

View results

Respondent

123

Anonymous

17:57

Time to complete

1. Country name *

Hungary

Contact information

2. Your name *

Mihály Dán

3. Title *

Lead senior expert

4. Organization *

Digital Hungary Agency

5. Email *

Mihaly.Dan@dmu.gov.hu

6. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.
- I am authorized but I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

<https://magyarorszag.hu/> is the main e-government portal.

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

- E-services or similar *

<https://magyarorszag.hu/>

9. - E-participation or similar *

<https://kormany.hu/dokumentumtar/tarsadalmi-egyeztetes> ; <https://www.valasztas.hu/web/national-election-office>

10. - Open government data

<https://kozadatportal.hu/> (for secondary use); <https://kozadat.hu/kereso/> (for freedom of information)

11. - Public procurement

<https://ekr.gov.hu/portal/kezdolap>
<https://dkuzrt.hu/portal/>

12. - Others (if any)

<https://e-onkormanyzat.gov.hu/> (Local government e-service platform)

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. *

Digital Hungary Agency - <https://www.dmu.gov.hu/>

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 *

Ádám Bönde

16. Title *

Deputy Director General

17. Organization *

Digital Hungary Agency

18. Email *

adam.bonde@dmu.gov.hu

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 *

Ministry for Economic Development (<https://kormany.hu/gazdasagfejlesztési-miniszterium>); Ministry of Construction and Transport (<https://kormany.hu/epitesi-es-kozlekedési-miniszterium>)

22. Education *

Ministry of Interior (<https://kormany.hu/belugyminiszterium>)

23. Health *

Ministry of Interior (<https://kormany.hu/belugyminiszterium>)

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

Ministry of Interior (<https://kormany.hu/belugyminiszterium>)

25. Employment and Labour *

Ministry for Economic Development (<https://kormany.hu/gazdasagfejlesztési-miniszterium>)

26. Environment *

Ministry of Energy (<https://kormany.hu/energiaugyi-miniszterium>)

27. Justice *

Ministry of Justice (<https://kormany.hu/igazsagugyi-miniszterium>)

28. Economy/finance *

Ministry for Economic Development (<https://kormany.hu/gazdasagfejlesztési-miniszterium>); Ministry of Finance (<https://kormany.hu/penzugyminiszterium>)

29. Industry/trade *

Ministry for Economic Development (<https://kormany.hu/gazdasagfejlesztési-miniszterium>); Ministry of Agriculture (<https://kormany.hu/agraadminiszterium>); Ministry of Foreign Affairs and Trade (<https://kormany.hu/kulgaszdasagi-es-kulugyminiszterium>)

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

Ministry of Energy (<https://kormany.hu/energiaugyi-miniszterium>)

31. Climate Change [NEW] *

Ministry of Energy (<https://kormany.hu/energiaugyi-miniszterium>)

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. *

No strategy, but to be able to answer to the question on the specific portal addressing crisis/emergency, we had to choose 'Yes' here.

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]

The cooperation under EU rules is a unified crisis management system 112 exists and is being operated in Hungary just like in all other MSs. This is the dedicated crisis/emergency portal:
<https://www.police.hu/hu/112> , and the 112 unified hotline provides everybody with police, ambulance and firefighters' client services, including disaster management and recovery information, too.
The Hungarian police provides citizens with further information published on their website, also available in English: <https://www.police.hu/en>
As the worldwide health pandemic crisis related to COVID-19 is now less significant, causes less harm in Hungary currently, the Government decided to shut down the former dedicated [koronavirus.gov.hu](https://www.nnk.gov.hu) portal. Instead, the National Public Health Center (NPHC) publishes all relevant information related to the pandemic here: <https://www.nnk.gov.hu/index.php/koronavirus-tajekoztatok> .
In case of any significant crisis or emergency involving masses of people or certain geographical areas, the official governmental communications portal <https://kormany.hu/> or <https://abouthungary.hu/> (in English) is being used for official communication by the government above the sectoral managing authorities' websites.

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.

