OECD Survey on Digital Government 2.0

November 2022

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Welcome page

Background information

The OECD Digital Government Index (DGI) is a cornerstone of the OECD work on digital government and public sector data. Built on the OECD Recommendation of the Council on Digital Government Strategies, the DGI responds to the need for a measurement instrument that tracks the adoption of a strategic approach, policy levers, implementation and monitoring mechanisms for digital government policies across OECD member and partner countries.

The DGI draws upon the long-standing work of the OECD advising governments to strategise with digital technologies and data for improved service design and delivery and increased trust in public institutions, as outlined in the OECD Digital Government Policy Framework. The Framework is a policy instrument to help governments identify key determinants for effective design and implementation of digital government strategies and sustain them in achieving higher levels of digital maturity of their public sectors. It grounds the qualitative and quantitative assessment of the Secretariat, and frames the methodology and survey for the Digital Government Index across the six dimensions that characterised a mature digital government.

- Dimension 1: User-driven
- Dimension 2: Government as a platform
- Dimension 3: Digital by design
- Dimension 4: Data-driven
- Dimension 5: Proactiveness
- Dimension 6: Open by default

Digital government maturity of member and partner countries will therefore be measured on these different dimensions, each capturing one or more of the 12 principles comprised in the OECD Recommendation.

The OECD Survey on Digital Government 2.0

This *OECD Survey on Digital Government 2.0* will serve as the main data collection instrument for the calculation of the OECD Digital Government Index and the development of dedicated policy recommendations for the coherent and whole-of-government digital transformation of the public sector. It presents a more user-friendly and inclusive approach, streamlining the questions for easy navigation across 5 sections covering the main areas of digital government practice:

1. Governance of digital government
2. Public sector capacities for digital government
3. Data-driven public sector
4. Open government data
5. Service design and delivery in the digital age

This new edition was developed after an extensive review of the pilot *Survey on Digital Government 1.0* done by the *DGI 2.0 Taskforce* during 2021. This Taskforce was composed by Australia, Belgium, Brazil, Canada, Colombia, Finland, Italy, Japan, Korea, Latvia, Luxembourg, Singapore, Spain, and UK.

Approach

This survey evaluates both the implementation of the OECD Recommendation and the six dimensions characterising a digital government. To ensure the highest standards in terms of data quality and accuracy, respondents are asked to **systematically provide supporting documentations for answers** provided, preferably through generally binding mechanisms to the work of the government (laws, decrees, strategic documents, official sites, among others) and proof of factual implementation. This will enable a sound fact-checking required to substantiate the soundness of the measurement.

The OECD Secretariat will therefore conduct a systematic and thorough review of the documentation provided by delegates as part of this data collection to ensure that all responses provided are accurate and comparable across countries. Responses without supporting evidence will automatically not be accepted by the Secretariat.

Please e-mail any supporting information/evidence that cannot be provided in the text boxes displayed throughout the survey.

Coverage and definitions

In this survey, digital government is generally understood as "the use of digital technologies, as an integrated part of governments' modernisation strategies, to create public value" (see the OECD Recommendation of the Council on Digital Government Strategies). Digital government also places a strong emphasis on the "digital government ecosystem" with government actors, public sector institutions, non-governmental organisations, businesses and the civil society collaborating together to support the production of and access to data, services and content.

Institutional scope: the survey applies to the Central/federal level of government. This covers all Central/federal ministries and agencies. Unless specified otherwise in the survey question, the survey does not cover sub-national government entities (regional and local level of governments) and state owned enterprises and public corporations.

Time scope: all answers should be based on evidence valid for the period January 01, 2020 – October 31, 2022.

Please refer systematically to the comprehensive **Glossary of Terms** for answering the questions.

Deadline

Responses to this survey should be provided by delegates no later than **Friday, 23th of December 2022**.

Reference links

The *OECD Survey on Digital Government 2.0* is conceptually grounded on the work developed by the OECD's Working Party of Senior Digital Government Official (E-Leaders). Questions and answer options reflect the OECD Recommendation and derived conceptual frameworks. Although not needed, respondents could consider reviewing the following documents that served as basis for the construction of this survey.

- OECD Recommendation on Digital Government Strategies (2014)
- OECD Digital Government Policy Framework (2020)
- The Path to Becoming a Data-Driven Public Sector (2019)
- The E-Leaders Handbook on the Governance of Digital Government (2021)
- Open Government Data Report: Enhancing Policy Maturity for Sustainable Impact (2018)
- OECD Framework for digital talent and skills in the public sector (2021)
- OECD Good Practice Principles for Data Ethics in the Public Sector (2021)
- OECD Implementation strategy for the OECD Good Practice Principles for Data Ethics in the Public Sector (2022)
- OECD Good Practice Principles for Public Service Design and Delivery in the Digital Age (2022)
- Going Digital Toolkit Notes: Designing and delivering public services in the digital age | OECD Going Digital Toolkit Notes | OECD iLibrary (oecd-ilibrary.org) (2022)
- OECD AI Principles overview (2019)
- OECD Digital Government Index 1.0 results (2019 pilot version) and Methodology
- Glossary of terms

