

Respondent

< 50 Anonymous >

01:02
Time to complete

1. Country name *

Israel

Contact information

2. Your name *

Shahar Bracha

3. Title *

CEO

4. Organization *

Government ICT Authority

5. Email *

Shaharb@digital.gov.il

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://www.gov.il/> - The main e-gov portal of the Israeli government. The website centralizes government information and services from all the government branches, on one innovative and mobile compatible platform. Currently you can find services and information from the Prime Minister's Office, the Ministry of Justice, the Population and Immigration Authority, the ministries of Tourism, Culture and Sport, Public Security, Transport and Road Safety, Energy, Construction and Housing and the Law Enforcement and Collection System Authority, along with selected services from all government ministries and authorities.

<https://my.gov.il/> - The personal government area, which makes most of the governmental services accessible for the public in one central platform. Uses the national digital identification system in order to allow government services that require prior identification of the citizen.

<https://login.gov.il/> - GovID is the National Identification System application.

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

- E-services or similar *

<https://www.gov.il/> - The main e-gov portal of the Israeli government. The website centralizes government information and services from all the government branches, on one innovative and mobile compatible platform. <https://my.gov.il/> - The personal government

area, which makes most of the governmental services accessible for the public in one central platform. <https://login.gov.il/> - GovID is the National Identification System application.

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

https://www.gov.il/he/departments/publicparticipation?fbclid=IwAR2kpfB6dlyl5ACKXNF3a58DxfrhDJsWAD_Zcguq8eKcPrht8m-rMGqnw-o – The main website for public participation of the Israeli government. <https://impact.health.gov.il/> - The ministry of health public participation website. <https://yoursay.sviva.gov.il/> - The ministry of the Environment public participation website. <https://yoursay.education.gov.il/> - The ministry of education public participation website. <https://www.tazkirim.gov.il/s/?language=iw> - The ministry of Justice public participation website for lawmaking procedures. https://www.gov.il/he/Departments/news/artech_winner - The ARTECH competition is the first initiative of its kind in Israel, combining data and art. The Government ICT Authority has initiated the connection between these two different worlds, with the aim of encouraging the use of public information and illustrating the social and cultural value of "open government". All works are based on various government databases from the data.gov.il website from a variety of fields, such as: economy, welfare, transportation, health, environment, education and tourism. https://www.gov.il/he/Departments/news/first_round_table_arabic_services - Public participation process for the Arabic community.

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

<https://data.gov.il/> - The Government Databases website centralizes databases of all government ministries open to the public. The site enables data search easily and efficiently. Users of data.gov.il are given a free hand to develop applications and systems based on the information published on it and any update to the databases on the site is automatically updated in the applications based on it.

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

<https://mr.gov.il/ilgstorefront/en> - Government Procurement Administration

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

<https://www.gov.il/en/departments/topics/corona-gov> - The main Israeli website for Covid19 government updates and guidelines <https://govextra.gov.il/digital-ministry/g-d/260/> - The National Digital Ministry is promoting the government's decision "The plan to accelerate digital services to the public and promote digital learning". This platform reflects the data on progress and implementation of this government decision in practice.
<https://mybenefits.gov.il/> - The National Rights Engine is customized for each and every user and presents to you the rights that may be relevant by answering a few simple questions!
<https://www.kolzchut.org.il/en/> - All Rights is a partial translation (697 articles) of Kol Zchut ("כל זכות"), the leading site about rights and entitlements in Israel

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 Digital Affairs - <https://www.gov.il/en/departments/digital-gov> Government ICT Authority - https://www.gov.il/en/departments/government_ict_authority Headquarters for the National Digital Israel Initiative - https://www.gov.il/en/Departments/digital_israel

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 *

Shahar Bracha

16. Title *

17. Organization *

18. Email *

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.

reducing bureaucracy and streamlining work processes within the ministry. The e-Government unit was established as part of the Ministry of Finance Accountant General department in 1997. In March 2012, The e-Government unit began to operate as part of the Government ICT Authority. In January 2015, The e-Government became a unit of the ICT Authority, and a subsidiary of the Prime Minister's Office. The e-Government unit employs over 250 employees in development, applications, information security, systems development, hosting, communications, digital identity, project management, customer management, content, user interface and user experience, and marketing.

