

Respondent

< 45 Anonymous >

49:56  
Time to complete

1. Country name \*

The Netherlands

## Contact information

2. Your name \*

John Kootstra

3. Title \*

Policy Advisor

4. Organization \*

Ministry of the Interior and Kingdom Relations

5. Email \*

John.kootstra@minbzk.nl

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.*

www.overheid.nl; www.ondernemersplein.nl; www.data.overheid.nl;  
https://www.digitaleoverheid.nl/

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

- E-services or similar \*

https://www.overheid.nl/dienstverlening

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

- E-participation or similar \*

https://lokale-democratie.nl/cms/view/75991f12-4c4f-43cb-9a24-335f17eff8b0/lokale-burgerparticipatie

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

<https://data.overheid.nl/>

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

<https://www.pianoo.nl/en> AND <https://www.tenderned.nl/tenderned-tap/aankondigingenc>

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

<https://www.rijksoverheid.nl/>, <https://www.uvw.nl/particulieren/index.aspx>,  
<https://www.svb.nl/int/nl/index.jsp>, <https://www.omgevingsloket.nl/>  
<https://duo.nl/particulier/>

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. \*

The Ministry of Interior and Kingdom Relations is in charge of co-ordinating the strategy.  
<https://www.rijksoverheid.nl/ministeries/ministerie-van-binnenlandse-zaken-en-koninkrijksrelaties>

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 \*

Bas den Hollander

16. Title \*

Director Digital Government

17. Organization \*

Ministry of the Interior and Kingdom Relations

18. Email \*

Bas.hollander@minbzk.nl

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## 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.rijksoverheid.nl/documenten/besluiten/2020/12/22/besluit-cio-stelsel-rijksdienst-2021>

## 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 \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-binnenlandse-zaken-en-koninkrijksrelaties> <https://www.omgevingsloket.nl/>

22. Education \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-onderwijs-cultuur-en-wetenschap>  
<https://duo.nl/particulier/>

23. Health \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-volksgesondheid-welzijn-en-sport>

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

<https://www.rijksoverheid.nl/ministeries/ministerie-van-sociale-zaken-en-werkgelegenheid>  
<https://www.svb.nl> <https://www.uwv.nl/particulieren/>

## 25. Employment and Labour \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-sociale-zaken-en-werkgelegenheid>  
<https://www.uwv.nl> <https://www.svb.nl>

## 26. Environment \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-infrastructuur-en-waterstaat>  
<https://www.rijksoverheid.nl/ministeries/ministerie-van-economische-zaken-en-klimaat>

## 27. Justice \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-justitie-en-veiligheid>

## 28. Economy/finance \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-financien>  
<https://www.belastingdienst.nl> <https://www.rijksoverheid.nl/ministeries/ministerie-van-economische-zaken-en-klimaat>

## 29. Industry/trade \*

<https://www.rijksoverheid.nl/ministeries/ministerie-van-economische-zaken-en-klimaat>

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## 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

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## COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? \*

Coronavirus COVID-19 | Rijksoverheid.nl Coronavirus measures in brief | Coronavirus COVID-19 | Government.nl Coronadashboard | COVID-19 | Rijksoverheid.nl

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.

A manifesto for digital government in the (post-)corona era. The Ministry of the Interior and Kingdom Relations and the Association of Dutch Municipalities describe what they think the digital government could look like during and after corona.  
<https://www.rijksoverheid.nl/documenten/rapporten/2020/08/20/dichterbij-door-digitalisering>

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.

No, however, digital transformation and digital inclusion are more than before outlined in the national digitization strategy and its digital agenda.

