



**United
Nations**

Department of
Economic and
Social Affairs

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

1. Country name *

Cabo Verde

Contact information

2. Your name *

João Cruz

3. Title *

National Director of State Modernization

4. Organization *

Ministry of State Modernization and Public Administration

5. Email *

jcruz@mmeap.gov.cv

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://portondinosilhas.gov.cv/> - Our One-Stop-Shop E-government Portal with services based in citizens and business life cycle

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

<https://portondinosilhas.gov.cv/>

9. - E-participation or similar *

National E-participation portal <https://eparticipa.gov.cv/> Ombudsman portal: <http://www.ombudsman.gov.cv/>

10. - Open government data

Open government data: <https://caboverde.opendataforafrica.org/> Open data

11. - Public procurement

The Directorate-General for Heritage and Public Procurement manages and works to streamline the public procurement across the public sector. The official e-procurement portal: <http://ecompras.gov.cv/>

12. - Others (if any)

The Social Security Institution of Cabo Verde – <https://inps.cv/>;
Public Employment: <https://dnap.gov.cv/>;

E-Justice Bulletin: <https://www.tribunais.cv/DJE/>;

Consular E-services: <https://portalconsular.cv/>;

Tax Administration E-services: <https://www.mf.gov.cv/web/dnre>;

Employment Marketplace and Professional qualification: <https://iefp.cv/>;

Notary and Identification: <http://www.rni.cv/>

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. *

Ministry of State Modernization and Public Administration:
<https://www.facebook.com/mmeapGovCV>

<https://www.governo.cv/governo/ministerios/ministra-da-modernizacao-do-estado-e-da-administracao-publica/>

14. Does your country have a national 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 *

João Cruz

16. Title *

National Director of State Modernization

17. Organization *

Ministry of State Modernization and Public Administration

18. Email *

Jcruz@mmeap.gov.cv

19. Are there sectoral/line/ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes

No

20. If yes, please provide link(s) and detail(s) on above, including coordination/integration between national and sub-national levels on e-government development.

COORDINATION BETWEEN PUBLIC ADMINISTRATION (CENTRAL AND LOCAL) AND OTHER SOVEIRGN BODIES has been developed throughout the years by the Nucleus Operational of the Information Society allowing the digitisation the different organizations. Currently, The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021 and its Action Plan defined a mechanism of coordination between the ministries Information and Communication Technology Unit – UTIC (created in 2016) to ensure that measures defined in a co-creation process in the strategy will be implemented in a coordinated manner with the National Directorate of State Modernization responsible for the coordination and monitorization of the implementation, the technical validation done by the National Committee for Digital Strategy of Cabo Verde (CNED) that integrates all the major stakeholders in e-government development and the political validation by the Interministerial Commission for State Modernization and Business Environment Improvement.

CNED:

<https://kiosk.incv.cv/V/2020/1/3/1.1.1.3059/p2>

UTIC:

<https://www.mf.gov.cv/web/mf/utic>

NOSi:

<https://nosi.cv/en/e-gov>

EGDCV:

<https://governacaodigital.gov.cv/>

Sectoral agencies/departments/ministries

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

21. Planning/development *

MINISTRY OF FINANCE AND ENTREPRENEURIAL DEVELOPMENT: <https://www.mi>

22. Education *

MINISTRY OF EDUCATION: <https://minedu.gov.cv/>

23. Health *

MINISTRY OF HEALTH: <https://minsaude.gov.cv/>

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

MINISTRY OF FAMILY, INCLUSION AND SOCIAL DEVELOPMENT: <https://mfids.gov>

25. Employment and Labour *

MINISTRY OF FINANCE AND ENTREPRENEURIAL DEVELOPMENT (Employment): I

26. Environment *

MINISTRY OF AGRICULTURE AND ENVIRONMENT: <https://maa.gov.cv/>

27. Justice *

MINISTRY OF JUSTICE: <https://justica.gov.cv/>

28. Economy/finance *

MINISTRY OF FINANCE AND ENTREPRENEURIAL DEVELOPMENT: <https://mf.gov.c>

29. Industry/trade *

MINISTRY OF INDUSTRY, TRADE AND ENERGY: <https://www.governo.cv/governo>

30. **Sustainable Development Goals (SDGs) [NEW] ***

MINISTRY OF FINANCE AND ENTREPRENEURIAL DEVELOPMENT:
<https://mf.gov.cv>

NATIONAL DIRECTORATE OF PLANNING: <https://www.mf.gov.cv/dnp>

31. **Climate Change [NEW] ***

MINISTRY OF AGRICULTURE AND ENVIRONMENT: <https://maa.gov.cv/>

MINISTRY OF INDUSTRY, TRADE AND ENERGY:

