Respondent

| 7 | Anonymous ⌄ |

87:19
Time to complete

‹   ›

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1. Country name *

| Iceland |

Contact information

2. Your name *

| Einar Gunnar Gudmundsson |

3. Title *

| Head of Divison - Digital Transformation |

4. Organization *

| Ministry of Finance and Economic Affairs |

5. Email *

einar.gudmundsson@fjr.is

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.

http://island.is (National portal of Iceland) http://heilsuvera.is (health service portal)

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

http://island.is

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

https://samradsgatt.island.is/

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

    > https://opingogn.is/ (APIs) and http://opnirreikningar.is/ (government cost pr. invoice pr.
    > institution/Ministry)

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

    > https://www.rikiskaup.is/

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

    > https://www.stjornarradid.is/ (gov't information site),

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. *

    > 1) Ministry of Finance and Economic Affair - Office of Digital Transformation -
    > https://www.government.is/ministries/ministry-of-finance-and-economic-
    > affairs/organizational-chart/ 2) Digital Iceland - https://island.is/stafraent-island 3) Minsitry
    > of Transporation and Infrastructure - https://www.stjornarradid.is/raduneyti/samgongu-og-
    > sveitarstjornarraduneytid/skipulag/

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 *

    Einar Gunnar Gudmundsson

16. Title *

    Head of Division - Digital Tranformation

17. Organization *

    Ministry of Finance and Economic Affairs

18. Email *

    einar.gudmundsson@fjr.is

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.

> https://www.samband.is/ (Icelandic Association of Local Authorities)

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 *

> www.srn.is

22. Education *

> www.mrn.is (Ministry), www.mms.is (agency)

23. Health *

> www.hrn.is

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

> www.frn.is

25. Employment and Labour *

> www.frn.is , https://www.vinnumalastofnun.is/

26. Environment *

www.uar.is (Ministry), http://umhverfisstofnun.is/ (agency)

27. Justice *

www.dmr.is

28. Economy/finance *

www.fjr.is

29. Industry/trade *

www.anr.is

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? *

> www.covid.is

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.

> https://www.stjornarradid.is/covid-19/#Tab5 (Economic measures and statistics)
> https://island.is/vidspyrna-vegna-covid-19-adgerdir-stjornvalda

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.

> www.elementsofai.is - 30 hour seminar on usage of artificial intelligence open to the general public https://www.stjornarradid.is/covid-19/#Tab5 (Economic measures and statistics)

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.

> https://www.althingi.is/lagas/nuna/2012140.html - Icelandic law on information (access, freedom, etc)

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

○ Yes

○ No

39. If yes, please provide link and detail.

> https://www.personuvernd.is/log-og-reglur/log-um-personuvernd/ - Collection of laws applicable to personal protection and data privacy.

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

○ Yes

○ No

41. If yes, please provide link and detail.

> https://www.pfs.is/log-reglur-og-urlausnir/log-og-reglur-um-netoryggi/ - Collection of laws applicable to cybersecurity and similar

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

  ⦿ Yes

  ◯ No

43. If yes, please provide link and detail.

> https://www.neytendastofa.is/neytendur/rafraenar-undirskriftir/
> https://www.althingi.is/lagas/150a/2019055.html (legal text, in Icelandic)

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

  ⦿ Yes

  ◯ No

45. If yes, please provide link and detail.

> https://www.neytendastofa.is/neytendur/rafraenar-undirskriftir/
> https://www.althingi.is/lagas/150a/2019055.html (legal text, in Icelandic)

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

  ⦿ Yes

  ◯ No

47. If yes, please provide link and detail.

> https://www.rikiskaup.is/is/um-rikiskaup/utgefid-efni/log-og-reglugerdir - collection of
> laws/regulations on public procurement)

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.

> Despite lack of regulation, a functioning website does provide all cost invoices pr. Ministry/agencies www.opnirreikningar.is -

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.

> Iceland has started adopting the X-Road https://island.is/straumurinn

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

◯ Yes

◉ No

53. If yes, please provide link and detail.

> Icelandic government has published various open data sets at the government portal www.opingogn.is

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).

> Icelandic government has presented an implementation plan in 27 action point to support the "Fourth Industrial Revolution" - https://www.stjornarradid.is/verkefni/fleiri-rit/rit/2020/05/20/Adgerdaaaetlun-um-fjordu-idnbyltinguna-Tillogur-verkefnisstjornar/

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

◉ | Open with revisions |

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

◉ Yes

○ No

59. Please provide link and detail.

> https://samradsgatt.island.is/oll-mal/$Cases/Details/?id=2968 - National digital strategy is out of public review, to be released in May/June 2021 https://www.stjornarradid.is/efst-a-baugi/frettir/stok-frett/2021/04/16/Stefna-um-stafraena-thjonustu-stjornvalda-i-samradsgatt/ - News from government on the digtial strategy

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.

