

Respondent

< 24 Anonymous >

151:32
Time to complete

1. Country name *

Lithuania

Contact information

2. Your name *

Neringa Šimkienė

3. Title *

Chief specialist of Digital Policy Division of Digital Agenda Department

4. Organization *

Ministry of the Economy and Innovation of the Republic of Lithuania

5. Email *

Neringa.Simkiene@eimin.lt

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.epaslaugos.lt/portal/en>

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

- E-services or similar *

<https://www.epaslaugos.lt/portal/en>

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

- E-participation or similar *

<https://epilietis.lrv.lt/en/>

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

<https://data.gov.lt/?lang=en>

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

<https://cvpp.eviesiejipirkimai.lt/>

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

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. *

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, at the national level in charge of e-government is The Ministry of the Economy and Innovation of the Republic of Lithuania.

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 *

Arūnas Cijūnaitis

16. Title *

Director of Digital Agenda Department

17. Organization *

Ministry of the Economy and Innovation of the Republic of Lithuania

18. Email *

Arunas.Cijunaitis@eimin.lt

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.

-

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 Finance of the Republic of Lithuania <https://finmin.lrv.lt/en/>

22. Education *

Ministry of Education, Science and Sport of The Republic of Lithuania :
<https://www.smm.lt/web/en/>

23. Health *

Ministry of Health of The Republic of Lithuania: <https://sam.lrv.lt/en/>

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

Ministry of Social Security and Labour of The Republic of Lithuania: <https://socmin.lrv.lt/en/>

25. Employment and Labour *

Employment Service : <https://uzt.lt/en/>

26. Environment *

Ministry of Environment of the Republic of Lithuania: <https://am.lrv.lt/en/>

27. Justice *

Ministry of Justice of the Republic of Lithuania: <https://tm.lrv.lt/en/>

28. Economy/finance *

Economy: Ministry of the Economy and Innovation of the Republic of Lithuania
<https://eimin.lrv.lt/en/> Finance: Ministry of Finance of the Republic of Lithuania
<https://finmin.lrv.lt/en/>

29. Industry/trade *

Ministry of the Economy and Innovation of the Republic of Lithuania <https://eimin.lrv.lt/en/>

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? *

All the latest information on the spread, management and containment of the pandemic is available on the website <https://koronastop.lrv.lt/en/>

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.

In response to the economic and social consequences of COVID-19, the European Commission unveiled the Recovery and Resilience Facility (RRF), which will finance Member States' structural reforms and stimulate economic recovery, with a focus on the green and digital transformation. It will also support the implementation of the new eGovernment initiatives.

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.

A plan for a "Next Generation Lithuania" (link to the draft plan: https://finmin.lrv.lt/uploads/finmin/documents/files/Naujos%20kartos%20Lietuva_2021_05_14.pdf) is currently being prepared and includes a digital transformation component.

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.

Law of the Right to receive information from the state and municipal authorities and bodies legislation (<https://www.e-tar.lt/portal/lt/legalAct/TAR.FA13E28615F6/asr>) lays down the measures and procedures for the implementation of the right of persons to receive information and documents from public sector bodies. Law of Public information (<https://www.e-tar.lt/portal/lt/legalAct/TAR.065AB8483E1E/asr>) lays down the procedures for the collection, preparation, publication and dissemination of public information, and the rights, duties and responsibilities of producers and disseminators of public information, their participants, journalists, and the institutions that regulate their activities.

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

Yes

No

39. If yes, please provide link and detail.

Law of Legal protection of personal data of the Republic of Lithuania (<https://www.e-tar.lt/portal/lt/legalAct/TAR.5368B592234C/asr>) aims to protect fundamental human rights and freedoms, in particular the right to the protection of personal data, and to ensure a high level of protection of personal data. 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 (General Data Protection Regulation): <https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679&from=LT>

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

Yes

No

41. If yes, please provide link and detail.

Cybersecurity law (. <https://www.e-tar.lt/portal/lt/legalAct/5468a25089ef11e4a98a9f2247652cf4/asr>) lays down the principles of cybersecurity, the institutions for the formulation and implementation of cybersecurity policy, the powers of these institutions in the field of cybersecurity, the duties of cybersecurity subjects, and inter-institutional cooperation

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

Yes

No

43. If yes, please provide link and detail.

Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L_.2014.257.01.0073.01.ENG) Law on Electronic Identification and Trust Services for Electronic Transactions (<https://www.e-tar.lt/portal/lt/legalAct/88ad61b052c111e884cbc4327e55f3ca>) provides the legal basis for the effective functioning of the electronic identification and trust services market in the Republic of Lithuania in order to best protect the interests of users of these services.

