



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*

Contact information

Your name*

Title*

Organization*

Email*

Andy.Warden@dia.govt.nz cc'
planningperformanceandsupport@dia.govt.nz

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.

<https://www.digital.govt.nz/>
<https://www.govt.nz/>
<https://www.data.govt.nz>

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

E-services or similar

<https://smartstart.services.govt.nz/> (an integrated service for parents and caregivers of young children)
<https://www.govt.nz/> (provides content about services and links to where these reside on government department websites)
Government departments offering e-services do so through their own websites. Examples include:
<https://www.passports.govt.nz/>
<https://www.ird.govt.nz/about-this-site/conditions-of-use/our-online-services/myir>
<https://my.msd.govt.nz/>

<https://wheturangitia.services.govt.nz/> (Information for bereaved family and whānau experiencing the death of a baby or child)

<https://endoflife.services.govt.nz/create-my-plan>
(Information to support the planning of end of life - Te Hokinga ā Wairua End of Life Service)

E-participation or similar

<https://www.govt.nz/browse/engaging-with-government/>

<https://thehive.nz/> (consultation platform supporting two-way conversation between young people and decision-makers)

Open government data

<https://data.govt.nz/>

<https://www.stats.govt.nz/>

Public procurement

<https://marketplace.govt.nz/>

<https://www.gets.govt.nz/ExternalIndex.htm>

<https://www.procurement.govt.nz/>

Others (if any)

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. *

Te Kawa Mataaho | Public Service Commission <https://www.publicservice.govt.nz/>

Digital Public Service branch, Department of Internal Affairs <https://www.dia.govt.nz/About-Internal-Affairs---Department-structure---Business-units#dps> and <https://www.digital.govt.nz/>

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

Yes No

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

Name*

Paul James

Title*

Government Chief Digital Officer

Organization*

Department of Internal Affairs

Email*

Paul.james@dia.govt.nz

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

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.

Government Chief Digital Officer: <https://www.digital.govt.nz/digital-government/leadership/government-functional-leads/government-chief-digital-officer-gcdo/Govt.nz>

Government Agencies also have their own individual CIO roles. For smaller agencies the role of the CIO is also combined with other functions.

Previously the Public Service Commission ran the Government CIO Forum, to keep public service digital leaders in contact with each other through monthly meetings to share solutions to problems and innovative projects for the purposes of learning and growing system-wide digital maturity. This is now being run by the Government Chief Digital Officer. (more information about the CIO forum can be found here: <https://www2.cio.co.nz/article/702220/cio50-2022-26-50-bill-moses-public-service-commission/>)

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

Te Kawa Mataaho | Public Service Commission
<https://www.publicservice.govt.nz>
[Budgets \(treasury.govt.nz\)](#)

Education

- Ministry of Education: <https://www.education.govt.nz/>
- Tertiary Education Commission: <https://www.tec.govt.nz>

New Zealand Qualifications Authority:
<https://www.nzqa.govt.nz/>

Health

- Manatū Hauora Ministry of Health
<https://www.health.govt.nz>
- Te Whatu Ora/Health New Zealand
<https://www.tewhatauora.govt.nz/>
- Te Aka Whai Ora/Māori Health Authority
<https://teakawhauora.nz>

Social Welfare
(inclusion, social protection, etc.)

- Ministry of Social Development:
<https://www.msd.govt.nz/>
- Whānau Ora:
<https://www.tpk.govt.nz/en/whakamahia/whanau-ora>
(Run through the Ministry of Māori Development, Te Puni Kōkiri, and provides a family-centred approach to lifting the wellbeing of individuals.)
- Social Wellbeing Agency: <https://swa.govt.nz/>
- Ōranga Tamariki – Ministry for Children:
www.orangatamariki.govt.nz

Employment and Labour

- Work and Income NZ:
<https://www.workandincome.govt.nz/>
- Ministry of Business, Innovation and Employment:
<https://www.employment.govt.nz/>

Environment

- Ministry for the Environment: <http://www.mfe.govt.nz/>
- Department of Conservation: <https://www.doc.govt.nz/>
- Parliamentary Commissioner for the Environment: <https://www.pce.parliament.nz/>
- Environmental Protection Authority: <https://www.epa.govt.nz/>
- Ministry for Primary Industries: <https://www.mpi.govt.nz/>
- Department of Internal Affairs: <https://www.dia.govt.nz/Three-waters-review>

Justice

- Ministry of Justice <https://www.justice.govt.nz>
- New Zealand Police <https://www.police.govt.nz>

Economy/finance

- The Treasury: <Http://www.treasury.govt.nz>
- Ministry of Business Innovation and Employment: <https://www.mbie.govt.nz/business-and-employment/economic-development/>
- Inland Revenue: <https://www.ird.govt.nz>

Industry/trade

- Ministry of Business, Innovation and Employment: <https://www.mbie.govt.nz/business/trade-and-tariffs/>
- Ministry for Primary Industries: <https://www.mpi.govt.nz/>
- Worksafe: <https://worksafe.govt.nz/>
- Ministry of Foreign Affairs and Trade: <https://www.mfat.govt.nz/>
- New Zealand Trade and Enterprise: <https://www.nzte.govt.nz>