## 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.

wetten.nl - Regeling - Wet openbaarheid van bestuur - BWBR0005252 (overheid.nl) Eerste Kamer der Staten-Generaal - Initiatiefvoorstel-Snels en Van Weyenberg Wet open overheid (33.328) Access to information and public documents Access to information for the public is based on the Freedom of Information Act (Wet openbaarheid van bestuur, Wob). A new bill, the Open Government Act (Wet open overheid, Woo) proposed by Members of Parliament to replace the Wob, has been pending for some time now. At the start of 2019, a new bill to amend the Woo was submitted to the House of Representatives

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

Yes

No

39. If yes, please provide link and detail.

AVG, VERORDENING (EU) 2016/ 679 VAN HET EUROPEES PARLEMENT EN DE RAAD - van 27 april 2016 - betreffende de bescherming van natuurlijke personen in verband met de

verwerking van persoonsgegevens en betreffende het vrije verkeer van die gegevens en tot intrekking van Richtlijn 95/ 46/ EG (algemene verordening gegevensbescherming) (autoriteitpersoonsgegevens.nl) The Dutch Data Protection Authority (Autoriteit Persoonsgegevens) has been appointed by law as the supervisory data protection authority and supervises compliance with the GDPR and the Implementation Act.

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

Yes

No

41. If yes, please provide link and detail.

Wet gegevensverwerking en meldplicht cybersecurity (Dutch Data Protection Act) wetten.nl - Regeling - Wet gegevensverwerking en meldplicht cybersecurity - BWBR0039866 (overheid.nl) On 1 January 2016, the data breach notification obligation entered into force. This obligation means that organisations (companies as well as governments) must immediately notify the Dutch Data Protection Authority as soon as they experience a serious data breach. And in some cases, they must also report the data breach to the data subjects (the persons whose personal data have been affected).

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

Yes

No

43. If yes, please provide link and detail.

Under parliamentary scrutiny. Eerste Kamer der Staten-Generaal - Wet digitale overheid (34.972)

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

Yes

No

45. If yes, please provide link and detail.

Electronic Signatures Act <https://wetten.overheid.nl/BWBR0015046/2003-05-21>

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

Yes

No

47. If yes, please provide link and detail.

Procurement Act <https://wetten.overheid.nl/BWBR0032203/2019-04-18> TenderNed is the Dutch government's online tendering system. All Dutch authorities are obliged to publish their national and European tenders on TenderNed's announcement platform, so businesses can access all public publications from a single webpage. e-invoice: The Dutch government has included the European directive in the Public Procurement Act. All Dutch governments, government organizations and other contracting authorities have been obliged to receive and process e-invoices from their suppliers since April 18, 2019. These e-invoices must comply with the Dutch derivative of the European standard for e-invoices, NLCIUS (Dutch Core Invoice Usage Specification).

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.

"Comptabiliteitswet", Act of 22 March 2017, containing rules on the management, information provision, control and accountability of central government finances, on the

management of public liquid assets outside the central government and on the supervision of the management of public and public liquid assets financial resources outside the central government <https://wetten.overheid.nl/BWBR0039429/2018-01-01>  
<https://www.rijksfinancien.nl/>

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.

Legislation is under preparation to arrange elements of the Digital Government Infrastructure (GDI), starting with eID. Legislation on base registers (BRP Law (personal records base register information available at Overheid.nl; new commercial register. More information available at [www.Overheid.nl](http://www.Overheid.nl)); buildings and addresses. More information available at Overheid.nl; •Legislation on unique identifying numbers (citizens service number). More information available at [www.Overheid.nl](http://www.Overheid.nl)

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

Yes

No

53. If yes, please provide link and detail.

<https://wetten.overheid.nl/BWBR0036795/2016-10-01> AND [wetten.nl](https://wetten.nl) - Regeling - Wet openbaarheid van bestuur - BWBR0005252 (overheid.nl) Eerste Kamer der Staten-Generaal - Initiatiefvoorstel-Snels en Van Weyenberg Wet open overheid (33.328)

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).

The first European directives on Artificial Intelligence have been published for consultation. It will be implemented in the future. There is no national legislation at this point. We sent letters to parliament on public values and human rights using emerging technologies.

