Forms (https://www.offic... Member States Questionnaire (MSQ) for th... - Saved   ?   KG

Respondent

‹   21 | Anonymous ⌄   **353:23**   ›

Time to complete

---

1. Country name *

> Republic of Panama

Contact information

2. Your name *

> Luis Carlos Stoute

3. Title *

> Deputy Administrator (Subadministrador)

4. Organization *

> National Authority for Government Innovation (AIG)

5. Email *

lstoute@aig.gob.pa

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.panamadigital.gob.pa/ https://aig.gob.pa/
   https://www.panamasolidario.gob.pa/

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

   https://www.panamadigital.gob.pa/ (online services) https://311.gob.pa/ (citizen
   engagement, participation) https://dgi.mef.gob.pa/ (taxes) https://registro-publico.gob.pa/
   (public registry)

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

   https://www.agora.gob.pa/ https://311.gob.pa/

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

    > https://www.datosabiertos.gob.pa/

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

    > https://www.panamacompra.gob.pa/Inicio/#!/

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

    > https://www.panamasolidario.gob.pa/

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. *

    > https://aig.gob.pa/

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 *

> Luis Ricardo Oliva

16. Title *

> General Administrator (Administrador General)

17. Organization *

> National Authority for Government Innovation (AIG)

18. Email *

> loliva@aig.gob.pa

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.

Panama's National Digital Agenda (2021 version)
https://aig.gob.pa/documentosaig/agenda-digital/ As detailed in the recently enacted Law
144 https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf,
the government, led by the Innovation Authority (AIG), has the obligation of issuing a
National Digital Agenda, and officially publishing it. This multi-annual looking roadmap,
issued and renewed annually, is developed with the integration of the digital agendas of all
institutions across the government. AIG performed in 2020 a showcase strategic planning
process across 90 institutions, with more than 76 institutions delivering their institutional
plans. As the result of a guided and consistent institutional planning exercise, the following
products were delivered in each institution: a) the institutional digital agenda which contains
the main strategies and initiatives of each institution, aligned with the government and
institutional objectives, b) an operational plan detailing projects and budgets, and c) a
simplification plan, which details the revision or elimination of processes related to services
to citizens, and a periodization for bringing online the services. The plans from all
institutions tie up to the National Digital Agenda 2021. Another example of cross-
government integration and coordination by AIG, is our technology investment evaluation
system (we call it SES) with the objective of evaluating and approving every single
technology investment done in the government above 50,000 USD

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.mef.gob.pa/

22. Education *

https://www.meduca.gob.pa/

23. Health *

http://www.minsa.gob.pa

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

> https://www.mides.gob.pa/

25. Employment and Labour *

> https://www.mitradel.gob.pa/

26. Environment *

> https://www.miambiente.gob.pa/

27. Justice *

> https://www.organojudicial.gob.pa/ https://ministeriopublico.gob.pa/

28. Economy/finance *

> https://www.mef.gob.pa/

29. Industry/trade *

> https://www.mici.gob.pa/

B. COVID-19 Response and Recovery

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

◉ Yes

○ No

○ [Other]

COVID-19 response

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

> https://www.yomeinformopma.org/ This is an informational site to guide citizens on how to deal with COVID https://www.panamasolidario.gob.pa/ In this site citizens can register in order to get vaccinated. https://www.panamadigital.gob.pa/ This site holds the vaccination digital registry.

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.

> More than 15 million USD have been budgeted and executed through e-government projects as a response to COVID-19. Section 2.7, page 13, of the Digital Agenda https://aig.gob.pa/documentosaig/agenda-digital/, details some of the initiatives that required technology investments during COVID, like the ESTER (online education platform), digital scholarships (https://beca.innovacion.gob.pa/beca_digital/), and the different covid assistance apps and tools. Most recently all the vaccination scheduling and logistics was done through https://www.panamasolidario.gob.pa/. Our greatest achievement in this area was the creation of Panama Solidario and Vale Digital (https://www.panamasolidario.gob.pa/

), an innovative project through which the government distributed millions of usd in subsidies and citizens were able to use their national id as a bank card to convert the subsidies into food in commercial establishments. This innovative solution is helping introduce hundreds of thousands of humble people into the banking system, and has earned the Excellence Award in the e-government GEALC, gathered by the Organization of American States Autoridad Nacional para la Innovación Gubernamental (aig.gob.pa)

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.

