



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey: <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)) and Rachael Purcell (email: [purcell@un.org](mailto:purcell@un.org)).

**COUNTRY NAME\***

**Contact information**

Your name*	Lizzie Jones
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Organization*	Department of Internal Affairs
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**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 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

1. What is the official e-government portal at the national level? If more than one exists, please list all. \*

<https://www.digital.govt.nz/>  
<https://www.govt.nz/>

2. Please provide links (Links) for portals providing specific services/features\*

E-services or similar	<p><a href="https://smartstart.services.govt.nz/">https://smartstart.services.govt.nz/</a> (an integrated service for parents and caregivers of young children)</p> <p><a href="https://www.govt.nz/">https://www.govt.nz/</a> (provides content about services and links to where these reside on government department websites)</p> <p>Government departments offering e-services do so through their own websites. Examples include:</p> <p><a href="https://www.passports.govt.nz/">https://www.passports.govt.nz/</a></p> <p><a href="https://www.ird.govt.nz/about-this-site/conditions-of-use/our-online-services/myir">https://www.ird.govt.nz/about-this-site/conditions-of-use/our-online-services/myir</a></p> <p><a href="https://my.msd.govt.nz/">https://my.msd.govt.nz/</a></p>
E-participation or similar	<p><a href="https://www.govt.nz/browse/engaging-with-government/">https://www.govt.nz/browse/engaging-with-government/</a></p> <p><a href="https://thehive.nz/">https://thehive.nz/</a> (consultation platform supporting two-way conversation between young people and decision-makers)</p>
Open government data	<p><a href="https://data.govt.nz/">https://data.govt.nz/</a></p> <p><a href="https://www.stats.govt.nz/">https://www.stats.govt.nz/</a></p>
Public procurement	<p><a href="https://marketplace.govt.nz/">https://marketplace.govt.nz/</a></p> <p><a href="https://www.gets.govt.nz/ExternalIndex.htm">https://www.gets.govt.nz/ExternalIndex.htm</a></p> <p><a href="https://www.procurement.govt.nz/">https://www.procurement.govt.nz/</a></p>
Others (if any)	

3. 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. \*

Te Kawa Mataaho | Public Service Commission <https://www.publicservice.govt.nz/>

Digital Public Service branch, Department of Internal Affairs <https://www.dia.govt.nz/About-Internal-Affairs---Department-structure---Business-units#dps> and <https://www.digital.govt.nz/>

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes  No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Paul James
Title*	Government Chief Digital Officer
Organization*	Department of Internal Affairs
Email*	gcdo@dia.govt.nz

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

Government Chief Digital Officer: <https://www.digital.govt.nz/digital-government/leadership/government-functional-leads/government-chief-digital-officer-gcdo/>

### Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following\*

Planning/development	Te Kawa Mataaho   Public Service Commission <a href="https://www.publicservice.govt.nz">https://www.publicservice.govt.nz</a>
Education	<ul style="list-style-type: none"> <li>Ministry of Education: <a href="https://www.education.govt.nz/">https://www.education.govt.nz/</a></li> <li>Tertiary Education Commission: <a href="https://www.tec.govt.nz">https://www.tec.govt.nz</a></li> <li>New Zealand Qualifications Authority: <a href="https://www.nzqa.govt.nz/">https://www.nzqa.govt.nz/</a></li> </ul>
Health	Ministry of Health - <a href="https://www.health.govt.nz/">https://www.health.govt.nz/</a>
Social Welfare (inclusion, social protection, etc.)	<ul style="list-style-type: none"> <li>Ministry of Social Development: <a href="https://www.msd.govt.nz/">https://www.msd.govt.nz/</a></li> <li>Whanau Ora: <a href="https://www.tpk.govt.nz/en/whakamahia/whanau-ora">https://www.tpk.govt.nz/en/whakamahia/whanau-ora</a> (Run through the Ministry of Māori Development, Te Puni Kōkiri, and provides a family-centred approach to lifting the wellbeing of individuals.)</li> <li>Social Investment Agency: <a href="https://sia.govt.nz/">https://sia.govt.nz/</a></li> <li>Oranga Tamariki – Ministry for Children: <a href="http://www.orangatamariki.govt.nz">www.orangatamariki.govt.nz</a></li> </ul>
Employment and Labour	<ul style="list-style-type: none"> <li>Work and Income NZ: <a href="https://www.workandincome.govt.nz/">https://www.workandincome.govt.nz/</a></li> <li>Ministry of Business, Innovation and Employment: <a href="https://www.employment.govt.nz/">https://www.employment.govt.nz/</a></li> </ul>
Environment	<ul style="list-style-type: none"> <li>Ministry for the Environment: <a href="http://www.mfe.govt.nz/">http://www.mfe.govt.nz/</a></li> <li>Department of Conservation: <a href="https://www.doc.govt.nz/">https://www.doc.govt.nz/</a></li> <li>Parliamentary Commissioner for the Environment: <a href="https://www.pce.parliament.nz/">https://www.pce.parliament.nz/</a></li> <li>Environmental Protection Authority: <a href="https://www.epa.govt.nz/">https://www.epa.govt.nz/</a></li> <li>Ministry for Primary Industries: <a href="https://www.mpi.govt.nz/">https://www.mpi.govt.nz/</a></li> <li>Department of Internal Affairs: <a href="https://www.dia.govt.nz/Three-waters-review">https://www.dia.govt.nz/Three-waters-review</a></li> </ul>

Justice  
Economy/finance

- Ministry of Justice: <https://www.justice.govt.nz>
  - The Treasury: <Http://www.treasury.govt.nz>
  - Ministry of Business Innovation and Employment: [Economic development | Ministry of Business, Innovation & Employment \(mbie.govt.nz\)](Economic development | Ministry of Business, Innovation & Employment (mbie.govt.nz))
  - Inland Revenue: <https://www.ird.govt.govt.nz>
- Ministry of Business, Innovation and Employment: <https://www.mbie.govt.nz/business/trade-and-tariffs/>
  - Ministry for Primary Industries: <https://www.mpi.govt.nz/>
  - Worksafe: <https://worksafe.govt.nz/>
  - Ministry of Foreign Affairs and Trade: <https://www.mfat.govt.nz/>
  - New Zealand Trade and Enterprise: <https://www.nzte.govt.nz/>

Industry/trade

## B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic\*?

Yes  No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

<https://covid19.govt.nz>

This is the authoritative New Zealand government website for 'Unite against COVID-19'.

7. 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? Please provide link and detail.

The New Zealand government 2021 budget focuses on COVID-19 recovery, tackling child poverty and initiatives to address climate change. A \$170 million contingency, for instance, will enable investment in data and digital infrastructure and capability (including Hira, the national health information platform) needed to implement health system reforms and improve health system performance. Investment in the future of work includes providing a digital skills programme and training support to industries, business and workers (e.g. Small Business Digital Training, Advisory and Support Programme \$44m). Link: <https://budget.govt.nz/>

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

- Government’s COVID-19 rapid response, readiness and recovery have amplified the need for a digital Public Service. (link: [Strategy for a Digital Public Service](#)). A coherent, cross-government approach to digital solutions in the COVID-19 pandemic is required to improve public trust and social licence.
- Factors such as privacy, security, inclusion, identity, interoperability, assurance, investment affect people’s willingness to support the interventions that may be needed to stop the virus spread and support New Zealand’s COVID strategy.
- Digital insights from the public service response to COVID-19: a report on the digital capabilities required for COVID-19 and future incident responses and how to progress a digitally enabled public service has been published. Link: <https://www.digital.govt.nz/digital-government/strategy/digital-insights-from-the-public-service-response-to-covid-19>
- Digital inclusion - access, skills, motivation and trust: user experience for disabled people, Māori and Pacific peoples have been recently published to raise awareness and inform Public Service digital service responses to COVID-19. Such insights are relevant to COVID responses such as contact tracing, travel restrictions such as managed isolation facility bookings. Links: <https://www.digital.govt.nz/digital-government/programmes-and-projects/digital-inclusion/digital-inclusion-research/>

### C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? \*

Yes  No

If yes, please provide link and detail.

