



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)

COUNTRY NAME*

Germany

Contact information

Your name*

Lara Wiengarten

Title*

Policy Officer

Organization*

Federal Ministry of the Interior

Email*

@bmi.bund.de

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 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

1. 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.

Federal portal (Verwaltungsportal des Bundes)

<https://verwaltung.bund.de>

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

Federal portal:

<https://verwaltung.bund.de>

Portals of the federal states of Germany:

<https://www.service-bw.de/>

<https://www.freistaat.bayern/>

<https://service.brandenburg.de/>

<https://verwaltungsportal.hessen.de/>

<https://www.mv-serviceportal.de/>

<https://service.niedersachsen.de/>

<https://meineverwaltung.nrw/>

<https://bus.rlp.de/>

<https://www.buergerdienste-saar.de/>

<https://amt24.sachsen.de/>

<https://buerger.sachsen-anhalt.de/>

<https://serviceportal.schleswig-holstein.de/Verwaltungsportal>

<https://buerger.thueringen.de/>

<https://service.berlin.de/>

<https://www.service.bremen.de/>

<https://serviceportal.hamburg.de/>

E-participation or similar

<https://www.bundesregierung.de/breg-de/service/gesetzgebungsverfahren-beteiligung>

(central portal that points to the consultation, dialogue and e-participation offerings of the ministries, e.g.

<https://dialog.bmu.de/bmu/de/home>)

Open government data

www.govdata.de

Public procurement

www.evergabe-online.de
www.bund.de/ausschreibungen.de
www.oeffentlichevergabe.de
www.lieferantencockpit.de/
<https://www.pq-online.eu/>

Others (if any)

Large, specialised portals at federal level:
<https://con.arbeitsagentur.de/prod/profil/profil-ui/eservices>
https://www.deutsche-rentenversicherung.de/DRV/DE/Online-Dienste/online-dienste_node.html
https://www.zoll.de/DE/Home/home_node.html

3. Please provide the 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. *

At federal level, the Federal Ministry of the Interior and Community (BMI) is responsible for e-government in Germany. Responsibility is divided between Directorate-General DV - Digital Administration; Management of the Online Access Act and Directorate-General DG - Digital Society; Information Technology.

<https://www.bmi.bund.de/EN/ministry/structure-and-organization/structure-and-organization-node.html>

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

X Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Name*

Dr. Markus Richter

Title*

State Secretary

Organization*

Federal Ministry of the Interior and
Community

Email*

StR@bmi.bund.de

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

X Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Council of federal line Ministries

The **IT Council** (IT-Rat) is the political and strategic steering body for the digitization of the federal administration. The IT Council is interministerial at federal level: The members of the IT Council are the state secretaries of all federal ministries responsible for administrative digitization and information technology, the responsible department heads of the Federal Chancellery, the deputy head of the Federal Government Press and Information Office, and the senior civil servant of the Federal Government Commissioner for Culture and the Media.

The IT Council takes binding and final decisions on the political and strategic guidelines for the interdepartmental management of federal IT within the framework set by the federal government and sets the strategic guidelines for the digitization of the federal administration

<https://www.cio.bund.de/Webs/CIO/DE/cio-bund/steuerung-it-bund/it-rat/it-rat-node.html>

Federal CIO:

Federal Government Commissioner for Information Technology (CIO) is State Secretary Dr. Markus Richter (see question 4). The CIO is located at the Federal Ministry of the Interior and Community and representative of the central point of contact for the states and the economy in cooperation with the federal government on IT issues.

https://www.cio.bund.de/Webs/CIO/DE/cio-bund/cio-bund-node.html;jsessionid=E462117AD7272949DF5C2B34A8D72C4E.1_cid373

State Chief-Information-, Chief-Data- or Chief-Technology-Officers

All 16 federal states of Germany have a responsible Persons located in state ministries, often at the level of secretary of state. There is only one responsible person per state but it is different in the countries in which ministry the person is located. The task spectrum is similar despite different designation to a CIO, even if they are named CDO or CTO. There are no digital agencies at state level. Often the responsible Persons are representative for the state in the IT Planning Council.