One of the key objectives of the Digital Agenda 2021 was to promote recovery https://aig.gob.pa/documentosaig/agenda-digital/. Please refer particularly to these sections: page 34, goals by sector (health, education, logistics, agriculture); page 38 panama digital, page 50 Data Governance; page 53, Digital Municipalities; page 54, Digital Infrastructure; page 18, Equity and Social Inclusion; section 7, page 59, economic recovery plan. Recently enacted Law 144 https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf facilitates budgeting for digital transformation projects based on the 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.

Law No.6 of January 22, 2002. Defines norms of transparency in the public sector and establishes the habeas data, among other norms. The authority in charge of this is Autoridad Nacional de Transparencia y Acceso a la Información - ANTAI https://www.antai.gob.pa/wp-content/uploads/2015/04/Ley-6-de-22-enero-2002.pdf

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 No. 81 of March 26, 2019. Data privacy and protection law. This law is aimed at establishing the principles, rights, obligations and procedures that regulate the protection and privacy of personal data.
https://www.gacetaoficial.gob.pa/pdfTemp/28743_A/GacetaNo_28743a_20190329.pdf

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

🔘 Yes

⚪ No

41. If yes, please provide link and detail.

https://aig.gob.pa/csirt/ Executive Decree 709 of September 26, 2011 that establishes Panama's CSIRT: https://cert.pa/wp-content/uploads/2015/09/Decreto-Ejecutivo-no-709.pdf National Strategy of Cibersecurity and Protection of Critical Infrastructure: No 27289-A Page. #36 https://www.gacetaoficial.gob.pa/pdfTemp/27289_A/GacetaNo_27289a_20130517.pdf Adoption of an Integrated Interamerican Strategy of Cibersecurity: https://aig.gob.pa/descargas/2019/08/adopcion-de-una-estrategia-interamericana-integral-de-seguridad-cibernetica.pdf?csrt=8577146139311073966 Critical Infrastructure Resilience, protection of minors in internet, and Cibersecurity: https://aig.gob.pa/descargas/2019/08/resiliencia-de-las-infraestructuras-criticas-proteccion-de-menores-de-edad-en-internet-y-seguridad-cibernetica.pdf?csrt=8577146139311073966 Ratification of adherance to the Budapest Convention through Law 79 of 2013: https://www.asamblea.gob.pa/APPS/LEGISPAN/PDF_NORMAS/2010/2013/2013_606_1726.pdf Complementary Documentation: https://www.ipandetec.org/wp-

content/uploads/2018/08/IPANDETEC-Budapest-final-DD.pdf Cibercrime Law Project 483 on cybercrime: https://juandiegovasquez.com/wp-content/uploads/2021/02/Proyecto-de-Ley.-Texto-Unico-7.pdf

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

◉ Yes

◯ No

43. If yes, please provide link and detail.

Law No. 144 of April 15, 2020, Article 6, which regulates digital services provided by the government, updates Law 83 of 2012: https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf Law 83 of november 9, 2012, page 32. https://www.organojudicial.gob.pa/uploads/wp_repo/uploads/2016/11/Ley-82-de-2012.pdf