[The Official Information Act 1982](#)

[Local Government Official Information and Meetings Act 1987](#)

[Privacy Act 2020](#)

[Electronic Identity Verification Act 2012](#)

[Contract and Commercial Law Act 2017](#)

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

Yes  No

If yes, please provide link and detail.

The [Privacy Act 2020](#) covers the entire New Zealand economy and public service with some notable exemptions such as the judiciary. The Privacy Act 2020 expands the previous 12 Information Privacy Principles (based on OECD guidelines) to 13 Information Privacy Principles. The additional new Principle requires personal information sent to a foreign person or entity have the same or similar safeguards as New Zealand has. Further changes include the capability for the Privacy Commissioner (New Zealand’s Data Protection Authority) to issue compliance notices and access directions, and the

ability to fine non-compliant agencies up to \$10,000 NZD. Mandatory privacy breach reporting for serious breaches was also introduced with the new Act.

The Privacy Act 2020 also updated the existing six Codes of Practice that apply to specific types of personal information such as health information, credit reporting, superannuation schemes, etc.

There are numerous other pieces of legislation in operation by the New Zealand public service that have additional privacy safeguards, requirements, rights and effects that are consistent with the role of the responsible agency and the [New Zealand Bill of Rights Act 1990](#).

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

Yes  No

If yes, please provide link and detail.

There is no single piece of cybersecurity legislation in NZ. There is, however, a range of Acts and regulations that cover areas of cybersecurity that different parts of government are either mandated or encouraged to follow, depending on how close to the centre of government they are:

- Telecommunications (Interception Capability and Security) TICS Act 2013 <https://www.ncsc.govt.nz/ticsa/>
- New Zealand Information Security Manual (NZISM) sets out the expectations of government on cyber controls <https://www.gcsb.govt.nz/publications/the-nz-information-security-manual/>
- Protective Security Requirements (that covers more than cyber). The NZISM forms the InfoSec portion of this requirement. <https://protectivesecurity.govt.nz/>
- NZ Privacy Act 2020 will have an impact on cyber security much like GDPR does <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>
- NZ's Crimes Act 1961, while old, does allow Police to respond to cyber crime <https://www.legislation.govt.nz/act/public/1961/0043/latest/DLM330422.html> and <https://www.police.govt.nz/advice-services/cybercrime-and-internet/cybercrime>

Elements of cybersecurity appear in the Intelligence and Security Act 2017 depending on where in the cyber journey you are looking

<https://www.legislation.govt.nz/act/public/2017/0010/latest/DLM6920823.html>

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

Yes  No

If yes, please provide link and detail.

[Electronic Identity Verification Act 2012](#) – the purpose of this Act is to facilitate secure interactions (particularly online interactions) between individuals on the one hand and participating agencies on the other. To that end, this Act:

a) ensures that participating agencies can achieve a high degree of confidence in an individual's identity by providing the individual with the option of verifying his or her identity authoritatively and in real time by electronic means if a degree of confidence is necessary for the interaction between the participating agency and the individual; and

b)

provides for a whole of government shared service to enable a centralised approach to be taken in relation to the verification of an individual's identity by electronic means while protecting the individual's privacy.

[Identity Information Confirmation Act 2012](#) – the purpose of this Act is to facilitate the use of an electronic service that allows agencies to confirm identity information about individuals so as to—  
(a) contribute to the prevention of crime (particularly identity-related crimes); and  
(b) ensure that agencies can use and, if necessary, record confirmed identity information.

[Electronic Identity Verification Regulations 2013](#)

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

Yes  No

If yes, please provide link and detail.

[Contract and Commercial Law \(Electronic Transactions\) Regulations 2017](#)  
[Certification of Electronic Instruments \(Statutory Requirements and Retention of Evidence\) Standard 2018](#)

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

Yes  No

If yes, please provide link and detail.

