United Nations | Department of Economic and Social Affairs

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*

Germany

Contact information

Your name*

Fabian Wagener

Title*

-

Organization*

Federal Ministry of the Interior, Building and Community (BMI)

Email*

DV1@bmi.bund.de

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. *

Federal portal (Verwaltungsportal des Bundes)
https://verwaltung.bund.de

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

E-services or similar

Federal portal:
https://verwaltung.bund.de

Portals of the federal states of Germany:
https://www.service-bw.de/
http://www.freistaat.bayern/
https://service.berlin.de/
https://service.brandenburg.de
https://www.service.bremen.de/
https://serviceportal.hamburg.de/HamburgGateway/
https://service.hessen.de/
https://www.mv-serviceportal.de/
https://service.niedersachsen.de/
http://www.meineverwaltung.nrw/
https://www.rlpdirekt.de/
http://www.buergerdienste-saar.de/
http://amt24.sachsen.de/
https://buerger.sachsen-anhalt.de/
https://serviceportal.schleswig-holstein.de/Verwaltungsportal
http://verwaltung.thueringen.de/

E-participation or similar

https://www.bundesregierung.de/breg-de/service/gesetzgebungsverfahren-beteiligung
(central portal that points to the consultation, dialogue and e-participation offerings of the ministries, e.g. https://dialog.bmu.de/bmu/de/home)

Open government data

www.govdata.de

Public procurement

www.evergabe-online.de;
www.bund.de/ausschreibungen.de

Others (if any)

Big, specialised portals of federal level:
https://con.arbeitsagentur.de/prod/profil/profil-ui/eservices
https://www.deutsche-
rentenversicherung.de/DRV/DE/Online-Dienste/online-
dienste_node.html
https://www.zoll.de/DE/Home/home_node.html

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. *

At the federal level, the Federal Ministry of the Interior, Building and Community (BMI) is responsible for e-government in Germany.
Responsibility is divided between Directorate-General DV - Digital Administration; Management of the Online Access Act and Directorate-General DG - Digital Society; Information Technology.

https://www.bmi.bund.de/DE/ministerium/das-bmi/abteilungen-und-aufgaben/abteilungen-und-aufgaben-node.html

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*

Markus Richter

Title*

Dr.

Organization*

Federal Ministry of the Interior, Building and Community (BMI)

Email*

StR@bmi.bund.de

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.

Federal Government: https://www.cio.bund.de/Web/DE/Politische-Aufgaben/Konferenz-der-IT-Beauftragten-der-Ressorts/Konferenz-der-IT-Beauftragten-der-Ressorts_node.html

National Level including States (Länder): https://www.it-planungsrat.de/DE/Home/home_node.html

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

https://www.bmvi.de/

Education

https://www.bmbf.de/

Health

https://www.bundesgesundheitsministerium.de/

Social Welfare
(inclusion, social protection, etc.)

https://www.bmas.de/

Employment and Labour

https://www.bmas.de/

Environment

https://www.bmu.de/

Justice

https://www.bmjv.de/

Economy/finance

https://www.bundesfinanzministerium.de/

Industry/trade

https://www.bmwi.de/

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?

https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/nCoV.html, https://experience.arcgis.com/experience/478220a4c454480e823b17327b2bf1d4/page/page_1/

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.

Stimulus package: https://www.onlinezugangsgesetz.de/SharedDocs/kurzmeldungen/Webs/OZG/DE/2020/konjunkturpaket.html

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.

https://www.bundesfinanzministerium.de/Web/EN/Issues/Priority-Issues/stimulus-package-for-everyone/stimulus-package-for-everyone.html

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.

Gesetz zur Regelung des Zugangs zu Informationen des Bundes
(Informationsfreiheitsgesetz - IFG)

The Freedom of Information Act (IFG) creates an unconditional right of access to official information from federal authorities.

https://www.gesetze-im-internet.de/ifg/BJNR272200005.html

All 16 German Länder have legislation in place. These laws create an unconditional right of access to official information from state institutions.

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

Yes ☐ No

If yes, please provide link and detail.

In Germany there is a detailed data protection regime in place consisting of the GDPR at European Union level, the Federal Data Protection Act (Bundesdatenschutzgesetz) at the federal level as well as at the level of the German Länder. All 16 German Länder have legislation in place. There are also many more specific data protection legislation in place.

REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL
of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR)
https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=DE

As an example of German data protection legislation: The Federal Data Protection Act
https://www.gesetze-im-internet.de/englisch_bdsg/

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

Yes ☐ No

If yes, please provide link and detail.