<https://www.gov.il/en/Departments/central-government-call-center> - The Government Central Support Center provides general support and information for all government services, and technical support for gov.il online services. One of the goals of the ICT Authority is to promote the sharing of professional knowledge, between Digital Technology and Information divisions across the public sector/governmental ministries, in order to achieve excellence, efficiency, effectiveness and innovation. In order to achieve this goal, we have established Let's Gov professional Knowledge Communities that are a frontal and digital platform, for networking, professional consultation, mutual learning, sharing solutions and success stories. Our impact in numbers, in 2020: 13 Knowledge Communities, operate in the content worlds of cloud, Data, Open Source, Applications, Innovation and Customer-User Experience and more. 103 partner organizations from the government and public sectors 1226 community members 54 annual meetings (digital and frontal)

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 *

GOV.IL website centralizes government information and services from all the government branches, on one innovative and mobile compatible platform. Below all links to the specific websites that was mentioned: Construction and Housing Ministry -

https://www.gov.il/en/departments/ministry_of_construction_and_housing Israel Land Authority - https://www.gov.il/en/departments/israel_land_authority Planning Administration - <https://www.gov.il/en/departments/iplan> Survey of Israel - <https://www.mapi.gov.il/en/Pages/default.aspx>

22. Education *

Ministry of education - <https://edu.gov.il/>

23. Health *

Ministry of health - https://www.gov.il/he/departments/ministry_of_health

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

Ministry of Labor, Social affairs and Social Services -
<https://www.gov.il/he/departments/molsa>

25. Employment and Labour *

Ministry of Labor, Social Affairs and Social Services -
<https://www.gov.il/he/departments/labor>

26. Environment *

Ministry of Environmental Protection -
https://www.gov.il/en/departments/ministry_of_environmental_protection

27. Justice *

Ministry of Justice - https://www.gov.il/en/departments/ministry_of_justice

28. Economy/finance *

Ministry of Finance - https://www.gov.il/en/departments/ministry_of_finance Ministry of
Economy and Industry - https://www.gov.il/en/departments/ministry_of_economy

29. Industry/trade *

Ministry of Economy and Industry -
https://www.gov.il/en/departments/ministry_of_economy The Agency for Small and Medium
Businesses - <https://www.sba.org.il/hb/Pages/default.aspx>

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://datadashboard.health.gov.il/COVID-19/general> - The Ministry of Health sees great importance in improving information assets, and presenting them to the public, in favour of information-based decisions at a strategic and operational level, both to fight the spread of the corona virus - in particular, and to promote the health of Israeli residents - in general. In this context, the Ministry of Health worked to launch a simple and convenient infrastructure, to publish a national and daily situation picture, which includes summary data - aggregate and unidentified, about the spread of the corona virus in Israel. For a good view, it is recommended to enter the link via Chrome browser, via a mobile device, desktop or laptop. In addition, this image also has an accessible configuration for people with color blindness and anyone who is interested. <https://data.gov.il/dataset/?q=%D7%A7%D7%95%D7%A8%D7%95%D7%A0%D7%94> In this link you will find all the data related to Covid 19, such as: hospitals that perform private corona tests, the decision database of the Corona Employment Service, list of dangerous destinations and travel warnings (corona) for the corona period, COVID-19 database, survey on residential rent During the corona period (August 2020) - the effects of the corona on the existence of contracts and more. The files are updated according to the topic <https://www.gov.il/en/departments/topics/corona-gov> - This website provides most government information and services about the corona virus. <https://www.oref.org.il/en> -