The Procurement Functional Lead for government sits with the chief executive of the Ministry of Business, Innovation and Employment. The procurement functional lead is responsible for supporting agencies to lift procurement performance across the public service.

There is a government procurement website which sets out government procurement rules to support sustainable and inclusive procurement through the promotion of good practice for procurement planning, approaching the supplier community and contracting:  
<https://www.procurement.govt.nz/procurement/principles-charter-and-rules/government-procurement-rules/>

In addition, the Government Chief Digital Officer (GCDO) is responsible for ICT functional leadership. The government strategy and supporting work programme includes a focus on streamlining common ICT procurement processes. The [Digital Marketplace](#) is an online market that makes it easier for government departments to access digital services and for suppliers to deliver them. It was developed with support from local industry and government agencies. Marketplace gives agencies access to innovative products and services. Marketplace channels are currently open for Software as a Service (SaaS), Consultancy and Professional Services, and Managed Services.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? \*

*Note: This is related to SDG Indicator 16.6.1*

Yes  No

If yes, please provide link and detail.

The primary legislation about publishing government expenditures is the [Public Finance Act 1989](#).

Departments must report individually and the Treasury reports on government as a whole. Section 39(1) requires strategic intentions to be published on an internet site and annual reports to be published under section 44(4). Most departments do so by publishing on their departmental websites.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? \*

Yes  No

If yes, please provide link and detail.

Neither of these aspects is directly mandated by legislation. However, the Government Statistician also acts as the Government Chief Data Steward (GCDS), in which role he is [mandated](#) to establish cross-government data standards and other aspects of data interoperability. <https://www.stats.govt.nz/about-us/data-leadership>.

A new Data and Statistics Bill is currently in draft.

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

Yes  No

If yes, please provide link and detail.

There is no legislative framework but the Public Service Commission is New Zealand's representative to the international Open Government Partnership and reports regularly on progress here <https://www.publicservice.govt.nz/our-work/open-government-partnership-ogp/> and here <https://www.opengovpartnership.nz/>

The GCDS is a mandated Functional Leader of data in New Zealand. The GCDS:

- sets the strategic direction for government's data management
- leads New Zealand's state sector's response to new and emerging data issues
- develops Data Stewardship Framework to enable agencies to manage data as a strategic asset and benchmark their data maturity; and
- leads the government's commitment to accelerating the release of open data.

More information about the GCDS role can be found here:

<https://www.data.govt.nz/about/government-chief-data-steward-gcdfs/>.

18. 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

If yes, please provide link and detail.



For the most part, regulation of new technologies in New Zealand has occurred on an “as needed” basis, with specific laws in some areas, such as telecommunications, assisted reproductive technologies, space.

Decisions that are made or assisted by algorithms within government may be subject to judicial review, with the capacity to challenge, appeal or review relying on being able to access information on how the decision was arrived at.

The [Official Information Act 1982](#) provides that anyone who has been subject to a decision or recommendation by a government department or Minister of the Crown is entitled to the reasons for that decision or recommendation.

The [Human Rights Act 1993](#) prohibits discrimination on a number of grounds, so agencies using AI and algorithms need to take care that human rights violations do not occur.

The [Privacy Act 2020](#) will also apply in any decisions made using personal information.

26 core government agencies have signed up to an [Algorithm Charter for Aotearoa New Zealand](#), developed by Statistics NZ. The charter is expected to help ensure human bias cannot be perpetuated in digital systems and to maintain transparency and accountability to the public.

## D. Strategy and Implementation

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

Yes  No

If yes, please provide link and detail.

The [Strategy for a Digital Public Service](#) sets a whole-of-public-service direction — one that improves the efficiency of the public service, enables change, supports better services and the digital transformation of agencies, putting people and businesses at the centre of government services. The Strategy has an associated work programme.

The Strategy for a Digital Public Service is considered to be a living strategy, iterating over time; so there is no set period/cycle determined for the relevance of the current iteration.