Sustainable Development Goals (SDGs) [NEW]

- Te Kawa Mataaho | Public Service Commission <https://www.publicservice.govt.nz/>
- Ministry of Foreign Affairs and Trade <https://www.mfat.govt.nz/en/peace-rights-and-security/our-work-with-the-un/sustainable-development-goals/>

Climate Change [NEW]

- Climate change commission
<https://www.climatecommission.govt.nz>
- Ministry for the Environment
<https://environment.govt.nz/facts-and-science/climate-change/>
- Ministry of Foreign Affairs and Trade
<https://www.mfat.govt.nz/en/environment/climate-change/>

Others (Please specify)

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

The Digital Public Service Branch with the Department of Internal Affairs is responsible for supporting the functions of the Government Chief Digital Officer. This includes coordinating efforts and providing support and guidance for the digital transformation of government agencies. While there is not a specific strategy for crisis emergency response, the Strategy for a Digital Public Service provides a framework to support agencies to be adaptable and flexible. The Digital Public Service Branch is more active in Reduction and Recovery phases of emergency responses. This includes supporting agencies to: reduce risk; invest effectively; develop technical and people capabilities.

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?

National Emergency Management Agency

The National Emergency Management Agency provides leadership in reducing risk, being ready for, responding to and recovering from emergencies.

<https://www.civildefence.govt.nz/>

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 Official Information Act 1982](#)

[Local Government Official Information and Meetings Act 1987](#)

[Privacy Act 2020](#)

[Electronic Identity Verification Act 2012](#)

[Contract and Commercial Law Act 2017](#)

[Plain Language Act 2022 No 54, Public Act Contents – New Zealand Legislation](#)

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

Yes No

If yes, please provide link and detail.

The [Privacy Act 2020](#) covers the entire New Zealand economy and public service with some notable exemptions such as the judiciary. The Privacy Act 2020 expands the previous 12 Information Privacy Principles (based on OECD guidelines) to 13 Information Privacy Principles. The additional new Principle requires personal information sent to a foreign person or entity have the same or similar safeguards as New Zealand has. Further changes include the capability for the Privacy Commissioner (New Zealand's Data Protection Authority) to issue compliance notices and access directions, and the ability to fine non-compliant agencies up to \$10,000 NZD. Mandatory privacy breach reporting for serious breaches was also introduced with the new Act.

The Privacy Act 2020 also updated the existing six Codes of Practice that apply to specific types of personal information such as health information, credit reporting, superannuation schemes, etc.

There are numerous other pieces of legislation in operation by the New Zealand public service that have additional privacy safeguards, requirements, rights and effects that are consistent with the role of the responsible agency and the [New Zealand Bill of Rights Act 1990](#).

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

Yes No

If yes, please provide link and detail.

There is no single piece of cybersecurity legislation in NZ. There is, however, a range of Acts and regulations that cover areas of cybersecurity that different parts of government are either mandated or encouraged to follow, depending on how close to the centre of government they are:

- Telecommunications (Interception Capability and Security) TICSAs Act 2013 <https://www.ncsc.govt.nz/ticsa/>
- New Zealand Information Security Manual (NZISM) sets out the expectations of government on cyber controls <https://www.gcsb.govt.nz/publications/the-nz-information-security-manual/>
- Protective Security Requirements (that covers more than cyber). The NZISM forms the InfoSec portion of this requirement. <https://protectivesecurity.govt.nz/>
- NZ Privacy Act 2020 will have an impact on cyber security much like GDPR does <https://www.legislation.govt.nz/act/public/2020/0031/latest/LMS23223.html>
- NZ's Crimes Act 1961, while old, does allow Police to respond to cyber crime <https://www.legislation.govt.nz/act/public/1961/0043/latest/DLM330422.html> and <https://www.police.govt.nz/advice-services/cybercrime-and-internet/cybercrime>

Elements of cybersecurity appear in the Intelligence and Security Act 2017 depending on where in the cyber journey you are looking:

<https://www.legislation.govt.nz/act/public/2017/0010/latest/DLM6920823.html>

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

Yes No

If yes, please provide link and detail.

[Digital Identity Services Trust Framework Act 2023 No 13, Public Act – New Zealand Legislation](#) - The purposes of this Act are—

(a)

to establish a legal framework for the provision of secure and trusted digital identity services for individuals and organisations:

(b)

to establish governance and accreditation functions that are transparent and incorporate te ao Māori approaches to identity.

[Electronic Identity Verification Act 2012 – the purpose of this Act](#) is to facilitate secure interactions (particularly online interactions) between individuals on the one hand and participating agencies on the other. To that end, this Act:

a) ensures that participating agencies can achieve a high degree of confidence in an individual's identity by providing the individual with the option of verifying his or her identity authoritatively and in real time by electronic means if a degree of confidence is necessary for the interaction between the participating agency and the individual; and

b)

provides for a whole of government shared service to enable a centralised approach to be taken in relation to the verification of an individual's identity by electronic means while protecting the individual's privacy.