Contains more national services and information about the corona virus.
<https://govextra.gov.il/ministry-of-health/hamagen-app/download-en/> - HaMagen - The Ministry of Health App for Fighting the Spread of Coronavirus screenshot from the app
HaMagen is an app that is endorsed by the Ministry of Health. It can tell you have been in the presence of anyone who has been diagnosed with coronavirus. The app cross-checks the GPS history of your mobile phone with historical geographic data of patients from the Ministry of Health. HaMagen is available in five languages: Hebrew, Arabic, English, Russian and Amharic. <https://govextra.gov.il/ministry-of-health/magen-israel/magen-israel/> - Magen Israel is a national program to fight the corona virus and include multi-armed forces to deal with the health crisis plaguing Israel. The purpose of the program is to bring about a systematic reduction of the infection coefficient (R) and its preservation below the value of -1 over time for the purpose of stopping the virus.
<https://corona.health.gov.il/en/directives/green-pass-info/> - Application and website of green pass for individuals who are vaccinated for the corona virus.

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://govextra.gov.il/digital-ministry/g-d/260/> - Program 260 - to accelerate digital services for the public and to promote digital learning. 279,000,000 Shekels for this program
https://www.gov.il/en/Departments/Guides/mof_economic_plan - Special corona virus budget for health, welfare, accelerating digital services etc. for 2020-2021 is (Includes 260 program)

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.

<https://govextra.gov.il/digital-ministry/g-d/260/> - Program 260 - to accelerate digital services for the public and to promote digital learning – contains the strategic post corona digital steps. <https://www.gov.il/en/departments/news/digital2020> - The main steps were made by the Ministry of Digital Affairs in 2020. Including specific post corona steps. <https://www.gov.il/he/departments/legallInfo/kor32> - A law for the provision of essential services remotely

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.gov.il/he/Departments/foi> - The website for access to information
https://www.gov.il/he/departments/legallInfo/law_info_1 - Freedom of Information Law
https://www.gov.il/he/departments/legallInfo/foi_regulations_1 - Freedom of Information regulations. https://www.gov.il/he/Departments/the_privacy_protection_authority - The Privacy Protection Authority website.
https://www.gov.il/he/service/freedom_of_information_submission - A program to accelerate digital services for the public and to promote digital learning and correct a government decision. https://www.gov.il/he/departments/freedom_of_information_justice - Freedom of Information unit website

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.gov.il/he/departments/legallInfo/law_info_1 - Freedom of Information Law
https://www.gov.il/en/Departments/legallInfo/data_security_regulation - Protection of privacy regulations (data security)
https://www.gov.il/he/departments/guides/public_organizations_data_transfer2 - Protection of privacy regulations (data transfer between public organizations)
https://www.gov.il/he/Departments/General/information_transfer_fqa - Protection of privacy regulations (data transfer abroad)
https://www.gov.il/he/departments/legallInfo/foi_regulations_1 - Freedom of Information regulations. https://www.gov.il/he/Departments/the_privacy_protection_authority - The Privacy Protection Authority website.

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

Yes

No

41. If yes, please provide link and detail.

https://www.gov.il/en/Departments/legallInfo/data_security_regulation - Protection of privacy regulations (data security)
https://www.gov.il/en/departments/israel_national_cyber_directorate - Israel National Cyber Directorate
<https://main.knesset.gov.il/Activity/Legislation/Laws/Pages/LawPrimary.aspx?t=lawlaws&st=lawlaws&lawitemid=2000740> – Security in public bodies law
https://www.gov.il/he/departments/policies/resolution_2443 - Government resolution for the establishment of the Governmental Cyber Unit

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

Yes

No

43. If yes, please provide link and detail.

<https://www.gov.il/he/departments/legallInfo/2217law> - The law of inclusion of means of identification and biometric data
https://www.gov.il/en/departments/population_and_immigration_authority - Population and Immigration Authority, which operate the biometric database

https://www.gov.il/he/departments/policies/resolution_2097 - Government resolution 2097 of developing National digital identity system.