Special Section on the COVID-19 Post Pandemic Assessment

1. **What were your country's most pressing challenges in the field of digital government during the Covid-19 pandemic?**

Rank only those challenges that your government faced (from most pressing to less pressing):

a. Limited skills in the government workforce to adopt and use digital technologies
b. Limited data sharing capabilities inside the public sector
c. Unexpected increase in the volume of citizens demands
d. Limited capabilities to address all citizens needs
e. Restrictive legal framework to support digitalisation processes
f. Limited funding and resources to digitalise services or develop digital tools
g. Limited availability of digital tools to enable digital transformation (e.g., digital identity, digital notification, digital payments)
h. Limited availability and/or access to digital infrastructure to support digital transformation (e.g. data centres, cloud storage, IaaS, PaaS, SaaS)

Please explain your selections and ranking:

2. **How have your digital government priorities changed as a consequence of the COVID-19 Pandemic?**

Select all that apply and kindly provide evidence and examples.

a. New strategies towards better digital inclusion have been developed
b. New actions to improve interoperability and cross-border services have been taken
c. New digital/ICT spending has been allocated
d. New actions towards green digital government have been taken
e. New ways to measure the digital/ICT impact over the carbon footprint have been adopted
f. New trainings were delivered to government officials to adapt new ways of work
g. New digital services were developed to attend citizens demands
h. Other, *please specify*:
i. No change has been made

I. Governance of Digital Government

Digital Government Strategy

NDGS

Question 1. (previously Question 1 in Survey 1.0)-I1

Does your central/federal government have a national digital government strategy (NDGS) currently in place?

Note: NDGS refers to the directives/principles that central governments define (e.g. through and Executive Directive or Decree, as a result of other overarching national policies such as digital government, public sector modernisation or open government) to incorporate digital technologies as a priority for the public administration.

a. Yes
b. No

Please provide supporting evidence of the NDGS (e.g. link to the document):

Question 1a. (previously Question 1a in Survey 1.0)-I2

If yes, the NDGS:

Select all that apply

a. Specifies the vision
b. Defines overall objectives/priorities
c. Sets specific targets
d. Identifies actions to achieve specific targets
e. Specifies timeframes for implementation
f. Identifies actors responsible for the implementation of activities
g. Includes a funding framework for digital and data initiatives
h. None of the above

Please provide supporting evidence for each of the selected options (i.e. direct reference in the NDGS where the selected answers can be found):

Question 1b. (previously Question 1b in Survey 1.0) -I3

If yes, which actors have collaborated on the process of developing the NDGS?

Select all that apply

a. Sub-national governments
b. Public sector institutions and/or ministries
c. Private sector
d. Academia
e. Civil society
f. Citizens
g. None of the above

Please provide supporting evidence of actors who participated in the formulation of the NDGS including the channels used for the consultation process:

Question 1c. (previously Question 2 and 3 in Survey 1.0) -I4

If yes, which of the following are the operational goals of the central/federal digital government strategy or overarching policy?

Select all that apply

a. Inclusive processes for the design and delivery of digitally-enabled policies and services
b. Accessibility for all users to digitally-enabled government services
c. Endorsing that citizens, institutions, and companies only have to provide certain standard information once (once-only principle)
d. Proactive delivery of digitally-enabled government services
e. Proactive monitoring of user experience throughout digitally-enabled government services
f. Supporting omnichannel approach
g. Supporting cross-border digitally-enabled government services
h. Contributing to efficient expenditure on digital in the public sector
i. Governing data as a key strategic asset in generating public value
j. None of the above

Please provide supporting evidence for each of the selected options (e.g. direct reference in the NDGS) where the selected answers can be found.

Question 2. (previously Question 58 in Survey 1.0)-I5

Do you have a set of Key Performance Indicators (KPIs) linked to the NDGS to monitor the progress of its implementation?

a. Yes
b. No, but the NDGS includes other monitoring actions
c. No

Please provide supporting evidence of the KPIs and explain how they are linked to the NDGS:

Question 2a. (previously Question 1a and 58 in Survey 1.0)-I6

If yes, are the KPIs publicly available online?

a. Yes
b. Yes, and they are also available in open data format
c. No

Please provide supporting evidence (e.g. the online address of the dashboard or website where these KPIs can be found):

Question 3. (new)-I7

What overall impact of digital government does the central/federal government evaluate?

Select all that apply

a. Citizens
b. Businesses
c. The public sector
d. The environment
e. None of the above

Please provide supporting evidence on how the impact of digital government is evaluated for each of the selected options:

Strategic and Legal Alignment

Question 4. (previously Question 62 in Survey 1.0)-I10

What kind of alignment does exist between the NDGS and other national strategies in place (e.g. Public Sector Reform, Sustainable Development Goals, Digital Economy, Public Procurement, Artificial Intelligence)?