[Identity Information Confirmation Act 2012](#) – the purpose of this Act is to facilitate the use of an electronic service that allows agencies to confirm identity information about individuals so as to—

(a) contribute to the prevention of crime (particularly identity-related crimes); and

(b) ensure that agencies can use and, if necessary, record confirmed identity information.

[Electronic Identity Verification Regulations 2013](#)

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

Yes No

If yes, please provide link and detail.

[Contract and Commercial Law \(Electronic Transactions\) Regulations 2017](#)

[Certification of Electronic Instruments \(Statutory Requirements and Retention of Evidence\) Standard 2018](#)

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

Yes No

If yes, please provide link and detail.

The Procurement Functional Lead for government sits with the chief executive of the Ministry of Business, Innovation and Employment. The procurement functional lead is responsible for supporting agencies to lift procurement performance across the public service.

There is a government procurement website which sets out government procurement rules to support sustainable and inclusive procurement through the promotion of good practice for procurement planning, approaching the supplier community and contracting:

<https://www.procurement.govt.nz/procurement/principles-charter-and-rules/government-procurement-rules/>

In addition, the Government Chief Digital Officer (GCDO) is responsible for ICT functional leadership. The government strategy and supporting work programme includes a focus on streamlining common ICT procurement processes. The [Digital Marketplace](#) is an online market that makes it easier for

government departments to access digital services and for suppliers to deliver them. It was developed with support from local industry and government agencies. Marketplace gives agencies access to innovative products and services. Marketplace channels are currently open for Software as a Service (SaaS), Consultancy and Professional Services, and Managed Services.

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

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

The primary legislation about publishing government expenditures is the [Public Finance Act 1989](#).

Departments must report individually and the Treasury reports on government as a whole. Section 39(1) requires strategic intentions to be published on an internet site and annual reports to be published under section 44(4). Most departments do so by publishing on their departmental websites.

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

Yes No

If yes, please provide link and detail.

<https://www.legislation.govt.nz/act/public/2022/0039/latest/LMS418574.html>

The Data and Statistics Act 2022 replaces the previous Statistics Act 1975 and supports a well-functioning data and statistics system that makes the best use of data collected and held by government while ensuring private and confidential information is held securely and used appropriately. The Data and Statistics Act 2022 is administered by Statistics New Zealand and the Chief Executive of Statistics New Zealand is the statutory Government Statistician. The Government Statistician also acts as the Government Chief Data Steward (GCDS) (<https://www.stats.govt.nz/about-us/data-leadership>); this role is mandated to establish cross-government data standards and other aspects of data interoperability in addition to the Data and Statistics Act 2022 requirements.

Personal information data governance is governed by the Privacy Act 2020 including specific legislation for sharing personal information from and between government agencies. The Privacy Act 2020 is administered by the Ministry of Justice and enforced by the Office of the Privacy Commissioner.

Other supporting legislation includes the [Public Records Act 2005](#) that governs the collection, storage and archiving of government data as directed by the Chief Archivist (administered by the Department of Internal Affairs), the [Official Information Act 1982](#) that governs freedom of information requests made by the public to government agencies (administered by the Ministry of Justice and regulated by the Office of the Ombudsman), and the [Copyright Act 1994](#) that sets out law on Crown copyright for works created by the New Zealand public service.

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

Yes No

If yes, please provide link and detail.

There are no laws or regulations specifically for open government data in New Zealand.

In 2011 the [Declaration on Open and Transparent Government](#) was made by the New Zealand government. To support the Declaration on Open and Transparent Government, the New Zealand government operates under the New Zealand Data and Information Management Principles of openness, protection, readily available, trusted and authoritative, well managed, reasonably priced, and reusable. These principles align with the International Open Data Charter which New Zealand has been a signatory member since 2018.

The Public Service Commission is New Zealand's representative to the international Open Government Partnership and reports regularly on progress here:

<https://www.publicservice.govt.nz/our-work/open-government-partnership-ogp/> and here:

<https://www.opengovpartnership.nz/>

The Government Chief Data Steward (GCDS) is a mandated Functional Leader of data in New Zealand and is responsible for the New Zealand Data and Information Management Principles.

The GCDS:

- sets the strategic direction for government's data management
- leads New Zealand's state sector's response to new and emerging data issues
- develops Data Stewardship Framework to enable agencies to manage data as a strategic asset and benchmark their data maturity; and
- leads the government's commitment to accelerating the release of open data.

More information about the GCDS role can be found here:

<https://www.data.govt.nz/about/government-chief-data-steward-gcdfs/>

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)? *

Yes No

If yes, please provide link and detail.

For the most part, New Zealand legislation is primarily technology-agnostic, regulation of new technologies in New Zealand has occurred on an "as needed" basis, with specific laws in some areas, such as telecommunications, assisted reproductive technologies, space.

Decisions that are made or assisted by algorithms within government may be subject to judicial review, with the capacity to challenge, appeal or review relying on being able to access information on how the decision was arrived at.