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

Yes

No

45. If yes, please provide link and detail.

<https://www.justice.gov.il/En/Units/CounselingLegislation/Pages/default.aspx> - Digital Signature Law

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

Yes

No

47. If yes, please provide link and detail.

<https://mof.gov.il/takam/Pages/horaot.aspx?k=7.4.3.0> – Ministry of Finance regulations of tenders and procurement, which guides all governments units to upload all the tenders in the governmental e-procurement website.

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.

https://www.gov.il/he/departments/legalInfo/law_info_1 - Freedom of Information Law
<https://www.gov.il/he/Departments/DynamicCollectors/budget-execution-estimate?skip=0>
and <https://www.gov.il/he/departments/publications/reports/budget-exec-publications> -
Budget expenditure

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.

https://www.knesset.gov.il/review/data/heb/law/kns9_privacy.pdf - The Privacy Protection Law
https://www.gov.il/he/departments/policies/dec4753_2019 - Government resolution 4753 for increasing the use of government information to improve government policy and increase the effectiveness of government actions
https://www.gov.il/he/departments/policies/resolution_2097 - Government resolution 2097, including information transfers order.
https://www.gov.il/he/Departments/policies/2016_dec1933 - Government resolution 1933 – improving data transfer and open databases for the public
<https://www.gov.il/he/departments/news/1933applicationreport> - Government resolution 1933 - report

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

Yes

No

53. If yes, please provide link and detail.

https://www.gov.il/he/departments/legalInfo/law_info_1 - Freedom of Information Law
https://www.gov.il/he/Departments/policies/2016_dec1933 - Government resolution 1933 –

improving data transfer and open databases for the public

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).

<https://www.gov.il/en/departments/topics/5th-generation> - The Ministry of Communications is promoting the deployment and operation of 5G technology in Israel, which enables the provision of broadband mobile services and which will lead to the development of new applications in various sectors of industry. The advanced technologies will reduce the infrastructural disparity between Israel and the world, will increase labor productivity and will encourage growth. https://www.gov.il/he/departments/policies/public_cloud ICT Guidelines for the governmental Cloud infrastructures. Guidelines of the Head of the ICT Authority. Criteria, guidelines and principles for the use of public cloud systems and services in government ministries.

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.

Yes. The Digital program of the Israeli Government aims developing a few economic sectors – such as digital health, digital education, digital services for the public etc.
https://www.gov.il/BlobFolder/news/digital_israel_national_plan/he/Digital_Israel.pdf

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 site presents the implementation of the government decision to accelerate digital development and services for citizens and businesses and to promote digital literacy, free

digital platform for education. <https://govextra.gov.il/digital-ministry/g-d/260/> - Summary of the Ministry of Digital Affairs activity for 2020, includes SDG's
<https://www.gov.il/files/tikshuv/MinistryofDigitalAffairs-2020.pdf>

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.

Chapter 3 of the Digital program of the Israeli Government, talks about smart and friendly government – including the sub-national government.

https://www.gov.il/BlobFolder/news/digital_israel_national_plan/he/Digital_Israel.pdf -
Headquarters for the National Digital Israel Initiative - sub-national policy
<https://www.gov.il/he/departments/topics/smart-cities-and-local-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.

Chapter 1 of the Digital program of the Israeli Government, talks about reducing the poverty rate and rights using.

https://www.gov.il/BlobFolder/news/digital_israel_national_plan/he/Digital_Israel.pdf - The Government Central Support Center provides general support and information for all government services, and technical support for gov.il online services. It helps people with low digital literacy to connect to government digital services

<https://www.gov.il/en/Departments/central-government-call-center> The government is deploying self-service stations in shopping and entertainment centres to make government service accessible to citizens in other ways, along with digital service and service in bureaus. The service stations will free the public from waiting in lines and receiving fast and efficient service while allowing the issuance of government paper on the spot.

https://www.gov.il/he/Departments/news/new_online_service_stations_in_malls Rights using engine – web site which helps citizens to know their rights.
<https://www.gov.il/he/departments/news/yourights>

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.

https://www.gov.il/he/Departments/policies/2016_dec1933 - Government resolution 1933 – improving data transfer and open databases for the public.
https://www.gov.il/he/departments/policies/dec4753_2019 - Increasing the use of government information to improve government policy and increase the effectiveness of government actions.