## 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

no strict cycle is in place, generally connected to

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

Yes

No

59. Please provide link and detail.

The e-government agende NL digibeter is aligned with the broader digitalisation strategy.  
<https://www.rijksoverheid.nl/documenten/kamerstukken/2020/06/25/aanbieding-nederlandse-digitaliseringsstrategie-2020>

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 digital government agenda supports the SDG 16 but there is no explicit reference to the UN SDG in the agenda.

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 NL Digibeter agenda is an intergovernmental agenda. It is a common strategy of national, regional and local governments. NL also cooperates at EU level on digital 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.

Partly in response to the corona crisis, the following three issues are given particular attention in NL DIGIbeter 2020. 1-We are taking additional measures to ensure that everyone can continue to participate (digitally). For example the #allemaaldigitaal campaign means that thousands of people have been given access to a refurbished laptop that enables them to join the digital world. This campaign is a joint initiative between public and private parties, coordinated by the Digital Society, NL Digital and SIVON alliance. A helpline has also been opened (0800-1508) to help people who run up against problems in using their laptop or tablet. We have joined forces with the Kids' Council to help the elderly achieve greater digital contact, as a means of tackling social isolation. 2- We guarantee good quality and reliable digital services so that citizens and entrepreneurs are able to continue to settle their affairs with government, remotely. It is more important than ever that the resources for digital services remain safe, user-friendly and reliable, and meet the needs of today. As far as possible, our processes are organised from the perspective of people's life events. 3-The use of technology to realise societal goals has been combined with answering the (ethical) questions raised by this technology.

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.

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

Yes

No

69. Please provide link and detail.

Yes, see page 38 "Bij de DBC ondersteunen we vooral de ontwikkeling van use cases. Daarbij gaat het bijvoorbeeld om de ontwikkeling van het concept Self Sovereign Identity (SSI), dat ervoor zorgt dat burgers meer grip hebben op het delen van gegevens (attributen). Daardoor worden diploma's en certificaten bijvoorbeeld via blockchain uitwisselbaar."  
<https://www.digitaleoverheid.nl/wp-content/uploads/sites/8/2020/07/nl-digibeter-2020.pdf>

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.

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.

Not directly in the e-government agenda, however, it is implemented in the Basic Registries System. <https://www.digitaleoverheid.nl/overzicht-van-alle-onderwerpen/basisregistraties-en-stelselafspraken/inhoud-basisregistraties/> In the Netherlands, the once-only principle is applied in several areas. The Stelsel van Basisregistraties (Basic Registries System) was founded in 2003 and comprises 12 basic registries containing general information on companies and individuals, such as company names, personal addresses, cadastral information, income and registration information for motor vehicles.

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:

Yes, e.g. page 88 Nederlandse Digitaliseringsstrategie 2021 | Kamerstuk | Rijksoverheid.nl

76. Robotics - please provide link and detail:

Yes, i.g. p 42 Nederlandse Digitaliseringsstrategie 2021 | Kamerstuk | Rijksoverheid.nl

77. Blockchains - please provide link and detail:

yes, e.g. page 64, 69 Nederlandse Digitaliseringsstrategie 2021 | Kamerstuk | Rijksoverheid.nl

78. 5G - please provide link and detail:

Yes, e.g. page 29. 69 Nederlandse Digitaliseringsstrategie 2021 | Kamerstuk | Rijksoverheid.nl

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

Not directly

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.

NL cooperates at EU level on digital government.

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.

No such tool exist, only research is conducted: 'future exploration of digitization'  
<https://www.rijksoverheid.nl/documenten/kamerstukken/2021/04/26/toekomstverkenning-digitalisering-2030>

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.

Experimental law on the administration of justice The draft bill provides a legal basis for experiments with innovative judicial procedures. By way of an experiment it will be possible to temporarily deviate from the legislation on litigating before the civil court by order in council. It is possible to deviate from the Code of Civil Procedure, the Judicial Organization Act, the Bankruptcy Act, the Civil Matters Court Fees Act and the Legal Aid Act.