Select all that apply

a. The strategy is aligned with other strategies and vice-versa (e.g. the NDGS mentions other strategies like public sector reform or sustainable development to assure thematic consistency)
b. Projects and goals are shared and cross-cutting between different strategies (e.g. projects of the NDGS are also part of other strategies)
c. Formal mechanisms are in place to coordinate with other strategies (e.g. regular reporting on the progress of implementation and results, steering groups that steer the strategies)
d. No alignment exists

Please provide supporting evidence (e.g. information on alignment) for each of the selected options:

Question 5. (previously Question 10 in Survey 1.0)-I11

At the central/federal level, has the government embedded either of the following principles into any legislation or NDGS?

Note: refer to the following definitions contained in the Glossary of Terms

- *Digital by design: refers to a situation where digital technologies and a digital mind set are systematically applied to rethink, improve and simplify the formulation of public policies, the designing of public services and the delivery of those services. However, this does not mean that digital/online channels are mandatory to access a public service, but that rather digital channels broaden the scope of choices citizens have to access a public service and so interact in the most efficient way with public authorities (based on their preferences, i.e. preferred channel of interaction).*
- *Digital by default: Refers to the decision of making the use of online platforms and channels mandatory or as a clearly preferred means for the interaction of citizens and businesses (e.g. access to public services) with the public sector.*

Select one option

a. Digital by design
b. Digital by default
c. No

Please provide supporting evidence (legislation or NDGS) where the principle can be found:

Governance structure

Question 6. (previously Question 59 in Survey 1.0)-I14

Is there a **public sector institution** (e.g. agency, division, unit) responsible for leading decisions on digital government at the central/federal level of government and coordinating their implementation?

a. Yes
b. No

Please provide the name of the organisation and the institutional structure in which it is embedded

Question 6a. (previously Question 59b in Survey 1.0)-I15

If yes, what are the main decision-making responsibilities of this public sector institution (i.e. hard policy levers)?

Note: Decision-making responsibilities refer to the power and duties to make important decisions on the approval of digital projects and investments to support a digital transformation process.

Select all that apply

a. Prioritisation of digital/ICT investment projects across the central/federal government
b. Management of the value proposition process (i.e. business cases) of digital/ICT projects across the central/federal government
c. Approval of digital/ICT projects across the central/federal government
d. Mandating external reviews (e.g. performance assessments) of digital/ICT projects across the central/federal government
e. Provision of financial support for the development and implementation of digital/ICT projects
f. None of the above

Please provide supporting evidence for each of the selected options (e.g. law or decree where the decision-making responsibilities can be found):

Question 6b. (previously Question 59a in Survey 1.0)-I16

If yes, what are the main support functions of this public sector institution (i.e. soft policy levers)?

Select all that apply

a. Developing the NDGS
b. Ensuring horizontal coordination of public sector institutions at central/federal level involved in the implementation of the national digital government strategy
c. Supporting the development and implementation of institutional digital government strategies (e.g. ministries, agencies)
d. Developing and overseeing adoption of common technical standards for the development of digital/ICT infrastructure and common enablers across the central/federal government (e.g. interoperability)

e. Advising public sector institutions at central/federal level in the implementation of digital/ICT projects (including public procurement)
f. Monitoring the development of digital/ICT projects across national and/or sub-national levels of government
g. Coordinating with sub-national governments the development of digital/ICT projects
h. None of the above

Please provide supporting evidence for each of the selected options (e.g. law or decree where the selected advisory responsibilities can be found):

Question 6c. (previously Question 59c in Survey 1.0)-I17

If yes, what is the level of the head of this public sector institution (e.g. unit, division, agency)?

a. D1 Manager (top public servant just below the minister or Secretary of State/junior minister or equivalent)
b. D2 Manager (part of the senior civil service, below D1 positions, e.g. director's level/head of an agency or equivalent)
c. D3 Manager (provides leadership and management to teams of professionals within a particular area/ staff of units or divisions, below D2 positions, e.g. head of unit/division or equivalent)
d. D4 Manager (project manager or equivalent, below D3 positions)

Please provide the name, role, and organisation to support the selected option:

Question 7. (previously Question 60 in Survey 1.0)-I18

At the central/federal level of government is there a **formal coordination body/mechanism** responsible for steering digital government policies and initiatives (e.g. Council of CIOs)?

a. Yes
b. No

Please provide supporting evidence (i.e. name of the formal coordination body/mechanism, leading institution):

Question 7a. (previously Question 60d in Survey 1.0)-I20

If yes, what type of institutional representatives participate in the meetings?

a. Ministers and/or Secretary of States
b. Director-Generals and/or Heads of Agencies
c. Senior civil servants (e.g. institutional CIOs or equivalent)
d. General practitioners
e. Representatives from sub-national governments
f. Other, please specify:

Please provide supporting evidence on the participation of representatives and the name/role of the authority:

Question 7b. (previously Question 60e in Survey 1.0)-I21

If yes, what are the main **advisory responsibilities** of this coordination body and/or mechanism (i.e. soft policy levers)?

Note: Advisory responsibilities of coordination bodies/mechanisms refer to the provision of counsel, guidance, and support on the digital transformation implementation process. It may include guidelines and tools developed by coordination of various public institutions.