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

◉ Yes

◯ No

45. If yes, please provide link and detail.

Web page of digital signature: https://www.firmaelectronica.gob.pa/ Laws that regulate digital signature: https://www.firmaelectronica.gob.pa/legislacion-nacional.html Law 51 of July 22, 2008. Defines and regulates electronic documents and digital signature https://www.firmaelectronica.gob.pa/documentos/Ley_51-Firma_electronicas_almacenamiento_tecnologico_y_comercio_electronico.pdf Law 82 of november 9, 2012. Provides the Public Registry with powers as registration authority and root certifier of the digital signature for the republic of panamá. https://www.firmaelectronica.gob.pa/documentos/Ley_82-Que_modifica_la_Ley_51_de_2008.pdf

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

○ Yes

○ No

47. If yes, please provide link and detail.

> Law 22 of june 27, 2006. Regulates public procurement, ordered by Law 61 of 2017.
> https://www.gacetaoficial.gob.pa/pdfTemp/28483_B/GacetaNo_28483b_20180314.pdf Law
> 153 of may 8, 2020. Reforms Law 22, regulates public sector procurement
> https://www.gacetaoficial.gob.pa/pdfTemp/29020_A/GacetaNo_29020a_20200508.pdf

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 34 of june 5, 2008. This law establishes norms, principles and metodologies for fiscal
> and financial consolidation in public sector. See Chapter 6 of Transparency of Information.
> https://www.gacetaoficial.gob.pa/pdfTemp/26056/11115.pdf Law 6 of january 22, 2002.
> Provides norms for transparency in public sector and habeas data.
> https://www.antai.gob.pa/wp-content/uploads/2015/04/Ley-6-de-22-enero-2002.pdf

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 144, of april 15, 2020.
https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf Law
83 of november 9, 2012.
https://www.organojudicial.gob.pa/uploads/wp_repo/uploads/2016/11/Ley-82-de-2012.pdf
page. #32, See articles 14 and 15. This law creates the National Interoperability and Security
System, a centralized platform that allows of estandarization of the information among
applications, the normalization of formats and data models, and the management and
estandarization of webservices,

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

◉ Yes

◯ No

53. If yes, please provide link and detail.

Executive Decree No. 511 of november 24, 2017. Provides a public policy for public sector
open data and tansparency.
https://www.gacetaoficial.gob.pa/pdfTemp/28421/GacetaNo_28421_20171207.pdf pág. #12
Law 6 of january 22, 2002. Provides norms for transparency in public sector and habeas data.
https://www.antai.gob.pa/wp-content/uploads/2015/04/Ley-6-de-22-enero-2002.pdf

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).

Not yet. The National Authority for Public Services (ASEP) (https://www.asep.gob.pa/), is
working on regulation to formalize the assignment of frecuencies for 5G

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

   ⦿ | It is a multi-year strategy (National Digital Agen |

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

   ⦿ Yes

   ◯ No

59. Please provide link and detail.

   > See Chapter 2 of the National Digital Agenda to see the alignment with the government strategic plan and other guidelines. https://aig.gob.pa/documentosaig/agenda-digital/ Government's Strategic Plan https://www.gacetaoficial.gob.pa/pdfTemp/28931_A/GacetaNo_28931a_20191231.pdf

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

⦿ Yes

◯ No

61. Please provide link and detail.

> See Chapter 2 of the National Digital Agenda to see the alignment with sustainable development goals and other guidelines. https://aig.gob.pa/documentosaig/agenda-digital/ See CEPAL's observatory to see the alignment of the government strategic plan with SDG's https://observatorioplanificacion.cepal.org/es/planes/plan-estrategico-de-gobierno-2019-2024-de-panama PLAN ESTRATEGICO DE GOBIERNO https://www.gacetaoficial.gob.pa/pdfTemp/28931_A/GacetaNo_28931a_20191231.pdf

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

⦿ Yes

◯ No

63. Please provide link and detail.

> See Section 6.3 of the National Digital Agenda to see our strategy and alignment with municipalities https://aig.gob.pa/documentosaig/agenda-digital/ . This strategy is a continuation of several years of implementation of digital transformation projects in municipalities, led by AIG. Also, in the national portal for online transactions www.panamadigital.gob.pa, you can see all the transactions that citizens can do at municipal level.

