



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*

Contact information

Your name*	FERREOL
Title*	General Secretary
Organization*	French Inter-ministerial Digital Directorate
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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. *

<https://www.service-public.fr/> is not exhaustive but offers an interesting panorama of procedures that can be carried out online

<https://observatoire.numerique.gouv.fr/observatoire/> enables any user to quickly identify the 250 most used administrative procedures gathered in a so called “TOP250”

https://europa.eu/youreurope/index_fr.htm the Single Digital Gateway

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

E-services or similar	https://www.service-public.fr/
E-participation or similar	https://www.dila.premier-ministre.gouv.fr/
Open government data	Accueil - data.gouv.fr
Public procurement	PLACE - Plate-forme des achats de l'Etat (marches-publics.gouv.fr) + 1 for each of the 13 French “region”
Others (if any)	

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. *

the French Inter-ministerial Digital Directorate <https://www.numerique.gouv.fr/>
the French Inter-ministerial Directorate for public transformation <https://www.modernisation.gouv.fr/>

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*	BOU HANNA Nadi
Title*	France CIO
Organization*	DINUM - the French Inter-ministerial Digital Directorate
Email*	nadi.bou-hanna@modernisation.gouv.fr

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

Yes No

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

The DINUM (French Inter-ministerial Digital Directorate) is in charge of directing, leading, supporting and coordinating public administrations’ actions aiming at enhancing the quality, efficiency and reliability of the

services provided by the state's information and communication system. It also supports the Ministries' digital transformations, secures major projects, advises the government and develops services and shared resources.

Each ministry has set up a ministerial Directorate for Digital Affairs, headed by a Director (who covers the CIO role). These Directorates notably organize and pilot the ministries' IT and communication system, digitalization of public policies, development of digital uses and the exploitation of the potential offered by data. They submit to the Inter-ministerial Directorate for Digital Affairs investment plans or budget programming documents covering, in the field of digital affairs, the projects and activities of the Ministry and the bodies under its supervision. The national and ministerial Directors for Digital Affairs meet on a monthly basis to discuss major issues in a governance body called the Inter-ministerial Committee for Digital Affairs (CINUM).

On this model, the general secretaries of the ministries meet twice a year within the Inter-ministerial Digital *Strategy* Committee (COSINUM).

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	Ministère de l'économie, des finances et de la relance - https://www.economie.gouv.fr/
Education	Ministère de l'éducation nationale, de la jeunesse et des sports - https://www.education.gouv.fr/
Health	Ministère des solidarités et de la santé - https://solidarites-sante.gouv.fr/
Social Welfare (inclusion, social protection, etc.)	Ministère des solidarités et de la santé - https://solidarites-sante.gouv.fr/
Employment and Labour	Ministère du travail, de l'emploi et de l'insertion - https://travail-emploi.gouv.fr/
Environment	Ministère de la transition écologique - https://www.ecologie.gouv.fr/
Justice	Ministère de la justice - http://www.justice.gouv.fr/
Economy/finance	Ministère de l'économie, des finances et de la relance - https://www.economie.gouv.fr/
Industry/trade	Ministère de l'économie, des finances et de la relance - https://www.economie.gouv.fr/

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?

A new monitoring system based on several data sources produced by different actors has been progressively set up since the pandemic of covid-19 hit France in 2020. "Santé publique France" publishes several datasets <https://www.santepubliquefrance.fr/dossiers/coronavirus-covid-19/coronavirus-chiffres-cles-et-evolution-de-la-covid-19-en-france-et-dans-le-monde>

Thanks to these datasets, public institutions can avail themselves of reliable indicators over time such as hospitals capacity, testing capacities, incidence rate, and extensive vaccination-related data. Data visualization dashboards published on the websites <https://dashboard.covid19.data.gouv.fr/vue-d-ensemble?location=FRA> and <https://www.gouvernement.fr/info-coronavirus/carte-et-donnees> allow every citizen to track the evolution of the epidemiological situation over through the analysis of raw data.

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.