<https://www.governo.cv/governo/ministerios/ministro-do-comercio-industria-e-energia/>

NATIONAL DIRECTORATE OF INDUSTRY, TRADE AND ENERGY:

<https://www.portalenergia.cv/>

<https://www.energiasrenovaveis.cv/>

NATIONAL DIRECTORATE OF ENVIRONMENT:

<https://maa.gov.cv/index.php/ambiente>

32. Others (Please specify) *

Government of Cabo Verde: <https://www.governo.cv/>

B. Crisis/Emergency Response and Recovery [NEW]

33. **Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? [NEW]** *

Yes

No

Other

34. **Please provide links and details.** *

The National Cybersecurity Strategy, the Digital Economy Strategy, the Legal Regime of Cybersecurity (Law Decree n. ° 9/2021 of January 29th) and the regulation of the National CISRT (Regulatory Decree n. ° 1/2021 of January 29th) defines the norms, guidelines and organizational structure of the CISRT allowing the country to be prepared for crisis emergency response and recovery.

<https://kiosk.incv.cv/1.1.9.3589/>

35. **Is there a specific national portal addressing crisis/emergency?** *

Yes

No

36. **If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?** *

Enter your answer

C. Legal Framework

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

Yes

No

38. **If yes, please provide link and detail.**

We have the Law N. ° 73/VII/2010, of August 16, which amends Law N. ° 58/V/98, of 29 June which regulates the freedom of the press:
https://www.arc.cv/arc/upload/legislacao/lesgi_5d40655e5d74a9.6984679166.pdf

The Law n. ° 10/X/2022, of May 16th which regulates the access and reutilization of public sector data and information:

<https://kiosk.incv.cv/1.1.47.4230/>

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

Yes

No

40. If yes, please provide link and detail.

Law N. ° 133/V/2001, of January 22nd that establishes the general legal framework for data protection (last updated introduced by Law No. 121 /IX/2021 of March 17th)

<https://www.cnpd.cv/leis/DATA%20PROTECTION%20Law%20133.pdf>

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

Yes

No

42. If yes, please provide link and detail.

Cybersecurity legal regulation by the law decree n. ° 9/2021 of January 29th:

<https://kiosk.incv.cv/1.1.9.3589/>

Regulation Law N.º01/2021, which defines the structure and attributions of the National CSIRT:

<https://kiosk.incv.cv/1.1.9.3589/>

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

Yes

No

44. If yes, please provide link and detail.

National Identification Card with digital identity:

<https://sniac.cv/wp-content/uploads/2018/03/CNI-Decreto-Lei-19-2014-de-17-de-Mar%C3%A7o.pdf>

Mobile Authentication and Identification Mechanism of Cabo Verde:

<https://sniac.cv/wp-content/uploads/2018/03/SNIAC%20e%20Tranf.Digital%20-%20Decreto%20legislativo%20n%C2%BA%205-2020%20de%202021%20de%20Julho%20-%20Chave%20Movel%20Digital%20de%20Cabo%20Verde%20-%202020.pdf>

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

Yes

No

46. If yes, please provide link and detail.

Law decree n. ° 33/2007 of 24th September that regulates the use of digital signature:

<https://ecrcv.cv/legislacao/decretolei33de2007.pdf>

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

Yes

No

48. If yes, please provide link and detail.

Law decree n. ° 11/2023 of February 17th which institutionalizes the e-procurement platform and regulates the electronic procurement procedures:
<https://kiosk.incv.cv/1.1.17.4645/>

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

Note: This is related to SDG Indicator 16.6.1

Yes

No

50. If yes, please provide link and detail.

The law decree n. º 1/2023 which defines the norms and procedures for the State Budget execution, establishes the "Transparency Norm" to obliges the digitally publishing of the government expenditure (article 89º).