Federal and state Council:

The **IT Planning Council** (IT-Planungsrat) consists of representatives of the German federal government (currently the federal CIO) and the governments of the German states (often the state CIO/CDO/CTO). Other persons, e.g. representatives of the municipalities, may attend the meetings. The IT Planning Council coordinates cooperation between the federal and state governments on information technology issues. It is the central political steering body for the digitization of public administration in Germany.

<https://www.it-planungsrat.de/>

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

Federal Ministry of the Interior and Community
<https://www.bundesregierung.de/breg-en/federal-government/ministries/ministry-of-the-interior-and-community>

Education

Health	Federal Ministry of Education and Research https://www.bmbf.de/bmbf/en/home/home_node.html
Social Welfare (inclusion, social protection, etc.)	Federal Ministry of Health https://www.bundesgesundheitsministerium.de/en/index.html
Employment and Labour	Federal Ministry of Labour and Social Affairs https://www.bmas.de/EN/Home/home.html
Environment	Federal Ministry of Labour and Social Affairs https://www.bmas.de/EN/Home/home.html
Justice	Federal Ministry for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection https://www.bmu.de/en/
Economy/finance	Federal Ministry of Justice https://www.bmj.de/EN/Home/home_node.html
Industry/trade	Federal Ministry of Finance https://www.bundesregierung.de/breg-en/federal-government/ministries/federal-ministry-of-finance
Sustainable Development Goals (SDGs) [NEW]	Federal Ministry for economic affairs and climate action https://www.bmwk.de/Navigation/EN/Home/home.html
Climate Change [NEW]	Among others: Federal Ministry for the Environment, Nature Conservation, Nuclear Safety and Consumer Protection (BMUV) https://www.bmu.de/en/
Others (Please specify)	Federal Ministry for economic affairs and climate action https://www.bmwk.de/Navigation/EN/Home/home.html
	Federal Ministry for Economic Cooperation and Development https://www.bmz.de/de/agenda-2030

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

There is no specific digital strategy for crisis/emergency response and recovery. However, the Telecommunications Act (TKG) contains various requirements in the event of a crisis. The TKG regulates the priority access of the Federal Government to communication networks in crisis situations. According to this Act, telecommunication companies must provide and maintain publicly accessible telephony service, data transmission services, including internet access services, and electronic mail services to ensure minimum coverage of telecommunications services in the case of substantial disruption to the supply of telecommunications services, particularly in the wake of natural disasters, severe accidents, cases of sabotage, terrorist attacks or other similar events or in a state of tension or defence, and in the context of international agreements on tackling emergencies, cooperation with the United Nations or Alliance obligations. The before-mentioned telecommunication services must be provided on a priority basis in the case of need for privileged parties listed in the Act. These privileged parties include offices of the Bundeswehr, deployed armed forces and relief and rescue services.

In cases of (impending) bottlenecks or network congestion, operators of public telecommunications networks and providers of publicly accessible communication services are – without prejudice to the rules set out in Regulation (EU) 2015/2120 – required to adopt traffic management measures as necessary and for as long as necessary in order to prevent impending network congestion or remove network congestion where it has occurred. Furthermore, operators of public communications networks and providers of publicly accessible telecommunications services are required to adopt measures as necessary and for as long as necessary in order to prevent an impending bottleneck in the interconnection of telecommunications networks and services, at interconnection points of telecommunications systems and services, and in system components for controlling and managing communications services, or in order to remove a bottleneck where it has occurred. These measures help prevent network congestion and bottlenecks at times of increased internet.

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

Yes No

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

C. Legal Framework

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

Yes No

If yes, please provide link and detail.

The Freedom of Information Act (IFG - Informationsfreiheitsgesetz) creates an unconditional right of access to official information held by federal authorities. The right to access information is directed at

information or file inspection in the authority. Everyone is entitled to claim (everyone's right). It is not necessary to be affected - legally or in fact - by the information.