As part of the recovery plan “France Relance”, the government is allocating €500M to projects aiming at simplifying online public services and at transforming public action with digital technology, over the period 2021-2022. Projects to be funded may include goals such as dematerialization of an administrative process; improvement of an online service; use of data in public policies; development of digital skills within the State; generalization of a local digital initiative... Both central government departments/ public institutions and local entities can apply for this funding program. Terms and conditions can be found on these two websites: <https://france-relance.transformation.gouv.fr/> and <https://france-relance.transformation.gouv.fr/fonds-collectivites>
To qualify for this funding, projects must prove their contribution to the recovery of the French economy and produce concrete results within 18 months. In addition to the funding, the recipients will benefit from the methodological and technical support of the inter-ministerial digital directorate (DINUM) and the inter-ministerial directorate for public transformation (DITP).

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.

Elements regarding digital transformation within the French recovery plan were already mentioned in question 7.

As for digital inclusion, the recovery plan allocates a budget of €250M distributed as such:

- 200M€ for the recruitment, training and deployment of 4,000 “France Services” digital advisors in the field.
- 40M€ for the design and deployment of furniture to support digital initiatives in town halls, libraries, social centers, France Services centers, third-party sites, etc.
- 10M€ to finance the generalization of the “Aidants Connect” platform [further information available Q36] to secure the administrative process that a caregiver (social worker in particular) can carry out on behalf of a user. More than 3,000 caregivers are already being trained and certified.

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.

La “loi pour une République numérique”, law for a digital republic adopted in October 2016.
The law is organized around three pillars: the circulation of data and knowledge, the protection of individuals in the digital society and digital access for all.
More details can be found here: <https://www.economie.gouv.fr/republique-numerique> and here <https://www.economie.gouv.fr/republique-numerique/15-points-cles>

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

Yes No

If yes, please provide link and detail.

the European General Data Protection Regulation (GDPR) - <https://www.cnil.fr/fr/reglement-europeen-protection-donnees>

The law on personal data protection was enacted on June 20, 2018. It adapts the “Informatique et libertés law” of January 6, 1978 to the European General Data Protection Regulation (GDPR). The composition, missions and

powers of the “Commission nationale de l’informatique et des libertés” (CNIL) – the governmental agency in charge of data protection - were modified accordingly. The CNIL becomes the national supervisory authority for the application of the GDPR. More details can be found here: [La loi Informatique et Libertés | CNIL](#)

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

Yes No

If yes, please provide link and detail.

There is no legislation on cybersecurity. A French national digital security strategy, announced October 16th, 2015 by French Prime Minister Manuel Valls, is designed to support the digital transition of French society. https://www.ssi.gouv.fr/uploads/2015/10/strategie_nationale_securite_numerique_en.pdf

The French National Agency for Information Systems Security (ANSSI) was created in 2009 to defend and protect information systems and digital users against cyberattacks. Its missions are the following: (i) to monitor networks in order to detect attacks and to react as quickly as possible, (ii) to develop cybersecurity products and services for users, (iii) provide expertise and assistance to government agencies and businesses and (iv) raise public awareness of cyber threats. More details can be found here: <https://www.ssi.gouv.fr/agence/cybersecurite/ssi-en-france/>

In 2017, the government launched a national scheme to assist victims of cyber-malicious acts. Incubated by ANSSI and co-piloted with the Ministry of the Interior, the cybermalveillance.gouv.fr platform connects victims of cyberattacks - individuals, companies or local authorities - with service providers who can help them with their procedures.

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

Yes No

If yes, please provide link and detail.

Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.

<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32014R0910&from=EN>

FranceConnect was introduced to conform to this European regulation (see more Q26).

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

Yes No

If yes, please provide link and detail.

Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.

<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32014R0910&from=EN>

- The order of April 12, 2018 on electronic signatures in public procurement (<https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000036819831>) sets the rules for the use of electronic signatures in public procurement. Since October 1, 2018, under this order, electronic signatures made in the context of public contracts must be based on a qualified electronic signature certificate within the meaning of Regulation No. 910/2014 “eIDAS”. More details can be found here: <https://www.economie.gouv.fr/daj/commande-publique>

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

Yes No

If yes, please provide link and detail.