There are several laws that focus on the rights of New Zealanders which users of new technologies must consider their impact on New Zealanders, including the [Bill of Rights Act 1990](#) and the [Human Rights Act 1993](#).

Te Tiriti o Waitangi/the Treaty of Waitangi is a constitutionally-foundational document that forms the partnership of the New Zealand state with the indigenous people of New Zealand, and the impact of government use of new technologies need to be understood in partnership with Māori who may be the subject of this technology use (note New Zealand does not have a written constitution).

The [Official Information Act 1982](#) provides that anyone who has been subject to a decision or recommendation by a government department or Minister of the Crown is entitled to the reasons for that decision or recommendation.

The [Human Rights Act 1993](#) prohibits discrimination on a number of grounds, so agencies using AI and algorithms need to take care that human rights violations do not occur.

The [Privacy Act 2020](#) will also apply in any decisions made using personal information. Due to the Principle approach the Privacy Act 2020 is technology agnostic.

27 core government agencies have signed up to an [Algorithm Charter for Aotearoa New Zealand](#), developed by Statistics NZ. The charter is expected to help ensure human bias cannot be perpetuated in digital systems and to maintain transparency and accountability to the public.

The Office of the Privacy Commissioner is considering a specific Privacy Code of Practice for biometric technology use. A Code of Practice is subject to the Privacy Act 2020 but contains additional principles or requirements specific to the personal information in scope. The Privacy Commissioner will announce its decision on a potential Privacy Code of Practice later in 2023. Existing Codes of Practice are in place for health, credit reporting, and telecommunications personal information.

New Zealand System lead teams are also working together to analyse the options for safe and trustworthy use of AI across the public service and create tactical guidance for agencies, which will be released mid-2023.

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

Yes No

If yes, please provide link and detail.

For the most part, regulation of new technologies in New Zealand has occurred on an “as needed” basis, with specific laws in some areas, such as telecommunications, assisted reproductive technologies, space.

Decisions that are made or assisted by algorithms within government may be subject to judicial review, with the capacity to challenge, appeal or review relying on being able to access information on how the decision was arrived at.

Official guidance on the use of more advanced Artificial Intelligence programmes such as commercially-available Large Language Models for government use is currently in development by government agencies involved in the Digital Strategy for Aotearoa New Zealand.

The [Official Information Act 1982](#) provides that anyone who has been subject to a decision or recommendation by a government department or Minister of the Crown is entitled to the reasons for that decision or recommendation.

The [Human Rights Act 1993](#) prohibits discrimination on a number of grounds, so agencies using AI and algorithms need to take care that human rights violations do not occur.

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New Zealand System lead teams are also working together to analyse the options for safe and trustworthy use of AI across the public service and create tactical guidance for agencies, which will be released mid-2023.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

The [Strategy for a Digital Public Service](#) sets a whole-of-public-service direction — one that improves the efficiency of the public service, enables change, supports better services and the digital transformation of agencies, putting people and businesses at the centre of government services. The Strategy has an associated work programme.

The Strategy for a Digital Public Service is considered to be a living strategy, iterating over time; so there is no set period/cycle determined for the relevance of the current iteration.

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

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

Other: The Strategy for a Digital Public Service is considered to be a living strategy, iterating over time; so there is no set period/cycle determined for the relevance of the current iteration.

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

Individual agencies are required to fund their own individual digital transformation. This is either through budget bids for new funding or from within their baseline. The digital public service branch through the Department of Internal Affairs is funded to provide direction and support for digital transformation across the public service. This is provided through Vote Internal Affairs [[Internal Affairs - Estimates by Vote - Budget 2023 - 18 May 2023](#)], Government Digital Services appropriation.

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

[The Strategy for a Digital Public Service](#), one of a number of enabling strategies for digital activity in New Zealand, sits beneath the Digital Strategy for Aotearoa [[The Digital Strategy for Aotearoa | NZ Digital government](#)]. The Strategy for a Digital Public Service supports agencies to better deliver the Digital Strategy for Aotearoa work programme.

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

Yes No

New Zealand has a strong domestic and international focus on sustainable development. The government is implementing New Zealand's SDG commitments through efforts to build a more productive, sustainable, inclusive and future-ready economy that will lift the well-being of all New Zealanders.

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

The [Strategy for a Digital Public Service](#) provides direction for public service agencies. Local government entities (such as councils) can use the Strategy should they choose.

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

The Strategy for a Digital Public Service has [four outcomes](#) and [eight behaviours](#), many of which speak to inclusion and engagement. Those most relevant to inclusion and engagement are:

Outcomes

Better results for New Zealand through a digital public service: Government has the capacity and capability to collaboratively address complex issues, and grow New Zealand's economic, social and environmental wellbeing.

New Zealanders' experience with government improves: Government services are responsive to New Zealanders' needs and expectations, and are inclusive and accessible.

A strengthened Māori–Crown relationship: Honours the Māori–Crown relationship. Develops and maintains an enduring relationship with Māori for the creation of a digital public service that's responsive to the needs and aspirations of all New Zealanders.