Online Reports on Budget Execution:

<https://www.mf.gov.cv/web/dnocp>

<https://www.mf.gov.cv/web/dnocp/or%C3%A7amento-do-estado>

<https://www.mf.gov.cv/web/dnocp/contas-geral-do-estado>

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

Yes

No

52. If yes, please provide link and detail.

Law nº 39/vi/2004 - 2nd of February which establishes several norms for the exchange, sharing and reusability of information and data in public services:
<https://www.mf.gov.cv/documents/89129/146550/Lei-da-moderniza%C3%A7ao-administrativa.pdf>

Also, the Resolution nº 54/2020 of 27th March (<https://kiosk.incv.cv/V/2020/3/27/1.1.37.3182/>), establish that public services must ensure among themselves the sharing of data and/or public documents necessary for a certain process or provision of services, in

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

Yes

No

54. If yes, please provide link and detail.

The Law n. ° 10/X/2022, of May 16th which regulates the access and reutilization of public sector data and information:

<https://kiosk.incv.cv/1.1.47.4230/>

The Resolution n. ° 54/2020 of 27th March
(<https://kiosk.incv.cv/V/2020/3/27/1.1.37.3182/p1002>) determines the development and implementation of an open data portal.

55. 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

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

There is no law or regulation yet, but the Government already approved the Resolution n° 54/2020 of 27th March -

<https://kiosk.incv.cv/V/2020/3/27/1.1.37.3182/p1002>, that determines the promotion of the digital transformation in public administration by using emerging technologies such as AI, IoT and blockchain

57. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes

No

58. If yes, please provide link and detail.

There is no law or regulation yet, but the Government already approved the Resolution nº 54/2020 of 27th March - <https://kiosk.incv.cv/V/2020/3/27/1.1.37.3182/p1002>, that determines the promotion of the digital transformation in public administration by using emerging technologies such as AI, IoT and blockchain

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

Two-year

Three-year

Five-year

Ten-year

Other

61. **Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]** *

Yes

No

62. **If yes, please provide link and detail.**

Strategic Plan for Sustainable Development (PEDS - <https://peds.gov.cv/caboverde4dev/en/pedes-e-mudancas/>) that includes goals of economic, ecological and social sustainability for the development of the country estimated as budget for the Digital Transformation of The Public Administration which includes e-government measures a value around 17 Million Euros that will be included in the national State Budget. Nevertheless, the country has been financed by several international partner such as World Bank (WB) - 20 Million USD and African Development Bank (BAD) - 20 Million USD for digital development and State Modernization projects.

<https://projects.worldbank.org/en/projects-operations/project-detail/P171099>

<https://projectsportal.afdb.org/dataportal/VProject/show/P-CV-K00-013?>

63. **Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail including specific reference to an implementation roadmap.** *

Yes

No

64. Please provide link and detail.

The VIII Constitutional Government Program states that the

Government prepares the public administration strategy that will have at its core a service

pledge to the citizens. The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 is guided by the program, the Cabo Verde 2030 Ambitions and by Strategic Plan for Sustainable Development (PEDS - <https://pedes.gov.cv/caboverde4dev/en/pedes-e-mudancas/>) seeks to strengthen the presence of public administration in the daily life of the people across the country and abroad.

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

Yes

No

66. Please provide link and detail.

Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 is guided by the Cabo Verde 2030 Ambitions and by Strategic Plan for Sustainable Development (PEDS - <https://pedes.gov.cv/caboverde4dev/en/pedes-e-mudancas/>) that includes

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

Yes

No

68. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 of December 27th, and its Action Plan defines guidelines that cover both national and local administration levels.

EGDCV Link: <https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

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

Yes

No

70. Please provide link and detail.

One of the policy guidelines addressed by the Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 and its Action Plan aims to expand citizens' opportunities to exert influence and encourage people to participate in policy preparation and decision making. This is being implemented by, for example, making full use of the national e-participation platform (<https://eparticipa.gov.cv/>) and digitalisation in developing ways to provide more digital accessibility, exert influence and opening the public sector entities.

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

Yes

No

72. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 of December 27th, and its Action Plan defines policies and guidelines to implement a robust data governance framework allowing the public sector to have a better management of the data produced and used in e-government platforms.

... ..

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

Yes

No

74. Please provide link and detail.

The VIII Constitutional Government of Cabo Verde Programme and the Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n.º 113/2021 (<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>) defines that the possibility for electronic identification for all citizens and everyone residing in the country will be promoted considering the consolidated National System for Civil Identification and Authentication (SNIAC) - <https://sniac.gov.cv>. In addition, there is also the goal to provide and promote the citizens' rights to their digital data and to privacy protection.