Act on the Federal Office for Information Security – BSI Act (*Gesetz über das Bundesamt für Sicherheit in der Informationstechnik – BSI-Gesetz*), available in German at https://www.gesetze-im-internet.de/bsig_2009/

The BSI Act is the key legislation on cybersecurity at the national level that established the Federal Office for Information Security (*Bundesamt für Sicherheit in der Informationstechnik – BSI*) in 1991. The IT-Security Act 2.0 (*IT-Sicherheitsgesetz 2.0*) includes the latest revision of the BSI Act and was enacted in 2021. With this act, the federal government pursues the aim to keep pace with technological developments and strengthen the legal framework in three areas: (1) protection of private-sector critical infrastructures including critical components and companies of special public interest; (2) protection of consumers; and (3) protection of federal IT systems.

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

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

The Act on Identity Cards and Electronic Identification (Personalausweisgesetz, PAuswG) regulates the electronic identification using the German identity card.

https://www.gesetze-im-internet.de/englisch_pauswg/index.html

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

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

The "Vertrauensdienstegesetz" (VDG) and the „Vertauensdiensteverordnung" (VDV) codify the German implemention of the eIDAS-Regulation regarding digital signatures.

VDG: https://www.gesetze-im-internet.de/vdg/
VDV: https://www.gesetze-im-internet.de/vdv/

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

If yes, please provide link and detail.

According to Section 97 para 5 of the German Competition Act contracting authorities and businesses shall use electronic means for sending, receiving, forwarding and storing data in a procurement procedure. The requirements are further specified in different ordinances, e.g. Section 11 of the Ordinance on the Award of Public Contracts (Vergabeverordnung) or Section 9 of the Ordinance on the Award of Concessions (Konzessionsvergabeverordnung). This legislation is determined by the law of the European Union. The German government provides an online platform for contracting authorities (www.evergabe-online.de (http://www.evergabe-online.de)).
Contract notices, to which this legislation does not apply, must also be published online (via TED on European level respectively according to Section 28 of the Ordinance on the Award of Public Contracts below the EU thresholds (Unterschwellenvergabeverordnung). These are published at www.bund.de (http://www.bund.de) -> Ausschreibungen.

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 German Federal Office provides ample information online on government expenditure in Germany. https://www.destatis.de/DE/Themen/Staat/Oeffentliche-Finanzen/Ausgaben-Einnahmen/_inhalt.html

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.

> In Germany there are strategies and plans to establish a good handling of data, such as the data strategy of the federal government or the service consolidation strategy or the implementation of the digitization program with the modernization of registers. In this regard, there are also initial approaches to building a comprehensive data structure. A comprehensive, level and interdisciplinary system for exchange and integration has not yet been established. Subject-specific systems as a subset of the overall system are often networked with one another and designed to be interoperable. For this purpose, there are also various technical data standards which are continuously, partly institutionally, further developed.
>
> Data strategy: https://www.bundesregierung.de/breg-de/suche/datenstrategie-der-bundesregierung-1845632
> Strategy service consolidation: https://www.cio.bund.de/Web/DE/IT-Dienste-Bund/Dienstekonsolidierung/dienstekonsolidierung_node.html;jsessionid=121E3471E63BF152B7E569AD1181318E.1_cid322

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

Yes ☐ No

If yes, please provide link and detail.

> https://www.gesetze-im-internet.de/egovg/__12a.html

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.

> In principle, the general laws also apply to new technologies. These are usually designed to be technology-neutral. On April 21, the EU Commission presented a draft ordinance for a law on artificial

intelligence specifically for the field of artificial intelligence, which is currently being negotiated in the TK Council and RAG TELE.
In addition, the Ad-hoc Committee on Artificial Intelligence of the Council of Europe ("CAHAI") adopted a study on the feasibility of an international legal instrument to regulate Artificial Intelligence in mid-December.

With the 5G Innovation Program, the Federal Ministry of Transport and Digital Infrastructure wants to raise awareness for the opportunities offered by 5G technology. Last year selected 67 projects by local authorities have been supported in developing individual and customised funding concepts. In parallel, six research projects from universities and research institutions are being funded to develop innovative 5G applications. The first 10 most innovative projects received implementation funding up to 4 Mill. Euro. In view of the great interest throughout Germany, the Federal Ministry of Transport and Digital Infrastructure has significantly expanded the 5G implementation funding for up to 50 projects. (https://www.deutschland-spricht-ueber-5g.de/en/network-expansion/why-the-5g-innovation-programme-is-so-important/)

Regulation on 5G-implentation-funding (in German)
https://www.bundesanzeiger.de/pub/publication/UHssNyorTo5qaDmMFmu/content/UHssNyorTo5qaDmMFmu/BAnz%20AT%2009.06.2020%20B7.pdf?inline

Explicit regulations in the blockchain area are not known.

