



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*

Switzerland

Contact information

Your name*

Irem Kaynarca

Title*

Project Leader

Organization*

Digital Administration Switzerland

Email*

Irem.kaynarca@gs-efd.admin.ch

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.

Each authority (cantons, municipalities, government) maintains its own e-government portal for e-services. But for general information on e-government strategies, projects etc. the website of Digital Administration Switzerland is applicable. → [Seco Online Services – Services en ligne \(admin.ch\)](http://Seco Online Services – Services en ligne (admin.ch))
[Administration numérique suisse \(administration-numerique-suisse.ch\)](http://Administration numérique suisse (administration-numerique-suisse.ch))

The ch.ch portal is an information platform provided by the Swiss authorities.
ch.ch - the Swiss Authorities online - www.ch.ch

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

E-services or similar

See answer in Question 1 → [Seco Online Services – Services en ligne \(admin.ch\)](http://Seco Online Services – Services en ligne (admin.ch))

E-participation or similar

See answer in Question 1 but Digitale Administration Switzerland is supporting E-Participation projects → [Encourager les projets innovants et les projets de participation en ligne \(amministrazione-digitale-svizzera.ch\)](http://Encourager les projets innovants et les projets de participation en ligne (amministrazione-digitale-svizzera.ch))

Open government data

opendata.swiss

Public procurement

simap.ch - Page d'accueil

Others (if any)

EasyGov.swiss - The online desk for companies (online desk for companies); [All services · ePortal \(admin.ch\)](http://All services · ePortal (admin.ch)) (Federal)

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. *

Federal Level: <https://www.admin.ch/gov/en/start.html>
 Education: <https://www.sbf.admin.ch/sbf/en/home.html>
 Finance: <https://www.efd.admin.ch/efd/en/home.html>
 Health: <http://www.bag.admin.ch/index.html?lang=en>
 Social welfare: <http://www.bsv.admin.ch/index.html?lang=en>
 Business: <https://www.easygov.swiss/>

Cantonal Level:

<https://www.zh.ch/internet/en/home.html>

<http://www.lu.ch/>
<http://www.vd.ch/>
<http://www.sg.ch/g/English.html>
<http://www4.ti.ch/>
<http://www.be.ch/>
<http://www.ge.ch/>
<http://www.ai.ch/de/>
<https://guichet.jura.ch/Pages/Default.aspx>
<https://www.ag.ch/de/meta/international/international.jsp>
<http://www.ur.ch/de/>
http://www.sz.ch/xml_1/internet/de/intro.cfm
<http://www.ow.ch/de/>
<http://www.nw.ch/de/portrait/encantonnw/>
https://www.gl.ch/xml_1/internet/de/intro.cfm
<https://www.zg.ch/>
<https://egov.fr.ch/Pages/Default.aspx>,
<https://www.so.ch/startseite/>
<http://www.bs.ch/en.html>
<https://www.baselland.ch/>
<http://www.sh.ch/>
<https://www.ar.ch/>
<https://www.gr.ch/EN/grisons/Seiten/Welcome.aspx>
<https://www.tg.ch/>
<https://www.vs.ch/fr/>
<http://www.ne.ch/Pages/accueil.aspx>

Communal Level:

<https://www.stadt-zuerich.ch/portal/en/index.html>
<http://www.ville-fribourg.ch/vfr/en/pub/index.cfm>
<http://www.bern.ch/en>
<http://city.winterthur.ch/>
<http://www.lausanne.ch/en/>
<https://www.koeniz.ch/#container>
<http://www.kerzers.ch/home.htm>
<http://destinations.lugano.ch/en/>
<https://www.stadt.sg.ch/home/welcome.html>
www.stadtzug.ch
www.aarau.ch
www.herisau.ch
www.liestal.ch/de/
www.geneve.ch/welcome.html
www.glarus.ch
www.chur.ch
<http://www.delemont.ch/>
www.stadtluzern.ch
www.neuchâtelville.ch
www.stans.ch
www.sarnen.ch

www.stadt-schaffhausen.ch
www.gemeindeschwyz.ch
www.stadt-solothurn.ch
www.frauenfeld.ch
www.bellinzona.ch
www.altdorf.ch
www.sion.ch

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*

Peppino Giarritta

Title*

Digital Public Services Officer for the
Confederation and Cantons

Organization*

Digital Public Services Switzerland Office

Email*

peppino.giarritta@gs-efd.admin.ch

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.