<https://www.bmi.bund.de/DE/themen/moderne-verwaltung/open-government/informationsfreiheitsgesetz/informationsfreiheitsgesetz-node.html>

Some of the 16 German Länder have legislation in place. These laws create an unconditional right of access to official information from state institutions.

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

X Yes No

If yes, please provide link and detail.

In Germany, there is a detailed data protection regime in place, consisting of the GDPR at European Union level, the Federal Data Protection Act (Bundesdatenschutzgesetz) at the federal level as well as legislation at the level of the German Länder. In addition, there exists specific data protection legislation for specific areas.

REGULATION (EU) 2016/679 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (GDPR)

<https://eur-lex.europa.eu/legal-content/EN/TXT/HTML/?uri=CELEX:32016R0679>

As an example of German data protection legislation: The Federal Data Protection Act

https://www.gesetze-im-internet.de/englisch_bdsch/

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

X Yes No

If yes, please provide link and detail.

Act on the Federal Office for Information Security – BSI Act (*Gesetz über das Bundesamt für Sicherheit in der Informationstechnik – BSI-Gesetz*), available in German at https://www.gesetze-im-internet.de/bsig_2009/

The BSI Act is the key legislation on cybersecurity at the national level that established the Federal Office for Information Security (*Bundesamt für Sicherheit in der Informationstechnik – BSI*) in 1991. The IT-Security Act 2.0 (*IT-Sicherheitsgesetz 2.0*) includes the latest revision of the BSI Act and was enacted in 2021. With this act, the federal government pursues the aim to keep pace with technological developments and strengthen the legal framework in three areas: (1) protection of private-sector critical infrastructures including critical components and companies of special public interest; (2) protection of consumers; and (3) protection of federal IT systems.

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

X Yes No

If yes, please provide link and detail.

The Act on Identity Cards and Electronic Identification (Personalausweisgesetz, PAuswG) regulates the electronic identification using the German identity card.

https://www.gesetze-im-internet.de/englisch_pauswg/index.html

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

X Yes No

If yes, please provide link and detail.

The "Vertrauensdienstegesetz" (VDG) and the „Vertauensdiensteverordnung" (VDV) codify the German implementation of the eIDAS-Regulation regarding digital signatures.

VDG: <https://www.gesetze-im-internet.de/vdg/>

VDV: <https://www.gesetze-im-internet.de/vdv/>

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

X Yes No

If yes, please provide link and detail.

According to Section 97 para 5 of the German Competition Act contracting authorities and businesses shall use electronic means for sending, receiving, forwarding and storing data in a procurement procedure. The requirements are further specified in different ordinances, e.g. Section 11 of the Ordinance on the Award of Public Contracts (Vergabeverordnung) or Section 9 of the Ordinance on the Award of Concessions (Konzessionsvergabeveordnung). This legislation is determined by the law of the European Union. The German government provides an online platform for contracting authorities (www.evergabe-online.de (<http://www.evergabe-online.de>)).

Contract notices, to which this legislation does not apply, must also be published online (via TED) on European level respectively according to Section 28 of the Ordinance on the Award of Public Contracts below the EU thresholds (Unterschwelvenvergabeveordnung). These are published at www.bund.de (<http://www.bund.de>) -> Ausschreibungen.

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

Note: This is related to SDG Indicator 16.6.1

X Yes No

If yes, please provide link and detail.

The German Federal Office provides ample information online on government expenditure in Germany. https://www.destatis.de/DE/Themen/Staat/Oeffentliche-Finzen/Ausgaben-Einnahmen/_inhalt.html

The Federal Ministry of Finance presents how the federal government plans its revenues and expenditures on the website www.bundshaushalt.de. All budgets from 2012 onwards can be viewed here.

There is no dedicated legislation containing specific provisions on how to digitally publish government expenditure. However, in the national eGovernment Act (E-Government-Gesetz), §12 a describes among others details about the provision of open government data:

https://www.gesetze-im-internet.de/egovg/_12a.html

In addition to the legislative framework, the Federal Government adopted an open data strategy in 2021.

<https://www.bundesregierung.de/breg-de/service/publikationen/open-data-strategie-der-bundesregierung-1940604>

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

X Yes No

If yes, please provide link and detail.