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *
   Yes ☐ No
If yes, please provide link and detail.

The National E-Government Strategy (NEGS) provides the framework for e-government activities in Germany
The plan is to update the NEGS on a regular basis to ensure that it remains innovative even in a changing social environment and under new technological framework conditions.

https://www.it-planungsrat.de/DE/ITPlanungsrat/NEGS/NEGS_node.html

https://www.it-planungsrat.de/EN/home/Function/buehne2_text.html

The implementation of online services is conducted in the framework of two digitalisation programmes, one for the federal government level, and one for the regional and local government levels. The federal programme focuses on the digitalization of services that are regulated by federal law and executed by central government agencies. The regional/local government-level programme focuses on services regulated by federal law, but provided by the lower government levels. The latter programme focuses by its very nature on inter-state collaboration in the nationwide provision of online Services.

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

☐ Five-year
☐ Ten-year
  Other
No fixed time frame is set in the NEGS. The NEGS is renewed and updated at intervals

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

Currently there is no direct connection.

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

The NEGS defines different objectives.
The objectives can be classified into the goals Use-friendliness, Cost-effectiveness, Data protection, Society and Sustainability.

https://www.it-planungsrat.de/EN/it-planing-council/negs/Ziele/Ziele_node.html

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.

Content and objectives of NEGS are often included in the strategies of the federal states.

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

Goals 12 and 13 of the NEGS make specific reference to this.

Freedom of information and Open Data are essential for the transparency and accountability of government action.

Information technologies give citizens and businesses better ways to participate in the process of forming policy positions, in planning and decision-making and in designing and carrying out public tasks.

https://www.it-planungsrat.de/EN/it-planing-council/negs/Ziele/Ziele_node.html

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

The Goals 7, 8 and 15 refer to this.

https://www.it-planungsrat.de/EN/it-planing-council/negs/Ziele/Ziele_node.html

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

A specific reference is probably made in the advancement of NEGS.

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.

Goal 4: Administrative matters can be dealt with from start to finish via the Internet.

https://www.it-planungsrat.de/EN/it-planing-council/negs/Ziele/Ziele_node.html

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

Not yet.

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: The national e-government strategy (NEGS) will be further developed in the near future. As part of this further development, new technologies will be taken into account.

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.

NEGS currently has a national focus. This will change in the course of further development.

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

As part of the consolidation of services, activities in the area of "Analytics" are being planned. The Federal Foreign Office and the Ministry of Defense work with appropriate tools in some areas, including the Bundeswehr Planning Office or the Foreign Office with an early crisis detection tool (preview tool). A survey is currently being carried out in the federal administration on planning in this area.

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

In December 2018, the German Federal Ministry for Economic Affairs and Energy launched a cross-cutting strategy to strengthen regulatory sandboxes, both through improving the legal conditions as well as supporting concrete projects through information, communication and networking. In terms of legal conditions, we focus on the creation of experimentation clauses that allow for temporary derogations from the general legal framework, for example for regulatory sandboxes in the field of autonomous driving, self-sovereign identities or innovative passenger transport. For more information please refer to https://www.bmwi.de/Redaktion/EN/Dossier/regulatory-test-beds-testing-environments-for-innovation-and-regulation.html

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.

> Basically, the Berlin Declaration can be called a German initiative, see answer to question 88
>
> Link „Berlin Declaration":
> https://www.bmi.bund.de/SharedDocs/downloads/EN/eu-presidency/gemeinsame-
> erklaerungen/berlin-declaration-digital-
> society.pdf;jsessionid=E113EFC4DDF1713CA224FA570B842007.1_cid373?__blob=publicationFile&v=6

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

Yes ☐ No

If yes, please provide link and detail.

> There is an agreed plan to develop a portal to establish the possibility for citizens to take part in
> ePartizipation. This will be realised by implementing an IT based ePartizipation solution. This solution
> will be planed from the beginning of 2022. Beside this there an isolated ePartizipation solutions like
> the online Petition from the German Parliament at https://epetitionen.bundestag.de

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.