The cantons have their own e-government officers.
Daniel Markwalder is Delegate for Digital Transformation and ICT Steering
Dirk Lindemann is Director of the Federal Office of Information Technology, Systems and Telecommunication FOIT

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

Digital Administration Switzerland [Digital Public Services Switzerland \(digital-public-services-switzerland.ch\)](https://www.digital-public-services-switzerland.ch)

Education

- <https://www.sbf.admin.ch/sbf/en/home.html>

Health

- [How do we frame the digital education space? | Educa](#)

Social Welfare

[eHealth Suisse \(e-health-suisse.ch\)](#)

(inclusion, social protection, etc.)

[FSIO online \(admin.ch\)](#)

Employment and Labour

[Homepage \(arbeit.swiss\)](#)

Environment

[Service catalogue | eGovernment DETEC](#)

Justice

- [Automatisation de la transmission des données juridiques \(cyberjustice\) \(admin.ch\)](#)
- [Verein eJustice.CH | Förderung des Einsatzes von Informationstechnologie in der Rechtspflege von Bund, Kantonen und Gemeinden](#)

Economy/finance

<https://www.easygov.swiss/>
<https://www.kmu.admin.ch/kmu/en/home.html>

Industry/trade

<https://www.easygov.swiss/>
<https://www.kmu.admin.ch/kmu/en/home.html>

Sustainable Development Goals (SDGs) [NEW]

[17 Sustainable Development Goals \(admin.ch\)](#)

Climate Change [NEW]

Others (Please specify)

[Climate change \(admin.ch\)](#)

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

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

Yes No

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

C. Legal Framework

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

Yes No

If yes, please provide link and detail.

- [Freedom of Information in the Administration Act](#)
- [SR 510.411 - Ordinance on the of 4 July 2007 Protection of Federal Information \(Information Protection Ordinance, IPO\) \(admin.ch\)](#)
- [2020-2023 Federal Information and Communication Technology \(ICT\) Strategy](#)

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

Yes No

If yes, please provide link and detail.

[Federal Act on Data Protection](#)
and there are regulations, legislation or laws on cantonal level

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

Yes No

If yes, please provide link and detail.

[SR 120.73 - Ordinance of 27 May 2020 on Protection against Cyber Risks in the Federal Administration \(Cyber Risks Ordinance, CyRV\)](#)

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

Yes No

If yes, please provide link and detail.

The dispatch on the new e-ID law is expected to be available in the fall of 2023. Parliamentary consultation is expected to begin at the end of 2023. Find more here → [Staatliche E-ID \(admin.ch\)](#)

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

Yes No

If yes, please provide link and detail.

[RS 943.03 - Loi fédérale du 18 mars 2016 sur les services de certification dans le domaine de la signature électronique et des autres applications des certificats numériques \(Loi sur la signature électronique\) \(admin.ch\)](#)

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

Yes No

If yes, please provide link and detail.

- [eProcurement Strategy](#)
- [Federal Law on Public Procurement \(LMP/OMP\)](#)
- [Simap.ch](#) is a platform that facilitates public eProcurement and is shared by the federal government, cantons and municipalities.

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.

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.

[National data management \(NaDB\) | Federal Statistical Office \(admin.ch\)](#)

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

Yes No

If yes, please provide link and detail.

[2019-2023 Open Government Data \(OGD\) Strategy for Switzerland](#)

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.

https://www.sbfi.admin.ch/dam/sbfi/de/dokumente/2020/11/leitlinie_ki.pdf.download.pdf/Leitlinie_n%20K%C3%BCnstliche%20Intelligenz%20-%20DE.pdf

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.

https://www.sbfi.admin.ch/dam/sbfi/de/dokumente/2020/11/leitlinie_ki.pdf.download.pdf/Leitlinie_n%20K%C3%BCnstliche%20Intelligenz%20-%20DE.pdf

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

https://www.digital-public-services-switzerland.ch/download_file/42/671
there is also the strategy for digitalisation on the governmental level → [strategie-dch-en.pdf](#)

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

Two-year

Three-year

Five-year

Ten-year

Other __ 4 year _____

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

2022 CHF 5 Mio. und 2023 CHF 10 Mio. → more information here → [Administration numérique suisse | «Séance en bref 01/2023»: Information de l'organe de direction politique de l'Administration numérique suisse \(administration-numerique-suisse.ch\)](#) The basic funding is CHF 6 Mio. in 2022 and CHF 6 Mio. in 2023.