In Germany there are strategies and plans to establish a good handling of data, such as the data strategy of the federal government or the service consolidation strategy or the implementation of the digitization program with the modernization of registers. In this regard, there are also initial approaches to building a comprehensive data structure. A comprehensive, level and interdisciplinary system for exchange and integration has not yet been established. Subject-specific systems as a subset of the overall system are often networked with one another and designed to be interoperable. For this purpose, there are also various technical data standards which are continuously, partly institutionally, further developed.

Data strategy: <https://www.bundesregierung.de/breg-de/suche/datenstrategie-der-bundesregierung-1845632>

Strategy service consolidation: https://www.cio.bund.de/Web/DE/IT-Dienste-Bund/Dienstekonsolidierung/dienstekonsolidierung_node.html;jsessionid=121E3471E63BF152B7E569AD1181318E.1_cid322

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

X Yes No

If yes, please provide link and detail.

In the national eGovernment Act (E-Government-Gesetz), §12 a describes among others details about the provision of open government data.

https://www.gesetze-im-internet.de/egovg/_12a.html

In addition to the legislative framework, the Federal Government adopted an open data strategy in 2021. It provides a framework for action to improve the federal open data ecosystem. The overarching data policy framework for the Open Data Strategy is the Federal Government's data strategy and its objectives, which also includes open data. Over a five-year period, the Open Data Strategy covers three areas of action, with a total of 68 implementing measures from various federal ministries and federal authorities.

<https://www.bundesregierung.de/breg-de/service/publikationen/open-data-strategie-der-bundesregierung-1940604>

18. 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)? * , ,

X Yes No

If yes, please provide link and detail.

In principle, the general laws also apply to new technologies. These are usually designed to be technology-neutral. On EU-level, several regulatory frameworks concerning new/emerging technologies are currently under negotiation, namely the Regulation laying down harmonised rules on Artificial Intelligence (AI Act), the AI Liability Directive, the Data Act, the Cyber Resilience Act and the Regulation on Markets in Crypto-assets (MiCA).

With the 5G Innovation Program, the Federal Ministry for Digital and Transport wants to raise awareness for the opportunities offered by 5G technology. In view of the great interest throughout Germany, the Federal Ministry for Digital and Transport has significantly expanded the 5G implementation funding. (<https://www.deutschland-spricht-ueber-5g.de/en/network-expansion/why-the-5g-innovation-programme-is-so-important/>)

Regulation on 5G-implentation-funding (in German)

<https://www.bundesanzeiger.de/pub/publication/UHssNyorTo5qaDmMFmu/content/UHssNyorTo5qaDmMFmu/BAng%20AT%2009.06.2020%20B7.pdf?inline>

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

X Yes No

If yes, please provide link and detail.

The responsible use of AI is one purpose of the rules laid down in the AI Act that apply to the private and the public sector.

D. Strategy and Implementation

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

x Yes No

If yes, please provide link and detail.

The National eGovernment Strategy (NEGS), adopted by the Information Technology (IT) Planning Council on 24 September 2010, is regularly evaluated and updated. The goal of the current strategy is to guide the country's eGovernment progress in the coming years. The strategy has been developed in cooperation with a broad spectrum of stakeholders from the fields of administration, politics, science and business.

<https://www.it-planungsrat.de/der-it-planungsrat/nationale-e-government-strategie>

https://www.it-planungsrat.de/fileadmin/it-planungsrat/der-it-planungsrat/nationale-e-government-strategie/NEGS_Fortschreibung.pdf

The implementation of online services is conducted in the framework of two digitalisation programmes, one for the federal government level, and one for the regional and local government levels. These were initiated after the adoption of the Online Access Act (Onlinezugangsgesetz). The federal programme focuses on the digitalization of services that are regulated by federal law and

executed by central government agencies. The regional/local government-level programme focuses on services regulated by federal law, but provided by the lower government levels. The latter programme focuses by its very nature on inter-state collaboration in the nationwide provision of online Services.

