

Respondent



23

Anonymous



92:44
Time to complete



1. Country name *

Hungary

Contact information

2. Your name *

Mihály Dán

3. Title *

e-government advisor

4. Organization *

Ministry of Interior

5. Email *

mihaly.dan@bm.gov.hu

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.

<https://magyarorszag.hu/> is the main e-government portal, but for local governments' e-services there is another central portal <https://e-onkormanyzat.gov.hu/>

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

- E-services or similar *

<https://magyarorszag.hu/>

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

- E-participation or similar *

<https://hatasvizsgalat.kormany.hu/tarsadalmi-egyeztetes>

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

- Open government data

<https://kozadat.hu/kereso/>

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

- Public procurement

<https://ekr.gov.hu/>

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

- Others (if any)

<https://e-onkormanyzat.gov.hu/> (Local government e-service platform)

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. *

Ministry of Interior - Deputy State Secretary for Informatics
<https://kormany.hu/belugyminiszterium>

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 *

Károly Hajzer

16. Title *

Deputy State Secretary for Informatics

17. Organization *

Ministry of Interior

18. Email *

ihat@bm.gov.hu

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.

By the centralised nature of the Hungarian state the national e-government strategy is applicable on all levels of government. The e-government development of central public administration level and local government level are supervised by the Ministry of Interior, however e-government development of territorial public administration level (counties and districts) are managed by the Prime Minister's Office's State Secretary for Territorial Public Administration. High-level coordination is also done by the Prime Minister's Cabinet Office.

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 Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>)

22. Education *

Ministry of Human Capacities Ministry of Innovation and Technology (<https://kormany.hu/emberi-eroforrasok-miniszteriuma>) Ministry of Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>)

23. Health *

Ministry of Human Capacities (<https://kormany.hu/emberi-eroforrasok-miniszteriuma>)

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

Ministry of Human Capacities (<https://kormany.hu/emberi-eroforrasok-miniszteriuma>)
Ministry of Interior (<https://kormany.hu/belugyminiszterium>)

25. Employment and Labour *

Ministry of Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>)

26. Environment *

Ministry of Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>)

27. Justice *

Ministry of Justice (<https://kormany.hu/igazsagugyi-miniszterium>)

28. Economy/finance *

Ministry of Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>) Ministry of Finance (<https://kormany.hu/penzugyminiszterium>)

29. Industry/trade *

Ministry of Innovation and Technology (<https://kormany.hu/innovacios-es-technologiai-miniszterium>)

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? *

<https://koronavirus.gov.hu/> The main national COVID-19 portal providing information for the citizens on all aspects of the COVID-19 pandemic and the related measures of the government. <https://vakcinainfo.gov.hu/> The official portal for registration for COVID-19 vaccines

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.

For supporting recovery the planning of the use of available EU Funds for the 2021-2027 financial period is under way, and the measures to further digitalise the Hungarian public services will be done according to the strategic goals to be set in the National Digitalisation Strategy 2021-2030 which awaits Government approval at the moment.

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.

The break-out of the COVID-19 pandemic over the last year proved that digitalisation can effectively ensure the functioning of the administration and public services in such radically changed conditions. The e-government services provided access for the citizens to the most important administrative affairs and the widely available digital public services have played a key role in maintaining public trust in the Hungarian State during the crisis. As the new National Digitalisation Strategy 2021-2030 expected to be adopted by the Government has been prepared throughout the last 12 months when the pandemic escalated also in Hungary, therefore the experiences of the COVID-19 situation were widely taken into account when setting up the new strategic goals of the four pillars (Digital Infrastructure, Digital Competences, Digital Economy, Digital State) of the national strategy, therefore in the upcoming years these priorities are going to shape the further digital transformation of Hungary. Aiming to develop the economy, education, innovation and research and public administration, the strategy is based on four pillars in the following focus areas: • Digital infrastructure: development of a gigabit-capable networks and 5G, expansion of the digital infrastructures for schools and higher education institutions, continue developing the National Telecommunication Backbone Network, expansion of supercomputing capacity for SMEs; research networks and public institutions; • Digital skills: creation of programs for digital competency, increase the number and capacity of IT professionals, support the learning of digital skills in education; • Digital economy: increase the digital reach and use of the SMEs, develop digital start-up businesses, creation of support programs to support the ICT industry and its development and utilise data assets of the government in economic purposes; • Digital state: digital development of both central and local and cross-border public administration with user-friendly systems and customer-centric services, development of smart-towns and smart areas, increase of proactive electronic services, and foster automatization.