Select all that apply

a. Advising the development of the central/federal NDGS
b. Ensuring horizontal coordination of public sector institutions at central/federal level involved in the implementation of the national digital government strategy
c. Monitoring the implementation of the NDGS
d. Advising the development and implementation of institutional digital strategies (e.g. agencies, ministries)
e. Developing and overseeing adoption of common technical standards for the development of digital/ICT infrastructure across the central/federal government (e.g. interoperability)
f. Advising public sector institutions at central/federal level in the implementation of digital/ICT projects (including public procurement)
g. Monitoring the development of digital/ICT projects across national and/or sub-national levels of government and aligning them to the objectives of the NDGS
h. Coordinating with sub-national government the development of digital/ICT projects aligned to the objectives of the NDGS
i. Other, please specify:

Please provide supporting evidence for each of the selected options (e.g. law or decree where the advisory responsibilities can be found):

Question 7c. (previously Question 60f in Survey 1.0)-I22

If yes, what are the main **decision-making responsibilities** to this coordination body and/or mechanism (i.e. hard policy levers)?

Note: Decision-making responsibilities of coordination bodies/mechanisms refer to the power and duties of a group of public institutions designated for any specifically purpose, to make important decisions on the approval of digital projects and investments to support a digital transformation process.

Select all that apply

a. Prioritisation of digital/ICT projects investment across the central/federal government
b. Management of the value proposition process (i.e. business cases) of digital/ICT projects across the central/federal government
c. Approval of digital/ICT projects across the central/federal government
d. Mandating external reviews (e.g. performance assessments) of digital/ICT projects across the central/federal government
e. Provision of financial support for the development and implementation of digital/ICT projects
f. Other, please specify:

Please provide supporting evidence for each of the selected options (e.g. law or decree where the decision-making responsibilities can be found):

Question 7d. (previously Question 60a in Survey 1.0)-I23

If yes, how often does this formal coordination body/mechanism meets?

a. More frequently than every 3 months
b. Every 3 Months
c. Every 6 Months
d. Once a year
e. Less than once a year, please specify:

Please provide supporting evidence (e.g. agenda, minutes of the meeting, calendar invitations) that shows the regularity of these meetings:

Question 8. (previously Question 61 in Survey 1.0)-I24

Is there an **external (non-governmental) advisory/consultation body** for digital/ICT projects in the public sector:

Explanation:

a. Yes, there is a formal advisory/consultation body
b. Yes, external actors are part of the previous coordination body
c. Yes, there is an informal advisory/consultation body
d. No

Please provide supporting evidence on the existence of the advisory/consultation body:

Question 8a. (new)-I25

If yes, what type of representatives participate in the meetings?

Select all that apply

a. Academia
b. Civil society organisations
c. Private sector
d. Other, please specify:

Please provide supporting evidence (e.g. participation of representatives in the advisory/consultation body/mechanism) for each of the selected options:

Question 8b. (new)-I26

If yes, what are the main roles of this external advisory/consultation body (i.e. soft policy levers)?

Select all that apply

a. Advising the central/federal government in the development of the NDGS
b. Sharing the latest advancements of the industry in the area of digital/ICT and data
c. Promoting dialogue on policies and/or digital/ICT projects
d. None of the above

Please provide supporting evidence for each of the selected options (e.g. law or decree where the roles can be found):

Question 8c. (previously Question 61a in Survey 1.0)-I27

If yes, how often does this body meet:

a. More frequently than every 3 months
b. Every 3 Months
c. Every 6 Months
d. Once a year
e. Less than once a year, please specify:

Please provide supporting evidence (e.g. agenda, minutes of the meeting, calendar invitations) that shows the regularity of these meetings:

Digital Government Investments

Strategic Planning

Question 9. (previously Question 75 in the Survey 1.0)-I28

Is there a standardised model/method to develop and present the value proposition of digital/ICT projects (e.g. business cases) within the central/federal level of government?
Note: value proposition or business case methodology refers to a tool to assess and present the value proposition of an ICT project. This implies an ex-ante holistic assessment of investment projects' viability and the value for money (comparing project costs and benefits), ensuring that each initiative drives public value creation and aligns with the government's strategic objectives. The use of business cases is considered essential, for example in IT project management frameworks such as Prince2.

a. Yes, for all projects
b. Yes, when projects meet specific criteria (e.g. budget threshold)
c. No, but it is considered a good practice
d. No

Please provide supporting evidence that explains this model/method

Question 9a. (previously Question 75b in the Survey 1.0)-I29

If yes, please specify the role of the value proposition method (e.g. business case) in the development of digital/ICT projects in the central/federal level of government?