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

- Two-year  
 Three-year  
 Five-year  
 Ten-year  
 Other

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

It is intended that the Strategy for a Digital Public Service, one of a number of enabling strategies for digital activity in New Zealand, will sit within a Digital Strategy for Aotearoa, work on which was [announced](#) in May 2021 by the Minister for Digital Economy and Communications.

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

New Zealand has a strong domestic and international focus on sustainable development. The government is implementing New Zealand's SDG commitments through efforts to build a more productive, sustainable, inclusive and future-ready economy that will lift the well-being of all New Zealanders. The proposed thematic framework for a Digital Strategy for Aotearoa - Trust, Inclusion and Growth – demonstrates alignment with New Zealand's SDG commitments:  
<https://www.beehive.govt.nz/speech/speech-digital-identity-trust-framework>

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

The Strategy for a Digital Public Service provides direction for public service departments. Local government entities (such as councils) can use the Strategy should they choose.

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

The Strategy for a Digital Public Service has [four outcomes](#) and [eight behaviours](#), many of which speak to inclusion and engagement. Those most relevant to inclusion and engagement are:

### **Outcomes**

**Better results for New Zealand through a digital public service:** Government has the capacity and capability to collaboratively address complex issues, and grow New Zealand’s economic, social and environmental wellbeing.

**New Zealanders’ experience with government improves:** Government services are responsive to New Zealanders’ needs and expectations, and are inclusive and accessible.

**A strengthened Māori–Crown relationship:** Honours the Māori–Crown relationship. Develops and maintains an enduring relationship with Māori for the creation of a digital public service that’s responsive to the needs and aspirations of all New Zealanders.

### **Behaviours**

**Make people-centred decisions:** People need to trust in, shape and influence the digital environment to create a human-centred experience that reflects what’s important to them. We’ll focus on the services people need at different points in their lives and support decisions made on what people value most — as public servants, individuals, whānau (family) and communities. That applies to how we design our services, and how we operate internally. We’ll leave no room for assumptions about what people need, and we’ll measure our progress from a people-centred perspective.

**Collaborate and co-create:** We’ll co-create with partners from inside and outside government. We recognise that by providing the right conditions and environment, services can be developed with communities for communities, taking an outside-in approach. We’ll use new ways of working, like human-centred design thinking to help us genuinely collaborate and co-create with others, and follow through on delivering enduring value from that co-creation.

**Digital transformation in accordance with tikanga Māori:** The digital transformation of government will be culturally inclusive - particularly in reference to te ao Māori and tikanga concepts.

**Strive for an open, accountable public service:** We’ll actively strive for a public service that’s open, responsive and accountable. Open innovation, co-creation and real-time access to services and information contributes towards transparency and trust in government and enables public value to be generated. We’ll make sure that clear frameworks and robust processes are in place to protect privacy, security and ethics.

There is also specific reference to engagement with decision-making (e-participation):

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#our-priority-focus-areas- title>

“We include and enable people to engage in our decision-making processes. New Zealanders feel the government is supportive of them, that it’s doing a great job for the country, and they feel listened to.”

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

Yes, the Strategy [references](#) a national data governance framework:

The Strategy for a Digital Public Service complements the [Data Strategy and Roadmap](#) commissioned by the GCDS and the work involved in [Wai 262: Te Pae Tawhiti](#).

The Data Strategy provides a shared direction for making more effective use of New Zealand's data. The Data Strategy and Roadmap and the Strategy for a Digital Public Service are closely aligned and critical to supporting each other's outcomes.

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes – here: <https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#our-priority-focus-areas- title>

**Digital identity:** Establishes a coherent digital identity ecosystem for people and organisations, that allows timely and accurate exchange of information while respecting customer choice, convenience, control and privacy.

The New Zealand Government is in the process of establishing a Digital Identity Trust Framework in Legislation. The Trust Framework Bill will promote the provision of secure and trusted digital identity services that meet essential minimum requirements for security, privacy, identification management and interoperability; and support community resilience and realise the wider benefits of digital identity

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

The Strategy provides strong direction for digital services with the recognition that there is a need to provide services on non-digital channels to support inclusion.