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

Yes

No

69. Please provide link and detail.

https://www.gov.il/he/departments/policies/2017_dec2960 - Government decision 2960 - Approval of national policy for safe identification. <https://login.gov.il/> - GovID is the National Identification System application.

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.

Chapter 3 of the Digital program of the Israeli Government, talks about digital first.
https://www.gov.il/BlobFolder/news/digital_israel_national_plan/he/Digital_Israel.pdf
Chapter 7 of the ICT Strategic program 2019-2021, talks about keeping digital first policy.
<https://www.gov.il/exfiles/tikshuv/strategy2019/storage/4487/tikshuv2019-2921.pdf>

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.

Chapter 7 of the ICT Strategic program 2019-2021, talks about keeping digital first policy.
<https://www.gov.il/exfiles/tikshuv/strategy2019/storage/4487/tikshuv2019-2921.pdf>
Government resolution 1933 – improving data transfer and open databases for the public –
https://www.gov.il/he/Departments/policies/2016_dec1933 -

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 Government ICT Authority is currently publishing for the first time a manually tagged corpus ('gold' tag) of contemporary Hebrew. It is a database of texts in which the Hebrew Language Academy attached a linguistic analysis to each word, and it is built to be used for

machine learning. This is the first swallow in the digitization project of the Hebrew language. Its goal is to produce a quality database that will allow computer machines to "understand" human language in written and spoken conversation. The digitization project will lead to a revolution in "understanding" known as the Hebrew language and will open a gateway to Hebrew service in many applications and tools. Today, there is a considerable gap in the capabilities of the tools based on natural language processing between Hebrew and English, which is at the center of research. -

https://www.gov.il/he/Departments/news/hebrew_corpus The foundation of the Israeli Center for Regulation Supporting Innovation in the Israeli Innovation Authority, a collaboration with the World Economic Forum –
https://innovationisrael.org.il/general_content/4924

76. Robotics - please provide link and detail:

Government Resolution 3392 – a Strategic program for Strengthening the Israeli industry through adopting and developing advanced manufacturing technologies, especially robotics, IoT and AI. https://www.gov.il/he/Departments/policies/dec_3392_2018

77. Blockchains - please provide link and detail:

Press release of the ICT about open finance system which will be the first step for adopting blockchains technology – <https://www.gov.il/he/departments/news/openfinance>

78. 5G - please provide link and detail:

The Ministry of Communications is promoting the deployment and operation of 5G technology in Israel - <https://www.gov.il/en/departments/topics/5th-generation>

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

Infrastructure deployment of IPv6, which is an infrastructure for IoT - <https://www.gov.il/he/departments/publications/reports/ip-v6>

80. Others - please provide link and detail:

The government of Israel published the governmental open code - <https://www.gov.il/he/departments/publications/reports/openc> The Governmental cloud "NIMBUS Project" - <https://govextra.gov.il/nimbus-mr-gov-il/> , <https://govextra.gov.il/tech-mr-offices-campain/>

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.

Israel relies on global strategies such as the UN, the OECD and the OGP The following is Government Decision 260 for Accelerating Digital Services, which deals with the development of digital services for citizens and businesses, increasing solutions for people with little digital literacy, and for remote digital education on Campus.IL platform <https://govextra.gov.il/digital-ministry/g-d/260/> - Most of The National Digital program is based on international organization data, guidelines and recommendations. Especially chapter A of the program. https://www.gov.il/BlobFolder/news/digital_israel_national_plan/he/Digital_Israel.pdf ICT Strategic program 2019-2021, pages 15-18, 51-52 https://www.gov.il/BlobFolder/generalpage/strategic_plan_19/en/STRATIGY-%20ICT%20AUTHORITY%20-%20ENGLISH.pdf -

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.