> Agenda für eine smarte Gesellschaftspolitik (Agenda for a smart social policy):
> https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/digitalisierungspolitik-ist-
> gesellschaftspolitik-178198
>
> Gutachten „Digitalisierung geschlechtergerecht gestalten" (Assessment Shaping digitization gender-
> equitable) : https://www.dritter-
> gleichstellungsbericht.de/kontext/controllers/document.php/130.b/e/41aa0a.pdf
>
> Gleichstellungsbericht (Equality report): https://www.dritter-gleichstellungsbericht.de/
>
> Cybersicherheitsstrategie (Cybersecurity strategy) 2017:
> https://www.bmi.bund.de/cybersicherheitsstrategie/

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.

> e.g.
>
> The maternity protection notification can be applied for online:
> https://www.onlinezugangsgesetz.de/SharedDocs/kurzmeldungen/Webs/OZG/DE/2021/01_muttersc
> hutz.html

Assistance for victims of violent crimes can be applied for online:
https://www.onlinezugangsgesetz.de/SharedDocs/kurzmeldungen/Webs/OZG/DE/2021/03_hilfe_fuer_opfer_von_gewalttaten_aktuell.html

more portals with appropriate offers:

https://familienportal.de/
https://infotool-familie.de/
https://elterngeld-digital.de/
https://www.perspektive-wiedereinstieg.de/
https://www.starkimberuf.de/
https://wiedereinstiegsrechner.de/

Kinderzuschlag-Digital: https://con.arbeitsagentur.de/prod/kiz/ui/start

https://www.informationsportal-kinderwunsch.de/

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.

Debate//de:hate

https://www.diskutiermitmir.de/start
www.meintestgelaende.de

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.

Qualifica Digitalis (IT Planning Council)
The IT Planning Council is a body in which Germany's federal and state governments address issues of digital transformation which concern them all, and it initiated the research project called Qualifica Digitalis. In this project, we are taking a scientific approach to identify the skills needed by staff in public administration.
This project aims to systematically categorize the skills needed in modern public administration and, on this basis, to provide practical recommendations and orientation for training and learning conditions in the public sector.
A meta study (survey of scientific publications, strategy and position papers on skills and learning methods in the public service) identified nine competence clusters with a total of 53 skills relevant for the public service. These nine clusters are
1. ensuring the ability to function in a digital work environment
2. designing and revising structures and processes with the help of IT

3. searching for, processing and storing digital information
4. communicating and cooperating in digital environments
5. producing and presenting digital content
6. protecting and operating safely in digital environments
7. problem-solving and acting in a digital environment
8. analyzing and reflecting on digital media
9. data literacy

Digital academy

In Germany, the Federal Academy of Public Administration (BAköV) is the central training institution for the federal administration. It organizes training for all federal authorities. The BAköV is an executive agency of the Federal Ministry of the Interior, Building and Community.

To improve digital skills training for federal staff, in future we will gather all related training courses within a separate digital academy at BAköV. This digital academy will be made up of various modules or packages:

The academy's user-oriented digital presence (website), offers learning opportunities and an overview of all training related to digital technology. For example, along with the training currently offered, the following training offers will be part of the digital academy: brief explanatory videos, longer training videos and brief video introductions to BAköV seminars, web seminars and distance learning options. Face-to-face events and services will also be offered (open seminars, special seminars, workshops, conventions, advising on human resources development, digital transformation coaching) as soon as this can be done safely and without risk of infection while the COVID 19 pandemic is ongoing.

Space to experience new ways of working will be made available; staff will be able to experience such topics as innovation and digital transformation first-hand. Staff will be able to leave the usual work environment, try new solutions and ways to analyze and overcome errors, and apply what they have learned in their daily work.

In addition, a centre for advising on advanced training for the consolidation of IT services is planned as a further step.

Interministerial working group and network focused on human resources in digital public administration (PersDiV)

The Federal Cabinet committee on digitalisation launched the interministerial working group in March 2019, with the Federal Ministry of the Interior, Building and Community as lead ministry. The aim of the working group is to draw up a future-oriented human resource policy for all federal ministries based on the megatrends of digital transformation and demographic change. The working group acts in an agile manner. It is the first step in a longer-term change process. In the working group, measures will be developed and then implemented either centrally, locally or by individual actors.

The working group currently has sub-groups on the following topics: digital skills, optimising the hiring process, recruiting key skilled employees, new working methods, diverse school-leaving and training certificates and higher-education degrees.