Please select all that apply

a. Estimate social value of digital projects
b. Estimate financial value of digital projects
c. Assess risks
d. Assess environmental impact
e. Approve digital projects
f. Prioritise digital projects
g. Assess adherence to national digital government standards
h. Assess alignment with priorities/objectives of the NDGS
i. Not applicable

Please provide evidence explaining how the selected answers are supported by the model/method

Question 10. (new)-I31

Has the leading digital government unit conducted dedicated risk assessments for digital/ICT projects at the central/federal government?

a. Yes, for all projects
b. Yes, for some projects
c. No

Please provide supporting evidence (e.g. risk assessment reports)

Question 10a. (new)-I32

If yes, please specify what kind of risks were included for such assessments:
Please check all that apply

a. Cybersecurity risks
b. Service access disruption risks
c. Risks related to use of legacy technologies
d. Vulnerability of individual liberties/rights risks
e. Environmental risks
f. None of the above

Funding and Implementation

Question 11. (new)-I37

Is there a standardised approval system for digital/ICT projects at the central/federal government level?

a. Yes, for all projects
b. Yes, for projects that meet specific criteria (e.g. budget threshold)
c. No

Please provide supporting evidence:

Question 12. (previously Question 80 in the Survey 1.0)-I39

Is there a standardised model for digital/ICT project management at the central/federal government level?

a. Yes, for all projects
b. Yes, for projects that meet specific criteria (e.g. budget threshold)
c. No

Please provide supporting evidence (e.g. URL of the model):

Question 12a. (new)-I40

If yes, does the standardised model for digital/ICT project management covers agile methodologies (e.g. Scrum, Kanban, Lean)?

a. Yes
b. No

Please provide supporting evidence making reference to the parts of the model covering agile methodologies:

Question 13. (new)-I36

Is there a dedicated fund or financial support programme for digital/ICT projects implemented across the central/federal government level?

a Yes
b No

Please provide supporting evidence (e.g. description and/or URL of the fund or programme):

Question 14. (previously Question 88 in the Survey 1.0)-I42

Are there any guidelines at the central/federal level that assist public sector institutions when conducting digital/ICT procurement?

a. Yes, for all projects
b. Yes, when projects meet specific criteria (e.g. budget threshold)
c. No

Please provide supporting evidence (e.g. description and/or URL of the guidelines):

Question 15. (new)-I43

Which of the following procurement mechanisms have been used for acquiring digital/ICT goods and services in the central/federal government?

Please check all that apply

a. Centralised purchasing
b. Joint procurements
c. Framework agreements
d. Dynamic Purchasing System (DPS)
e. Competitive dialogue
f. Innovation partnerships
g. Public procurement for innovation (including pre-commercial procurement)
h. Design contests
i. Contract with options
j. E-catalogues
k. E-auctions
l. Other, please specify
m. None of the above

Please provide supporting evidence in the corresponding text box:

Monitoring and evaluation

Question 16. (previously Question 81 in the Survey 1.0)-I46

Does the central/federal government have a monitoring system to track progress of digital/ICT projects?

a. Yes, for all projects
b. Yes, for projects that meet specific financial criteria (e.g. budget threshold)
c. Yes, for project that meet specific implementation criteria (e.g. multi-institutional projects)
d. No

Please provide supporting evidence:

Question 16a. (new)-I47

If yes, is information on the progress of digital/ICT projects available online?

a. Yes, there is a dashboard or website and data is available in open data format
b. Yes, there is a dashboard or website but data is not available in open data format
c. Yes, but access to the dashboard or website is restricted to specific users
d. No

Please provide supporting evidence (e.g. URL of the dashboard):

Question 17. (previously Question 78 in the Survey 1.0)-I49

Has the leading digital government institution conducted any ex-post cost-benefit analysis of digital/ICT projects at the central/federal government level?

a. Yes
b. No

Please provide supporting evidence for the selected option (e.g. ex-post cost-benefit analysis report):

Question 18. (new)-I56

Does the leading digital government institution provide a common methodology/tool to evaluate the impact of digital/ICT projects to be used by the whole administration?

a. Yes
b. No

Please provide supporting evidence (e.g. URL of methodology/tool)

Question 18a. (previously Question 24 in Survey 1.0)-I50

If yes, on which areas has it been applied?

Type of impact	Government	Citizens	Businesses	Not Applicable
Societal				
Economic				
Environmental				

Please provide supporting evidence for each of the selected options (e.g. specific part of the report containing the selected impacts and actors):

Govtech

Question 19. (new)-I44

Does your digital government strategy include collaboration with govtech start-ups to achieve strategic goals?

a. Yes
b. No

Please provide supporting evidence (e.g. URL of strategy or specific part of the NDGS making reference to govtech):

Question 19a. (new)-I45

If yes, does the central/federal government have a dedicated govtech strategy, programme or initiative/lab?

a. Yes
b. No

Please provide supporting evidence (e.g. name, description and url of the programme):

Question 19b. (new)-I52

If yes, what are the goals/objectives set for the govtech programme or initiative/lab?

a. Foster public sector innovation
b. Improve agile design of public service design and delivery
c. Increase cost-effectiveness
d. Promote a culture of experimentation and collaborative governance
e. Facilitate testing and adoption of emerging technologies

Question 19c. (new) – I53

If yes, does the central/federal government have a dedicated unit/team to manage and implement the govtech programme or initiative/lab?

