

View results

Respondent

124

Anonymous

136:53

Time to complete

1. Country name *

Costa Rica

Contact information

2. Your name *

Erick Mora

3. Title *

Sr.

4. Organization *

Ministry of science, innovation, technology and telecommunications

5. Email *

governanzadigital@micitt.go.cr

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.

Currently, there is no centralized portal, however the intention is that the portal <https://gob.go.cr>, be the national index of services

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

- E-services or similar *

<https://gob.go.cr>

9. - E-participation or similar *

NA

10. - Open government data

<https://gobiernoabierto.go.cr/>

11. - Public procurement

<https://www.sicop.go.cr/index.jsp>

12. - Others (if any)

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. *

MICITT - Ministry of science, innovation, technology and telecommunications

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

Yes

No

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

Yes

No

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

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 *

MIDEPLAN - Ministry of National Planning and Economic Policy

18. Education *

MEP - Ministry of Public Education

19. Health *

MS - Ministry of Health

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

21. Employment and Labour *

22. Environment *

23. Justice *

24. Economy/finance *

25. Industry/trade *

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

27. Climate Change [NEW] *

28. Others (Please specify) *

B. Crisis/Emergency Response and Recovery [NEW]

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

*

- Yes
- No
- There is no strategy as such, however there are national institutions such as the CNE or National Emergency Commission whose objective is to atten

30. **Please provide links and details. ***

<https://cne.go.cr>

31. **Is there a specific national portal addressing crisis/emergency? [NEW ***

- Yes
- No

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

<https://cne.go.cr>

C. Legal Framework

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

- Yes
- No

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

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=84012&nValor3=108205¶m2=1&strTipM=TC&IResultado=2&strSim=simp

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

- Yes
- No

36. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=70975&nValor3=85989&strTipM=TC

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

- Yes
- No

38. If yes, please provide link and detail.

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

- Yes
- No

40. If yes, please provide link and detail.

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

- Yes
- No

42. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=55666&nValor3=60993&strTipM=TC

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

- Yes
- No

44. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=88068&nValor3=114919&strTipM=TC

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

Note: This is related to SDG Indicator 16.6.1

- Yes
- No

46. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=47258&nValor3=73503

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

- Yes
- No

48. If yes, please provide link and detail.

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

- Yes
- No

50. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=84012&nValor3=108205¶m2=1&strTipM=TC&IResultado=2&strSim=simp

51. 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

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

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

Yes

No

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

D. Strategy and Implementation

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

Yes

No

Please provide information where relevant:

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

Two-year

Three-year

Five-year

Ten-year

Other

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

*

Yes

No

58. If yes, please provide link and detail.

By law, a national digital government agency was established, an institution that has an annual budget, it is important to indicate that it is not yet in operation

59. 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

60. Please provide link and detail.

The national digital transformation strategy is to be published in the second semester of the current year,

Its development was a collaborative and multisectoral work that includes alignment with other strategies.

will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

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

Yes

No

62. Please provide link and detail.

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

Yes

No

64. Please provide link and detail.

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

- Yes
 No

66. Please provide link and detail.

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

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

- Yes
 No

68. Please provide link and detail.

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

- Yes
 No

70. Please provide link and detail.

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

- Yes
- No

72. Please provide link and detail.

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

- Yes
- No

74. Please provide link and detail.

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

- Yes
- No

76. **Please provide link and detail.**

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

Yes

Maybe

78. **Please provide link and detail.**

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

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

Yes

No

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

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

81. 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:

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

82. Robotics - please provide link and detail:

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83. Blockchains - please provide link and detail:

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84. 5G - please provide link and detail:

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

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

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

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will be available in <https://www.micitt.go.cr/gobernanza-digital-2/>

87. Others - please provide link and detail:

88. 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

89. Please provide link and detail.

CEPAL, OCDE, ONU

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

Yes

No

91. Please provide link and detail.

This is one of the competences of MIDEPLAN, together with MICITT

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

Yes

No

93. Please provide link and detail.

There are initiatives, but nothing concrete yet

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

Yes

No

95. **Please provide link and/or details.**

E. Digital Inclusion and E-Participation

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

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

Yes

No

97. If yes, please provide link and detail.

http://www.pgrweb.go.cr/scij/Busqueda/Normativa/Normas/nrm_texto_completo.aspx?param1=NRTC&nValor1=1&nValor2=89061&nValor3=116705&strTipM=TC

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

Yes

No

99. If yes, please provide link and detail.

There are initiatives to promote citizen participation from some institutions, such as the Comptroller General of the Republic, the Supreme Court of Elections, among others.

100. 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

101. If yes, please provide link and detail.

There are specific institutions for the attention of vulnerable groups and their correlation with digitization, every project initiative has the components of sectorization, distribution by gender and by economic condition or disability.

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

Yes

No

103. If yes, please provide link and detail.

The prominent institutions in the specific areas have support and complaint channels for the attention of these social groups.

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

Yes

No

105. If yes, please provide link and detail.

It is sought that all statistics are distributed by gender and be sectorally

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

- Yes
- No

107. If yes, please provide link and detail.

There are institutions whose objective is to provide those opportunities for vulnerable groups.

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

- Yes
- No

109. 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

<https://www.facebook.com/CasaPresidencial> i
<https://www.twitter.com/presidenciacr> i
<https://www.instagram.com/presidenciacr> i
<https://www.youtube.com/CasaPresidencialCR> i

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

Each institution manages its own social networks

111. 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

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

F. Usage, User Satisfaction and Evaluation

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

Yes

No

114. If yes, please provide link and detail.

Currently, it is an issue that is dealt with separately by each institution.

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

Yes

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

Yes

No

117. If yes, please provide link and detail.

Currently, it is an issue that is dealt with separately by each institution.

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

yes

G. Partnership and International Cooperation [NEW]

119. **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]**

MIDEPLAN has a catalog of international cooperation initiatives or projects available in in <https://www.mideplan.go.cr/catalogo-oferta-de-cooperacion-tecnica-2021-2023>

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

On occasions, technical advice or accompaniment is carried out by international organizations to improve internal processes with country impact, this issue is handled by each institution

THANK YOU

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

NA

122. 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.