Act CXII of 2011 on the right to informational self-determination and on the freedom of information: <https://njt.hu/jogszabaly/2011-112-00-00>
Official English translation: <https://njt.hu/jogszabaly/en/2011-112-00-00>

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

- Yes
- No

40. If yes, please provide link and detail.

Act CXII of 2011 on the right to informational self-determination and on the freedom of information: <https://njt.hu/jogszabaly/2011-112-00-00>
Official English translation: <https://njt.hu/jogszabaly/en/2011-112-00-00>

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

- Yes
- No

42. If yes, please provide link and detail.

Act L of 2013 on electronic information security of state and local government organisations (<https://njt.hu/jogszabaly/2013-50-00-00>)

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

- Yes
- No

44. If yes, please provide link and detail.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: <https://njt.hu/jogszabaly/en/2015-222-00-00>) sets the rules for digital identity in line with the EU regulations (eIDAS).

The Central Authentication Agent (KAÜ) service is the main e-identification building block the public bodies can use in Hungary for providing electronic identification. The KAÜ as an eID gateway service provides electronic identification services of different security levels on a common interface. Users can select any of the identification methods published in the KAÜ, and single sign-on is ensured for the different services that use the KAÜ as a mandatory eID building block. The basic services of KAÜ ensure the transfer of identification data when users are identified, while with the higher level service KAÜ+, the authorized sector specific system can request other identification data, attributes and information about legal and transactional representation rights of the identified natural person from the relevant central registries. With the integration of the Hungarian eIDAS node, KAÜ can ensure that e-identification means of other Member States can be used.

At the moment the following e-identification means are available in Hungary through the KAÜ service:

- Client Gate (basic authentication: login, password)
- Client Gate+ (Client Gate + a one-time password generated by a smartphone app)
- National eID card (eSzemélyi)
- Phone code identification (RKTA)
- Video-based facial recognition authentication (VKTA)

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

- Yes
- No

46. If yes, please provide link and detail.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: <https://njt.hu/jogszabaly/en/2015-222-00-00>) sets the rules for digital trust services in line with the EU regulations (eIDAS).

It has to be mentioned that since 2016 Hungary provides its citizens with an NFC chip equipped electronic national ID card which among others has electronic identification as well as electronic signature functionalities, and the use of this secure electronic signature is free of charge for the citizens.

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

- Yes
- No

48. If yes, please provide link and detail.

Act CXLIII of 2015 on public procurements (<https://njt.hu/jogszabaly/2015-143-00-00>) and the Government Decree 424/2017. (XII. 19.) on the Detailed Rules for Electronic Public Procurement (<https://njt.hu/jogszabaly/2017-424-20-22>).

E-procurement became compulsory on 1 February 2017 for central purchasing bodies, and on 15 April 2018 for all contracting authorities.

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.

Act CXII of 2011 on the right to informational self-determination and on the freedom of information (<https://njt.hu/jogszabaly/2011-112-00-00>) provides the General Publicational Schemes on what and how to publish by the organs performing public duties, including their financial management data.
Official English translation: <https://njt.hu/jogszabaly/en/2011-112-00-00>

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.

Act CCXXII of 2015 on the general rules on electronic administration and trust services (<https://njt.hu/jogszabaly/2015-222-00-00> ; official English language translation is also available: <https://njt.hu/jogszabaly/en/2015-222-00-00>) sets the rules for interoperability between state and local government bodies, and the detailed rules are provided by the Government Decree 451/2016. (XII. 19.) (<https://njt.hu/jogszabaly/2016-451-20-22>) on detailed rules on E-administration.

The Hungarian legislation is in line with the once-only principle of the European Union, apart from the E-Administration Act (Act CCXXII of 2015) the Act CL of 2016 on the Code of General Administrative Procedure (<https://njt.hu/jogszabaly/en/2016-150-00-00>) rules in its Section 36 on the contents of the application, that the party may not be required to attach the statement of a specialist authority or a preliminary statement of a specialist authority to his application and, with the exception of the data necessary for the identification of the party, he may not be required to submit data that is considered to be public information or that must be recorded in a publicly certified register established by law.

The Government Decree 451/2016. (XII. 19.) (<https://njt.hu/jogszabaly/2016-451-20-22>) on detailed rules on E-administration enlists in its Section 150. those 44 base registries and specific information systems that are obliged to provide automated data exchange services via the Central Governmental Service Bus (KKSZB) technical interoperability platform.

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

Yes

No

54. If yes, please provide link and detail.

In 2012, the public sector information (PSI) Directive was fully implemented in line with all EU requirements in the form of the Public Data Act (Act No. LXIII of 2012 on the re-use of public sector data: <https://njt.hu/jogszabaly/2012-63-00-00>). The 2013 amendment of the PSI Directive was then implemented by the deadline of 2015 (Act No. XCVI of 2015 amended the Act No. LXIII of 2012). The Hungarian implementation went beyond the provisions of the PSI Directive in some points. The Public Data Act has been modified in 2022 to implement the Open Data Directive (Directive EU 2019/1024) so the harmonisation with the EU law is full in this respect.