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

- Two-year
 Three-year
 Five-year
 Ten-year

Other There is n fixed time frame set in the NEGS. The NEGS is renewed and updated at intervals. _____

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

Yes No

In principle, every ministry in Germany has a budget that is available for expenditure in the area of "digitization".

23. 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

Currently there is no direct connection.

24. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes No

The NEGS defines different objectives.
The objectives can be classified into the goals Use-friendliness, Cost-effectiveness, Data protection, Society and Sustainability.

<https://www.it-planungsrat.de/der-it-planungsrat/nationale-e-government-strategie>

25. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes No

Content and objectives of NEGS are often included in the strategies of the federal states.

26. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

Yes No

Goals 12 and 13 of the NEGS make specific reference to this.

Freedom of information and Open Data are essential for the transparency and accountability of government action.

Information technologies give citizens and businesses better ways to participate in the process of forming policy positions, in planning and decision-making and in designing and carrying out public tasks.

https://www.it-planungsrat.de/fileadmin/it-planungsrat/der-it-planungsrat/nationale-e-government-strategie/NEGS_Fortschreibung.pdf

27. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

X Yes No

The Goals 7, 8 and 15 refer to this.

https://www.it-planungsrat.de/fileadmin/it-planungsrat/der-it-planungsrat/nationale-e-government-strategie/NEGS_Fortschreibung.pdf

28. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Yes X No

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

X Yes No

Goal 4: Administrative matters can be dealt with from start to finish online.

https://www.it-planungsrat.de/fileadmin/it-planungsrat/der-it-planungsrat/nationale-e-government-strategie/NEGS_Fortschreibung.pdf

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

Yes X No

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

Yes X No

¹ To provide link or description

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

X Yes No

Goal 2: Access is barrier-free, operation user-friendly.
https://www.it-planungsrat.de/fileadmin/it-planungsrat/der-it-planungsrat/nationale-e-government-strategie/NEGS_Fortschreibung.pdf

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

Yes X No

If yes, please provide link and detail.

34. 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? Please provide link and detail.;

Artificial intelligence (AI); link/detail: _____

Robotics; link/detail: _____

Blockchains; link/detail: _____

5G; link/detail: _____

Internet of Things (IoT); link/detail: _____

Invisible/anticipatory/proactive/seamless services³ [NEW]: _____

X Others; link/detail: The national e-government strategy (NEGS) will be further developed in the future. As part of this further development, new technologies will be taken into account.

35. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Yes X No

NEGS currently has a national focus. This will change in the course of further development.

36. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

X Yes No

As part of the consolidation of services, activities in the area of "Analytics" are being planned.

37. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

X Yes No

Since 2019, the Regulatory Sandboxes office at the Federal Ministry of Economics and Climate Protection () has been implementing the Regulatory Sandboxes strategy; it consists of three pillars:

² To provide link or description

³ To explain

Pillar I, Legal Opportunities for Regulatory Sandboxes.

- Development, use and dissemination of experimentation clauses (e.g. for autonomous driving and digital identities)
- Uniform standards for Regulatory Sandboxes (Guide on the drafting of experimentation clauses)
- Transfer of knowledge into legislation

Pillar II, Informing and networking

- Information services (e.g. handbook on Regulatory Sandboxes)
- Network of Regulatory Sandboxes
- Interministerial working group

Pillar III, Initiate and support

- Innovation award for Regulatory Sandboxes
- Support of pilot projects

For more information please refer to <https://www.bmwk.de/Redaktion/EN/Dossier/regulatory-sandboxes.html>

Furthermore, the German government, under the leadership of the BMWK, is planning to pass a Regulatory Sandbox Act in this legislative period that will provide uniform and innovation-friendly framework conditions for regulatory sandboxes and allow new scope for testing innovations. The coalition agreement for the 20th legislative term sets out a mandate to strengthen regulatory sandboxes and experimentation clauses through a Regulatory Sandbox Act. The BMWK published a concept (in German only) for this in September 2021. It provides for:

