

View results

Respondent

127

Anonymous

150:58

Time to complete

1. Country name *

CYPRUS

Contact information

2. Your name *

Nikos Kouvelis

3. Title *

European Affairs Officer

4. Organization *

Deputy Ministry of Research, Innovation and Digital Policy

5. Email *

nkouvelis@dec.dmid.gov.cy

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.

www.gov.cy

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

- E-services or similar *

www.gov.cy

9. - E-participation or similar *

E-consultation.gov.cy is a functional and user-friendly online public consultation platform and is already in place, accessible to all stakeholders. The said online platform hosts in a central point all stages of public consultation (invitation, comments, results) in real-time, keeps a history and provides the possibility to index all completed processes. The development and operation of the said platform will contribute to the creation of channels of communication and dialogue between the private sector/other interested parties with public bodies during the process of shaping legislation through public consultation based on the principles of transparency and accessibility. Another project under implementation is the E-Legislation platform, which aims to facilitate the compilation, integration, management, and storage of laws and regulations. The system will also be the official state's single point of public access to all legislative texts. The investment covers the uploading of all applicable laws and regulations to the new platform. The implementation of the investment will be completed by December 31, 2025.

10. - Open government data

https://www.data.gov.cy

11. - Public procurement

https://www.eprocurement.gov.cy

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. *

Deputy Ministry of Research, Innovation and Digital Policy, www.dmrid.gov.cy

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 *

Andriana Achilleos

16. Title *

Director

17. Organization *

Department of Information Technology Services

18. Email *

aachilleos@dits.dmrid.gov.cy

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.

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 *

Directorate General for European Programmes, Coordination and Development - <http://www.dgepcd.gov.cy>

22. Education *

Cyprus Ministry of Education, Culture, Youth and Sports - <http://www.moec.gov.cy/>

23. Health *

Ministry of Health - <https://www.moh.gov.cy>

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

Deputy Ministry of Social Welfare - <http://www.dmsw.gov.cy/>

25. Employment and Labour *

Ministry of Labour and Social Insurance - <http://www.mlsi.gov.cy>

26. Environment *

Department of Environment - <http://www.moa.gov.cy/moa/environment/environmentnew.nsf>

27. Justice *

Ministry of Justice and Public Order <http://www.mjpo.gov.cy>, Law Office of the Republic of Cyprus www.law.gov.cy/

28. Economy/finance *

Ministry of Finance - <http://mof.gov.cy>

29. Industry/trade *

Ministry of Energy, Commerce and Industry – <https://meci.gov.cy/>

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

Department of Environment - http://www.moa.gov.cy/moa/environment/environmentnew.nsf/index_en/index_en?OpenDocument

31. Climate Change [NEW] *

Department of Environment - http://www.moa.gov.cy/moa/environment/environmentnew.nsf/index_en/index_en?OpenDocument

32. Others (Please specify) *

-

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. *

<https://dsa.cy/en/>, <https://csirt.cy/en/>

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

- Yes
- No

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

<https://dsa.cy/en/>, <https://csirt.cy/en/>

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.

Right of Access to Public Sector Information Law of 2017 (184 (I) / 2017)
http://www.cylaw.org/nomoi/enop/non-ind/2017_1_184/full.html
<https://www.mondaq.com/cyprus/data-protection/1027350/right-of-access-to-public-sectorinformation-law-of-2017-184-i-2017#:~:text=Essentially%2C%20this%20Law%20gives%20the,compared%20to%20the%20English%20one.>

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 providing for the Protection of Natural Persons with regard to the Processing of Personal Data and for the Free Movement of such Data of 2018 (Law 125(I)/2018)
<http://www.dataprotection.gov.cy/dataprotection/dataprotection.nsf/All/2B53605103DCE4A4C225826300362211>