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#why-we-need-to-change- title>

“We also recognise some people can't or don't want to engage online or use digital services. Digital transformation is about how we meet everyone's needs through better design and collaboration, whether online, face-to-face, through others or by phone. Digital services are provided in a variety of ways (using different interfaces) for a variety of needs, including experiences that are specifically for disabled people.”

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

The national data strategy, the 'Data Strategy and Roadmap for New Zealand', provides the strategic direction for government's management of data with the goal of *unlocking the value of data for all New Zealanders*. Annual priorities are set to help direct activity towards delivering to the strategy – many of these encompass the “once-only data principle” and include:

- ensuring consistent data practices between government agencies to maintain and build public trust and confidence;
- developing efficient and shared processes for the common collection of data variables across government; and
- considering improvements to system infrastructure to meet the needs of its users.

The GCDS is currently working to minimise data duplication through coordination, standards, shared goals and all-of-system investment decisions.

29. 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)?

Please provide link and detail.;

Artificial intelligence (AI); link/detail: \_\_\_\_\_

Robotics; link/detail: \_\_\_\_\_

Blockchains; link/detail: \_\_\_\_\_

5G; link/detail: \_\_\_\_\_

Internet of Things (IoT); link/detail: \_\_\_\_\_

Others; link/detail: \_\_\_\_\_

The Strategy for a Digital Public Service references the category of new digital technologies rather than specific technologies. The Strategy recognises the criticality of ensuring that the human rights that apply offline continue to be recognised and protected in the digital environment

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#what-a-modern--agile-and-adaptive-public-service-needs-to-do-to-achieve-our-outcomes- title>.

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Not explicitly, although the direction, objectives and areas of focus are in broad agreement with other national E-Government strategies.

New Zealand is also a member of the Digital Nations group, so contributes to the goals of this group:

<https://www.leadingdigitalgovs.org/>

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

Foresight tools were not used in the development of the Strategy, but they may be used to support future iterations.

The Policy Project, housed in the Department of the Prime Minister and Cabinet, provides guidance to agencies for using futures thinking: <https://dpmc.govt.nz/our-programmes/policy-project/policy-methods-toolbox/futures-thinking>

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

The Digital Identity Transition programme ran a series of policy experiments to develop a set of options for government's future role in digital identity in New Zealand:

<https://dpmc.govt.nz/sites/default/files/2020-10/policy-project-case-study-digital-identity-transition.pdf>

<https://www.digital.govt.nz/blog/collaborative-digital-identity-experiments/>

## E. Digital Inclusion and E-Participation

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

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

Yes  No

If yes, please provide link and detail.

New Zealand has a cross-government digital inclusion programme:  
<https://www.digital.govt.nz/digital-government/programmes-and-projects/digital-inclusion/>.

The digital inclusion work programme leads, connects and supports a coordinated approach to various digital inclusion work across New Zealand.

There are a range of digital inclusion initiatives underway across government that support vulnerable groups at risk of digital exclusion.

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

Yes  No

If yes, please provide link and detail.

New Zealand's Public Service Commission leads the public service on matters of active citizenship:  
<https://www.publicservice.govt.nz/our-work/information-releases/accountability-documents/briefing-to-the-incoming-minister/?e6608=6620-legitimacy-of-the-public-service%20releases/accountability-documents/briefing-to-the-incoming-minister/?e6608=6620-legitimacy-of-the-public-service>

There are principles and guidance supporting the public service to plan and manage effective online engagement with New Zealanders:

<https://www.digital.govt.nz/standards-and-guidance/engagement/>

The Policy Project also provides good practice guidance on engagement: <https://dpmc.govt.nz/our-programmes/policy-project/policy-methods-toolbox/community-engagement>

35. 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

If yes, please provide link and detail.

There are a range of digital inclusion initiatives underway across government that support vulnerable groups at risk of digital exclusion.

These can be found in the [Digital inclusion stocktake: What digital inclusion looks like across government](#) 2019, which looks at what the New Zealand government is doing to support Digital different government agencies were doing to support digital inclusion, many of which are still active; and in the 2020 [Digital Inclusion Action Plan](#) which takes a more recent look at government policy initiatives, particularly in response to Covid-19.