We do it in different ways. One of them is collaboration with the Israeli academy – in projects such as: Students Lead Innovation program in collaboration with Google and Ben Gurion University, https://www.gov.il/he/departments/news/students_lead The ARTECH

competition is the first initiative of its kind in Israel, combining data and art. The Government ICT Authority has initiated the connection between these two different worlds, with the aim of encouraging the use of public information and illustrating the social and cultural value of "open government". All works are based on various government databases from the data.gov.il website from a variety of fields, such as: economy, welfare, transportation, health, environment, education and tourism.

https://www.gov.il/he/departments/news/artech_winner Through those projects and others, we can learn about trends today and in the coming future. Other way is the work of The National Economic Council which make all kinds off foresights. One of them is the foresight of the Israeli population in 2040, which influences on the digital strategy.

<https://economy.pmo.gov.il/CouncilActivity/Strategy/Documents/Regional%20Population%20Scenarios%20> One more way for planning and getting ready for the future, includes two tenders, which helps get innovative and up-to-date technologies in a quick and easy way: 1."NIMBUS" - The new Governmental cloud - <https://govextra.gov.il/nimbus-mr-gov-il/> 2. The new DIGITAL-TECH tender for procurement up-to-date services – <https://digitaltrans.gov.il/node/29>

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.

National Program for Digital Health as a Growth Catalytic – Opening public databases, helps startups to try their products within the health public system, etc. -

<https://www.health.gov.il/About/projects/DigitalHealth/Pages/default.aspx> "Mimshal-Tech"/ "Gov-Tech" programs calls the private sector to try their products through dealing with the public sector challenges: improving services for the public, makes decisions more efficient, cyber and more. The programs offers budget, information and help from the government -

https://www.gov.il/he/Departments/news/govtech_pilot

<https://innovationisrael.org.il/social/rnd/govtech>

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.

Government Resolution 260: 1. The alternative service channels program leaves the human channel open, for two main needs. One, for the benefit of services that require human response, and the other, for the benefit of populations lacking digital means or digital literacy. Alternate service channels for the online channels will be: chat, video, telephone, frontline service, scheduling appointments for these service channels, and self-service stations. 2. A program that aims to implement a program for the development of human capital for integration into employment and professional development through the encouragement of distance learning through the national initiative for digital learning. 3. At the CampusIL website, as of the beginning of 2020, there are over 270 courses taught by approximately 430,000 registered students.

https://www.gov.il/he/departments/policies/dec260_2020 Public participation process for the Arabic community, a population with lack digital literacy. Now the ICT authority start a similar process with the Ultra-Orthodox.

https://www.gov.il/he/Departments/news/first_round_table_arabic_services -

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

Yes

No

90. If yes, please provide link and detail.

Government resolution 2097 of foundation of the ICT authority -

https://www.gov.il/he/departments/policies/resolution_2097 - Government resolution 260, acceleration of digital services - https://www.gov.il/he/departments/policies/dec260_2020

The ICT Authority strategy for 2019-2021 -

https://www.gov.il/BlobFolder/generalpage/strategic_plan_19/en/STRATIGY-%20ICT%20AUTHORITY%20-%20ENGLISH.pdf

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.

The alternative service channels program leaves the human channel open, for two main needs. One, for the benefit of services that require human response, and the other, for the benefit of populations lacking digital means or digital literacy. Alternate service channels for the online channels will be: chat, video, telephone, frontline service, scheduling appointments for these service channels, and self-service stations. This site was established and is managed by the ICT Authority E-government unit, a subsidiary of the Prime Minister's Office. Making the site accessible to people with disabilities and providing an equal service to all users is a priority. The E-government unit allocates and invests resources to make the site accessible and provide easy-to-use services and information for people with disabilities. https://www.gov.il/en/general/accessibility_statement Government Resolution 1008: Providing an Online Communication Channel for the Public to Address the Government as an Alternative to Facsimile https://www.gov.il/he/Departments/policies/2016_dec1008

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.