Furthermore, the Strategy on Artificial Intelligence 2020–2030 was adopted, including a dedicated part on data policy and data reuse which calls for a proper institutional background and a one way access data portal. Hungary also recognized that in order to implement modern digital state governance and economy, which can be achieved through the spread of technologies based on artificial intelligence and data analysis, it is essential to establish an institutional system that can realize the wide-ranging use reuse and sharing of national data assets Act XCI. of 2021 on National Data Assets has been adopted. Within the new legal framework and the framework of the strategy, the national open data portal (<https://kozadatportal.hu/>) has been launched and the National Data Asset Management Agency (Nemzeti Adatvagyon Ügynökség, NAVÜ) has been established with the main purpose to facilitate and coordinate the reuse of public sector data among public sector bodies. The Agency also provides analysis and information services to public sector bodies. With the establishment of the Agency, the proper institutional background outlined in the strategy has been successfully created.

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).

From the aspect of legislation, we do not consider it necessary and effective to implement technological specific legislation on emerging technologies, especially considering that the use of these and the technology itself are still malleable.

Based on justified sectoral professional needs, or in cases where it has been clearly proven that an emerging technology offers real added value or a more efficient solution to a problem than the solution in use, its application can be considered.

AI solutions are already piloting in several specific areas, like for example professional systems of the Police or the Government Hotline's online chat service. However according to the new National Digitalisation Strategy 2021-2030 it is a clear goal to use AI and robotic technology solutions in the future development of e-government to create further customer-centric and proactive services, and to use emerging digital technologies, including AI where they have real added value. It is very important though that any AI implementation must be transparent and respectful of AI ethics.

The Hungarian Artificial Intelligence (AI) Coalition was founded on 9 October 2018 with the following goals:

- Providing a continuous cooperation forum for AI developers, market operators, state participants representing AI users, academics and professional organisations;
- Developing a Hungarian AI Strategy; and
- Analysing the social and economic impacts related to the spread of AI.

The Coalition has developed an Action Plan that lays the groundwork for the Hungarian data market and the institutional framework of the local AI ecosystem. The Action Plan also defines the legislative and infrastructural structure of data capital management by creating data markets and making personally non-identifiable public data searchable. In addition, widespread multi-stage awareness-raising campaigns have been launched by relying on a diverse range of communications tools. In May 2020, the Coalition presented the Artificial Intelligence Strategy 2020-2030 (https://digitalisjoletprogram.hu/publications/mi_strategia_kiadvany_en/#page=1). The strategy offered an overview of the current state of development of AI but also the objectives and target indicators to be met. The official approval and announcement of the Strategy took place in September 2020.

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
- 8 years

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.**

Explanation: the proper answer is 'partly'. The Hungarian Parliament plans budget after the Government's initiation. There are some dedicated sources on certain lines for digital infrastructure and services, but sectors also individually plan other parts. The Government provides local governments with many central solutions to fulfil their e-administration duties, but they can also individually and freely dedicate extra resources to digital services (depending on their maturity, availability of resources, specific needs, etc.), above the basic ASP services. On the side of procurements, licences, infrastructure, support costs are quite visible while the HR dealing with ICT developments and maintenance costs are less transparent (there are part-time and full-time jobs, and professionals sharing different tasks in their position, and also outsourced operation costs are less visible from a central governmental point of view as digital expenditures).

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

Yes

No

64. Please provide link and detail.

The National Digitalisation Strategy 2022-2030 based on a comprehensive assessment of the situation provides an umbrella strategy incorporating all aspects of digitalisation under its four pillars. There is no general national development strategy, but several sectoral strategies. The implementing actions are to be found in the National Digitalisation Strategy (<https://kormany.hu/dokumentumtar/nemzeti-digitalizacios-strategia-2022-2030>)

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 measures of the strategy contribute to the following SDG goals:

- 1.No Poverty
- 4.Quality Education
- 5.Gender Equality
- 6.Decent Work and Economic Growth
- 9. Industry, Innovation and Infrastructure
- 10. Reduced inequalities
- 11. Sustainable Cities and Communities

The strategy aims to strengthen digital social inclusion through services, targeted awareness-raising programmes and better digital education both in the education system and via digital competence development programs for adult citizens. These goals all help fight poverty by providing better services and education for the disadvantaged social groups as well. The development of digital services and strengthening digital education are improving the situation of the whole society.