Behaviours

Make people-centred decisions: People need to trust in, shape and influence the digital environment to create a human-centred experience that reflects what's important to them. We'll focus on the services people need at different points in their lives and support decisions made on what people value most — as public servants, individuals, whānau (family) and communities. That applies to how we design our services, and how we operate internally. We'll leave no room for assumptions about what people need, and we'll measure our progress from a people-centred perspective.

Collaborate and co-create: We'll co-create with partners from inside and outside government. We recognise that by providing the right conditions and environment, services can be developed with communities for communities, taking an outside-in approach. We'll use new ways of working, like human-centred design thinking to help us genuinely collaborate and co-create with others, and follow through on delivering enduring value from that co-creation.

Digital transformation in accordance with tikanga Māori: The digital transformation of government will be culturally inclusive - particularly in reference to te ao Māori and tikanga concepts.

Strive for an open, accountable public service: We'll actively strive for a public service that's open, responsive and accountable. Open innovation, co-creation and real-time access to services and information contributes towards transparency and trust in government and enables public value to be generated. We'll make sure that clear frameworks and robust processes are in place to protect privacy, security and ethics.

There is also specific reference to engagement with decision-making (e-participation):

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#our-priority-focus-areas- title>

“We include and enable people to engage in our decision-making processes. New Zealanders feel the government is supportive of them, that it's doing a great job for the country, and they feel listened to.”

The Department of Prime Minister and Cabinet also outlines expectations and guidance for how agencies will engage with the public.

Te Arawhiti also provides guidance for how to engage with Māori and honour the principles of the Treaty of Waitangi, a document of national significance.

The Public Service Act 2020 requires Public Service Leaders to develop and maintain the capability of the Public Service to engage with Māori and to understand Māori perspectives.

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

Yes No

Yes, the Strategy [references](#) a national data governance framework:

The Strategy for a Digital Public Service complements the [Data Strategy and Roadmap](#) commissioned by the GCDS and the work involved in [Wai 262: Te Pae Tawhiti](#).

The Data Strategy provides a shared direction for making more effective use of New Zealand's data. The Data Strategy and Roadmap and the Strategy for a Digital Public Service are closely aligned and critical to supporting each other's outcomes.

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

Yes No

Yes – here: <https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#our-priority-focus-areas- title>

Digital identity: Establishes a coherent digital identity ecosystem for people and organisations, that allows timely and accurate exchange of information while respecting customer choice, convenience, control and privacy.

In 2023 the Government passed the [Digital Identity Services Trust Framework Act 2023 No 13, Public Act – New Zealand Legislation](#). The Act promotes the provision of secure and trusted digital identity services that meet essential minimum requirements for security, privacy, identification management and interoperability; and support community resilience and realise the wider benefits of digital identity.

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

Yes No

The Strategy provides strong direction for digital services with the recognition that there is a need to provide services on non-digital channels to support inclusion.

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#why-we-need-to-change- title>

“We also recognise some people can’t or don’t want to engage online or use digital services. Digital transformation is about how we meet everyone’s needs through better design and collaboration, whether online, face-to-face, through others or by phone. Digital services are provided in a variety of ways (using different interfaces) for a variety of needs, including experiences that are specifically for disabled people.”

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 No

The national data strategy, the [‘Data Strategy and Roadmap for New Zealand’](#), provides the strategic direction for government’s management of data with the goal of *unlocking the value of data for all New Zealanders*. Annual priorities are set to help direct activity towards delivering to the strategy – many of these encompass the “once-only data principle” and include:

- ensuring consistent data practices between government agencies to maintain and build public trust and confidence;
- developing efficient and shared processes for the common collection of data variables across government; and
- considering improvements to system infrastructure to meet the needs of its users.

The GCDS is currently working to minimise data duplication through coordination, standards, shared goals and all-of-system investment decisions.

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

Yes No

The Strategy for a Digital Public Service talks about integrating services around the needs of people rather than the structure of government. Integrated services offer the opportunity to provide all New Zealanders with a better experience of government — supporting the needs of people and business, rather than the needs of government.

New Zealand has been using the life event concept since 2012. We have found this a very helpful concept in orientating agencies around the user. New Zealand has made significant progress in understanding and developing integrated services around life events in recent years.

[SmartStart](#) has evolved since its release in December 2016 to provide a valued service to over 2.144 million New Zealand parents and whānau, at relatively minimal investment over its life to date of \$10,205,184m. SmartStart supports the birth registration with more than 99% of the 60,000 babies born in New Zealand each year. 86% of parents also use the platform to apply for an IRD number for

their child and 89% apply for Best Start payments. Approximately 12,000 MSD clients use SmartStart to notify them of the birth of their child.

SmartStart has proven its value and is a true cross-government integrated service initiative. It should be appreciated as a highly cost-effective national asset, with significant potential for further enhancements to ease and improve the public's interactions with a range of essential government services and legal requirements.

The benefit of SmartStart is that it's a single gateway linking information, support, and services for parents, caregivers, and whānau when they require it.

