



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*

Syrian Arab Republic

Contact information

Your name*

Dr.Mohamed Ali Mohamed

Title*

Deputy Minister

Organization*

Ministry of communications and technology

Email*

dr.mohamed@moct.gov.sy

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.

Syrian electronic government portal url: egov.sy

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

E-services or similar

Electronic Citizen Service Centre: https://ecsc.gov.sy/

E-participation or similar

--

Open government data

--

Public procurement

It is being developed now as one of the digital transformation projects

Others (if any)

Government Indicators System. indicators.pministry.gov.sy

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. *

Ministry of communications and technology

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*

Dr.Mohamed Ali Mohamed

Title*

Deputy Minister

Organization*

Ministry of communications and technology

Email*

dr.mohamed@moct.gov.sy
mohamed4it@gmail.com

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.

[https://moct.gov.sy/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA-%D9%88%D8%A7%D9%84%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%84%D9%84%D8%AE%D8%AF%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A9](https://moct.gov.sy/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA-%D9%88%D8%A7%D9%84%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A7%D8%AA/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%84%D9%84%D8%AE%D8%AF%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A9)

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

Planning and International Cooperation Authority

<http://www.picc.gov.sy>

Education

Ministry of Higher Education

<http://www.mohe.gov.sy>

Health

Ministry of Health

<https://www.moh.gov.sy>

Social Welfare
(inclusion, social protection, etc.)

The Ministry of Social Affairs and Labor

<http://www.msal.gov.sy>

Employment and Labour

Ministry of Administrative Development

<http://www.moad.gov.sy>

Environment

<http://www.mola.gov.sy>

Ministry of Local Administration and Environment

Justice

<http://www.moj.gov.sy>

Ministry of Justice

Economy/finance

<https://www.syrianfinance.gov.sy>

Ministry of Finance

<https://syrecon.gov.sy>

Ministry of Economy and Foreign Trade

Industry/trade

<http://moid.gov.sy>

Ministry of Industry

<http://mitcp.gov.sy>

Ministry of Internal Trade and Consumer Protection

Sustainable Development Goals (SDGs) [NEW]

Climate Change [NEW]

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

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?

Portal for earthquakes : <https://senf.sy/>

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.

-There is a media law that allows free access to information for journalists

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

Yes No

If yes, please provide link and detail.

The law has been prepared and is being promulgated soon

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

Yes No

If yes, please provide link and detail.

- Law No. 7 of 2023 regulating digital signature services and information technology services
On the authoritative electronic document granted to the written evidence in the data law.
<https://moct.gov.sy/NEWS-0117>

- Telecommunications Law: Legislative Decree No. /18/ of 2010
It is the law according to which the Telecommunications Regulatory Authority was established, and aims to provide fair competition between operators and service providers working in the field of telecommunications, and to protect users and beneficiaries of telecommunications services.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

- Law No. 7 of 2023 regulating digital signature services and information technology services
On the authoritative electronic document granted to the written evidence in the data law.
<https://moct.gov.sy/NEWS-0117>

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

Yes No

If yes, please provide link and detail.

The state's general contract law has been amended to match the procurement portal that is being developed and will be put into service at the beginning of 2024

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.

A framework for interoperability was developed SY-GIF and a contract for the government bus project was signed.

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

Yes No

If yes, please provide link and detail.

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.

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.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

Digital transformation strategy for government services 2030.

<https://moct.gov.sy>

<https://moct.gov.sy/%D8%A7%D9%84%D8%B3%D9%8A%D8%A7%D8%B3%D8%A7%D8%AA-%D9%88%D8%A7%D9%84%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A7%D8%AA/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%84%D9%84%D8%AE%D8%AF%D9%85%D8%A7%D8%AA-%D8%A7%D9%84%D8%AD%D9%83%D9%88%D9%85%D9%8A%D8%A9>

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

Two-year

Three-year

Five-year

Ten-year

Other _____

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

The implementation of the digital transformation strategy, which was approved in 2021, has begun by allocating a budget for 11 projects in 2021, including national records and cloud computing projects. A budget has also been allocated for 8 projects 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

In its session held on 8/31/2021, the Council of Ministers approved the national strategy for the digital transformation of government services, with the aim of changing the mechanism for providing public services to be provided in a digital, automated, transparent, comprehensive and integrated manner. The strategy presented 12 programs that will be implemented over nine years from 2021 to 2030. The programs include a set of /49/ projects that will be implemented within the framework of this strategy. The development of the digital transformation strategy for government services comes in line with a set of directives and national strategic plans, including (administrative reform - recommendations issued by the International Telecommunication Union - broadband policy - outputs The third session of the Digital Transformation Conference).

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

e-government strategy are aligned with national strategy for Syria 2030

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 includes a program related to change management and capacity building, and a policy related to electronic participation is being developed in cooperation with ESCWA

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

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

Yes No

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

Yes No

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

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

Yes No

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

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 services³ [NEW]: _____

Others; link/detail: _____

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

Yes No

¹ To provide link or description

² To provide link or description

³ To explain

Recommendations of ITU

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

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

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 implement a system to track the digital transformation projects mentioned within the digital transformation strategy.

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.

The National Digital Accessibility Policy has been approved and put in implementation

<https://moct.gov.sy/sites/default/files/accstr.pdf>

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

Yes No

If yes, please provide link and detail.

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.

The National Digital Accessibility Policy has been approved and work is currently underway on the project.

<https://moct.gov.sy/sites/default/files/accstr.pdf>

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.

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.

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.

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

A guide is now being developed for the use of social media in government agencies, in cooperation with ESCWA

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

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

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.

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

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

Yes No

If yes, please provide link and detail.

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]

THANK YOU

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

implementing many projects related to infrastructure, cloud computing, the government carrier, and the Information Emergency Response Center. During the year 2022, we The implementation of many courses for digital transformation managers in ministries, including a professional in project management and data governance, and he finds many files of cooperation with ESCWA, most notably the electronic participation file that is being developed with an expert from ESCWA in order to raise the value of the indicator, which was low in the 2022 questionnaire.

For any Questions you can email me on dr.mohamed@moct.gov.sy , or WhatsApp on 00963935898783

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.