The Digital Transformation Plan for Public Procurement, adopted in December 2017, has the ambition of constituting the shared roadmap for the dematerialization of public procurement for the period 2017-2022 and aims to accelerate this dematerialization on all links of the chain. [Plan-Transfo-Num-CP.pdf \(economie.gouv.fr\)](#)

To meet the objectives of modernizing public services set by the government for 2022, the public purchasing center (Union des Groupements d'Achats Publics - UGAP) has set up e-procurement solutions. Since the 1st e-procurement order in June 2013, 63,000 orders were executed for a value of over €50M (before tax). The average annual growth through this channel is 79%.

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.

The “Loi pour une République numérique” was enacted on October 7, 2016 → https://www.legifrance.gouv.fr/loda/id/JORFTEXT000033202746?init=true&page=1&query=r%C3%A9publique+num%C3%A9rique&searchField=ALL&tab_selection=all

It plans the opening by default of public administration data. The objective set by the law is a gradual publication, over a period of two years, of the main administrative documents, and then of all documents that are of economic, social, health or environmental interest. Two decrees have been issued, specifying the threshold from which a public administration must implement this system and setting the list of licenses for making public data available. Links for the two decrees: <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000033734710/> and <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000034502557/>

Digitally published government expenditure can be found on this platform: <https://www.budget.gouv.fr/budget-etat> and on this website <https://www.economie.gouv.fr/cedef/chiffres-cles-budget-etat>

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.

Data sharing and exchange

The “Loi pour une République numérique” was enacted on October 7, 2016. The free exchange of data between state administrations was introduced on 1 January 2017.

https://www.legifrance.gouv.fr/loda/id/JORFTEXT000033202746?init=true&page=1&query=r%C3%A9publique+num%C3%A9rique&searchField=ALL&tab_selection=all

Interoperability

The General Interoperability Framework (RGI) is a framework of recommendations referencing norms and standards that promote interoperability within government information systems.

It is defined in the Order No. 2005-1516 of 8 December 2005 on electronic exchanges between users and administrative authorities and between administrative authorities. A 2.0 version was formalized by the bylaw in 2016 (JORF n°0095 of April 22, 2016 text n° 1).

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

Yes No

If yes, please provide link and detail.

The “Loi pour une République numérique” was enacted on October 7, 2016 → https://www.legifrance.gouv.fr/loda/id/JORFTEXT000033202746?init=true&page=1&query=r%C3%A9publique+num%C3%A9rique&searchField=ALL&tab_selection=all

The objective set by the law is the opening of a public data service. It aims to make available, with a view to facilitating their reuse, reference data sets, i.e. those with the greatest economic and social impact, so that companies can reuse them for their services. One decree was issued on this matter, link: <https://www.legifrance.gouv.fr/loda/id/JORFTEXT000034194946/>

As a member of the Open Government Partnership, France has set up an **action plan for 2021-2023** which will focus on transparency of public action results, environmental issues, the fight against pandemic, local public action, users at the heart of action, citizen participation, digital inclusion, open data and transparency in public life.

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.

There is no legislation, law or regulation but strategies.

AI strategy presented in 2018 : [La Stratégie Nationale pour l'IA | Stratégie nationale pour l'intelligence artificielle \(intelligence-artificielle.gouv.fr\)](#)

Blockchain strategy presented in April 2019 : [La stratégie nationale blockchain | entreprises.gouv.fr](#)

5G strategy presented in July 2021 : [Stratégie d'accélération 5G et réseaux du futur | entreprises.gouv.fr](#)

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

There is no global e-government strategy. However, there several road maps/ actions plans.

- A strategy and **road map named “TECH. GOUV” was introduced in 2019 for a 4-year period** (2019-2022). It aims at accelerating the digital transformation of the public service and is led by the DINUM (French Inter-ministerial Digital Directorate). This roadmap is designed on an agile approach and thus reviewed each year.

[TECH.GOUV : Stratégie et feuille de route 2019-2022 : édition actualisée mi-2020 | numerique.gouv.fr](#)

See also: <https://www.gouvernement.fr/action/action-publique-2022-pour-une-transformation-du-service-public>

- As a member of the Open Government Partnership, **France must build a National Action Plan with civil society every two years.** France has thus set up an **action plan for 2021-2023.**

See 2018-2020 version [PlanOGP-FR-2018-2020-VF-FR.pdf \(etalab.gouv.fr\)](#)

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.