The conscious, state-coordinated and supported development of digital competences at the levels of the population, enterprises and public administration has a positive impact on both competitiveness and employment, and it also contributes to macroeconomic growth and the strengthening of equal opportunities within the society.

With regard to the Digital Economy pillar, the strategy calls for the launch of programs aimed at increasing the digital preparedness of micro, small and medium-sized enterprises in particular, by accelerating sectoral digitalisation and encouraging and supporting digital development, innovation and export performance of domestic enterprises.

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.

By the centralised nature of the Hungarian state the national digitalisation strategy is applicable on all levels of government.

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.

Yes, the strategy states that ensuring social participation in policy-making serves the digital transformation of the country. This requires equal access to digital opportunities and the provision of transparent, user-friendly digital services that respond to citizens' digital preferences and provide full digital accessibility of public services. Already during compiling the strategy industry consultations and workshops including administrative, market and civil/professional actors played an important role.

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

Yes

No

72. Please provide link and detail.

The strategy aims the introduction of the "data-based state", with the development of registries and increasing interoperability capabilities by automatic data exchange, and the introduction of conscious administrative data management helps to achieve a higher level proactivity. The re-use of public sector data is also crucial, therefore the strategy aims to build a general data asset regulatory environment, including the support of re-using data for AI purposes as well.

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

Yes

No

74. Please provide link and detail.

As Hungary already has a wide range of e-identification services (as mentioned for a previous question), the strategy sets among the goals of developing interoperability to prepare all central services to meet the requirements for the interoperability of EU digital public services and comply with the requirements set in the eIDAS Regulation, the Single Digital Gateway Regulation and the Services Directive. Implementing of eIDAS identification is under way, and as with the ongoing revision of the eIDAS regulation, the EU plans to introduce a new digital identity solution.

As sectoral strategic programme, the National Digital Citizenship Programme introduced the Digital Citizen concept, that is a concept reinterpreting the relationship between the state and the citizen based on the digital identity initiative launched by the European Union, through basic services (eID, ePost, eDocuments and ePayment) and user-friendly channels operating on a single platform, with a "mobile first" approach.

According to this concept one of the most important basic service is the easy-to-use digital identification service, which can support many complex administration processes. Therefore, a new mobile application will be developed and implemented for electronic identification, in accordance with the legal regulations of the successor regulation of the eIDAS Regulation, which will establish the framework for a European Digital Identity. With the help of the new mobile wallet to be developed, we can log into the digital citizen platform, and use the most important digital public services according to our life events.

In accordance with European Union requirements, the application will be able to receive and store user data, with an appropriate level of encryption. Among its functions, we will find mutual authentication for external (public or private) parties, the sharing of designated data, and the creation of authentic electronic signatures. The application will provide the above-mentioned functions on a simple, user-friendly interface, and will be compatible with the systems of other (even foreign) stakeholders.

According to the schedule of the National Digital Citizenship Programme, for 2026 the citizens will be able to use all necessary digital public services online, on their mobile devices. The development of the most important key services will already begin in 2023.

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.

No specific reference is included in the strategy, however the Strategy's aim to introduce a data-based state implies that the processes are digital-by-default.

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.

The strategy states directly that the application of the once-only principle on the widest range possible is an important goal as well as achieving the data-based state, for which fostering interoperability is crucial in line with the European Interoperability Framework (EIF) and the EU's Framework for Base Registries Access and Interconnection (BRAIF). Also as it has been already mentioned upper, the Hungarian E-Administration Act and the Code of General Administrative Procedure contain rules on the once-only principle.

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.**

As part of the aim to introduce a proactive digital public administration, it is mentioned in the NDS on page 137 that services would be based on life event, and the National Digital Citizenship Programme 2022-2026 strategic programme also aims to introduce the life event based approach as part of its UX/UI development aims (Page 22 and 69).

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.**

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.**

No specific percentage is given, but it is a clear goal to fully digitalise the most widely used services, except for a few, where the personal appearance prescribed by law is justified (e.g. acquiring ID or Passport, marriage, etc.) All in all, this goal has been already achieved in practice.

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:

The NDS 2022-2030 refers several times to the National AI Strategy and the NDS 2022-2030 also sets goals regarding AI on a general level, and it also promotes the application of AI and robotisation in further development of e-government to provide real user-centric and proactive services.