In regards to improving access to e-government services for women and other vulnerable groups, relevant initiatives include:

- work to ensure that government [websites are accessible](#); and
- the Ministry of Social Development and the Ministry of Health provide access to information and services and websites at little or no cost.

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

Yes  No

If yes, please provide link and detail.

There are a range of digital inclusion initiatives underway across government that support vulnerable groups at risk of digital exclusion.

These can be found in the [Digital inclusion stocktake: What digital inclusion looks like across government](#) 2019, which looks at what the New Zealand government is doing to support Digital different government agencies were doing to support digital inclusion, many of which are still active; and in the 2020 [Digital Inclusion Action Plan](#) which takes a more recent look at government policy initiatives, particularly in response to Covid-19.

The Ministry for Women also provides an online service called the Nominations Service.

The Nominations Service supports women into governance positions within the public sector, by providing the names of suitable candidates for board positions to government agencies which appoint to public sector boards.

While not a complete e-service, the Nominations Service has a 'journey to appointment' pathway for those who are interested in furthering their governance career, as well as the ability to sign-up to an online database.

<https://women.govt.nz/leadership/nominations-service>

<https://women.govt.nz/leadership/nominations-service/journey-appointment>

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

Yes  No

If yes, please provide link and detail.

There are a range of digital inclusion initiatives underway across government that support vulnerable groups at risk of digital exclusion.

These can be found in the [Digital inclusion stocktake: What digital inclusion looks like across government](#) 2019, which looks at what the New Zealand government is doing to support Digital different government agencies were doing to support digital inclusion, many of which are still active; and in the 2020 [Digital Inclusion Action Plan](#) which takes a more recent look at government policy initiatives, particularly in response to Covid-19.

Some examples of ways we are improving e-participation for women and other vulnerable groups, include:

- support older New Zealanders to understand technology and the digital world, connect to the internet and digital devices, and carry out online activities safely, with trust and confidence. This programme aims to reach a total of 4,700 people (led by the Office for Seniors in the Ministry of Social Development).
- A \$10 million investment to increase the digital skills of individuals and whanau (led by the Department of Internal Affairs).

These two training programmes (and other initiatives across government) are also available to all genders.

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

Yes  No

If yes, please provide link and detail.

Programme for the International Assessment of Adult Competencies (PIAAC):  
<https://www.oecd.org/skills/piaac/Skills-Matter-New-Zealand.pdf>.

We participate in the World Internet Project:  
[https://workresearch.aut.ac.nz/\\_data/assets/pdf\\_file/0009/174915/Core-Report\\_Oct15\\_release.pdf#page=20](https://workresearch.aut.ac.nz/_data/assets/pdf_file/0009/174915/Core-Report_Oct15_release.pdf#page=20).

A focus of New Zealand's 2020/21 Digital Inclusion Action Plan has been to build essential digital skills for individuals and whanau (family), and to build digital skills for small to medium enterprises (funding administered by the Department of Internal Affairs).

Digital literacy training is provided for older people (led by the Office for Seniors in the Ministry of Social Development) and adult learners (led by the Tertiary Education Commission).

Through the Marae Digital Connectivity Skills Initiative, there are also in-depth training workshops provided to the kaitiaki of marae who are responsible for the upkeep and use of their marae.

Information about these initiative can be found here:

<https://www.digital.govt.nz/dmsdocument/174~digital-inclusion-action-plan-20202021/html>

39. Does the Government use social media platform(s)? \*

Yes  No

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

Government departments use a wide range of social media tools and channels for awareness-raising, informational, engagement and recruitment purposes. Social media tools include public platforms such as Facebook, Twitter, Instagram and YouTube, as well as specific online engagement tools such [Dialogue](#), [EngagementHQ](#) and [Loomio](#).

