innovacion.gob.sv/smart-cities.php>

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.

It has been taken into account as a model for the US Horizon 2020 Strategy, as well as recommendations from the IDB and the country's performance in the Global Innovation Index was investigated. As well as own elaboration of the authorities of the Secretariat of Innovation.

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.

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.

## 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.

<https://www.innovacion.gob.sv/inclusion-digital.php>. <https://crecerjuntos.gob.sv/>,  
<https://www.innovacion.gob.sv/educacion-y-alfabetizacion-en-tecnologia.php>

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

Yes

No

90. If yes, please provide link and detail.

Within the National Innovation Ecosystem, each approach takes into consideration mechanisms for capturing needs both in person and digitally, for example in Productive Innovation, the development of the National Research Agenda has been defined with inputs

from the needs of the different actors of the industry, needs that are obtained directly from the sectors. <https://www.innovacion.gob.sv/innovacion.php>

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.

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://126teorienta.gob.sv/welcome/>

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.

Dentro de los planes de la Agenda Digital, en los enfoques del Ecosistema Nacional de Innovación, se ha establecido planes de participación ciudadana para la captura de necesidades a través de encuestas electrónicas. Esto estará listo luego de un plan de transformación digital dentro del Instituto Salvadoreño para el Desarrollo de la Mujer (isdemu.gob.sv)

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.

<https://www.innovacion.gob.sv/educacion-y-alfabetizacion-en-tecnologia.php>

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 Twitter platform has been used for consultation of draft laws and policies. Eg [https://twitter.com/Innovacion\\_SV/status/1392517837781078017](https://twitter.com/Innovacion_SV/status/1392517837781078017)

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

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.

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## 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.

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

Yes

No

107. If yes, please provide link and detail.

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.

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## 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) \*

"JICA: Human Resources Development Scholarship Project - JICA-JDS (Masters and Doctorate Scholarships for public servants) TIGO (Cybersecurity) TIGO (ADVANCED): COLLABORATION AGREEMENT BETWEEN THE MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY; THE SECRETARIAT OF INNOVATION, THE GENERAL SUPERINTENDENCY OF ELECTRICITY AND TELECOMMUNICATIONS AND TELEMovil EL SALVADOR, S.A. DE C.V., FOR THE REMOTE IMPLEMENTATION OF THE "ADVANCED" TEST TO OPT FOR THE DEGREE OF BACHELOR OF THE REPUBLIC Claro (ADVANCED): COLLABORATION AGREEMENT BETWEEN THE MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY; THE SECRETARIAT OF INNOVATION; THE GENERAL SUPERINTENDENCE OF ELECTRICITY AND TELECOMMUNICATIONS AND CTE TELECOM PERSONAL, S.A. DE C.V., FOR THE REMOTE IMPLEMENTATION OF THE "ADVANCED" TEST TO OPT FOR THE TITLE OF BACHELOR OF THE REPUBLIC Movistar (AVANZO): COLLABORATION AGREEMENT BETWEEN THE MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY; THE SECRETARIAT OF INNOVATION; THE GENERAL SUPERINTENDENCE OF ELECTRICITY AND TELECOMMUNICATIONS AND

TELEFÓNICA MÓVILES EL SALVADOR, S.A. DE C.V., FOR THE REMOTE IMPLEMENTATION OF THE "ADVANCED" TEST TO OPT FOR THE TITLE OF BACHELOR OF THE REPUBLIC Digicel (ADVANCED): COLLABORATION AGREEMENT BETWEEN THE MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY; THE SECRETARIAT OF INNOVATION; THE GENERAL SUPERINTENDENCE OF ELECTRICITY AND TELECOMMUNICATIONS Y DIGICEL, S.A. DE C.V., FOR THE REMOTE IMPLEMENTATION OF THE "ADVANCED" TEST TO OPT FOR THE TITLE OF BACHELOR OF THE REPUBLIC Oracle, For establishing courses and learning paths. Google (Google Workspace Accounts) CODE.org, For the establishment of courses and learning routes. CASATIC: COOPERATION AGREEMENT BETWEEN THE INNOVATION SECRETARIAT AND THE SALVADORAN CHAMBER OF INFORMATION AND COMMUNICATION TECHNOLOGIES (CASATIC) Microsoft Aecid: Cooperation Agreement under the framework of the Institutional Strengthening Fund for Development (FFID) coordinated by the Spanish Agency for International Development Cooperation (AECID). France: Cooperation agreement with the French Embassy for ministerial technical assistance for training processes for public servants and strengthening of the National Training School. China Taiwan: Cooperation Agreement with the Republic of China - Taiwan for the institutional strengthening of ENAFOP. Qatar Technology Park, to create an Accelerator and establish a company training program based on research. World Intellectual Property Organization for: establishment of an Intellectual Property strategy, Awareness related to the Global Innovation Index, and the strengthening of the Technological Assistance and Innovation Centers (CATI) Urban Design Research Center of Seoul National University, Korea. For the establishment of a Technology Research Center and the Smart Cities Development Unit. Memorandum of understanding with the Government Office for Innovation of the Kingdom of Sweden for the exchange of knowledge in the environment of the development of Science and Technology. Central American Integration System, for the construction of the Regional Digital Strategy, a regional cooperation coordination mechanism around digital transformation. Mexican Space Agency for the construction of the Latin American Space Agency. Thus, build a joint work agenda and establish a cooperation mechanism. Swedish Institute for Environmental Research to explore the development of smart waste treatment"

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

<https://www.innovacion.gob.sv/downloads/Agenda%20Digital.pdf>  
[https://www.innovacion.gob.sv/downloads/memoria\\_de\\_labores\\_2019-2020\\_secretaria\\_de\\_innovacion.pdf](https://www.innovacion.gob.sv/downloads/memoria_de_labores_2019-2020_secretaria_de_innovacion.pdf)

## 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>)