## 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.

<https://www.digitaleoverheid.nl/digitale-inclusie/>

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

Yes

No

90. If yes, please provide link and detail.

<https://lokale-democratie.nl/> Democratie in Actie is een samenwerkingsprogramma van het ministerie van Binnenlandse Zaken en Koninkrijksrelaties (BZK), de Vereniging van Nederlandse Gemeenten (VNG) en de beroeps- en belangenverenigingen van raadsleden, griffiers, wethouders, gemeentesecretarissen en burgemeesters. Het programma is gestart in november 2018 en loopt tot 2022. The Inspiration Guide Digital Participation contains tips, practical examples and an overview of digital tools that make digital participation processes a success, especially in these (corona) times. Because how do you ensure that participation processes that have already been started or that were on the roll can still continue?

<https://lokale-democratie.nl/groups/view/98d890f9-3148-428d-97ce-b33ef51fed8d/digitale-participatie/wiki/view/bb907e03-8033-4932-b396-27cd83cb7c4c/inspiratiegids-digitale-participatie-met-praktijkvoorbeelden> <https://lokale-democratie.nl/groups/view/98d890f9-3148-428d-97ce-b33ef51fed8d/digitale-participatie/wiki/view/bb907e03-8033-4932-b396-27cd83cb7c4c/inspiratiegids-digitale-participatie-met-praktijkvoorbeelden>

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.

no, however vulnerable groups are covered: <https://www.digitaleoverheid.nl/digitale-inclusie/>

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.

no, however vulnerable groups are covered: <https://www.digitaleoverheid.nl/digitale-inclusie/>

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.

no, however vulnerable groups are covered: <https://www.digitaleoverheid.nl/digitale-inclusie/>

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.

Digitale vaardigheden ontwikkelen | Taal, rekenen en digitale vaardigheden | Rijksoverheid.nl  
<https://www.rijksoverheid.nl/onderwerpen/taal-rekenen-digitale-vaardigheden/digitale-vaardigheden> <https://www.hetinformatiepunt.nl/> ALSO research 'Digitale vaardigheden: een onderzoeks-en beleidsagenda' commissioned by the Ministry of the Interior and Kingdom Relations <https://www.digitaleoverheid.nl/wp-content/uploads/sites/8/2021/01/Rapport-Digitale-Vaardigheden.pdf>

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

publication: NL Digibetter, <https://www.digitaleoverheid.nl/>, social media: @digitaleoverheid  
text messaging, e.g. @RaymondKnops (Secretary of State) web interface to citizens:  
overheid.nl and webinterface for businesses: ondernemersplein.nl  
<https://www.youtube.com/user/rijksoverheid> <https://twitter.com/MinPres>

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

For government officials there are official guidelines  
<https://www.rijksoverheid.nl/onderwerpen/overheidscommunicatie/documenten/rapporten/2010/06/30/ui-online-communicatie-rijksambtenaren>

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.

<https://prodemos.nl/> <https://www.movisie.nl/trefwoord/burgerparticipatie>  
<https://www.platformparticipatie.nl/> <https://vng.nl/rubrieken/onderwerpen/versterking-lokale-democratie> Letter from Minister Plasterk (BZK) and State Secretary van Rijn (VWS) to the House of Representatives about restrictive rules that citizens' initiatives and voluntary work are confronted with in practice.

(<https://www.rijksoverheid.nl/onderwerpen/burgerschap/documenten/kamerstukken/2014/05/06/kamerbr-over-knellende-regelgeving-voor-vrijwilligers-en-burgerparticipatie>)

## 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.

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

Yes

No

107. If yes, please provide link and detail.

The big agencies have their own methods of measuring the satisfaction of customers and they keep improving their services according to the wishes of the end users. On central level the UX-community is an important organisation ([www.gebruikercentraal.nl](http://www.gebruikercentraal.nl))

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

Yes

No

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

## G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) \*

Coalition of the Willing <https://www.digitaleoverheid.nl/nieuws/coalition-of-the-willing-samen-leren-door-te-experimenteren/>

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

After the parliamentary elections in March 2021, the permanent parliamentary committee for digital affairs was established.

## 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>)