We have also designed the following services to take a user-centric approach to designing services

- [Te Hokinga a Wairua](#) (End of Life Services) which is tailored for those preparing for their death, or those who are administrators of someone's estate
- [Wheturangatia](#), which is Information for family and whānau who experience the death of a baby or child
- [Early Learning Journeys](#) for parents or guardians thinking about the type of early childhood or primary school services they want to enrol their child in

Life events and service personalisation are key concepts in the Any Front Door approach that New Zealand has been pursuing, with multiple sites and platforms functioning as multiple front doors into service experiences.

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

Yes No

The Strategy provides strong direction for digital services with the recognition that there is a need to provide services on non-digital channels to support inclusion.

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#why-we-need-to-change- title>

“We also recognise some people can't or don't want to engage online or use digital services. Digital transformation is about how we meet everyone's needs through better design and collaboration, whether online, face-to-face, through others or by phone. Digital services are provided in a variety of ways (using different interfaces) for a variety of needs, including experiences that are specifically for disabled people.”

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

Yes 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 services¹ [NEW]: _____

Others; link/detail: _____

The Strategy for a Digital Public Service references the category of new digital technologies rather than specific technologies. The Strategy recognises the criticality of ensuring that the human rights that apply offline continue to be recognised and protected in the digital environment

<https://www.digital.govt.nz/digital-government/strategy/strategy-summary/strategy-for-a-digital-public-service/#what-a-modern--agile-and-adaptive-public-service-needs-to-do-to-achieve-our-outcomes- title>.

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 No

Not explicitly, although the direction, objectives and areas of focus are in broad agreement with other national E-Government strategies.

New Zealand is also a member of the Digital Nations group, so contributes to the goals of this group: <https://www.leadingdigitalgovs.org/>

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

Yes No

Foresight tools were not used in the development of the Strategy, but they may be used to support future iterations.

The Policy Project, housed in the Department of the Prime Minister and Cabinet, provides guidance to agencies for using futures thinking: <https://dpmc.govt.nz/our-programmes/policy-project/policy-methods-toolbox/futures-thinking>

¹ To explain

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

Yes No

[What is Better Rules? | NZ Digital government](#)

Government rules have been interpreted subjectively and then coded into software in both the public and private sectors. In the same way the New Zealand government publishes its legislation at <http://www.legislation.govt.nz/>, legislation-as-code could also be published in an open executable format allowing for non-government entities to build services informed by law.

In New Zealand the legislation as code model has been used in several government services including SmartStart (<https://smartstart.services.govt.nz/>) and the Rates Rebates project that was run out of the Service Innovation Lab.

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]

Yes No

Work is underway to develop progress measures for the public service work to achieve the outcomes of the Strategy for a Digital Public Service.

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?*

Yes No

If yes, please provide link and detail.

New Zealand has a cross-government digital inclusion programme:
<https://www.digital.govt.nz/digital-government/programmes-and-projects/digital-inclusion/>.

The digital inclusion work programme leads, connects and supports a coordinated approach to various digital inclusion work across New Zealand.

There are a range of digital inclusion initiatives underway across government that support vulnerable groups at risk of digital exclusion. For example:

- We are making progress, improving fibre capability to 1.8 million homes and 560 Marae. By the end of 2023, 99.8% of New Zealanders will have access to improved broadband where they live, and quality of the rural connectivity will be improved for 372,000 households.
- We have improved essential digital skills for 17,136 individuals and 1,000 small businesses and scaling digital skilling for older people.
- We also supporting 18,000 learners and their families with free internet connections through the Equitable Digital Access Programme.
- Government has also piloted a zero-rated/sponsored data solution to enable people to access essential public services and data on their mobile phones without needing to pay for data.
- As part of the Better Later Life Strategy, the Office for Seniors is running an award-winning programme to improve digital skills for Seniors, and the Ministry of Pacific Peoples Toloa Strategy aims to shift Pacific peoples into STEAM employment.
- In certain circumstances eligible New Zealanders can apply for some support via the welfare system, to fund access to internet and devices.
- Through Budget 2023, a new funding package will provide just over \$27 million to advance digital technology skills and talent activities that are part of the Digital Technologies Industry Transformation Plan (ITP). This funding will help grow New Zealand's tech sector workforce and equip more New Zealanders to upskill and reskill into that workforce.
- The ITP is a long-term process and plan developed in partnership by government and industry to help grow the digital tech sector. It works to effectively support and promote a strong digital tech industry in New Zealand that is generating export revenue and creating higher value jobs for all New Zealanders.
- The recent funding directly supports actions in the ITP to enhance New Zealand's digital skills and talent pipeline by addressing the current skills shortage and a lack of diversity in the tech workforce. This funding is focussed on growing our tech sector workforce and increasing the participation of under-represented groups, such as Māori, Pacific Peoples, women, disabled people and people who are neurodiverse, who experience barriers in entering the tech workforce and benefiting from its opportunities and high-wages.
- This new funding will help grow digital career pathways for young people and adults changing careers into tech. Tech sector workers will have more opportunities to upskill and reskill. These pathways includes 'learn while you earn' models and other models for upskilling and reskilling that integrate work with learning to make these pathways accessible, with a focus on those under-represented in the workforce.