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

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

Yes No

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 cantonal strategies often refer to the national → <https://www.administration-numerique-suisse.ch/fr/publications/sondages/012023-strategies-de-numerisation-des-cantons>

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

There is an implementation goal for this → [Promoting e-participation projects and innovations \(digital-public-services-switzerland.ch\)](#)

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

<ul style="list-style-type: none">- Establishing cross-authority master data management (digital-public-services-switzerland.ch)- Easy access to government data via opendata.swiss (digital-public-services-switzerland.ch)

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

Yes No

Please note that the national E-ID is in progress. Implementing the eID (digital-public-services-switzerland.ch)

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

Yes No

The guideline of the strategy is "Digital first".

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

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

Yes No

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

Yes No

It is a principle in the strategy	
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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.

the current strategy does not have quantitative goals

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.;

¹ To provide link or description

² To provide link or description

- Artificial intelligence (AI); link/detail: _____
- Robotics; link/detail: _____
- Blockchains; link/detail: _____
- 5G; link/detail: _____
- Internet of Things (IoT); link/detail: _____
- Invisible/anticipatory/proactive/seamless services³ [NEW]: _____
- Others**; link/detail: Based on the 2020-2023 implementation plan, Digital Public Services Switzerland annually promotes projects that use new technologies to establish regional cooperation and provide new electronic channels for participation in politics and administration. Projects that help to achieve the implementation objectives of the eGovernment Strategy Switzerland are supported. [Promoting e-participation projects and innovations \(digital-public-services-switzerland.ch\)](https://www.digital-public-services-switzerland.ch)

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

The key elements of the strategy are based on the results of national and international studies and on the "Guidelines of the Cantons on Digital Administration". The principles of the Tallinn Declaration also form an important base.

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

Monitoring and Controlling → https://www.digitale-verwaltung-schweiz.ch/download_file/370/437
AND https://www.digitale-verwaltung-schweiz.ch/download_file/285/437

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

See answer in question 34.

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

Yes see answer in question 37

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

³ To explain

If yes, please provide link and detail.

[Communication numérique accessible \(admin.ch\)](#)

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

Yes No

If yes, please provide link and detail.

In the national e-government-strategy

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.

In the [digital strategy switzerland](#)

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.

All the service should be accessible for all. There is a standardisation guideline for accessible services
→ [eCH-0059 Accessibility Standard V3.0 - eCH E-Government Standards](#)

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.

See 42.

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.

Courses are offered in the area of digital skills → [Fédération suisse Lire et Écrire \(lire-ecrire-suisse.ch\)](#)

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

The federation has a twitter account and an Instagram account. There is [Parldigi – Digitale Nachhaltigkeit – Parlamentarische Gruppe Digitale Nachhaltigkeit](#) etc. But in all federal levels there are some platforms for e-participation →

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

[La communication de la Confédération dans les médias sociaux sera renforcée et uniformisée \(admin.ch\)](#)

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.

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.

[Omnibus 2021 \(OMN2021\): enquête sur l'utilisation d'internet | Office fédéral de la statistique \(admin.ch\)](#) AND the national e-government-study [Digital Public Services Switzerland | National eGovernment Study 2022 \(digital-public-services-switzerland.ch\)](#)

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

yes

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

Yes No

If yes, please provide link and detail.

[Omnibus 2021 \(OMN2021\): enquête sur l'utilisation d'internet | Office fédéral de la statistique \(admin.ch\)](#) AND the national e-government-study [Digital Public Services Switzerland | National eGovernment Study 2022 \(digital-public-services-switzerland.ch\)](#)

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

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

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

EU commission, OECD...

THANK YOU

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

The is no centralised system in Switzerland. Switzerland is a confederation. The cantons are sovereign in many topics for example health, Education, etc.

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.