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

Yes

No

76. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021, establishes digital-by-design as one of the core strategies increase public services digitalization considering our archipelagic context with a noteworthy abroad community

77. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? *

Yes

No

78. Please provide link and detail.

Cabo Verde has been building its core information systems with this principle as its guide and the e-government solutions development framework - <https://igrp.cv/sobre-igrp/> and our technical interoperability platform <https://pdex.gov.cv/> materializes this principle at full so the Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021 defines the promotion of this principle as one of its main measures

79. **Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes

No

80. **Please provide link and detail.**

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. º 113/2021, and its Action Plan promotes the life-cycle approach for the development of any digital public service, and it has been our core principle for the one-stop-shop portal and the sectoral e-service portals.

EGDCV: <https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

One-stop-shop Portal (the English version may have less services listed):

81. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design or similar? [NEW]

Yes

Maybe

82. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021, and its Action Plan defines as structural measure the regulation of Digital Accessibility to promote inclusion-by-default in e-government solutions and services web portals.

Cabo Verde Digital comes forth as the government's arm to follow up on a series of public initiatives spanning from coding school for youngsters to scholarships to create businesses (with gender focus), and public support to attract digital nomads to the country. Link: <https://www.digital.cv/programs>

The NOSiAkademia training program that operates mainly in the field of professional internships and has as its main valence's certification, JumpStart, and the Ticseed pre-incubator. It is framed in the NOSi mission to lead the digital transformation in the public sector, to improve citizens' lives and promote innovative collaborations among companies. Considering the need to integrate young capacity, trained by the Academies into the market on an equal access opportunity, the NOSiAkademia has been developed, an accompanied and paid internship programs of six-months duration - <https://akademia.nosi.cv/en/about-the-project-2/>

The Government has in place the Digital Literacy program and "Internet as an essential good" to promote the capacitation of vulnerable groups and free access to internet for this group. Also, the Universal Fund for the Information Society (FUSI) is a project to ensure connectivity/access in remote areas in Cabo Verde (<https://kiosk.incv.cv/V/2015/12/31/2.1.86.2127/p51>).

83. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes

No

84. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. º 113/2021 its Action Plan and the Strategy for Sustainable Development (PEDS II - <https://peds.gov.cv/>) defined goals such as: Provide 100% of the critical public services for Cape Verdean companies in online format, between 2023 and 2025 and Provide 100% of critical public services

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

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

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

86. Robotics - please provide link and detail:

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

87. Blockchains - please provide link and detail:

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

88. 5G - please provide link and detail:

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

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

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

90. **Invisible/anticipatory/proactive/seamless services [NEW]:**

<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

91. Others - please provide link and detail:

<https://governacaodigital.gov.cv/>

92. 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

93. Please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. º 113/2021 (<https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>) follow the best practices defined by UN, World bank, OECD and CPLP (Community of Portuguese Speaking Countries) and considered the recommendations issued in this matter.

Also, as a member of ECOWAS (Economic Community of West African States) - <https://www.ecowas.int/member-states/cabo-verde/>, Cabo Verde national e-government strategy is aligned with the "Vision 2050" Strategy of ECOWAS: https://ecowas.int/wp-content/uploads/2022/09/Vision2050_EN_Web.pdf

OECD: <https://www.oecd-ilibrary.org/sites/9789264307131-6-en/index.html?itemId=/content/component/9789264307131-6-en>

WB: <https://documents1.worldbank.org/curated/pt/320521541698395488/pdf/130289-SCD-REVISED-PORTUGUESE-P159323-PUBLIC.pdf>

CPLP: https://www.cplp.org/Admin/Public/DWSDownload.aspx?File=%2FFiles%2FFiler%2F1_CPLP%2FComunicacoes%2FAGENDA-DIGITAL-PARA-A-CPLP_REVISTO_SECPLP.pdf

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

Yes

No

95. Please provide link and detail.

The National Directorate of Planning uses the National Planning Information System that works with foresight features for every area of the government and State - <https://www.mf.gov.cv/dnp>

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021 will be providing a portal with a imbedded tool for monitoring the implementation of the strategy and its backoffice will be

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

Yes

No

97. Please provide link and detail.

The Government has in place running the construction of Tech Park (<https://www.techpark.cv/techpark-overview/>) area where there will be created the first Economic and Technological Development Zone of Cabo Verde providing quality infrastructures for policy experimentation and govtech sandboxes programs.