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.

E-Participation: https://www.agora.gob.pa/ This year, with the occasion of the bicentennial of the independence of Panama from Spain, the government is performing one of the region's most comprehensive citizen consultation exercises, using online collaboration tools and the AGORA platform, sponsored by the United Nations Development Program. It is called the Bicentennial Pact and its objective is to gather ideas and proposals from the ground up in order for the government to rethink its national strategy in all sectors. Close to 180,000 proposals have been collected from citizens, and we are right now kicking off 44 independent commissions nationally to evaluate all proposals through 4 regions and arrive to a set of recommendations. This initiative is not mentioned in the e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ because at the time of its creation during 2020, we were not ready to make an announcement on the bicentennial pact, with accurate details. However, AIG has been working together with the Bicentennial Commission and the Office of the President, to execute this initiative. Citizen Engagement Center https://311.gob.pa/ One of AIG's most successful initiatives has been its Citizen Engagement Center (311), through which citizens and post their complaints, make consultations, and follow up the results. Each case is ticketed and followed up through resolution with each institution involved. The national e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ mentions in page 20 an improvement project to involve proative notifications to citizens regarding important events. In the same page we state our project to renovate our contact centre. Digital Inclusion The national e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ mentions digital inclusion strategy and projects on the following sections: - It is one of our main strategic lines. See first item, Section 2.4, page 10 - The projects regarding this strategy line, are listed Section 3.3.1 page 18-19. - One of the goals for 2021 is to develop an ecommerce platform for handcrafting businesses. Section 3.1, Page 17, first item In addition, the main government initiative regarding reduction of poverty, called COLMENA Plan, includes digital inclusion as an essential inherent component: http://www.gabinetesocial.gob.pa/planes-y-proyectos/plan-colmena/ This is an analysis of the multidimensional poverty model applied to Panama, with its component of internet access taken into account: http://www.gabinetesocial.gob.pa/planes-y-proyectos/indice-de-pobreza-multidimensional-ipm/ One of the government's key objectives is to reach 100% internet coverage nationally before the end of 2024, focusing on vulnerable regions and communities, particularly indigenous groups. Section 6.4.4, Page 57 of the National E-Government Strategy (National Digital Agenda) mentions the National Digital Coverage initiative. https://aig.gob.pa/documentosaig/agenda-digital/

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.

> The national e-government strategy (National Digital Agenda Version 2021)
> https://aig.gob.pa/documentosaig/agenda-digital/ in Section 6.2, Page 50, Data Governance
> to Improve Government, details our national strategy in this area.

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

◉　Yes

◯　No

69. Please provide link and detail.

> The national e-government strategy (National Digital Agenda Version 2021)
> https://aig.gob.pa/documentosaig/agenda-digital/. Section 4.1.2, Page 40, titled Single Sign-
> On Strategy, details our digital identity strategy. Law 144, of april 15, 2020.
> https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf.
> Article 2, point 7, and Article 6 make reference to digital identity.

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

◉　Yes

◯　No

71. Please provide link and detail.

> The national e-government strategy (National Digital Agenda Version 2021)
> https://aig.gob.pa/documentosaig/agenda-digital/ Section 4.2, Page 42 refers to the
> obligations that arise through the Law 144. Ley N° 144 de 15 de abril de 2020
> https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf. This

law, throughout its content, makes it an obligation to perform a service only digitally (if available) and use government digital data available, instead of requiring physical documentation. The law enforces penalties in case of incompliance.