> In the digital strategy, the vision is amongst other thing "increased sustainability" - https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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.

> The national digital strategy combines national and local strategy (due to small size of country). See further in strategy text,
> https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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.

> See further in digital strategy text - See further in strategy text,
> https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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.

> See further in digital strategy text - See further in strategy text,
> https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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

⦿ Yes

◯ No

69. Please provide link and detail.

> Nation eIDs are the premise for providing service to the general public. Without eIDs, providing accurate and safe service to individuals is not possible. Due to the widespread use of eID (government and private sector), eIDs are a given prerequisite for using and supplying services. In other words, without eIDs, citizens are not able to take advantage of the various services provided by government and private sector. Hence, there is no specific reference in the digital strategy to eIDs.

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.

> The digital strategy specifically states that the government's primary method of communication is via digital means. See further in text, https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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 X-Road is a tool to make this possible, https://island.is/straumurinn

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:

> See further in text of digital strategy, https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

76. Robotics - please provide link and detail:

> No

77. Blockchains - please provide link and detail:

> Yes, as provided in the text. Specific usage of the word blockchain is not there, however, the reference is related to the tools of the Fourth Industrial Revolution

78. 5G - please provide link and detail:

> Yes, as provided in the text. Specific usage of the word 5G is not there, however, the reference is related to the tools of the Fourth Industrial Revolution

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

> Yes, as provided in the text. Specific usage of the word IoT is not there, however, the reference is related to the tools of the Fourth Industrial Revolution

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.

>

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.

> In the strategy development phase, citizens were asked what they expect of government services in 10 years where most respondents responded "Digital service".

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

○ Yes

◉ No

86. Please provide link and detail.

[   ]

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

◉ Yes

○ No

88. If yes, please provide link and detail.

See further in digital strategy text, https://samradsgatt.island.is/Skrar/$Cases/GetCaseFile/?
id=%7b8eb98ab8-6d9c-eb11-9ba1-005056bcce7e%7d

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

◉ Yes

○ No

90. If yes, please provide link and detail.

> https://samradsgatt.island.is/um-samradsgatt/ - text on e-participation in Iceland

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.

> https://island.is/skonnun-opinberra-vefja - Accessibility reporting of governmental websites
> https://www.stjornarradid.is/efst-a-baugi/frettir/stok-frett/2020/07/10/Toluverd-anaegja-med-thjonustu-rikisstofnana/ - Public surveys of use and satisfaction of digital public services, conducted and evaluated on factors of gender, age, location.

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.

> Government e-services are unilaterally based on eIDs, which do not discriminate against any person. However, there are certain measures, e.g. personal talk with a physician, particularly in Covid era, that are targeting vulnerable groups.
> https://www.tr.is/tryggingastofnun/frettir/nanar/757/fjarheilbrigdisthjonusta-eykst-vegna-covid-19

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.

> The government has instigated a free program for digitally illiterate, regardless of gender or age. - https://www.smennt.is/forsida/fraedsla/namskeid/stafraena-haefnihjolid/ Additionally, a free 30 hour seminar is available to all citizens at www.elementsofai.is

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

> https://www.facebook.com/islandid - e-information and e-consultation
> https://www.facebook.com/fjarmalaraduneyti - ALL MINISTRIES have a social media
> presence https://samradsgatt.island.is/?FilterDate=LatestChanged - e-consultation on
> regulations, policies, etc.

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

> n.a.

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.

> In the public e-consultation portal (Samradsgatt), all comments by the general public can only be made via login with eIDs or similar authentication. Any single person has the opportunity to express a view, regardless of gender or personal vulnerability. That person's name and identity will be visible to all, should one choose to comment. Once e-consultation is concluded, a report is made public on how individual comments affected the policy / regulation.

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.

> www.island.is measures the usage of its services. https://www.stjornarradid.is/efst-a-baugi/frettir/stok-frett/2019/09/13/Mikil-aukning-i-notkun-stafraennar-thjonustu-hja-hinu-opinbera/

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

○ Yes

○ No

107. If yes, please provide link and detail.

> https://www.stjornarradid.is/efst-a-baugi/frettir/stok-frett/2021/03/05/Anaegja-med-thjonustu-opinberra-stofnana-en-taekifaeri-til-umbota/ - result of the latest survey March 2021

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

○ Yes

○ No

109. If yes, please provide link (URL) and detail.

> https://www.stjornarradid.is/efst-a-baugi/frettir/stok-frett/2021/03/05/Anaegja-med-thjonustu-opinberra-stofnana-en-taekifaeri-til-umbota/

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) *

> Nordic Cross Border Digital Services OECD E-Leaders Nordic Innovation Nordic Smart Government EU Single Digital Gateway NOBID (Nordic Baltic Identification project)

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

> .

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)