a. Yes
b. No, but this role is covered by other teams/units
c. No

Please provide supporting evidence (e.g. name and description of the team):

Question 19d. (new) – I54

If yes, which of the following resources are available for public sector institutions to support and facilitate the collaboration with govtech ecosystems:

Please check all that apply

a. Training programmes
b. Dedicated funds
c. Dedicated procurement mechanisms
d. Digital service standards
e. Common framework to support interoperability
f. Common standards/infrastructure for API-management
g. Shared cloud infrastructure
Other, please specify

Please provide evidence for each of the selected options

II. Public Sector Capacities for Digital Government

Legal and Regulatory Framework

Question 20. (previously Question 92 in Survey 1.0)-II91

Are there any laws (e.g. Acts, Decrees, Rules, Regulations, Orders etc.) covering the following topics at the central/federal government?

Select all that apply

a. Access to private sector data/information
b. Accessibility of digitally-enabled services
c. Administrative simplification and/or rationalisation of digitally-enabled government services
d. Base data registries
e. Cross-border services
f. Cybersecurity
g. Digital documents
h. Digital inclusion
i. Emerging technologies (e.g. Artificial Intelligence, Blockchain, Internet of Things, Big Data and Analytics)
j. Experimentation within the public sector
k. Green digital
l. ICT Procurement
m. Information and data life-cycle management
n. Interoperability
o. Open by default
p. Privacy and data protection (covering personal data)
q. Sharing of government data within and across the public sector
r. Transparency and access to public sector information
s. None of the above

Please provide the corresponding supporting evidence (i.e. law) for each of the selected options and point out where the topic can be found within the document:

Question 21. (previously Question 4 and 4a in Survey 1.0)-II92

Has the central/federal government carried out any assessment(s) to ensure that digital government policies/strategies and/or digitally-enabled government services have been implemented in accordance to existing laws (see areas in question 20):

a. Yes, an assessment(s) have been undertaken for the whole central/federal government
b. Yes, but for specific areas (e.g. data protection)
c. No, no assessments have been undertaken for the whole central/federal government

Please provide supporting evidence to the assessment(s).

Question 22. (previously Question 11 in Survey 1.0)-II79

Which among the following democratic rights / civil liberties are acknowledged by laws, policies or guidelines?

Select all that apply

a. Communicate digitally with the public sector
b. Interact digitally with the public sector
c. Algorithmic transparency
d. Right to be forgotten
e. Right to Internet access
f. Right to digital idenity
g. Net neutrality
h. Self-determination in a digital context
i. Other, please specify:
j. None of the above

Please provide the corresponding supporting evidence (i.e. law, policies or guidelines) for each of the selected options and point out where the topic can be found within the document:

Digital Government for Society

Question 23. (previously Question 11 in Survey 1.0)-II1

At the central/federal level, how does the government measure the digital divide in your country?

Note: Digital Literacy refers to the ability to use information and communication technologies to find, evaluate, create, and communicate information, requiring both cognitive and technical skills (The American Library Association – ALA).

Digital Divide refers to the gap between individuals, households, businesses and geographic areas at different socio-economic levels with regard both to their opportunities to access information and communication technologies (ICTs) and to their use of the Internet for a wide variety of activities ("Understanding the Digital Divide", OECD Digital Economy Papers).

Select all that apply

a. By measuring digital literacy
b. By measuring the affordability of Internet access

c. By measuring speed of the internet
d. By determining the accessibility of government services for those with access needs
e. By assessing the pertinence of content/services for specific groups
f. We do not measure the digital divide
g. We do not measure the digital divide but some sub-national governments do

Please provide supporting evidence (digital divide assessment/report):

Question 23a. (new) -II2

Which demographic and societal groups are considered in assessing the digital divide?

Select all that apply

a. Ethnic groups (e.g. autochthonous and/or Indigenous communities)
b. Elderly
c. Illiterate people
d. Low-income population groups
e. Migrants
f. People living in geographically remote/rural areas
g. People with disabilities
h. Women
i. Young people
j. None of the above

Please indicate where disaggregated data selected above can be found in this assessment:

Question 24. (previously Question 11a in Survey 1.0) -II3

Is there an action plan at central/federal level to reduce digital divides identified above?

a. Yes, and it forms part of the NDGS
b. Yes, but it is separate from the NDGS
c. No

Please provide the action plan and explain how it seeks to reduce each one of the identified digital divides:

Question 24a. (new) -II4

Which of the areas identified above does the action plan address?

a. Digital literacy
b. Affordability of Internet access
c. Speed of the internet
d. Pertinence of content/services for specific groups
e. Other, please specify:

Question 24b. (new) -II5

Which demographic and societal groups does this plan target?

Select all that apply

a. Ethnic groups (e.g. autochthonous and/or Indigenous communities)
b. Elderly
c. Illiterate people
d. Low-income population groups
e. Migrants
f. People living in geographically remote/rural areas
g. People with disabilities
h. Women
i. Young people
j. None of the above

Please indicate where the selected options can be found in the programme/plan, or provide other supporting evidence that explains how the segments of the population selected benefit from the programme/plan:

Question 24c. (new) -II6

If yes, does the central/federal government have any of the following enablers in place to support the implementation of the action plan?