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

○ Yes

○ No

73. Please provide link and detail.

The national e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ Section 4.2, Page 42 refers to the obligations that arise through the Law 144. Law 144 establishes as an obligation for the government to request information "only once", and indicates interoperability strategies to achieve this. Through the law, the government has one central portal for transactions, where is prohibited to ask for information already existing in government data bases. Ley N° 144 de 15 de abril de 2020 https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf Central Portal: www.panamadigital.gob.pa

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

○ Yes

○ No

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

See National Digital Agenda 2020 https://aig.gob.pa/descargas/2019/12/agenda-digital-2020-visual.pdf Section 4.2, Page 23, Information Science and Artificial Intelligence, among other subjects.__

76. Robotics - please provide link and detail:

> none

77. Blockchains - please provide link and detail:

> See National Digital Agenda 2020 https://aig.gob.pa/descargas/2019/12/agenda-digital-2020-visual.pdf Section 4.7, Page 31, Blockchain

78. 5G - please provide link and detail:

> See National Digital Agenda 2020 https://aig.gob.pa/descargas/2019/12/agenda-digital-2020-visual.pdf _Section 4.6, Page 30, 5G Services

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

> See National Digital Agenda 2020 https://aig.gob.pa/descargas/2019/12/agenda-digital-2020-visual.pdf_Section 4.3 , Page 25, Internet of Things

80. Others - please provide link and detail:

> See National Digital Agenda 2020 https://aig.gob.pa/descargas/2019/12/agenda-digital-2020-visual.pdf Section 4.5, Page 28, Aero Spatial Insertion

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.

> The national e-government strategy (National Digital Agenda Version 2021)
> https://aig.gob.pa/documentosaig/agenda-digital/ is aligned with ODS. See Section 2.2,
> Page 7. In 2017, Panama adhered to recommendations of OCDE regarding Digital
> Government. https://mire.gob.pa/panama-se-adhiere-a-estrategia-de-gobierno-digital-de-
> la-ocde/ In 2020 OCDE performed a study on Panama, which has been used as input for our
> e-goverment strategy: https://aig.gob.pa/descargas/2020/07/RevisionGobiernoDigital.pdf
> The strategic government plan is also aligned with the ODS from UN:
> https://observatorioplanificacion.cepal.org/es/planes/plan-estrategico-de-gobierno-2019-
> 2024-de-panama

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

- ◉ Yes

- ◯ No

84. Please provide link and detail.

> We use the following Gartner services and tools within our planning to understand the
> market and trends: - Hype Cycle for Digital Government Technology, 2019.
> https://www.gartner.com/document/3953745?ref=solrAll&refval=289916425 (you need a
> license to view the document) - Gartner Digital Government Maturity Model
> https://www.gartner.com/document/code/334525?ref=authbody&refval=3986156 (you
> need a license to view the document) - Toolkit: Prioritize post-covid government initiatives.
> https://www.gartner.com/document/code/724913?ref=authbody&refval=3985519 (you
> need a license to view the document)

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

- ◯ Yes

- ◉ No

86. Please provide link and detail.

E. Digital Inclusion and E-Participation

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

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

   ⦿ Yes

   ○ No

88. If yes, please provide link and detail.

> The national e-government strategy (National Digital Agenda Version 2021)
> https://aig.gob.pa/documentosaig/agenda-digital/ mentions digital inclusion strategy and
> projects on the following sections: - It is one of our main strategic lines. See first item,
> Section 2.4, page 10 - The projects regarding this strategy line, are listed Section 3.3.1 page
> 18-19. - One of the goals for 2021 is to develop an ecommerce platform for handcrafting
> businesses. Section 3.1, Page 17, first item In addition, the main government initiative
> regarding reduction of poverty, called COLMENA Plan, includes digital inclusion as an
> essential inherent component: http://www.gabinetesocial.gob.pa/planes-y-proyectos/plan-
> colmena/ This is an analysis of the multidimensional poverty model applied to Panama, with
> its component of internet access taken into account:
> http://www.gabinetesocial.gob.pa/planes-y-proyectos/indice-de-pobreza-multidimensional-
> ipm/ One of the government's key objectives is to reach 100% internet coverage nationally
> before the end of 2024, focusing on vulnerable regions and communities, particularly
> indigenous groups. Section 6.4.4, Page 57 of the National E-Government Strategy (National
> Digital Agenda) mentions the National Digital Coverage initiative.
> https://aig.gob.pa/documentosaig/agenda-digital/ The entity in charge of working on
> universal access is the Junta Asesora de Servicio y Acceso Universal (Advisory Committee for
> Universal Service and Access). This entity was created by Law 59 of August, 2008.
> https://docs.panama.justia.com/federales/leyes/59-de-2008-aug-18-2008.pdf. AIG is
> presides the board of directors of this advisory committee. Through the committee, all
> projects and investments are guided towards reaching 100% access to digital services,
> particularly in vulnerable communities in remote regions.