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.

Act CXII of 2011 on the right to informational self-determination and on the freedom of information (<https://njt.hu/jogszabaly/2011-112-00-00.20> ; Official English translation available: https://njt.hu/translation/J2011T0112P_20200101_FINrev.pdf)

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

Yes

No

39. If yes, please provide link and detail.

Act CXII of 2011 on the right to informational self-determination and on the freedom of information (<https://njt.hu/jogszabaly/2011-112-00-00.20> ; Official English translation available: https://njt.hu/translation/J2011T0112P_20200101_FINrev.pdf)

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

Yes

No

41. If yes, please provide link and detail.

Act L of 2013 on electronic information security of state and local government organisations (<https://njt.hu/jogszabaly/2013-50-00-00>)

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

Yes

No

43. If yes, please provide link and detail.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: https://njt.hu/translation/J2015T0222P_20210201_FIN.pdf) sets the rules for digital identity in line with the EU regulations (eIDAS). It also has to be mentioned that since 2016 Hungary provides its citizens with an NFC chip equipped electronic national ID card which among others has electronic identification as well as electronic signature functionalities.

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

Yes

No

45. If yes, please provide link and detail.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: https://njt.hu/translation/J2015T0222P_20210201_FIN.pdf) sets the rules for digital trust services in line with the EU regulations (eIDAS). It also has to be mentioned that since 2016 Hungary provides its citizens with an NFC chip equipped electronic national ID card which among others has electronic identification as well as electronic signature functionalities.

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

Yes

No

47. If yes, please provide link and detail.

Act CXLIII of 2015 on public procurements (<https://njt.hu/jogszabaly/2015-143-00-00>) and the Government Decree 424/2017. (XII. 19.) on the Detailed Rules for Electronic Public Procurement. E-procurement became compulsory on 1 February 2017 for central purchasing bodies, and on 15 April 2018 for all contracting authorities.

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.

Annex 1 to the Act CXII of 2011 on the right to informational self-determination and on the freedom of information (<https://njt.hu/jogszabaly/2011-112-00-00.20> ; Official English translation available: https://njt.hu/translation/J2011T0112P_20200101_FINrev.pdf) provides the General Publicational Schemes on what and how to publish by the organs performing public duties, including their financial management data.

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.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: https://njt.hu/translation/J2015T0222P_20210201_FIN.pdf) sets the rules for interoperability between state and local government bodies, and the detailed rules are provided by the Government Decree 451/2016. (XII. 19.) on detailed rules on E-administration. The Hungarian legislation is in line with the once-only principle of the European Union.

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

Yes

No

53. If yes, please provide link and detail.

In 2012, the PSI Directive was fully implemented in line with all EU requirements in the form of the Public Data Act (Act No. LXIII. of 2012; <https://njt.hu/jogszabaly/2012-63-00-00>). The 2013 amendment of the PSI Directive was implemented in the Act by 2015. A new Strategy on Artificial Intelligence 2020-2030 was adopted and it includes a dedicated part on data policy and data re-use, calling for a proper institutional background and a one-way-access data portal. Within the framework of the Strategy, the establishment of a new national open data portal has been started, and the new portal is expected to be launched in 2021.

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).