- laying down overarching standards for regulatory sandboxes and experimentation clauses in law (e.g. easy access, time limit, extension, evaluation, scaling)
- enabling new regulatory sandboxes to be created in key innovation areas (adding new (or revised) experimentation clauses to relevant specialist acts)
- creating a one-stop shop for regulatory sandboxes that serves as a central advisory and knowledge hub for companies, research and municipalities
- setting down a binding experimentation clause check in legislation

For more information please refer to https://www.bmwk.de/Redaktion/DE/Publikationen/Digitale-Welt/konzept-fur-ein-reallabore-gesetz.pdf?__blob=publicationFile&v=4

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

X Yes No

<https://dashboard.ozg-umsetzung.de/>

E. Digital Inclusion and E-Participation

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

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

X Yes No

If yes, please provide link and detail.

Berlin Declaration on Digital Society and Value-Based Digital Government:
<https://www.bmi.bund.de/SharedDocs/downloads/EN/eu-presidency/gemeinsame-erklaerungen/berlin-declaration-digital-society.pdf>

The Berlin Declaration contains seven keypoints:

1. Validity and respect of fundamental rights and democratic values

Equality in the analog as well as in the digital sphere. Existing rights, values and the corresponding legal framework of the European Union apply regardless of the means of communication and irrespective of the use of analog, digital, hybrid or integrated formats.

2. Social participation and digital inclusion to shape the digital world

All people of Europe should be able to participate in and benefit fully from digital opportunities on an unconditional basis and without discrimination. This means equal access to an open Internet for all parts of society, including disadvantaged groups and citizens with disabilities, as a cornerstone of diversity of opinion, pluralism, innovation and progress.

3. Empowerment and digital literacy

Confident navigation of the digital world for every citizen and business. This means individual management of digital identity, personal data and privacy.

4. Trust and security in digital government interactions

Safe navigation and authentication. Easy use of widely accepted and secure electronic identification conforming to European standards (e-ID), which allows securely access to public, private and cross-border digital services.

5. Digital sovereignty and interoperability

All underlying digital components of ICT solutions (hardware, software, and services) shall meet European requirements. Therefore common standards will be implicated.

6. Human-centred systems and innovative technologies in the public sector

The opportunities of Emerging Disruptive Technologies (EDT) including the Internet of Things (IoT), Artificial Intelligence (AI) systems, distributed ledger technologies, and quantum computing are put at the service of citizens and businesses. It is intended to promote a human-centred, responsible and common-good oriented development and use of AI and other novel technologies in the public sector.

7. Towards a resilient and sustainable digital society

The use of digital technologies shall contribute to people's physical and psychological well-being. Digital solutions will support crisis management.

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

X Yes No

If yes, please provide link and detail.

There is an agreed plan to develop a portal to establish the possibility for citizens to take part in ePartizipation. This will be realised by implementing an IT based ePartizipation solution. Beside this initiative, there are distinctive specialized ePartizipation solutions like the online Petition from the German Parliament at <https://epetitionen.bundestag.de>

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

X Yes No

If yes, please provide link and detail.

Agenda für eine smarte Gesellschaftspolitik (Agenda for a smart social policy):
<https://www.bmfsfj.de/bmfsfj/service/publikationen/agenda-fuer-smarte-gesellschaftspolitik-gemeinsam-im-wandel-179104>

Gleichstellungsbericht (Equality report): <https://www.dritter-gleichstellungsbericht.de/>

Cybersicherheitsagenda (Cybersecurity agenda) 2022: <https://www.bmi.bund.de/DE/themen/it-und-digitalpolitik/it-und-cybersicherheit/cybersicherheitspolitik/cybersicherheitspolitik-node.html>

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

X Yes No

If yes, please provide link and detail.