86. Robotics - please provide link and detail:

The strategy promotes the application of AI and robotisation in further development of e-government services as mentioned above for AI.

87. Blockchains - please provide link and detail:

Not only for Blockchain, but in general for emerging technologies as it includes aims to develop infrastructure and test environment that support the use of emerging technologies and among the e-government goals it also states that the application of emerging technologies where it is proven that their use provides real added value.

88. 5G - please provide link and detail:

The strategy sets goals and has many references to the development of 5G networks and services.

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

The NDS 2021-2030 Strategy has several references to IoT and among the emerging technologies it aims to promote its use, but mainly not in the e-government domain.

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

The aim to introduce a proactive digital public administration is mentioned in the NDS.

91. Others - please provide link and detail:

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.

European Union recommendations and policy goals are taken into account throughout the document and the success indicators are based on the EU's Digital Economy and Society Index. OECD recommendations are also taken into account when setting up policy goals on a strategic level, therefore the whole document is in line with the most important international policy guidelines.

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.

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.

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.**

E. Digital Inclusion and E-Participation

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

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

Yes

No

101. If yes, please provide link and detail.

The National Digitalisation Strategy 2022-2030 has a digital competence pillar, which has 3 main goals: digital competence development programs for citizens, increase the availability of IT professionals and digitally trained workers, strengthening digital competence development in public education and vocational training.

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

Yes

No

103. If yes, please provide link and detail.

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.

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.

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.

Swiss-Hungarian Cooperation Programme - "Improving accessibility of digital spaces and digital literacy of disadvantaged groups"

On 8 November 2022, the Framework Agreement for the second period of the Swiss-Hungarian Cooperation Programme was signed. The cooperation programme will support developments that contribute to economic growth, increase energy efficiency, environmental and health improvements, social inclusion, and stimulate research, development and innovation. The support measure "Improving accessibility of digital spaces and digital literacy of disadvantaged groups" will develop a programme to improve digital skills and access to online services for disadvantaged people, in particular Roma people. It will also develop the capacity of social inclusion organisations in disadvantaged areas. The programme is planned to run for 3 years, with a target of reaching 6 000 people.

"Study Halls"

The main goal of the "Study Halls", which are typically established during the 2014-2020 European Union development period, is to increase the chances of less successful, disadvantaged young people aged 7-17 in the system of public education, based on their voluntary participation, taking into account their individual needs.

From 2021, the "Study Halls", which have been regulated in the domestic legal order since 2019 and financed from the domestic budget, must ensure the development of digital competence and information and communication technology skills and their practical application as a service.

The official statistics of the Study Halls are available:

https://www.ksh.hu/stadat_files/szo/en/szo0010.html

The project will continue in the 2021-2027 programming period.

Programme to prevent early school leaving for Roma girls

The programme to prevent early school leaving for Roma girls aged 10-17 will continue in the 2021-2027 development period. The planned programme should provide Roma girls with a digital tool and the development of digital competence and information and communication technology skills and their practical application, contributing both to reduce the gender gap and to improve the situation of the Roma minority as a whole.

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

Facebook and Twitter is mainly used for e-information

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

No public guidelines exist, the social media use is managed by the communicational fields of the ministries and public institutions.

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.

<https://nyilvantarto.hu/hu/statisztikak?stat=monitoring>

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

By gender no, but by sex yes, such data are available.

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

Yes

No

121. If yes, please provide link and detail.

The 24/7 Government Hotline constantly gathers all feedback from users, and also periodically (yearly 2-3 times) there are online surveys published on the national point of single contact portal Magyarország.hu to collect user feedback.

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

By gender no, but by sex yes, such data are available.

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]**

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

As a Member State of the European Union, Hungary is taking part in the planning, legislation and implementation of EU policies and law related to e-government. The implementation of eIDAS Regulation and the Single Digital Gateway Regulation (SDGR) are still the most important ones. Hungary's bilateral testing for the cross-border eID implementation with other EU Member States has just finished. The implementation of SDGR is also ongoing, more than 190 Hungarian service descriptions have been already published in English language on the Your Europe Portal. As part of the revision of the eIDAS Regulation to introduce a common European Digital Identity, Hungary is taking part in one of the four large scale pilots piloting possible solutions. Further sectoral professional communities also take part in sectoral cooperation on European Union level.

THANK YOU

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

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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.