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

Work on the Green Tech component (Digital responsible) have begun with the association of the numerous actors in the field. Several deliverables, including a first version of the “Practical Guide for responsible digital purchases”, have been made available.

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.

Launched by the State and associations of elected officials on the occasion of the 2nd National Conference of Territories in 2017, the Concerted Development of Territorial Digital Administration (DCANT) 2018-2020 program aims to strengthen the consultation between the State and local authorities in terms of digital transformation, with the objective of building fluid and efficient digital public services together. For the past three years, operational roadmaps have been developed jointly every six months in order to achieve concrete achievements listed in the half-yearly reports published on this page.

- <https://www.numerique.gouv.fr/publications/programme-dcant/>

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

Tech.gouv road map makes specific reference to digital inclusion.

[TECH.GOUV : Stratégie et feuille de route 2019-2022 : édition actualisée mi-2020 | numerique.gouv.fr](#)

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

Etalab contributes to the transformation of public action and public innovation through digital technology. Acting as the State's data director, Etalab coordinates the administration's strategy in the field of data: sharing open data, data circulation between administrations, data exploitation and artificial intelligence.... Etalab develops and maintains the national open data platform data.gouv.fr. More details here: <https://www.etalab.gouv.fr/> decree creating Etalab: <https://www.legifrance.gouv.fr/jorf/id/JORFTEXT000023619063/>

One of the main objectives of the government's strategy is to accelerate the exchange of data in three ways: the exchange of data between administrations to simplify the procedures of users, the provision of quality data, encouraged by the principle of openness by default and facilitated by the use of API (<https://api.gouv.fr/>) , and finally, the use/ analysis of data to improve the efficiency of public action.

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

[Franceconnect - Accédez simplement aux services publics](#) - FranceConnect portal allows users to connect to all government sites with a login and a password of their choice. It ensures a fluidity of the web paths: the user is immediately recognized from one site to another (taxes, passport application, change of address online, city hall, water supplier...).

More than 900 procedures are available thanks to FranceConnect.

It allows users to avoid :

- providing the same credentials over and over again for various procedures
- having to memorize and juggle multiple identifiers
- the abandonment of procedures at the time of the account creation request

Following the success of FranceConnect (26 million users), FranceConnect+ was launched and now allows, among other things, to open a bank account, to access one's medical file or to receive electronic registered letters.

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.

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

Yes, data-once-only principle is clearly identified. <https://www.numerique.gouv.fr/services/guichet-dites-le-nous-une-fois/>
<https://www.numerique.gouv.fr/actualites/simplification-des-demarches-administratives-dites-le-nous-une-fois-passe-a-la-vitesse-superieure/>

- “Law for a state serving a society of trust” (<https://www.legifrance.gouv.fr/loda/id/JORFTEXT000037307624/>) has 2 pillars: to trust and to make simple and is aimed at all users - individuals or companies - in their daily relations with administrations.

Published on January 20, 2019 in the Official Journal, the decree "on the exchange of information and data between administrations" completes the principle of "Tell us once" one of the pillars of this law, which enshrines a major change in relations between users and administrations: from now on, a user - individual or company - undertaking an administrative procedure will no longer be required to provide certain information or supporting documents (reference tax income, proof of identity, certificate of entitlement issued by social security organizations) already held by the administration.

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.

A part of the TECH.GOUV strategy is dedicated to developing expertise in new technologies for public services. This includes the setting up of an artificial intelligence laboratory (see below “LAB IA”), the research of partnerships in AI, the investigation on the use of new technologies (robotization of processes, edge computing, IoT, etc.)

Artificial intelligence (AI); link/detail: [Transformation publique et politique de la donnée | Stratégie nationale pour l'intelligence artificielle \(intelligence-artificielle.gouv.fr\)](#) and [Lab IA : Datasciences et intelligence artificielle – Le blog d’Etalab](#)

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.

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

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

The program “France Expérimentation – Administrations” (<https://www.modernisation.gouv.fr/transformer-action-publique/france-experimentation-administrations>), launched in June 2021, was built to enable economic actors willing to launch an experiment with temporary regulatory or legislative exemptions to facilitate their projects. The initiative is led by the Directorate for public transformation and Directorate General for Enterprise teams, allowing inter-ministerial work in agile mode in order to quickly find a way to resolve the complex legal and administrative blockages that are brought to their attention. The objective is to provide a response within a month or two for the most complex referrals.