The 118 national call center that deal with domestic violence. <https://www.gov.il/he/departments/general/molasa-118> The 105 hotline is a unique national call center that accepts queries and reports from the public and provides professional responses to harm, violence, and crime aimed at children and adolescents in cyberspace. https://www.gov.il/en/departments/Units/105_call_center The alternative service channels program leaves the human channel open, for two main needs. One, for the benefit of services that require human response, and the other, for the benefit of populations lacking digital means or digital literacy. Alternate service channels for the online channels will be: chat, video, telephone, frontline service, scheduling appointments for these service channels,

and self-service stations. 1299 - The Government Central Support Center provides general support and information for all government services, and technical support for gov.il online services. <https://www.gov.il/en/departments/central-government-call-center>

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.

Mission: Israel as a global superpower in fighting the terror of domestic violence Domestic violence is the only life-threatening field where there are no prevention measures or real-time solutions available. <https://en.michalsela.org.il/about> Public participation process for the Arabic community, a population with lack digital literacy. Now the ICT authority start a similar process with the Ultra-Orthodox. https://www.gov.il/he/Departments/news/first_round_table_arabic_services -

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.

Hebrew Plus program provides the Arab population a digital way to improve the level of Hebrew in order to help them integrate in the job market. <https://www.gov.il/he/departments/general/hebrew-plus> Integrating populations into employment <https://www.gov.il/he/departments/topics/population-integration-in-employment>

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: ICT Authority - <https://www.facebook.com/israelgov> Digital Israel - <https://www.facebook.com/DigitalIsraelgov> Ministry of Digital Affairs - <https://www.facebook.com/Digitalgovil> Campus.il - <https://www.facebook.com/campus.gov.il> LinkedIn: ICT Authority - <https://www.linkedin.com/company/gov.il/mycompany/?viewAsMember=true> Twitter: ICT Authority - <https://twitter.com/Israelgov> Telegram: ICT Authority - <https://t.me/israelgov/> Ministry of Digital Affairs - <https://t.me/Digitalgovil/> Ministry of Health Coronavirus Updates - <https://t.me/MOHreport/>

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

In recent years, social media has become a major factor influencing customer behavior and linking organizations to their customers, and customers to other customers. In doing so, social media changed the rules of the game and opened up opportunities for immediate communication, with the ability to deploy globally. Today customers demand a new standard of relevant and satisfying service. In order to turn a Facebook page into a service channel, preliminary planning is required, an understanding of the correct way in which to act and how it would be correct to integrate it into existing service channels. For this purpose, we have short and focused guide. This guide was written and validated in collaboration with the Government ICT Authority, JDC Israel and Digital Israel. <https://www.gov.il/he/departments/general/servicefacebook> The National Information Center was established to coordinate all information factors in the State of Israel in order to present a reliable, uniform and consistent information policy. https://www.gov.il/he/departments/policies/2007_des1396

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.

Public Participation guidelines: <https://www.gov.il/he/Departments/about/aboutshituf>
Facebook page for public participation, which brings examples and voices:
<https://www.facebook.com/meshatefet> Public participation is a tool that allows the government to make better decisions. Public participation processes invite the public to take part and be involved in various ways in the decision-making processes, policy formulation and implementation, and ultimately to influence the quality of life in Israel. Here are some tools:
<https://www.gov.il/BlobFolder/aboutoffice/aboutshituf/he/Tools%20for%20Public%20%20Engagement%20>
<https://www.gov.il/BlobFolder/aboutoffice/aboutshituf/he/Public%20Engagement%20Planning.pdf>

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.

A report of The Ministry of Digital Affairs about the usage and satisfaction of e-gov services:
<https://www.gov.il/he/departments/news/digital2020>

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

Yes

No

107. If yes, please provide link and detail.

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>)