Based on justified sectoral professional needs, or in cases where it has been clearly proven that blockchain technology offers real added value or a more efficient solution to a problem than the solution in use, its application can be considered. AI solutions are already piloting or are developed in several specific areas, like for example professional systems of the Police or the Government Hotline's online chat service. However according to the new National Digitalisation Strategy 2021-2030 it is a clear goal to use AI and robotic technology solutions in the development of e-government to create further customer-centric and proactive services, and to use emerging digital technologies, including AI where they have real added value. It is very important though that any AI implementation must be transparent and respectful of AI ethics. The Hungarian Artificial Intelligence (AI) Coalition was founded on 9 October 2018 with the following goals: • Providing a continuous cooperation forum for AI developers, market operators, state participants representing AI users, academics and professional organisations; • Developing a Hungarian AI Strategy; and • Analysing the social and economic impacts related to the spread of AI. The Coalition has developed an Action Plan that lays the groundwork for the Hungarian data market and the institutional framework of the local AI ecosystem. The Action Plan also defines the legislative and infrastructural structure of data capital management by creating data markets and making personally non-identifiable public data searchable. In addition, widespread multi-stage awareness-raising campaigns have been launched by relying on a diverse range of communications tools. In May 2020, the Coalition presented the Artificial Intelligence

Strategy 2020-2030. The strategy offered an overview of the current state of development of AI but also the objectives and target indicators to be met. The official approval and announcement of the Strategy took place in September 2020.

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.

The new National Digitalisation Strategy 2021-2030 is waiting to be adopted by the Government, therefore there is no public final version of it. (The first public version that has been open for public consultations in June 2020 is available here: <https://2015-2019.kormany.hu/download/f/58/d1000/NDS.pdf> however it has evolved a lot since) It is important to mention that the new strategy continues the four-pillar structure (Digital Infrastructure, Digital Competences, Digital Economy, Digital State) of its predecessor, the National Infocommunications Strategy 2014-2020, and the experiences of the COVID-19 situation were widely taken into account when setting up the new strategic goals. In addition to the previous National Infocommunications Strategy 2014-2020 and the Digital Success Program 2.0, a number of government policy documents (strategies, concepts, action plans and analyses) have been prepared in previous years, which have formulated strategic guidelines, objectives and measures for each segment of the digital ecosystem. The new National Digitalisation Strategy 2021-2030 based on a comprehensive assessment of the situation aims to provide an umbrella strategy incorporating all aspects of digitalisation under its four pillars.

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.

The measures of the strategy contribute to the following SDG goals: 1.No Poverty 4.Quality Education 5.Gender Equality 6.Decent Work and Economic Growth 9. Industry, Innovation and Infrastructure 10. Reduced inequalities 11. Sustainable Cities and Communities The strategy aims to strengthen digital social inclusion through services, targeted awareness-raising programmes and better digital education both in the education system and via digital competence development programs for adult citizens. These goals all help fight poverty by providing better services and education for the disadvantaged social groups as well. The development of digital services and strengthening digital education are improving the situation of the whole society. The conscious, state-coordinated and supported development of digital competences at the levels of the population, enterprises and public administration has a positive impact on both competitiveness and employment, and it also contributes to macroeconomic growth and the strengthening of equal opportunities within the society. With regard to the Digital Economy pillar, the strategy calls for the launch of programs aimed at increasing the digital preparedness of micro, small and medium-sized enterprises in particular, by accelerating sectoral digitalisation and encouraging and supporting digital development, innovation and export performance of domestic enterprises.

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.

By the centralised nature of the Hungarian state the national e-government strategy is applicable on all levels of government.

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.

Yes, the strategy states that ensuring social participation in policy-making serves the digital transformation of the country. This requires equal access to digital opportunities and the provision of transparent, user-friendly digital services that respond to citizens' digital preferences and provide full digital accessibility of public services. Already during compiling the strategy industry consultations and workshops including administrative, market and civil/professional actors played an important role.

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.

The strategy aims the introduction of the "data-based state", with the development of registries and increasing interoperability capabilities by automatic data exchange, and the introduction of conscious administrative data management helps to achieve a higher level proactivity. The re-use of public sector data is also crucial, therefore the strategy aims to build a general data asset regulatory environment, including the support of re-using data for AI purposes as well.