Select all that apply

a. Legal and regulatory framework
b. Funding mechanisms
c. Public communication (e.g. campaigns, clarification sessions)
d. None of the above

Please provide supporting evidence for each of the selected options (e.g. law, funding schemes, public campaigns):

Question 24d. (new) -II7

If yes, are there any mechanisms to monitor the progress of the implementation of this plan?

a. Yes
b. No

Please provide supporting evidence (e.g. link to a monitoring report or an indicators' dashboard):

Digital Government Talent

Organisational environment to establish and maintain a digital government workforce

Question 25. (previously Question 82 in Survey 1.0) -II8

Do the leading digital government institution or the national civil service have a digital talent and skills strategy directed to civil servants at the central/federal government?

***Explanation**: "digital talent and skills in the public sector" refers the aptitudes and abilities to use, apply and understand the drivers for the digital transformation of the State.*

a. Yes, there is a dedicated national strategy for digital government talent and skills
b. Yes and it is embedded in a broader strategy (e.g. NDGS, public sector talent and skills strategy, etc.)
c. No

Please provide your digital government talent and skills strategy for the central/federal government or related evidence

Question 25a. (new) -II9

If yes, what does this strategy aim to achieve?

Select all that apply

a. Establish a work environment that encourages digital transformation
b. Strengthen skills and professions to support digital government maturity
c. Set organisational conditions to establish and maintain a digital workforce
d. Other, please specify:
e. None of the above

Please provide supporting evidence for each of the selected options (i.e. direct reference in the strategy where the selected answers can be found):

Question 25b. (new) -II11

If yes, which types of public officials are targeted by this strategy?

Select all that apply

a. Top Management and/or senior officials
b. Line management
c. Back office civil servants
d. Frontline civil servants (e.g. public services staff)
e. Specialised teams (e.g. digital technologies, data scientists)
f. Policy analysts
g. None of the above

Please provide supporting evidence that shows the groups of public officials the strategy covers:

Question 26. (previously Question 85 in Survey 1.0) -II12

Has your central/federal government assessed the needs for digital skills in the public sector?

Select all that apply

a. Yes, by the leading digital government institution
b. Yes, by the civil service office (or equivalent)
c. No

Please provide supporting evidence (e.g. reports):

Question 27. (new) -II25

What actions does the leading digital government institution or the civil service office (or equivalent) take to develop and maintain digital government skills within the workforce?

Select all that apply

a. Offered formal trainings
b. Provided on-demand trainings, where staff can learn at their own pace
c. Puts in place mobility and skills transfer mechanisms
d. Provided informal means of support (such as Show and tell, communities of practice, etc.)
e. Provided sharing of experiences over retrospective meetings
f. Established multi-disciplinary teams for service delivery
g. None of the above

Please provide supporting evidence for each of the selected options and two examples of initiatives

Question 28. (new) -II28

Does your central/federal government have initiatives to attract digital talents implemented by either the leading digital government institution or the civil service office (or equivalent)??

Select all that apply

a. It establishes clear job description and profile needed
b. It runs proactive recruitment strategies
c. It promotes public sector as an employer
d. It puts measures in place to reduce biases in recruitment
e. None of the above

Please provide as evidence two initiatives (e.g. name, description, URL) for each of the selected options

Question 29. (new) -II29

What actions does the leading digital government institution or the civil service office (or equivalent) take to develop and maintain digital government skills within the workforce (focusing on retention actions)?

Select all that apply

a. It has a formal reward system
b. It provides a clear career path
c. It has a work-life balance plan
d. It offers opportunities for professional and personal development (e.g. acquiring new skills and expertise, promoting mobility)
e. Other, please specify:
f. None of the above

Please provide as evidence two initiatives (e.g. name, description, URL) for each of the selected options

Skills to support digital government maturity

Question 30. (new) -II18

Which of the following core skills needed for public servants to support digital government maturity are covered by training programmes?

Select all that apply

a. Awareness of the potential risks and benefits of digital for transformation
b. Understanding users and their needs
c. Service design skills
d. Open collaboration
e. Trustworthy use of digital technologies
f. Data-related skills
g. None of the above

Please provide at least two examples of initiatives (e.g. name, description, URL) for each of the selected options:

Digital Government Infrastructure

Question 31. (previously Question 72 in Survey 1.0) -II31

Which of the following digital government infrastructures are in place in your country at central/federal level?

Note: for a detailed definition of answer options, please refer to the Glossary of Terms.