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

Yes

No

42. If yes, please provide link and detail.

Cyprus has now fully transposed Directive 2016/1148 on security of network and information systems (the "NIS Directive"), through the Security of Networks and Information Systems Law of 2020 (Law 89(I)/2020) (the "Cyprus NIS Law"), which came into force on 12 August 2020.
http://www.cylaw.org/nomoi/enop/non-ind/2020_1_89/full.html
<https://amc.law/cyprus-cybersecurity/>

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

Yes

No

44. If yes, please provide link and detail.

The EU Regulation 910/2014, known as eIDAS (the Regulation) is directly applicable to the Member States of the European Union since 1st July 2016 and it aims to establish common standards for electronic identification and trust services for electronic transactions across European Union. Cyprus adopted to this regard Law 55(I)/2018, and Law N. 60(I)/2021 complying with the requirements of the Regulation. http://www.cylaw.org/nomoi/indexes/2018_1_55.html

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

Yes

No

46. If yes, please provide link and detail.

The EU Regulation 910/2014, known as eIDAS (the Regulation) is directly applicable to the Member States of the European Union since 1st July 2016 and it aims to establish common standards for electronic identification and trust services for electronic transactions across European Union. Cyprus adopted to this regard Law 55(I)/2018, and Law N. 60(I)/2021 complying with the requirements of the Regulation. http://www.cylaw.org/nomoi/indexes/2018_1_55.html

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

Yes

No

48. If yes, please provide link and detail.

e-Procurement facilitates the full lifecycle of a tendering process, for both buyers and suppliers. It offers a secure, interactive, dynamic environment for procurements of any nature, size, complexity or value (above or below EU thresholds), enforcing (where appropriate) and encouraging recognized best practices. http://www.treasury.gov.cy/treasury/treasurynew.nsf/page21_en/page21_en?opendocument
<https://www.eprocurement.gov.cy/epps/home.do>

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.

Pending (internal system called fimas)

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.

<https://www.data.gov.cy/>

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

Yes

No

54. If yes, please provide link and detail.

<https://www.data.gov.cy/>

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).

Cyprus has approved the National Artificial Intelligence strategy of Cyprus
https://knowledge4policy.ec.europa.eu/ai-watch/cyprus-ai-strategy-report_en
https://www.dmid.gov.cy/dmid/research.nsf/planning_en/planning_en?OpenDocument
Cyprus has approved the National Strategy on Blockchain
<http://mof.gov.cy/en/press-office/announcements/distributed-ledger-technologies-blockchain-anational-strategy-for-cyprus>

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.**

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.**

23% of Cyprus' recovery and resilience plan is allocated to digital transition. <http://www.cyprus-tomorrow.gov.cy/>

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.

<http://www.cyprus-tomorrow.gov.cy/>

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.

The national e-government strategy is part of the National Digital Strategy.
[https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/\\$file/Digital%20Strategy%202020-2025.pdf?openelement](https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/$file/Digital%20Strategy%202020-2025.pdf?openelement)

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 Government has recently established DMRID (since March 2020), to assume ownership of the Digital Strategy, thereby demonstrating political commitment in accelerating the digital transformation of Cyprus and improve its position in the DESI index moving closer to the EU average. Thus, DMRID is focusing on important strategic initiatives to drive the country's digitalization and anthropocentric character of the digital transformation and to develop a new economic model for Cyprus. Taking this into consideration the aim is that any regional or local level policies are under development are aligned with the overall and overarching digital strategy. For this exact reason DMRID is in close collaboration with Municipalities/local authorities and semi-governmental bodies, to achieve nationwide results on the digital transformation of the country. www.dmid.gov.cy

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.

During the designing phase of each service and before it goes live, a number of tests take place, including the testing of the service by random persons.

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.