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

◉ Yes

○ No

90. If yes, please provide link and detail.

> Panama's strategy in e-participaion is based on our Citizen Engagement Center https://311.gob.pa/ through which citizens and post their complaints, make consultations, and follow up the results. Each case is ticketed and followed up through resolution with each institution involved. This centre is created by Executive Decree: https://aig.gob.pa/descargas/2019/08/decreto-ejecutivo-272-de-14-de-abril-de-2015.pdf. In addition, several laws and decree make reference to this centre as the centralized entity for reporting and processing feedback from citizens, and make it an obligation for all institutions to respond to cases. The national e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ mentions in page 20 an improvement project to involve proative notifications to citizens regarding important events. In the same page we state our project to renovate our contact centre. The Bicentennial Pact : https://www.agora.gob.pa/ This year, with the occasion of the bicentennial of the independence of Panama from Spain, the government is performing one of the region's most comprehensive citizen consultation exercises, using online collaboration tools and the AGORA platform, sponsored by the United Nations Development Program. It is called the Bicentennial Pact and its objective is to gather ideas and proposals from the ground up in order for the government to rethink its national strategy in all sectors. Close to 180,000 proposals have been collected from citizens, and we are right now kicking off 44 independent commissions nationally to evaluate all proposals through 4 regions and arrive to a set of recommendations. This initiative is not mentioned in the e-government strategy (National Digital Agenda Version 2021) https://aig.gob.pa/documentosaig/agenda-digital/ because at the time of its creation during 2020, we were not ready to make an announcement on the bicentennial pact, with accurate details. However, AIG has been working together with the Bicentennial Commission and the Office of the President, to execute this initiative.

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.

> One of the government's key objectives is to reach 100% internet coverage nationally before the end of 2024, focusing on vulnerable regions and communities, particularly indigenous groups. Section 6.4.4, Page 57 of the National E-Government Strategy (National Digital Agenda) mentions the National Digital Coverage initiative. https://aig.gob.pa/documentosaig/agenda-digital/ The entity in charge of working on universal access is the Junta Asesora de Servicio y Acceso Universal (Advisory Committee for Universal Service and Access). This entity was created by Law 59 of August, 2008. https://docs.panama.justia.com/federales/leyes/59-de-2008-aug-18-2008.pdf. AIG is presides the board of directors of this advisory committee. Through the committee, all projects and investments are guided towards reaching 100% access to digital services, particularly in vulnerable communities in remote regions.

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.

> IPHE (Instituto Panameño de Habilitación Especial) https://www.iphe.gob.pa/ , is the government's branch for improving educational inclusión among vulnerable groups, specially with disabilities. They have promote the following online education tolos and services: • https://www.iphe.gob.pa/content/post/file/36011/Links-con-descriptores-5cd777503eb9c278eb5529d6580585a6.pdf • https://www.iphe.gob.pa/Herramientas-Digitales Infoplazas (https://www.infoplazas.org.pa/), is an organization partially funded by the government that provides computer literacy and education to hundreds of thousands of people that are underserved or vulnerable around the country (unemployed, poor, women, kids). In addition, Law 144 of april 15, 2020, Article 3, Item 13, indicates that public sector institutions most facilitate access to information and online services to users with disabilities. https://www.gacetaoficial.gob.pa/pdfTemp/29003_A/GacetaNo_29003a_20200415.pdf

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.

