

Respondent

< 28 Anonymous >

103:07
Time to complete

1. Country name *

South Africa

Contact information

2. Your name *

Them bani Masinge

3. Title *

Mr

4. Organization *

Department of Communications and Digital Technologies

5. Email *

tmasinge@dtps.gov.za

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.eservices.gov.za/>

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

- E-services or similar *

<https://www.eservices.gov.za/>

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

- E-participation or similar *

N/A

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

<http://www.ogp.gov.za/>

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

<https://secure.csd.gov.za/>

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

<https://www.gov.za/>

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. *

State Information Technology Agency <http://www.sita.co.za/> South African National Data Portal: <http://data.gov.za/terms-of-use.html>. Department of Communications and Digital Technologies (www.dtps.gov.za) Department of Public Service and Administration (www.dpsa.gov.za)

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

Yes

No

Multiple and/or networked CIOs or equivalent across Government

Ministries

15. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes

No

16. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

State Information Technology Agency <http://www.sita.co.za/>

Sectoral agencies/departments/ministries

Please provide names and URLs of the government agencies/departments/ministries at the national level in charge of the following

17. Planning/development *

www.dpme.gov.za (<https://www.dpme.gov.za/Pages/default.aspx>) Department of Planning, Monitoring and Evaluation

18. Education *

<https://www.education.gov.za> : Department of Basic Education, <https://www.dhet.gov.za> : Department of Higher Education and Training

19. Health *

<http://www.health.gov.za>: Department of Health

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

<http://www.dsd.gov.za>: Department of Social Development

21. Employment and Labour *

<http://www.labour.gov.za>: Department of employment and labour

22. Environment *

<https://www.environment.gov.za>: Department of Forestry, Fisheries and the environment

23. Justice *

<https://www.justice.gov.za>: Department of Justice

24. Economy/finance *

<http://www.treasury.gov.za>: National Treasury

25. Industry/trade *

<http://www.thedtic.gov.za>: Department of trade, industry and competition

B. COVID-19 Response and Recovery

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

Yes

No

Other

COVID-19 response

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

<https://sacoronavirus.co.za/>

28. 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

29. Please provide link and detail.

N/A

30. 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

31. Please provide link and detail.

N/A

C. Legal Framework

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

Yes

No

33. If yes, please provide link and detail.

Promotion of Access to Information Act, 2000(Act No. 2 of 2000

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

Yes

No

35. If yes, please provide link and detail.

Protection of Personal Information Act, 2013 (Act No. 4 of 2013),

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

Yes

No

37. If yes, please provide link and detail.

Cybercrime Act 19 of 2020 : <https://www.gov.za/documents/cybercrimes-act-19-2020-1-jun-2021-0000>

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

Yes

No

39. If yes, please provide link and detail.

Only draft Policy

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

Yes

No

41. If yes, please provide link and detail.

Electronic Communications and Transactions Act, 2002(Act no. 25 of 2002)

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

Yes

No

43. If yes, please provide link and detail.

None

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

45. If yes, please provide link and detail.

None

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

Yes

No

47. If yes, please provide link and detail.

None

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

Yes

No

49. If yes, please provide link and detail.

None

50. 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

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

None

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

Two-year

Three-year

Five-year

Ten-year

Other

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

Yes

No

55. Please provide link and detail.

National e-Government Strategy and Roadmap, National Development Plan vision 2030
www.gov.za https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

57. Please provide link and detail.

Aligned to SDGs (Goal
16)https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

59. Please provide link and detail.

https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

61. Please provide link and detail.

https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

63. Please provide link and detail.

https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

65. Please provide link and detail.

https://www.gov.za/sites/default/files/gcis_document/201711/41241gen886.pdf

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

Yes

No

67. Please provide link and detail.

None

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

Yes

No

69. Please provide link and detail.

None

70. 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

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

No dedicated link

72. Robotics - please provide link and detail:

No dedicated link

73. Blockchains - please provide link and detail:

No dedicated link

74. 5G - please provide link and detail:

No dedicated link

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

No dedicated link

76. Others - please provide link and detail:

77. 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

78. Please provide link and detail.

No dedicated link

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

Yes

No

80. Please provide link and detail.

No dedicated link

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

Yes

No

82. Please provide link and detail.

None

E. Digital Inclusion and E-Participation

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

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

Yes

No

84. If yes, please provide link and detail.

https://www.dtps.gov.za/images/phocagallery/Popular_Topic_Pictures/National-e-strategy.pdf

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

Yes

No

86. If yes, please provide link and detail.

https://www.dtps.gov.za/images/phocagallery/Popular_Topic_Pictures/National-e-strategy.pdf

87. 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

88. If yes, please provide link and detail.

https://www.dtps.gov.za/index.php?option=com_content&view=article&id=312:%E2%80%9Csa-connect%E2%80%9D-%E2%80%93implementing-the-broadband-policy-and-strategy&catid=13&Itemid=138

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

Yes

No

90. If yes, please provide link and detail.

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

Yes

No

92. If yes, please provide link and detail.

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

Yes

No

94. If yes, please provide link and detail.

<https://www.gov.za/documents/national-integrated-ict-policy-white-paper-national-digital-and-future-skills-strategy>

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

Yes

No

96. 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

No dedicated links.
https://www.gov.za/sites/default/files/gcis_document/202009/43730gen513.pdf

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

GCIS Social Media Guidelines:
https://www.gov.za/sites/default/files/gcis_document/202009/43730gen513.pdf

98. 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

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

F. Usage, User Satisfaction and Evaluation

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

Yes

No

101. If yes, please provide link and detail.

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

Yes

No

103. If yes, please provide link and detail.

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

Yes

No

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

No dedicated link

G. Other information

106. 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) *

World Summit on Information Society (WSIS) and International Telecommunications Union (ITU). South Africa as a member of the Southern African Development Community (SADC) is part of the initiative on e SADC strategy which is undertaken as part of the implementation of the African Information Society Initiative

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

E-Government Strategies are currently under review.

Consent to publish this Questionnaire

108. 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>)