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

Yes

No

69. Please provide link and detail.

As Hungary already has a wide range of e-identification services, including the national eID card, the Ügyfélkapu trusted profile, Telephone code identification and the recently introduced video based face recognition identification, the strategy sets among the goals of developing interoperability to prepare all central services to meet the requirements for the interoperability of EU digital public services and comply with the requirements set in the eIDAS Regulation, the Single Digital Gateway Regulation and the Services Directive.

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.

No specific reference is included in the strategy, however the aim to introduce a data-based state implies that the processes are digital-by-default.

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.

The strategy states directly that the application of the once-only principle on the widest range possible is an important goal as well as achieving the data-based state, for which fostering interoperability is crucial in line with the European Interoperability Framework (EIF) and the EU's Framework for Base Registries Access and Interconnection (BRAIF).

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:

The NDS 2021-2030 Strategy refers several times to the National AI Strategy and the NDS 2021-2030 Strategy also sets goals regarding AI on a general level as well, and it also promotes the application of AI and robotisation in further development of e-government to provide real user-centric and proactive services.

76. Robotics - please provide link and detail:

The strategy promotes the application of AI and robotisation in further development of e-government services as mentioned above for AI.

77. Blockchains - please provide link and detail:

Not only for Blockchain, but in general for emerging technologies as it includes aims to develop infrastructure and test environment that support the use of emerging technologies and among the e-government goals it also states that the application of emerging technologies where it is proven that their use provides real added value.

78. 5G - please provide link and detail:

The strategy has many references to the development of 5G networks and services.

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

The NDS 2021-2030 Strategy has several references to IoT and among the emerging technologies it aims to promote its use, but mainly not in the e-government domain.

80. Others - please provide link and detail:

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

Yes

No

82. Please provide link and detail.

European Union recommendations and policy goals are taken into account throughout the document and the success indicators are based on the EU's Digital Economy and Society Index. OECD recommendations are also taken into account when setting up policy goals on a strategic level, therefore the whole document is in line with the most important international policy guidelines.

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

Yes

No

84. Please provide link and detail.

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

Yes

No

86. Please provide link and detail.

Policy experimentation and regulatory sandboxes do not exist, however technical sandboxes as test environments exist for testing IT solutions.

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.

The National Digitalization Strategy that is to be adopted in 2021 has a digital competence pillar. It has 3 main goals: digital competence development programs for citizens, increase the availability of IT professionals and digitally trained workers, strengthening digital competence development in public education and vocational training

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

Yes

No

90. If yes, please provide link and detail.

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes

No

92. If yes, please provide link and detail.

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

Yes

No

94. If yes, please provide link and detail.

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.

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.

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

facebook.com, twitter.com is mainly used for e-information

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

No public guidelines exist, the social media use is managed by the communicational fields of the ministries and public institutions.

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.

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.

The 100 % state-owned National Infocommunications Service Provider Ltd. under control of the Ministry of Interior as the service provider of e-government building blocks monitors and collects usage statistics of the e-government services.

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

Yes

No

107. If yes, please provide link and detail.

The 24/7 Government Hotline constantly gathers all feedback from users, and also from time to time (yearly 2-3 times) there are online surveys published on the national point of single contact portal Magyarorszag.hu to collect user feedback.

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) *

As a Member State of the European Union, Hungary is taking part in the planning, legislation and implementation of EU policies and law related to e-government. The implementation of eIDAS Regulation and the Single Digital Gateway Regulation (SDGR) are the most important ones. Hungary's bilateral testing for the cross-border eID implementation with other EU Member States will start this summer and the first live connections are also expected to be launched later on during this year. The implementation of SDGR is also ongoing, more than 160 Hungarian service descriptions have been already published in English language on the Your Europe Portal.

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

This question is too general to be answered.

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>)