Under Principle 7: Open & Transparent it refers to Increasing the availability and quality of open government data that is of value to the economy and society through the adoption of an open-by-default approach to public administration data governance where the government releases the information it can209 in open and reusable formats and enables more linkages to databases and knowledge repositories through e.g. APIs

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

Yes

No

74. Please provide link and detail.

In February 2019, the eGovernment Board made a decision regarding the eID. The government will prepare a national scheme on eIdentification and eSignature by changing relevant legislation that impacts the competent authorities. The eIdentification providers that will be authorised according to the national scheme will be able to provide eIDs to the Cypriot citizens. The legislations that are part of the national scheme have been voted by the Parliament in April 2021.

The Department of Electronic Communications, i.e. the supervisory body for the Implementation of Regulation (EU) No. 910/2014, issued in February 2019 to JCC Payment Systems Ltd the first authorisation as qualified trust service provider. This qualified provider offers, in the Cyprus market, qualified electronic signatures and qualified electronic stamps, which are recognised by all Member States of the European Union. In addition, the authorisation of this qualified trust service provider will contribute to the promotion of the digital economy, to the simplification of various processes, but also to increase productivity and efficiency. Moreover, the Department of Electronic Communications, issued in March 2022 to JCC Payment Systems Ltd (qualified trust services provider) an authorisation in order to provide eID to Cypriot citizens. Citizens will be able to use eID to gain access to public eServices through the "Cy Login" mechanism.

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.

Yes, the national digital strategy framework calls for the adoption of an integrated and holistic governance system built around the mindset, culture, practices, processes and technologies of the digital era, that relies on the government:

Adopting a principles-based approach to digital transformation by embracing and acting on guiding principles that will enable it to think and make decisions like a digital organisation, before it can work like one, successfully dealing with the complexities of the digital world. The suggested principles are: being user-centered, being inclusive and universal, being impact-driven and outcomes-based, being agile and speedy in execution, being digital-by-default (making the delivery of services digitally, via multiple channels the default choice for the government, embracing a datacentred and once-only approach to service design), being data-driven, being open and transparent, being secure by design, being innovative by principle.

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.

A solid, secured, integrated and modern government digital architecture will be key to achieve the transformation to a digital government and society where various IT systems interact with each other and through the government-to-government communication and interoperability framework, achieve the once-only principle (citizen to provide data to the government only once). Moreover, no duplication of data should exist in the various databases of the governmental organizations and each database should become the single source of truth for the data that has the responsibility, according to the Law. The database of the Civil Registry Department and the Company Registrar Department should be the single source of data for the citizen and company respectively. There is no need to collect and verify similar datasets by each governmental department.

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.**

Improvement of the management and delivery of large-scale digitalisation projects in Cyprus including the redesign of the lengthy procurement processes currently in place (reduction in project life cycle from 7-10 years to 2-3 years).
[https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/\\$file/Digital%20Strategy%202020-2025.pdf?openelement](https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/$file/Digital%20Strategy%202020-2025.pdf?openelement)

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.**

Creating an open, democratic and inclusive digital society i.e. developing a trustworthy society in which citizens and residents are empowered in how they act, interact, and provide data both online and offline, while building confidence that Cyprus' Digital Transformation journey is deeply rooted in democratic values and respects the fundamental rights of all.
[https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/\\$file/Digital%20Strategy%202020-2025.pdf?openelement](https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/$file/Digital%20Strategy%202020-2025.pdf?openelement)

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 target is to provide as many as possible secure digital public services that will make businesses and citizens lives easier.
[https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/\\$file/Digital%20Strategy%202020-2025.pdf?openelement](https://www.dmid.gov.cy/dmid/research.nsf/all/927EA351714F99EDC22587CE0028C090/$file/Digital%20Strategy%202020-2025.pdf?openelement)

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:

Artificial intelligence Strategy
https://www.dmid.gov.cy/dmid/research.nsf/planning02_el/planning02_el?OpenDocument

86. Robotics - please provide link and detail:

No specific strategy. See CY digital strategy 2020-2025.