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

Yes

No

45. If yes, please provide link and detail.

Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC (https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=uriserv%3AOJ.L_.2014.257.01.0073.01.ENG) Law on Electronic Identification and Trust Services for Electronic Transactions (<https://www.e-tar.lt/portal/lt/legalAct/88ad61b052c111e884cbc4327e55f3ca>) provides the legal basis for the effective functioning of the electronic identification and trust services market in the Republic of Lithuania in order to best protect the interests of users of these services.

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

Yes

No

47. If yes, please provide link and detail.

Law on Public Procurement (<https://www.e-tar.lt/portal/lt/legalAct/TAR.C54AFFAA7622/asr>) aims to ensure efficient and transparent procurement and project tendering.

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.

Law on Public sector accountability (<https://www.e-tar.lt/portal/lt/legalAct/TAR.E2CE2C82DA9E/asr>) sets out the requirements for, and responsibilities for, the preparation, presentation and publication of a set of financial statements, a set of budget implementation reports and an annual activity report for public sector entities.

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.

Law on the Management of State Information Resources (<https://www.e-tar.lt/portal/lt/legalAct/TAR.85C510BA700A/asr>) aims to ensuring the proper development, management, operation, use, maintenance, interoperability, planning, financing and security of public information resources.

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

Yes

No

53. If yes, please provide link and detail.

Law on the Right to receive information from the state and municipal authorities and bodies legislation (<https://www.e-tar.lt/portal/lt/legalAct/TAR.FA13E28615F6/asr>) which implements the DIRECTIVE (EU) 2019/1024 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 20 June 2019 on open data and the re-use of public sector information. Recommendations for public sector data opening, approved by Order of the Minister of Economy and Innovation of the Republic of Lithuania (<https://www.e-tar.lt/portal/lt/legalAct/2bf2218048d311eb8d9fe110e148c770>).

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).

There is no specific legislation, but the use of new technologies is promoted through other legislation.

D. Strategy and Implementation

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

Yes

No

57. If yes, please provide link(s) and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility.

Please provide information where relevant:

58. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Possible duration of planning documents from 3

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

Yes

No

60. Please provide link and detail.

All measures planned by the institutions, including digitalisation, must contribute to the implementation of the country's main planning document, the National Plan for Progress (<https://www.e-tar.lt/portal/lt/legalAct/d492e050f7dd11eaa12ad7c04a383ca0>)

61. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

Yes

No

62. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, seeks to ensure that digitalisation measures are aligned with the SDGs. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

63. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

Yes

No

64. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. All measures planned by the institutions, including digitalisation, must contribute to the implementation of the country's main planning document, the National Plan for Progress (<https://www.e-tar.lt/portal/lt/legalAct/d492e050f7dd11eaa12ad7c04a383ca0>)

65. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

Yes

No

66. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, seeks to ensure e-participation, engagement and digital inclusion. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

67. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

Yes

No

68. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility.

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

Yes

No

70. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, aspect of national digital identity is involved to the institution's digitalisation measures. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

71. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

Yes

No

72. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, seeks to ensure that digitalisation measures comply with the following principles. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

73. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

Yes

No

74. Please provide link and detail.

In Lithuania,digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, seeks to ensure that digitalisation measures comply with the following principle. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

75. 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

76. Artificial intelligence (AI) - please provide link and detail:

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, promotes to use AI technologies. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

77. Robotics - please provide link and detail:

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility.However, each institution, within its own sphere of activity, promotes to use Robotics.

78. Blockchains - please provide link and detail:

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, each institution, within its own sphere of activity, promotes to use blockchain technologies.

79. 5G - please provide link and detail:

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, institutions responsible for 5G are planning and implementing measures related to 5G technologies. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

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

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility. However, institutions responsible for IoT are planning and implementing measures related to IoT. Please note that a new planning period is currently underway, so it is not possible to provide links to the planning documents.

81. Others - please provide link and detail:

82. 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

83. Please provide link and detail.

In Lithuania, digitalisation policy making is decentralised and dispersed among several institutions according to their areas of responsibility.

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

Yes

No

85. Please provide link and detail.

Yes, all actions are planned in accordance with the Law on Strategic Management of the Republic of Lithuania (<https://www.e-tar.lt/portal/lt/legalAct/13ecbb50c1be11ea9815f635b9c0dcef>). The Monitoring Information System is used for action planning and inter-institutional coordination.