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

Yes No

If yes, please provide link and detail.

New Zealand's Public Service Commission leads the public service on matters of active citizenship:

<https://www.publicservice.govt.nz/our-work/information-releases/accountability-documents/briefing-to-the-incoming-minister/?e6608=6620-legitimacy-of-the-public-service%20releases/accountability-documents/briefing-to-the-incoming-minister/?e6608=6620-legitimacy-of-the-public-service>

There are principles and guidance supporting the public service to plan and manage effective online engagement with New Zealanders:

<https://www.digital.govt.nz/standards-and-guidance/engagement/>

The Policy Project also provides good practice guidance on engagement: <https://dpmc.govt.nz/our-programmes/policy-project/policy-methods-toolbox/community-engagement>

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? *

Yes No

If yes, please provide link and detail.

Our Digital Strategy for Aotearoa recognises Inclusion as one of its three pillars. There are 9 measures under this Strategy that will set a baseline for measuring the three pillars. These will be reported on annually, with the first report expected at the end of 2023.

There are a number of initiatives that sit within the Strategy that focus on improving access to e-government services for women and other vulnerable groups. For example:

- We are making progress, improving fibre capability to 1.8 million homes and 560 Marae. By the end of 2023, 99.8% of New Zealanders will have access to improved broadband where they live, and quality of the rural connectivity will be improved for 372,000 households.
- We have improved essential digital skills for 17,136 individuals and 1,000 small businesses and scaling digital skilling for older people.
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- The ITP is a long-term process and plan developed in partnership by government and industry to help grow the digital tech sector. It works to effectively support and promote a strong digital tech industry in New Zealand that is generating export revenue and creating higher value jobs for all New Zealanders.

- The recent funding directly supports actions in the ITP to enhance New Zealand’s digital skills and talent pipeline by addressing the current skills shortage and a lack of diversity in the tech workforce. This funding is focussed on growing our tech sector workforce and increasing the participation of under-represented groups, such as Māori, Pacific Peoples, women, disabled people and people who are neurodiverse, who experience barriers in entering the tech workforce and benefiting from its opportunities and high-wages.
- This new funding will help grow digital career pathways for young people and adults changing careers into tech. Tech sector workers will have more opportunities to upskill and reskill. These pathways includes ‘learn while you earn’ models and other models for upskilling and reskilling that integrate work with learning to make these pathways accessible, with a focus on those under-represented in the workforce.

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

Yes No

If yes, please provide link and detail.

Our Digital Strategy for Aotearoa recognises Inclusion as one of its three pillars. There are a number of initiatives that focus on improving access to e-government services for women and other vulnerable groups. For example:

- We are making progress, improving fibre capability to 1.8 million homes and 560 Marae. By the end of 2023, 99.8% of New Zealanders will have access to improved broadband where they live, and quality of the rural connectivity will be improved for 372,000 households.
- We have improved essential digital skills for 17,136 individuals and 1,000 small businesses and scaling digital skilling for older people.
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people and people who are neurodiverse, who experience barriers in entering the tech workforce and benefiting from its opportunities and high-wages.

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The Ministry for Women also provides an online service called the Nominations Service.

The Nominations Service supports women into governance positions within the public sector, by providing the names of suitable candidates for board positions to government agencies which appoint to public sector boards.

While not a complete e-service, the Nominations Service has a 'journey to appointment' pathway for those who are interested in furthering their governance career, as well as the ability to sign-up to an online database.

<https://women.govt.nz/leadership/nominations-service>

<https://women.govt.nz/leadership/nominations-service/journey-appointment>

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

Yes No

If yes, please provide link and detail.

Our Digital Strategy for Aotearoa recognises Inclusion as one of its three pillars. There are 9 measures under this Strategy that will set a baseline for measuring the three pillars. These will be reported on annually, with the first report expected at the end of 2023.

There are a number of initiatives that sit within the Strategy that focus on improving access to e-government services for women and other vulnerable groups. Individual agencies are responsible for reporting on the success of these initiatives. For example:

- We are making progress, improving fibre capability to 1.8 million homes and 560 Marae. By the end of 2023, 99.8% of New Zealanders will have access to improved broadband where they live, and quality of the rural connectivity will be improved for 372,000 households.

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Some examples of ways we are improving e-participation for women and other vulnerable groups, include:

- support older New Zealanders to understand technology and the digital world, connect to the internet and digital devices, and carry out online activities safely, with trust and confidence. This programme aims to reach a total of 4,700 people (led by the Office for Seniors in the Ministry of Social Development).
- A \$10 million investment to increase the digital skills of individuals and whanau (led by the Department of Internal Affairs).

These two training programmes (and other initiatives across government) are also available to all genders.

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

Yes No

If yes, please provide link and detail.

Our Digital Strategy for Aotearoa recognises Inclusion as one of its three pillars. There are 9 measures under this Strategy that will set a baseline for measuring the three pillars. These will be reported on annually, with the first report expected at the end of 2023.