87. Blockchains - please provide link and detail:

Blockchain Strategy
https://www.dmid.gov.cy/dmid/research.nsf/euprogramms01_el/euprogramms01_el?OpenDocument

88. 5G - please provide link and detail:

National Broadband Plan
[https://dec.dmid.gov.cy/dmid/dec/ws_dec.nsf/842BF8FCEECB2EE4C2258573002B58A9/\\$file/Broadband%20Plan%202021-2025_EN.pdf](https://dec.dmid.gov.cy/dmid/dec/ws_dec.nsf/842BF8FCEECB2EE4C2258573002B58A9/$file/Broadband%20Plan%202021-2025_EN.pdf)

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

No specific strategy. See CY digital strategy 2020-2025.

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

Yes, for instance several SMART CITIES infrastructure projects under development eg Smart Cities (EUR 35 million) - the Digital infrastructure Portfolio:
 The DMRID has been appointed to take the leading and coordinating role in developing a nation-wide strategy on Smart Cities, orchestrating, through a well-crafted plan, the Smart-cities framework, as well as all supporting initiatives and smart-cities building blocks.

More details

The Deputy Ministry has undertaken the responsibility of centrally leading and implementing a National 'CY Smart Platform' and certain smart city projects at national level. At present, the three priorities that will be implemented first are smart parking, smart street lighting, and smart waste collection management solutions.

The CY Smart City Platform's high-level requirements are:

- Bridging and connecting devices, people, processes and applications with a broad and open approach;
- Serving the whole Cypriot municipalities (17);
- Connecting data and services together to create a unique shared information system;
- Defining the interconnection and configuration of sensors and other equipment to implement the smart vertical solutions;
- Being able to later include additional vertical Smart City solutions;
- Being able to interconnect with existing Smart City solutions already deployed in certain municipalities;
- Being able to interoperate with other existing or future platforms;
- Being able to interconnect and interoperate with other public authorities' relevant Information Systems; and
- Being able to interoperate with platforms developed by other initiatives, such as Smart Villages or Public Transport Systems.

At the functionality level, the CY Smart City Platform shall include modules supporting the following areas: Visualisation, Analytics, Device Management, Data Management, GIS integration points, Reporting Tool, and Application enablement. The main layers of the logical architecture of the Smart City Platform shall include the following: Device Layer, External Third-Party Services, Connectivity Layer, Data In/Out Layer, Knowledge and Data Management, Internal Interoperability Layer, Operations Layer, IoT Applications layer, Native and Third-Party Applications, External Interoperability Layer, Presentation Layer, Authentication and Authorisation modules.

91. Others - please provide link and detail:

N/A

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 takes into consideration the relevant European and international policies in the field.

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 Government is planning the annual state budget and medium-term fiscal framework on an Activity Based Budgeting framework. At the moment this is done on a pilot base and it is not fully implemented, thus the government prepares the annual budget on the traditional form and on the ABB form in a parallel manner until the ABB is fully implemented. This provides the government with an opportunity to design the budget expenditure based on the current and future policies and strategies and Key Performance Indicators are used in that regard.

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.

Ensuring an innovation-friendly approach to regulation in the digital field is crucial to foster technological advancements while addressing potential risks and concerns. The use of regulatory sandboxes and innovation testbeds provide controlled environments where innovators can test their products or services under regulatory supervision. Sandboxes allow for experimentation while mitigating potential risks, as regulators can closely monitor and provide guidance during the testing phase. This approach facilitates innovation by reducing barriers to entry and enabling the identification of regulatory gaps.

Sandboxes can be beneficial for emerging technologies such as AI, blockchain, and IoT but as they are resource-intensive they should be utilised only where context-appropriate.

In addition, innovation-friendly regulation should be designed to be proportionate to the potential risks and adaptive that can evolve alongside technological advancements. Engaging stakeholders, including industry experts, innovators, consumers, and civil society organizations, is vital for crafting effective regulations. Last but not least regulatory decisions should be based on sound evidence, including empirical data, impact assessments, and consultation with experts. Also, incentive-based regulation, rather than prescription-focused, can stimulate a dynamic, competitive sector, while engagement with stakeholders at the early stages of the regulatory process is imperative.