Included below are some representative examples:

Facebook: [NZ Police](#); [Te Puni Kōkiri](#)

Twitter: [@govtnz](#); [@covid19nz](#)

Instagram: [@thehive.nz](#); [@govtechtalentnz](#)

YouTube: [Department of Internal Affairs](#); [Ministry of Health](#)

Dialogue: [Open Government Partnership](#)

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

The Public Service Commission provides guidance to the public service on the use of social media:



<https://www.publicservice.govt.nz/resources/social-media-guidance/>

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? \*

Yes  No

If yes, please provide link and detail.

Government departments conduct user research into the experiences of the user populations they service. These research reports are available to be used by other government departments for inclusion in policy development. Some examples include:

Digital inclusion programme research reports on the experiences of Māori, Pacific Peoples and disabled people: [Digital inclusion | NZ Digital government](#)

The Ministry for Women publishes research reports on the experiences of women: [Documents | Ministry for Women](#)

The Ministry for Pacific People publishes research reports on the experiences of Pacific peoples: [Ministry for Pacific Peoples — Reports \(mpp.govt.nz\)](#)

There is also a requirement that policy proposals being considered by Cabinet contain a section setting out the impacts that the proposals are like to have on population groups: [Cabinet policy paper template | Department of the Prime Minister and Cabinet \(DPMC\)](#)

The Treasury publishes the [Living Standards Framework Dashboard](#), which provides indicators and analysis that the Treasury uses to inform its advice about wellbeing priorities, which other government departments can also use.

The [Ngā Tūtohu Aotearoa – Indicators Aotearoa New Zealand](#) tool, developed by Statistics New Zealand, provides more than 100 indicators to monitor New Zealand's progress around our social, cultural, economic, and environmental wellbeing. The indicators support the government's wellbeing vision to provide a more holistic view of wellbeing and sustainable development than a purely economic measure does. These measures cover:

- New Zealand's [current wellbeing](#)
- [future wellbeing](#) (what we are leaving behind for future generations)
- the impact New Zealand is having on the rest of the world ([international impacts](#)).

In addition, [contextual indicators](#) are included that provide valuable context to the wellbeing indicators.

## F. Usage, User Satisfaction and Evaluation

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

Yes  No

If yes, please provide link and detail.

Results are provided through the Public Service Commission’s Kiwis Count survey. Information on the survey is available here: <https://www.publicservice.govt.nz/our-work/kiwis-count-survey/>

The survey collects usage statistics for 44 widely used public services. Some of these are primarily e-government services. It also collects information on what channel was used for the most recent service interaction. This information is published annually (<http://www.ssc.govt.nz/kc-insights>). Agencies receive interim 6-monthly updates on usage of the 44 services.

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

Yes  No

If yes, please provide link and detail.

This information is provided through the Public Service Commission’s Kiwis Count survey. The Kiwis Count survey collects satisfaction statistics for 44 widely used public services: [https://public.tableau.com/views/8\\_Chapter2SQSservicelevel/SQsindividualservices?:embed=y&:display\\_count=no](https://public.tableau.com/views/8_Chapter2SQSservicelevel/SQsindividualservices?:embed=y&:display_count=no). Some of these are primarily e-government services.

It also collects information on what channel was used for the most recent service interaction, and the overall satisfaction with this interaction. This information is published annually. Agencies receive interim 6-monthly updates on satisfaction with the 44 services.

## G. Other information

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

The New Zealand government is a founding member of the [Digital Nations network](#), as part of the network we also participate in thematic groups on Digital Identity, Artificial Intelligence, and Data 360.

The New Zealand government is a member (and past Chair) of the OECD E-Leaders Forum, this includes leading the thematic group on digital identity.

The New Zealand government has been the co-sponsor for an Artificial Intelligence project with the World Economic Forum’s Centre for the Fourth Industrial Revolution on regulating for artificial intelligence.

Last year the New Zealand government also participated in the European Tallinn Digital Summit. We also participated in the Digital Government Exchange (DGX), led by Singapore. As part of our involvement with the DGX, we also participate in a thematic group on the use of Cloud.

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

## H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. \*

Yes  No

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## 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>