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

Yes

No

87. Please provide link and detail.

To ensure increased uptake of innovative digital solutions in the public sector, Lithuania has set up a GovTech Lab. GovTech lab is an initiative in Lithuania to open the public sector and its challenge to startups and innovative tech companies. To achieve this, the GovTech lab has developed GovTech Challenge Series, a structured programme to build GovTech solutions solving the most pressing challenges. GovTech Challenge Series is designed to solve public sector challenges that do not have a clear answer but have the potential to foster the creation of innovative digital solutions. It is an innovation to the traditional procurement process because it focuses on piloting solutions before proceeding to full-scale implementation. (<https://govtechlab.lt/lt/govtechlab/>) Bank of Lithuania's regulatory sandbox. The regulatory sandbox allows companies developing innovative financial products and business solutions to test them in a real environment under supervision and consultation of the Bank of Lithuania, whereas the central bank can identify potential risks and regulatory shortcomings in advance, ensuring that only high-quality and safe products and services enter the market. (<https://www.lb.lt/en/news/peer-to-peer-insurance-platform-the-first-innovation-tested-in-the-bank-of-lithuania-s-regulatory-sandbox?fbclid=IwAR26jKD60MpVzpHPjvPtCXh5vje7qZUJ-Kb00YWRUph0XNluFsnpGahEDjs>) 2021 Blockchain Centre Vilnius a unique place for blockchain entrepreneurs, developers, investors, and regulators from around the world to share ideas, know-how, and best practices. Centre is one-stop shop for technical, legal, and financial advisory services, with a special focus on helping blockchain start-ups reach their business goals. <https://bcgateway.eu/>

E. Digital Inclusion and E-Participation

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

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

Yes

No

89. If yes, please provide link and detail.

We don't have a national strategy, but other planning documents aim to maximise digital inclusion.

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

Yes

No

91. If yes, please provide link and detail.

- Article 7 of the Law on the Legislative Framework (<https://www.e-tar.lt/portal/lt/legalAct/TAR.B4FA4C56B8D5/asr>) states that public must be consulted in time and on essential matters (effectiveness of consultation) and to the extent needed (proportions of consultation). Modes of public consultation and ways of results documentation shall be chosen by the entities initiating public consultation. Information about the results of public consultation shall be provided to the entity adopting a legal act. - Prepared draft legal acts (except for draft legal acts containing state or service secret, and draft law implementation acts containing commercial secret) shall be submitted to the institutions specified in the Rules of procedure of the Government for coordination via the information system of legal acts of the Chancellor's Office of the Seimas of the Republic of Lithuania (hereinafter referred to as the TAIS: <https://e-seimas.lrs.lt/portal/documentSearch/lt>). Any interested persons can submit comments and proposals to the draft legal acts published on TAIS within the term established in the Rules of procedure of the Government. - E.citizen (<https://epilietis.lrv.lt/>) is an electronic service for

the involvement of residents in the decision-making process. It enables swift and user-friendly on-line access to the bodies that fall within the Government's area of administration; allows the applicant to follow the progress of application processing; to receive responses electronically in a centralised fashion; to take part in public consultations and surveys; and to submit petitions. Citizens may take an active part in public consultations and public opinion surveys initiated by the Government. Following the completion of a public consultation or survey, the portal publishes their outcomes and people can see whether their suggestions had any influence on specific decisions.

92. 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

93. If yes, please provide link and detail.

The public sector ensures, in accordance with General requirements for internet websites and mobile apps of state and local government institutions and bodies (hereinafter referred to as the General Requirements) (<https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.209540/asr>), that the movement towards digital services does not leave part of the population behind. The purpose of the General requirements is to enable the public to access online all main public information and access to e.services, to unify the websites of institutions and bodies, and to ensure the relevance, reliability and searchability of the information provided on them. The General Requirements provide that key information relating to the institution's activities, including information on the public and administrative services provided by the institution and explanations on how to access them, shall be made available on the institution's website additionally in English and, where appropriate, in another foreign language.

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

Yes

No

95. If yes, please provide link and detail.

There are no specific measures, but in Lithuania all e-services must be accessible to all vulnerable groups. It should be noted that the Law on Equal Opportunities for Women and Men (<https://www.e-tar.lt/portal/lt/legalAct/TAR.746227138BCB/asr>) is in force in Lithuania, the purpose of which is to ensure that the equal rights of women and men, as enshrined in the Constitution of the Republic of Lithuania, are realised, and to prohibit any discrimination on the basis of a person's gender, especially when it relates to their marital or family situation.