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reskilling that integrate work with learning to make these pathways accessible, with a focus on those under-represented in the workforce.

Programme for the International Assessment of Adult Competencies (PIAAC):

<https://www.oecd.org/skills/piaac/Skills-Matter-New-Zealand.pdf>.

We participate in the World Internet Project:

https://workresearch.aut.ac.nz/_data/assets/pdf_file/0009/174915/Core-Report_Oct15_release.pdf#page=20.

Digital literacy training is provided for older people (led by the Office for Seniors in the Ministry of Social Development) and adult learners (led by the Tertiary Education Commission).

Through the Marae Digital Connectivity Skills Initiative, there are also in-depth training workshops provided to the kaitiaki of marae who are responsible for the upkeep and use of their marae.

Information about these initiative can be found here:

<https://www.digital.govt.nz/dmsdocument/174~digital-inclusion-action-plan-20202021/html>

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

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

Government departments use a wide range of social media tools and channels for awareness-raising, informational, engagement and recruitment purposes. Social media tools include public platforms such as Facebook, Twitter, Instagram and YouTube, as well as specific online engagement tools such [Dialogue](#), [EngagementHQ](#) and [Loomio](#).

Included below are some representative examples:

Facebook: [NZ Police](#); [Te Puni Kōkiri](#)

Twitter: [@govtnz](#); [@covid19nz](#)

Instagram: [@thehive.nz](#); [@govtechtalentnz](#)

YouTube: [Department of Internal Affairs](#); [Ministry of Health](#)

Dialogue: [Open Government Partnership](#)

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

The Public Service Commission provides guidance to the public service on the use of social media:

<https://www.publicservice.govt.nz/resources/social-media-guidance/>

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? *

Yes No

If yes, please provide link and detail.

Government departments conduct user research into the experiences of the user populations they service. These research reports are available to be used by other government departments for inclusion in policy development. Some examples include:

Digital inclusion programme research reports on the experiences of Māori, Pacific Peoples and disabled people: [Digital inclusion | NZ Digital government](#)

The Ministry for Women publishes research reports on the experiences of women: [Documents | Ministry for Women](#)

The Ministry for Pacific People publishes research reports on the experiences of Pacific peoples: [Ministry for Pacific Peoples — Reports \(mpp.govt.nz\)](#)

There is also a requirement that policy proposals being considered by Cabinet contain a section setting out the impacts that the proposals are like to have on population groups: [Cabinet policy paper template | Department of the Prime Minister and Cabinet \(DPMC\)](#)

The Treasury publishes the [Living Standards Framework Dashboard](#), which provides indicators and analysis that the Treasury uses to inform its advice about wellbeing priorities, which other government departments can also use.

The [Ngā Tūtohu Aotearoa – Indicators Aotearoa New Zealand](#) tool, developed by Statistics New Zealand, provides more than 100 indicators to monitor New Zealand's progress around our social, cultural, economic, and environmental wellbeing. The indicators support the government's wellbeing vision to provide a more holistic view of wellbeing and sustainable development than a purely economic measure does. These measures cover:

- New Zealand's [current wellbeing](#)
- [future wellbeing](#) (what we are leaving behind for future generations)
- the impact New Zealand is having on the rest of the world ([international impacts](#)).

In addition, [contextual indicators](#) are included that provide valuable context to the wellbeing indicators.

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.

Results are provided through the Public Service Commission's Kiwis Count survey. Information on the survey is available here: [Kiwis Count - Te Kawa Mataaho Public Service Commission](#).

The survey collects usage statistics for 44 widely used public services. Some of these are primarily e-government services. It also collects information on what channel was used for the most recent service interaction. This information is published annually. Agencies receive interim 6-monthly updates on usage of the 44 services.

Individual agencies also collect their own usage data.

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

Yes. [Kiwis Count - Te Kawa Mataaho Public Service Commission](#)

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

Yes No

If yes, please provide link and detail.

This information is provided through the Public Service Commission's Kiwis Count survey. The Kiwis Count survey collects satisfaction statistics for 44 widely used public services: https://public.tableau.com/views/8_Chapter2SQSservicelevel/SQsindividualservices?:embed=y&:display_count=no. Some of these are primarily e-government services.

It also collects information on what channel was used for the most recent service interaction, and the overall satisfaction with this interaction. This information is published annually. Agencies receive interim 6-monthly updates on satisfaction with the 44 services.

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

Yes - [Kiwis Count - Te Kawa Mataaho Public Service Commission](#)

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]

n/a

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

The New Zealand government is a founding member of the [Digital Nations network](#). As part of the network we participate in thematic groups on Digital Identity, Artificial Intelligence, Data 360 and Sustainable Digital Government.

The New Zealand government is a member (and past Chair) of the OECD E-Leaders Forum, this includes participation in the thematic group on digital identity.

We also participated in the Digital Government Exchange (DGX), led by Singapore. As part of our involvement with the DGX, we also participate in thematic groups on the use of cloud, cyber security and digital identity.

THANK YOU

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

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.