The NOSiAkademia Jumpstart initiative hosts Research and Development Projects (PID) from national and international companies, at NOSiAkademia and, in the future, in the ecosystem of the Technological Park of Cape Verde - <https://akademia.nosi.cv/en/jumpstart-2/>

Also, the educational program Weblab (<https://weblab.gov.cv/>) provides ways to teach, learn and experiment digital technologies in the education of

98. **Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies?**
[NEW]

Yes

No

99. Please provide link and/or details.

The Action Plan of the Strategy for Digital Governance of Cabo Verde integrates a tool (excel based) where the e-government strategy is monitored. This will be further available as a Public Dashboard in the strategy portal available at <https://governacaodigital.gov.cv>. Also it will be

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. ° 113/2021, and its Action Plan where the digital inclusion and leaving no one behind are part of the strategy by defining digitalisation as a means to ensure the organisation of services in a people-centric and diverse way, as well as a means to expand opportunities to exert influence and encourage people to participate in policy preparation and decision-making

EGDCV: <https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

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

Yes

No

103. If yes, please provide link and detail.

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. º 113/2021, and its Action Plan covers the e-participation policy as well. Together with the strategic agenda for the Modernization of the State and Public Administration (AEMEAP) 2022-2025 approved by the resolution n. º 59/2022 of May 27th, defines goals and programme that puts society participation at the center of public administration activities with specific measures to develop e-participation measures

EGDCV: <https://www.governo.cv/documentos/estrategia-para-governacao-digital-de-cabo-verde/>

AEMEAP: <https://kiosk.incv.cv/V/2022/6/22/1.1.62.4283/p1496>

104. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or other vulnerable groups? *

Yes

No

105. If yes, please provide link and detail.

Cabo Verde Digital comes forth as the government's arm to follow up on a series of public initiatives spanning from coding school for youngsters to scholarships to create businesses (with gender focus), and public support to attract digital nomads to the country. Link: <https://www.digital.cv/programs>

The NOSiAkademia training program that operates mainly in the field of professional internships and has as its main valence's certification, JumpStart, and the Ticseed pre-incubator. It is framed in the NOSi mission to lead the digital transformation in the public sector, to improve citizens' lives and promote innovative collaborations among companies. Considering the need to integrate young capacity, trained by the Academies into the market on an equal access opportunity, the NOSiAkademia has been developed, an accompanied and paid internship programs of six-months duration - <https://akademia.nosi.cv/en/about-the-project-2/>

The Government has in place the Digital Literacy program and "Internet as an essential good" to promote the capacitation of vulnerable groups and free access to internet for this group. Also, the Universal Fund for the Information Society (FUSI) is a project to ensure connectivity/access in remote areas in Cabo Verde (<https://kiosk.incv.cv/V/2015/12/31/2.1.86.2127/p51>).

The Konekta Digital Squares Program from the Public Enterprise Entity Nucleus Operational of the Information Society provides more than 150 Public Internet Access Point in public squares around the country as a tool to promote digital inclusion and free access to internet - <https://nosi.cv/en/e-gov>

The Strategy for Digital Governance of Cabo Verde (EGDCV) approved by the Resolution n. 113/2021, and its Action Plan defines as structural measure

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

Yes

No

107. If yes, please provide link and detail.

The are some services provided such public donation and patronizing vulnerable children and youth by The Cape Verdean School Social Action Foundation, referred to in short as FICASE, is a public institute, integrated into the indirect State Administration, with the nature of a public foundation, endowed with administrative, financial and patrimonial autonomy - https://ficase.cv/?page=projeto&campanha=apadrinhar_aluno

Public complaint via call center offered by the Victim Support Center Gender-

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

Yes

No

109. If yes, please provide link and detail.

Enter your answer

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

Yes

No

111. If yes, please provide link and detail.

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

Yes

No

113. 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

The head of government has a cabinet of communication and image of the government that manages the official presence of the government in the social networks.

<https://www.facebook.com/GovernodeCaboVerde/>

https://twitter.com/CaboVerde_Gov

And each government department or agency have its presence in the social network, managed by the internal image and communication offices of each sector.

<https://www.facebook.com/VicePMeMFOficial/>
<https://www.facebook.com/CasadoCidadao8002008/>
<https://www.facebook.com/nosicv/>

<https://www.facebook.com/ministerio.educacao/>

<https://www.facebook.com/cultura.caboverde>

<https://www.facebook.com/Minist%C3%A9rio-das-Rela%C3%A7%C3%B5es-Exteriores-de-Cabo-Verde456402641179199/>

114. If yes, please include any guidelines for government officials/institutions on the use of social media.

Enter your answer

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

Yes

No

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

The Government, the parliament and other Sovereign Bodies utilizes e-Participation platform, features and channels to allow different stakeholders to participated concerning the preparation of legislation, initiatives and to exercise their influence about the performance of the public services and democratic institutions.