> The Bicentennial Pact (https://www.agora.gob.pa/), has specific focus on regions particularly populated by indigenous groups. It also has focused on women.

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.

> IPHE (Instituto Panameño de Habilitación Especial) https://www.iphe.gob.pa/ , is the government's branch for improving educational inclusión among vulnerable groups, specially with disabilities. They have promote the following online education tolos and services: • https://www.iphe.gob.pa/content/post/file/36011/Links-con-descriptores-5cd777503eb9c278eb5529d6580585a6.pdf • https://www.iphe.gob.pa/Herramientas-Digitales Infoplazas (https://www.infoplazas.org.pa/), is an organization partially funded by the government that provides computer literacy and education to hundreds of thousands of people that are underserved or vulnerable around the country (unemployed, poor, women, kids). SENADIS (Secretaría Nacional de Discapacidad), is our national agency in charge of caring for people with disabilities. They are leading 4 projects that provide digital inclusion among individuals with disabilities: https://www.senadis.gob.pa/documentos/recientes/Informe-TA-web.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

> e-Information: https://www.panamadigital.gob.pa/Noticias
> https://www.panamasolidario.gob.pa/ https://www.yomeinformopma.org/

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

> There is a guideline on norms for graphics and presentations, created so that institutional image of the government is presented properly: Línea Gráfica 2021 - http://bit.ly/LíneaGráfica2021 Plantilla de Comunicado - https://bit.ly/3hlUzb5 Bumper Buen Gobierno - https://bit.ly/2Qf7Syn Manual de Normas Gráficas de Gobierno - http://bit.ly/ManualDeNormasGráficas Librería Musical - https://bit.ly/3l2WC6l

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.

> The government has special focus on listening to vulnerable groups, like indeginous and women's groups. This is an example from the Ministry of Government: https://www.mingob.gob.pa/ministerio-de-gobierno-resalta-los-aportes-de-las-mujeres-indigenas-en-su-dia/ https://www.mingob.gob.pa/mujeres-indigenas-de-panama-y-la-region-debaten-retos-y-oportunidades-en-la-participacion-politica/ This is a report published by the UN Development Program: https://www.pa.undp.org/content/panama/es/home/presscenter/articles/2017/05/11/-mujeres-ind-genas-en-panam-construyendo-oportunidades-para-el-desarrollo-incluyente-.html Part of the objective of the Bicentennial Pact (https://www.agora.gob.pa/), is to publish its findings and conclusions coming particularly from vulnerable segments of society like women, indigenous groups, and others.

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.

> In the government's central portal for online e-services, we monitor usage and impact statistics: https://www.panamadigital.gob.pa/

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

   ⦿ Yes

   ◯ No

107. If yes, please provide link and detail.

> In the government's Citizen Engagement Center, a monthly satisfaction survey is performed with users once the services are solved/closed.
> https://311panama.maps.arcgis.com/apps/Viewer/index.html?
> appid=e99f1bdb78c841d1ba8daf5af23dec46

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

   ⦿ Yes

   ◯ No

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

> Both of our usage statistics in https://www.panamadigital.gob.pa/ and in the Citizen
> Engagement Center can be analized by gender.

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) *

> REDGealc – e-government CAF – Open Data OCDE – Digital Government ERDI (Regional
> Digital Strategy), part of SICA (Central America Integration System) Mesoamerican Digital
> Agenda BID – Financing of Projects BCIE – Financing of Projects USA Panama Embassy

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

> RedGealc: https://www.redgealc.org/paises/panama/ CAF:
> https://www.caf.com/es/paises/panama/ OCDE:
> https://www.oecd.org/countries/panama/digital-government-review-of-panama-615a4180-
> en.htm

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)