

Respondent

< 11 Anonymous >

216:18
Time to complete

1. Country name *

Eswatini

Contact information

2. Your name *

Bonga Ndlangamandla

3. Title *

Executive Secretary (e-Government)

4. Organization *

Private and Cabinet Office

5. Email *

ndlangamandlabo@gov.sz

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.

Government Website : <http://www.gov.sz/>

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

- E-services or similar *

Government services : <http://www.gov.sz/index.php/e-services/e-gov>,
<http://www.online.gov.sz>

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

- E-participation or similar *

Elections : <http://www.elections.org.sz/>

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

- Open government data

None

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

- Public procurement

<http://sppra.co.sz/>

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

- Others (if any)

Taxation : <http://www.sra.org.sz> ; Enviromental Protection : <http://www.sea.org.sz>; Energy :
<http://www.sera.org.sz>; <http://www.sec.co.sz>; Finance: <http://www.centralbank.org.sz>;
<http://www.cfi.org.sz>

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. *

e-Government Unit - Private and Cabinet office; Ministry of Information, Communications and Technology Government services : <http://www.gov.sz/index.php/e-services/e-gov>,
<http://www.online.gov.sz>

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

Yes

No

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

15. Name *

Bonga Ndlangamandla

16. Title *

Mr

17. Organization *

E-Government Unit - Private and Cabinet Office

18. Email *

ndlangamandlabo@gov.sz

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.

The Government Computer Services lead by the Director under the Ministry of ICT oversees over CIOs. Most of the CIOs are central to the Government Computer Services department and attend different Ministries as per demand. Selected key Ministries have permanent CIOs resident with them.

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 *

Ministry of Economic Planning and Development : <http://www.gov.sz/index.php/ministries-departments/ministry-of-economic-planning>; Ministry of Tinkhundla Administration and Development : <http://www.gov.sz/index.php/ministries-departments/ministry-of-tinkhundla-administration>

22. Education *

Ministry of Education and Training : <http://www.gov.sz/index.php/ministries-departments/search-and-menus-setup>

23. Health *

Ministry of Health : <http://www.gov.sz/index.php/ministries-departments/ministry-of-health>

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

Deputy Prime Minister's Office : <http://www.gov.sz/index.php/departments-sp-767085135/social-welfare-department>

25. Employment and Labour *

<http://www.gov.sz/index.php/ministries-departments/ministry-of-labour-a-social>

26. Environment *

Ministry of Natural Resources and Energy : <http://www.gov.sz/index.php/ministries-departments/ministry-of-natural-resources>; Eswatini Environmental Authority : <http://www.sea.org.sz/>

27. Justice *

Ministry of Justice : <http://www.gov.sz/index.php/ministries-departments/ministry-of-justice> ; Correctional Services : <http://www.gov.sz/index.php/ministries-departments/correctional-services>

28. Economy/finance *

Ministry of Finance : <http://www.gov.sz/index.php/ministries-departments/ministry-of-finance>

29. Industry/trade *

Ministry of Commerce, Industry and Trade : <http://www.gov.sz/index.php/ministries-departments/ministry-of-commerce>

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? *

<http://www.gov.sz/index.php> Eswatini Government page @EswatiniGov (Facebook) Eswatini Government @EswatiniGovern1(Twitter)

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.

Budget under Ministry of Health 2021-2022

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.

Budget under Ministry of ICT 2021-2022

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.

However the Access to Information Bill has been drafted by the Ministry of ICT and is undergoing legal processes to become an Act.

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

Yes

No

39. If yes, please provide link and detail.

However the The Data Privacy and Protection Bill is now being finalized in Parliament to be enacted into law.

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

Yes

No

41. If yes, please provide link and detail.

However the Cyber security Bill is in Parliament for enactment into law.

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

Yes

No

43. If yes, please provide link and detail.

Not yet

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

Yes

No

45. If yes, please provide link and detail.

Not yet

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

Yes

No

47. If yes, please provide link and detail.

We currently have an e-procurement strategy in place. The e-procurement legislation is still under development.

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.

Not yet

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.

Interoperability Framework was developed. We are working on operationalization of the same.

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

Yes

No

53. If yes, please provide link and detail.

Not yet. But we have already started working on regulations of the same. i.e We have in principle opened the Population register to Mobile Providers (MTN and Eswatini Mobile) and Banking institutions for identity verification purposes.

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).

Not yet. We are currently learning these technologies as a country. Various institutions have been assigned to follow closely and develop guiding policies and propose legislation on the adoption of the same.

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.

Is aligned to National Development Strategy (1997) and Economic Recovery Strategy of 2019 <http://www.gov.sz/images/eGov/e-Government-Strategy.pdf> page 76

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.

<http://www.gov.sz/images/eGov/e-Government-Strategy.pdf> Pages 17-18, 26-28, 76,135,165
- referred to as Millennium Development Goals (MDGs)

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.

<http://www.gov.sz/images/eGov/e-Government-Strategy.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.

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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.

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

Yes

No

69. Please provide link and detail.

Not yet applicable

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.

N/A

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.

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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:

New strategy under development to include this

76. Robotics - please provide link and detail:

New strategy under development to include this

77. Blockchains - please provide link and detail:

New strategy under development to include this

78. 5G - please provide link and detail:

New strategy under development to include this

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

New strategy under development to include this

80. Others - please provide link and detail:

New strategy under development to include other new aspects

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.

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.

Not yet

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.

Not yet but the Royal Science and Technology Park (Government agent) has already started implementing this part. Also the Central Bank of Eswatini has developed a sandbox for financial digital technologies in a drive to encourage development in this space.

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.

These are Government entities mandated to work on issues of Financial and digital inclusion
<https://www.esccom.org.sz/> <http://fsra.co.sz/> <http://www.cfi.org.sz/>

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

Yes

No

90. If yes, please provide link and detail.

Not yet

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.

This is work in progress

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.

Not yet. We are working on decentralization programs targeting vulnerable groups.

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.

Programs under Eswatini Communications Commission under the Universal Services Fund
<https://www.esccom.org.sz/#>

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.

Programs under Eswatini Communications Commission under the Universal Services Fund
<https://www.esccom.org.sz/#>

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

(i) e-information Facebook - Eswatini Government Twitter - Eswatini Government (@EswatiniGovern1)

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

Government Social Media Policy in place

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.

However there are Non Government Organizations (Civil Groups) that conduct surveys and publish this information periodically. <https://cangoeswatini.weebly.com/>
<http://www.swagaa.org.sz/> <https://www.onebillionrising.org/3280/colani-hlatjwako-swaziland/> etc.

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.

Partly. We do get system reports for other services. But this depends per service. To synchronize all services is still work in progress.

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.

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) *

We have co-operation with many countries and in different regional forums. SADC forums, AU, ITU, e-Governance Academy (Estonia), e-Government Leadership Center (Singapore Cooperation Programme), Taiwan Digital Co-operation. (Institute of Information Industry (III)) etc.

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

e-Government transformation programme is under review. The Royal Science and Technology Park which houses a National Data Center, Incubation Center for digital entrepreneurs, School of IT amongst others is positioned to transform the National e-Government Implementation Program. <https://rstp.org.sz/> The Ministry of ICT is currently finalizing a National ICT Master Plan for 2021-2025. The New e-Government Strategy under review shall be in alignment with the National Master Plan.

Consent to publish this Questionnaire

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

Yes

No

THANK YOU

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

Please complete this OPTIONAL Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT> (<https://forms.office.com/r/yTrKyZCjdT>)