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

Yes

No

97. If yes, please provide link and detail.

There are no specific measures, but in Lithuania all e-participation measures must be accessible to all vulnerable groups. It should be noted that the Law on Equal Opportunities for Women and Men (<https://www.e-tar.lt/portal/lt/legalAct/TAR.746227138BCB/asr>) is in force in Lithuania, the purpose of which is to ensure that the equal rights of women and men, as enshrined in the Constitution of the Republic of Lithuania, are realised, and to prohibit any discrimination on the basis of a person's gender, especially when it relates to their marital or family situation.

98. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes

No

99. If yes, please provide link and detail.

Since 2018, alliance "Langas į ateitį" together with Information Society Development Committee and Communications Regulatory Authority has been implementing the project "Connected Lithuania: efficient, safe and responsible digital society of Lithuania" (<https://www.prisijungusi.lt/about-projekta/>). The project is financed by the European Regional Development Fund and the state budget of the Republic of Lithuania. It's value –

5,9 mln. Eur. The goal of the project – motivate, help and train citizens to use digital technologies and e-services safely, responsibly and smartly. In 2020 the following results have been reached: a volunteer network of 524 digital leaders, 1600 e-scouts and 1260 digital advisers created, 80 000 people (beginners and basics) trained in public library branches (incl. online due to quarantine), over 30 educational resources updated and developed, next to the planned weekly promotional campaign 3 yearly campaigns were run, such as Safer Internet Week, Seniors Online Week, All Digital Week, which involved over 60 000 participants in activities. CONEECTED LITHUANIA ends in September, 2021. 100 000 adults will be trained to develop basic skills based on the European Digital competence framework level 1-3(4). The main finding of the project - the value of digital skills is well understood by most of the citizens who are seeking to improve them. People from 55+ is the most affected group by the quarantine - majority could not participate in online trainings: not enough skills, no device at home, no proper Internet connection.

100. Does the Government use any social media platform(s)? *

Yes

No

101. 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

Almost all Government institutions use social media platforms. Social media is mainly used to publish the most relevant information. Public consultations were actively launched during the pandemic as well. The requirements for the information to be published by the institutions are laid General Requirements (<https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.209540/asr>)

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

The requirements for the information to be published by the institutions are laid General Requirements (<https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/TAIS.209540/asr>)

103. 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

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

Citizens' opinions are valued without excluding vulnerable groups. Any interested persons can submit comments and proposals to the draft legal acts published on TAIS (<https://e-seimas.lrs.lt/portal/documentSearch/lt>) within the term established in the Rules of procedure of the Government (<https://www.e-tar.lt/portal/lt/legalAct/TAR.2D810041F3C0/asr>).

F. Usage, User Satisfaction and Evaluation

105. Does the Government monitor/collect usage statistics of e-government services? *

Yes

No

106. If yes, please provide link and detail.

The number of people using public and administrative e-services is calculated annually. 2020 value 57.7%. (<https://ivpk.lrv.lt/lt/veiklos-sritys-1/informacines-visuomenes-statistika>)

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

Yes

No

108. If yes, please provide link and detail.

Lithuania has adopted methodological guidelines on user-friendliness measures for public and administrative electronic services (<https://www.e-tar.lt/portal/lt/legalAct/a51d4910d45711e3bb00c40fca124f97>). The guidelines set out the basic principles of the suitability of a public or administrative service to be developed and provided remotely, using various means of electronic communications and technologies (e.g. computer, mobile phone, interactive digital television, etc.), the measures to ensure its suitability, and the assessment of their suitability. It is recommended to follow international standards for e. Services development (e.g. EN ISO 9241-110:2006, EN ISO 9241-210:2011). The recommendations are applicable to state and municipal authorities developing or improving e-services with public funds. Statistical information is also collected annually on how people perceive the quality of public and administrative services (<https://osp.stat.gov.lt/statistiniu-rodikliu-analize?theme=all#/>)

109. Does the Government collect usage and/or user satisfaction data with disaggregation by gender? *

Yes

No

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

G. Other information

111. 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) *

Lithuania's cooperation is mainly with EU countries (joint cross-border digitisation projects, cross-border agreements on certain digitisation issues, etc.)

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

Consent to publish this Questionnaire

113. 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>)