National E-participation portal <https://eparticipa.gov.cv/>

Ombudsman portal: <http://provedordejustica.cv/>

Citizens can make suggestions for new legislation and exercise the right to Petition at this parliament portal: <http://portais.parlamento.cv/e-cidadao/>

F. Usage, User Satisfaction and Evaluation

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

Yes

No

118. If yes, please provide link and detail.

The collection of usage of e-government services are done by the National Directorate of State Modernization through "Casa do Cidadao" (One-Stop-Shop Services), the National Institute of Statistics (INE) and the Multisector Economy Regulator Agency (ARME).

Link of the statistics of e-government services:

https://portondinosilhas.gov.cv/portonprd/porton.igrp_portal.load_doc?p=CAB5CBC9AEC4CDCBCAC8C4CEC9C9C7

Others

INE: <https://ine.cv/publicacoes/>

ARME: [https://www.arme.cv/index.php?](https://www.arme.cv/index.php?option=com_content&view=article&id=877:relatorio-de-indicadores-estatisticos-sobre-o-mercado-das-comunicacoes-)

[option=com_content&view=article&id=877:relatorio-de-indicadores-estatisticos-sobre-o-mercado-das-comunicacoes-](https://www.arme.cv/index.php?option=com_content&view=article&id=877:relatorio-de-indicadores-estatisticos-sobre-o-mercado-das-comunicacoes-)

119. Does the Government collect usage data with dis-aggregation by gender? *

Some public administration and local authorities are collecting data by gender in terms of their evaluating the quality of the services offered.

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

Yes

No

121. If yes, please provide link and detail.

Currently the study of user satisfaction of "Casa do Cidadão" (one-stop-shop services) measures the evaluation of the user's satisfaction with e-government services:

https://portondinosilhas.gov.cv/portonprd/porton.igrp_portal.load_doc?

122. Does the Government collect user satisfaction data with dis-aggregation by gender? *

The user satisfaction study mentioned in n.º 121 analyses data disaggregated by gender:

https://portondinosilhas.gov.cv/portonprd/porton.igrp_portal.load_doc?100758801501070207020107020202

G. Partnership and International Cooperation [NEW]

123. **Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *** [NEW]

Through UNDP several e-government and digital technologies are being financed and promoted in public administration and civil society (<https://www.undp.org/acceleratorlabs/undp-cabo-verde-accelerator-lab>). The UNU-EGOV provided consultation for the elaboration of the National E-government Strategy (<https://egov.unu.edu/research/egdcv-cabo-verde->

124. **Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. *** [NEW]

Cabo Verde is part of CPLP (Community of Portuguese Speaking Countries) and the national e-government strategy is aligned with community strategy
https://www.cplp.org/Admin/Public/Download.aspx?file=Files%2FFiler%2F1_CPLP%2FComunicacoes%2FAGENDA-DIGITAL-PARA-A-CPLP_REVISTO_SECPLP.pdf

Also, as a member of ECOWAS (Economic Community of West African States) - <https://www.ecowas.int/member-states/cabo-verde/>, Cabo Verde national e-government strategy is aligned with the "Vision 2050" Strategy of ECOWAS: https://ecowas.int/wp-content/uploads/2022/09/Vision2050_EN_Web.pdf

In the context of Open Government Partnership:
<https://www.opengovpartnership.org/members/cabo-verde/>

OECD at level of best practices recommendations: <https://www.oecd-ilibrary.org/sites/9789264307131-6-en/index.html?itemId=/content/component/9789264307131-6-en>

THANK YOU

125. **Please provide any other information that will help us in understanding e-government development in your country. [NEW]** *

Cabo Verde is engaged in a number of international organizations, which facilitate international cooperation and knowledge sharing. These include the West Africa GovTech Forum, African Union and Economic Community of West African States and the Community of Portuguese Speaking Countries (CPLP) where these organizations are facilitate groups of stakeholders in which aspects of digital government and digital technologies are planned, discussed and evaluated. Additionally, Cabo Verde is working to improve cooperation on Cybersecurity to increase the resilience of the country to cyberattacks and also in the digital development with Microsoft - <https://blogs.microsoft.com/on-the-issues/2023/03/01/digital-development-public-private-partnerships-ldcs/>

... ..



126. **Consent to publish this Questionnaire**

*

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

Yes

No

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

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