Examples:

Maternity leave notices can be submitted online:

https://www.onlinezugangsgesetz.de/SharedDocs/kurzmeldungen/Webs/OZG/DE/2021/01_muttersc_hutz.html

Victims of violent crime can apply for assistance online:

https://www.onlinezugangsgesetz.de/SharedDocs/kurzmeldungen/Webs/OZG/DE/2021/03_hilfe_fue_r_opfer_von_gewalttaten_aktuell.html

Pregnancy Emergency Hotline (Chat Service, Telephone advice, Email advice):

<https://www.hilfetelefon-schwangere.de/en>

Financial aid:

Child allowance for low-income families: <https://web.arbeitsagentur.de/kiz/ui/start>

Advance maintenance payment: <https://www.unterhaltsvorschuss-online.de/>

Parental leave allowance: <https://eltern geld-digital.de/>

Educational assistance: <https://www.hilfen-zur-erziehung-online.de/>

Guardianship: <https://www.hilfen-zur-erziehung-online.de/>

Additional offers:

<https://familienportal.de/>

<https://infotool-familie.de/>

<https://www.perspektive-wiedereinstieg.de/>

<https://www.starkimberuf.de/>

<https://wiedereinstiegsrechner.de/>

<https://www.informationsportal-kinderwunsch.de/>

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

X Yes No

If yes, please provide link and detail.

<https://www.diskutiermitmir.de/start>

www.meintestgelaende.de

Empowerment for women in women in (communal) politics:

<https://www.frauen-macht-politik.de/>

<https://www.frauen-in-die-politik.com/>

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

X Yes No

If yes, please provide link and detail.

Digital Academy

In 2021, the German Federal Academy for Public Administration (BAköV) launched its new Digital Academy, a free platform that offers online and offline courses for German federal employees to promote digital skills, support cultural change, and create networking. The Academy aims at preparing federal employees to adapt to an increasingly digital environment. Learning offerings are designed to upskill the public sector for future challenges by teaching both technical competencies and new ways of working enabled by new technology, such as agile project management, digital leadership, remote collaboration and teamwork and tech-enabled service delivery and policymaking. The Digital Academy embodies two key aspects of a good public sector innovation skills training program. First, its offerings are designed to meet people where they are, how they learn, and when they want to learn by providing flexible modalities of learning. Second, it offers a forward-thinking curriculum like 'New Work' supported by peer-to-peer learning and coaching rather than only disconnected lectures, in order to help public servants apply skills to their own work. The empowerment with digital skills needs to be flanked with skills in IT-Compliance. These skills ensure the success of the digital transformation and foster sustainability and user acceptance. Therefore, BAKöV is supporting Digital Awareness Campaigns by trainings, simulations, talks, conferences, workshops and tools, e.g. in Cybersecurity and Data Protection. Each format can be transformed to the requirements of a public authority and BAKöV provides an individually consultation. Also increasing requests of providing digital accessible and user-friendly services are served by BAKöV. The Academy's offerings represent one of the most forward-thinking and exciting experiments in public sector upskilling.

Interministerial working group and network focused on human resources in digital public administration (PersDiV)

The German federal public administration is running an Interministerial working group and network focused on human resources in digital public administration (PersDiV), with the Federal Ministry of the Interior, Building and Community as lead ministry.

The aim of the interministerial working group is to draw up a future-oriented human resource policy for all federal ministries based on the megatrends of digital transformation and demographic change.

The working group acts in an agile manner. In the working group, measures are developed and then implemented either centrally, locally or by individual actors.

The interministerial working group currently emphasizes the following topics:

- Transformation towards a digital administration
- Advancement of work cultures
- Strengthening of employer attractiveness
- Modernization of education and training

The PersDiV network is an interministerial, non-hierarchical network for all interested staff members in the field of human resources management. The network offers support, an opportunity to share information, ideas and solutions for human resources management issues. It encompasses a digital dialogue platform as well as digital and analogue formats for interministerial communication.

more portals with appropriate offers:

- YouCodeGirl:

<https://www.bmfsfj.de/bmfsfj/aktuelles/alle-meldungen/digitalisierungspolitik-ist-gesellschaftspolitik-178198>