More details here: <https://www.modernisation.gouv.fr/appels-a-projets/france-experimentation-participez-lappel-projets-pour-beneficier-dune-derogation>

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.

A strategy dedicated to digital inclusion was adopted in 2018. Main measures detailed in the answers below. More information can be found here: <https://societenumerique.gouv.fr/plannational/>
In the recovery plan, 250M€ have been dedicated to digital inclusion issues.

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

Yes No

If yes, please provide link and detail.

Since the law of May 17, 2011 on the simplification and improvement of the quality of law (<https://www.legifrance.gouv.fr/loda/id/JORFTEXT000024021430/>), the State, local authorities and public agencies have been able to conduct public e-consultation prior to the adoption of a normative text. Some examples of online consultations set up by the Ministries of Ecology, Economy and Agriculture: <http://www.consultations-publiques.developpement-durable.gouv.fr/>
<https://www.economie.gouv.fr/consultations-publiques>
<https://agriculture.gouv.fr/consultations-publiques-0>

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 obligation of accessibility of online services of the State, local authorities and their public entities has existed since the law of February 11, 2005 on disability (Article 47) but has been very little put into practice.

A new impulse was given with the “Loi pour une République numérique” adopted in 2016. The obligation has been extended to certain companies, and all entities must, except “disproportionate burden for the organization”, develop a multi-year plan for accessibility and insert mandatory mentions on the homepage and within the site. Failure to provide this information is subject to a financial penalty.

The circular of September 17, 2020 on the accessibility of public websites and mobile applications sets the following goals:

- the 15 most popular government sites must be brought into compliance by 2020;
- since February 2020, no new or redesigned government site is authorized to be launched if it does not reach 75% of the level of compliance with the General Accessibility Guidelines (<https://www.numerique.gouv.fr/publications/rgaa-accessibilite/>);
- 80% of the 250 procedures monitored by the “Observatory of the Quality of Online Administrative Procedures” will comply with a digital accessibility criterion by 2022.

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.

The French government has introduced several measures to guarantee e-participation of vulnerable groups:

In dedicated locations “on the ground”:

The “France Services centers” have been progressively expanded on French territory to become the privileged interfaces between users and the administration by providing, in a single location, a personalized support service for daily life procedures (social assistance and benefits, employment, integration, retirement, energy, health prevention, access to rights, mobility, community life, etc.). The network will be expanded until 2022, with priority given to areas that are particularly remote from public services. By 2022, every user will be able to find a France Services center within 30 minutes of their home, 2,500 “France Services centers” will be opened and 4,000 “France Services advisors” hired.

The implementation of “mobile solutions” (buses) is also planned for the most isolated people.

Through platforms and online services:

- “AidantConnect” allows a professional to carry out online procedures on behalf of another person who is unable to do so alone, and to secure their completion by a third-party helper. All connections made are traced and stored. “Aidants Connect” provides legal security for the caregivers who accompany these users on issues of confidentiality and data security. More information available here: <https://aidantsconnect.beta.gouv.fr/>
- “Administration +” is a platform that connects caregivers (such as social workers) with officers of public organizations in order to resolve administrative blockages on behalf of users.
- The “Solidarité-numérique.fr” website was created to list mediation resources and volunteer digital mediators to participate in the implementation of a dedicated phone line helping the public with public digital procedures (<https://solidarite-numerique.fr/>). The Civic Reserve platform (<https://covid19.reserve-civique.gouv.fr/>) has also been developed to enable citizens to get involved in local service missions.

Through the improvement of online services : “UX commando”

This first edition was based on the recruitment by the French Digital Directorate of 15 designers and developers, for a period of 4 to 7 months, placed within ministries close to 10 of the “Top 250” procedures. The goal of the UX Commando is to improve the procedures most used by the French, and thus contribute to making them simpler, more inclusive and more desirable. A second edition was launched in May 2021.
<https://design.numerique.gouv.fr/commando-ux/>

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.

Digital training programs have been created:
- A Digital Pass, in the form of a credit of 10 to 20 hours of training, has been set up. Pôle Emploi (the Employment agency), the Caisse d’allocations familiales (organisation in charge of family allowances), the Assurance maladie (Health insurance public agency), cities, agglomerations and departments are in capacity to allocate this training credit.
- A free online digital certification program (PIX) has been created so that users can measure and develop their digital skills.

