



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*

Tonga

Contact information

Your name*

Andrew Toimoana

Title*

Director of Digital Transformation

Organization*

Digital Transformation Department

Email*

atoimoana@pmo.gov.to

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://digitaltransformation.gov.to/>

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

E-services or similar

<https://www.gov.to/>

E-participation or similar

Open government data

Public procurement

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. *

<https://digitaltransformation.gov.to/>

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

x Yes No

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

Name*

Andrew Toimoana

Title*

Director of Digital Transformation

Organization*

Digital Transformation

Email*

atoimoana@pmo.gov.to

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.

Some of the ministries have their own ICT department that responsible for their specific system. Those ministry include Health, Customs and Revenue, and Finance

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

<https://pmo.gov.to/>

Education

<http://edu.gov.to>

Health

<http://health.gov.to/>

Social Welfare

(inclusion, social protection, etc.)

<https://mia.gov.to>

Employment and Labour

<https://climatechange.gov.to/>

Environment

<http://www.justice.gov.to/>

Justice

<https://finance.gov.to>

Economy/finance

Industry/trade

<https://www.mted.gov.to/>

Sustainable Development Goals

(SDGs) [NEW]

www.gov.to

Climate Change [NEW]

Others (Please specify)

<https://climatechange.gov.to>

www.gov.to

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]

x Yes No

https://digitaltransformation.gov.to/?page_id=154

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

x Yes No

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

<https://nemotonga.gov.to>

C. Legal Framework

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

x Yes No

If yes, please provide link and detail.

<https://ago.gov.to/cms/>

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

x Yes No

If yes, please provide link and detail.

<https://ago.gov.to/cms/>

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

x Yes No

If yes, please provide link and detail.

<https://ago.gov.to/cms/>

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

x Yes No

If yes, please provide link and detail.

<https://ago.gov.to/cms/>

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

Yes x No

If yes, please provide link and detail.

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

Yes x No

If yes, please provide link and detail.

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

Note: This is related to SDG Indicator 16.6.1

Yes x 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? *

x Yes No

If yes, please provide link and detail.

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

Yes x 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 x 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 x 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.

<https://digitaltransformation.gov.to>

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

Less than one percent

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

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

Yes No

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

x Yes No

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

x Yes No

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

x Yes No

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

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

x Yes No

<https://digitaltransformation.gov.to>

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

x Yes No

<https://digitaltransformation.gov.to>

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

x Yes No

<https://digitaltransformation.gov.to>

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

x Yes No

If yes, please provide link and detail.

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

¹ To provide link or description

² To provide link or description

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: [_ https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf](https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf) _____

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.

x Yes No

Council of Europe

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 x 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 x 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 x No

E. Digital Inclusion and E-Participation

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

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

x Yes No

If yes, please provide link and detail.

https://digitaltransformation.gov.to/wp-content/uploads/2022/08/Digital-Government-Strategic-Framework_final.pdf

³ To explain

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

Yes x 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? *

x Yes No

If yes, please provide link and detail.

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

x Yes No

If yes, please provide link and detail.

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

x Yes No

If yes, please provide link and detail.

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

x Yes No

If yes, please provide link and detail.

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

x Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

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? *

x Yes No

If yes, please provide link and detail.

<https://www.facebook.com/TongaGovPortal>

F. Usage, User Satisfaction and Evaluation

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

x Yes No

If yes, please provide link and detail.

<https://tongastats.gov.to/>

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

<https://tongastats.gov.to/>

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

x Yes No

If yes, please provide link and detail.

<https://tongastats.gov.to/>

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

<https://tongastats.gov.to/>

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]

UNESCAP – Regional IXP
UNDP – Digital Democracy
World Bank – E-Government

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

APNIC – Cybersecurity
PacNoc – Cybersecurity
PITA - Networking

THANK YOU

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

Tonga

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.