- <https://youcodegirls.de/>
- Medienkompetenz für Familien: <https://www.schau-hin.info/>
- Bundesweiter Digitaltag <https://www.boys-day.de/aktuelles/wie-gelingt-digitale-berufsorientierung>
- Beratungsstelle gegen digitale Gewalt: <https://hateaid.org/>
- Aktiv gegen digitale Gewalt
- Bundesverband der Frauenberatungsstellen und frauennotrufe bff eV: <https://www.aktiv-gegen-digitale-gewalt.de/de/> und <https://www.frauen-gegen-gewalt.de/de/aktionen-themen/bff-aktiv-gegen-digitale-gewalt.html>
- Digitaler Engel
- BAGSO Digitalpakt Alter
- Frauenhauskoordinierung e.V.:
<https://www.frauenhauskoordinierung.de/arbeitsfelder/digitale-gewalt>

For older people, the German Federal Ministry for Family Affairs, Senior Citizens, Women and Youth has initiated several digital projects to enhance their participation in social life:

- Digital Pact for Older People: Together with partners from all walks of society, the Digital Pact for Older People aims to point out opportunities created by digitalisation and enable access to digital technologies. To this end, 300 local points of contact will be set up by the end of the

project term, among other things. The project will focus on social life, housing, health and mobility, dedicating half a year to each of these four dimensions. <https://www.digitalpakt-alter.de>

- Digital Angel PLUS: The project features mobile teams of advisers across Germany who teach older people the digital skills needed for everyday life in an easily accessible way and strengthen local support structures. <https://www.digitaler-engel.org>
- Künstliche Intelligenz (KI) für ein gutes Altern-Ageing well with AI: Older people, too, come across procedures and technologies that are based on artificial intelligence in their everyday lives and have questions regarding their functioning, risks and opportunities. The project is specifically designed to enhance older people's AI skills by qualifying multipliers and offering possibilities to test related technologies at various locations across Germany. <https://ki-und-alter.de>
- Service centre for education and learning for older people: On the website , interested people find a nationwide event database with local education and learning offers and helpful material. A service hotlineservice hotline provides in-person advice (+49 0228/2499 93-50). <https://www.wissensdurstig.de>

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

X Yes No

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

There are internal ministerial guidelines for communication via social media.

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

There are internal ministerial guidelines for communication via social media.

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

X Yes No

If yes, please provide link and detail.

Helene-Weber-Preis/Helene-Weber-Kolleg
EAF Berlin | Europäische Akademie für Frauen in Politik und Wirtschaft Berlin e.V. (www.eaf-berlin.de)

Von der EAF veröffentlichte Studien:

- MIT KIND IN DIE POLITIK - GUTE PRAKTIKEN FÜR DIE VEREINBARKEIT VON FAMILIE, BERUF UND KOMMUNALPOLITISCHEM EHRENAMT (2023)
- FRAUEN IN DIE POLITIK! (2023)
- FRAUEN MACHT BERLIN! (2022)
- PARTEIKULTUREN UND DIE POLITISCHE TEILHABE VON FRAUEN (2021)

F. Usage, User Satisfaction and Evaluation

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

Yes No

If yes, please provide link and detail.

48. Does the Government measure usage data with dis-aggregation by gender?*

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

Yes No

If yes, please provide link and detail.

As part of the Federal Portal, users are asked to provide feedback on the usefulness of the information provided, if they have found what they were looking for and if they have any additional feedback to improve the user experience. The feedback is frequently evaluated and used to improve the provided services.

TELL US YOUR OPINION! _____

How do you rate this information?

★ ★ ★ ★ ★

Found what you were looking for?

Yes No Partly

Help us improve

Please enter (optional)

You have 1000 characters...

Please do not enter any personal data here.

Send

In addition, the user perspective is already taken into account during the development of digital administrative services as part of the development in digitization laboratories.

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

No.

G. Partnership and International Cooperation

50. 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]

-

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

-

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

The Online Access Act is at the core of the e-government development in Germany. Currently, an enhanced act going beyond the Online Access Act is in the legislative process. The cabinet of the Federal Government recently (May 2023) agreed on this and on additional key points of the digitalization of the public administration in Germany.

More information on the Online Access Act already in place can be found here:

<https://www.onlinezugangsgesetz.de/Webs/OZG/EN/home/home-node.html>

Consent to publish this Questionnaire

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

X Yes No

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