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

e-information:
https://twitter.com/_DINUM
https://twitter.com/_DITP
and equivalent Facebook pages.

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.

- The government monitors and collects usage statistics of e-government services through the “Observatory of the quality of online procedures” (available here: <https://observatoire.numerique.gouv.fr/>). The observatory allows the public to follow the quality of the digitization of the 250 most used administrative procedures called “TOP250”. The results are quarterly updated. Implemented in June 2019, this qualitative monitoring helps the government assessing its e-government strategy through 8 quality criteria: the possibility of carrying out the procedure online, user satisfaction, compatibility of the procedure with a cell phone, the presence of accessible support, the availability and speed of the service, the possibility of connecting via France Connect, compliance with digital accessibility for people with disabilities, and compliance with the “once-only principle” = “dites le nous une fois” aimed at ensuring the proper circulation of data between administrations.

To date, data collected through this observatory assess that: 80% of the procedures can be carried out online; 69% of the procedures can be executed with France Connect; 79% of the procedures can be carried out from a cell phone.

- This website (<https://www.plus.transformation.gouv.fr/voxsagers/>) has been launched allowing users to share their experiences with public agencies and thus to report the difficulties encountered and positive experiences, in order to improve public services. To ensure transparency, the response from the administration concerned is published on the website.

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

Yes No

If yes, please provide link and detail.

The government measures user satisfaction of e-government services through the “Observatory of the quality of online procedures” (available here: <https://observatoire.numerique.gouv.fr/>). The observatory allows the public to follow the quality of the digitization of the 250 most used procedures called TOP250. The results are quarterly updated.

A button “I give my opinion” = “je donne mon avis” is available for 80% of the procedures that can be done online, allowing users to provide regular feedback. So far, 3 million French people have given their opinion on administrative procedures. 66% of the procedures obtain a score of 7/10 or higher.

<https://www.plus.transformation.gouv.fr/voxsagers/>

Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

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 (including North-South, South-South, triangular, regional, and international cooperation) *

Within the European Union :

- Active member/contributor to various European expert groups/ initiatives
- the Coalition of the Willing : serves as a platform for cooperation between European frontrunners (chaired by the Netherlands) in the field of digitalization with a focus on the digital transformation of the public sector. Four challenges are to be addressed by members of the COTW in the coming years such as realizing and sharing well-working public sector use cases of AI, focusing on inclusion and the way human rights are addressed, seamless, cross border, customized and human centric digital services, also including COVID related services, digital Identities as well as digital signatures (and the cross border interoperability between them), development of data-/open source platforms connected to the use cases, improve cross border data sharing, (innovative) digital identity solutions.
- Berlin declaration: declaration for a value-based digital transformation, elaborated under the German Presidency of the Council of the European Union and signed in December 2020 by the 27-ministers in charge of digital transformation. It follows the Tallinn Declaration. France is committed to reviewing the progress of the Declaration during its Presidency of the Council by the first half of 2022.

Member of the Open Government Partnership

Public Governance Committee (OECD)

Member of the e-Government action plan steering board

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

The website [demarchessimplifiees.fr](https://www.demarches-simplifiees.fr/) (<https://www.demarches-simplifiees.fr/>) allows to dematerialize administrative procedures thanks to a form generator and a file instruction platform. It is a ready-to-use online application developed, hosted and maintained by the Inter-ministerial Digital Directorate (DINUM), made available to all public organizations. It is interconnected with many government services, including France Connect, API Entreprise, - API Géo and BAN (geographical data). 4616 public authorities partnered with this initiative.

More details can be found here: <https://doc.demarches-simplifiees.fr/> including a program review of the first half of 2021.

A barometer was set up in order to follow up the progress rate of 36 priority policies, territory by territory. The objective is to enable the French to measure the progress of these public policies in their daily lives, as close to home as possible. It is also a real tool for accelerating and steering the implementation of reforms at the national, regional and departmental levels. <https://www.modernisation.gouv.fr/transformer-laction-publique/le-barometre-des-resultats-de-laction-publique>

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>