Given the nature of the digital industry, global technological standards and interoperability frameworks should be developed to avoid fragmentation and remove trade barriers. To ensure a growth-enhancing regulatory framework for digital transformation, a combination of well-designed regulations and effective implementation, is needed. Harmonization of regulations as part of the EU's Digital Single Market strategy is necessary, so that business can thrive in stable and predictable environment, avoiding fragmentation, duplication and creating a level playing field.

Last but not least, to realize a framework without additional administrative burden for businesses, digital tools and processes should be used to streamline regulatory compliance and reporting obligation. We should avoid over-regulation and focus on simplification.

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.**

Benchmarking administered by European Commission in the context of EU e-government benchmarking, DESI index, Digital Decade (with mystery shopping methodology, statistics surveys, stakeholders interviews)

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.

It is part of the National Digital Strategy (digital skills for all, broadband coverage for the whole country, inclusive government etc)

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

Yes

No

103. If yes, please provide link and detail.

onek.org.cy

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.

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.

<http://www.cyprus.gov.cy/>
<http://www.gov.cy/>

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.

<http://www.cyprus.gov.cy/>
<http://www.gov.cy/>

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.

Cyprus has drafted a holistic Action Plan aimed at the enhancement of digital skills across all population groups (public administration, enterprises and society at large) as well as the promotion of STEM education and professional path so as to effectively address the market shortage in ICT professionals. Our goal is to deliver an open, accessible and inclusive digital society, able to actively participate in socioeconomic activity, fully reap the benefits of digital transformation and act as a driver of an accelerated digital transition. It includes actions aimed at the integration of digital skills in the educational system and the alignment of educational curricula with industry needs, the upskilling and reskilling of both the public and the private sectors, and the promotion of a culture of life-long learning and innovation.

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

Press and information office of CY Government
<https://www.pio.gov.cy/en/>

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

Yes <https://www.pio.gov.cy/en/>

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.

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.

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

No

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

Yes

No

121. If yes, please provide link and detail.

Surveys from the Statistical Department

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

No

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] ***

There are bilateral agreements with other countries, e.g. Estonia, Austria etc and other agreements in the context of EU

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

Partnerships in the context Commonwealth of Nations (Cyprus is Commonwealth member)

THANK YOU

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

<https://dsf.dmid.gov.cy/>

The Cyprus Government has built a new delivery model for the development of end-to-end quality digital services – the Digital Services Factory (DSF) model - aiming to improve the quality of life for citizens and businesses by providing 100% of the public services online. The provision of digital services to the public, in a user friendly, efficient and effective way will ultimately facilitate the interaction with public services, without the need for physical presence. The Digital Services Factory (DSF) will develop advanced digital services following an Agile/Scrum methodology, through redesigning and reengineering of procedures, reuse building blocks and following a citizen journey that provides adaptability, response to change and is based on user experience.

In this context, a framework agreement with the Government Digital Service (GDS) of the UK has been signed for the establishment of this new delivery model based on the UK example gov.uk.

Within the scope of the project a Digital Services Factory multidisciplinary Team has been established in the DMRID that works closely with GDS aiming to deliver all the required prerequisites that would allow for the efficient provision of high-quality and user-friendly digital services to the public.

These deliverables include the:

- required standards/components that teams should follow/reuse when developing services so as to enable uniformity and consistency across the government,
- provision of the appropriate infrastructure that would allow for the manage and hosting of these services, and
- procurement framework that would enable for the parallel development of buckets of services to cover the current needs of the government. Each bucket shall contain services with similar characteristics or services with specific parameters.

The project is funded by RRF (5 million)

Time plan: The cooperation with GDS is for 18 months.

The plan is the provision of all public services online according to the standards and methodologies of the Digital Services Factory (DSF). The target is to have the majority of public services online until 2026.

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.