Outputs to date: toolbox for optimising the hiring process, toolbox for human resources development, toolbox for new ways of working

In development: single employer identity for the federal administration; review of digital skills provided in training courses and in the system of dual training for the federal administration

The PersDiV network is an interministerial, non-hierarchical network for all interested staff members in the field of human resources management; it is coordinated by the Federal Ministry of the Interior, Building and Community.

The network offers support, an opportunity to share information and ideas, and solutions for human resources management issues.

It encompasses a digital dialogue platform as well as digital and analogue formats for interministerial communication.

more portals with appropriate offers:

YouCodeGirl:
https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/digitalisierungspolitik-ist-gesellschaftspolitik-178198

- https://youcodegirls.de/

- Medienkompetenz für Familien: https://www.schau-hin.info/

- Bundesweiter Digitaltag https://www.boys-day.de/aktuelles/wie-gelingt-digitale-berufsorientierung

- Beratungsstelle gegen digitale Gewalt: https://hateaid.org/

- Aktiv gegen digitale Gewalt

- Digitaler Engel

- BAGSO Digitalpakt Alter

- Frauenhausprojekt Cybergewalt gegen Frauen

- Servicestelle Digitalisierung und Bildung für ältere Menschen www.Wissensdurstig.de

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 Press and Information Office of the German Government (Bundespresseamt) operates various central social media channels for the entire Federal Government as well as for the Chancellor and the Government Spokesperson:

e-information:

https://www.facebook.com/Bundesregierung/
https://www.youtube.com/user/bundesregierung
https://www.instagram.com/bundeskanzlerin/
https://twitter.com/regsprecher

In addition, all 14 federal ministries independently maintain their own pages/accounts on various social media platforms (e-information), as do the federal government ministers of state, the federal government commissioners and numerous subordinate authorities.
Some ministries operate web-based services in the area of "e-consultation", but not in the social media. The Federal Government does not operate any "e-decision-making" services of a binding nature.

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

There are ministerial regulations for communication via 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.

Not known

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.

As part of the Federal Portal, users are asked to provide feedback on the usefulness of the information provided, if they have found what they were looking for and if they have any additional feedback to improve the user experience. The feedback is frequently evaluated and used to improve the provided services.

TELL US YOUR OPINION! ────────────────

How do you rate this information?

☆ ☆ ☆ ☆ ☆

Found what you were looking for?

Yes	No	Partly

Help us improve

Please enter (optional)

You have 1000 characters...

Please do not enter any personal data here.

Send

In addition, the user perspective is already taken into account during the development of digital administrative services as part of the development in digitization laboratories.

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) *

The Commission entitled EU eGovernment Action Plan 2016-2020 (COM(2016) 179 final) needs joint commitment and joint ownership between the Commission and the Member States, in order to deliver the measures proposed in the Action Plan. The 'eGovernment Action Plan Steering Board' will constitute the Action Plan's main governance body. It will be in charge of governing the eGovernment Action Plan (but not the individual actions in the Action Plan), in particular to assess and select newly identified actions during the entire duration of the Action Plan and to coordinate the effective implementation and monitoring of the Action Plan measures. The 'eGovernment Action Plan Steering Board' board will be composed of Member States' representatives responsible for their national eGovernment strategies. The update of the eGovernment Action Plan and similar activities are currently being planned.

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

The "Berlin Declaration on Digital Society and Value-Based Digital Government", initated by the German Presidency of the EU and adopted in December 2020 by all EU Member States, serves as a compass for digital transformation in Europe, based on democratic values and ethical principles. The digitization of the public administration acts as important role model in this process. To enable a value-based digital transformation, the EU Member States agreed to carry out measures in seven fields of action by 2024. These measures are based on common values and ethical principles which form the foundation of the European Union and include, among others, the digital sovereignty of their administrations, the promotion of civil society participation, digital inclusion and self-determination. The EU Member States will put these principles into practice by concrete measures within the realm of their digital policies by 2024. The EU Member States agreed to welcome ongoing efforts to improve digital cooperation on a global scale, in particular the UN Secretary General's Roadmap for Digital Cooperation. Further, they agreed ensuring that the digital transformation in Europe contributes to the UN Sustainable Development Goals (SDGs).

Link „Berlin Declaration": https://www.bmi.bund.de/SharedDocs/downloads/EN/eu-presidency/gemeinsame-erklaerungen/berlin-declaration-digital-society.pdf;jsessionid=E113EFC4DDF1713CA224FA570B842007.1_cid373?__blob=publicationFile&v=6

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