Select all that apply

a. Base registry framework
b. Interoperability framework
c. Common standards/infrastructure for API-management
d. Standards for indexing and metadata management
e. Shared data centres
f. Shared networks
g. Common tool for digital post
h. Common tool for digital notification
i. Common tool for digital payment
j. Common framework to support open-source software
k. None of the above

Please provide supporting evidence for each of the selected options:

Cloud

Question 32. (previously Question 57 in Survey 1.0) -II32

How is the strategic approach to cloud infrastructure development managed by your central/federal government?

a. There is a dedicated strategy/policy on cloud infrastructure for the central/federal government

b. Cloud infrastructure is included as part of the national digital government strategy/policy (NDGS)
c. Other, please specify:
d. None of the above

Please provide evidence:

Question 32a. (previously Question 57a in Survey 1.0) -II33

If yes, which of the following objectives does the strategy aim to reach through the adoption of cloud infrastructure:

Select all that apply

a. Fostering a new ecosystem of public service providers on shared infrastructure
b. Providing a collaborative environment for the government
c. Securing sound and robust infrastructure for public sector operations and services
d. Securely store and share government and citizen data
e. Eliminating the need for individual departments to house and manage their own IT system and use shared infrastructure
f. Reducing operational costs
g. Increasing efficiency for service users
h. None of the above

Please provide supporting evidence for each of the selected options (e.g. direct reference or specific page in the strategy where the selected answers can be found):

Question 33. (new) -II34

Does the central/federal government have any initiatives in place for cloud infrastructure available to all public sector institutions of the central/federal government?

a. Cloud storage (data storage capacity made available over the cloud)
b. Cloud computing (processing power made available over the cloud)
c. Hosting/housing services
d. Platform as a service (PaaS)
e. Software as a service (SaaS)
f. Other, please specify:

Please provide one example for each of the selected options as supporting evidence and the name of the public sector institution offering such service:

Security

Question 34. (new) -II35

In your country, is there any legislation/regulation pertaining to physical and cyber security of critical digital infrastructure?

a. Yes
b. No

Please provide supporting evidence on the availability of such legislation/regulation:

Question 35. (previously Question 55 in Survey 1.0) -II36

Does the central/federal government have a strategy or policy for information security in the public sector?

Explanation: the strategy could be stand alone or part of a national information security/cybersecurity strategy.

a. Yes
b. No

Please provide supporting evidence on the availability of a strategy/policy or the management of security risks on government data and information (e.g. including the risk of data misuse):

Question 36. (new) -II37

Is there a public sector institution with mandate to investigate and prosecute cybercrime?

a. Yes
b. No

Please provide supporting evidence and detailed information about such entity:

Question 37. (new) -II38

Is there a public sector institution in charge of coordinating cybersecurity at the national level?

a. Yes
b. No

Please provide supporting evidence and detailed information about such institution:

Question 38. (new) -II39

Does the central/federal government have a national Computer Emergency Response Team (CERT) or equivalent?

***Explanation**: Computer Emergency Response Team (CERT) refers to an institution in charge of implementing and managing cybersecurity measures to potential threats and providing assessment on potential risks and vulnerabilities on the state's digital assets.*

a. Yes
b. No

Please provide supporting evidence and detailed information about such body:

Question 39. (new) -II40

Does the central/federal government have a Security Operation Centre (SOC) or equivalent in charge of monitoring and ensuring information security across public sector institutions?

***Explanation**: A Security Operations Centre , SOC , is in charge of monitoring cyber security threats and ensuring information security in an organisation or company.*

a. Yes
b. No at the central/federal level, but public sector institutions have their own information security monitoring units.
c. No

Please provide supporting evidence and detailed information about such entity (or entities, if applicable):

Open source software

Question 40. (new) -II42

Does your central/federal government have a policy to promote the use of open source software in government?

a. Yes
b. No

Please provide evidence of such policy:

Question 40a. (new) -II43

What aspects related to the use of open source exist at the central/federal government level in your country:

Select all that apply

a. There are formal requirements for code to be made public, respecting national security principles and regulations
b. There are formal instances for government teams to contribute in the development of open source projects
c. Government teams engage the open source community around one or more government-led projects
d. Promotion and reuse of government open source solutions (e.g. government open source repository)
e. None of the above

Please provide evidence of such policy:

Question 41. (new) -II53

Are there central/federal guidelines for public sector institutions to use open source to develop their information systems and/or services?

a. Yes
b. No

Please provide evidence of the existence of such guidelines (e.g. name, description, URL)

Digital Identity

Question 42. (new) – II54

Does the central/federal government have a strategy for digital identity?

Explanation: For this question, a strategy for digital identity refers to a specific dedicated document that contains policy goals and actions pertaining a specific topic. It could also be a combination of high-level documents, ongoing development and collaboration on the topic, as well as actual implementation, which together signal that the central/federal government works strategically on digital identity.

a. Yes
b. No

Provide supporting evidence:

Question 42a. (new) – II56

If yes, does the strategy cover the following types of actors in their role as service providers (i.e. actors in need of verifying the identity of natural and legal persons claiming access to their service):

Check all that apply

a. Central/federal government
b. Sub-national government
c. Arms-length bodies (including non-ministerial departments, non-departmental public bodies, executive agencies and other bodies, such as public corporations)
d. Know-your-customer-regulated actors (financial institutions, insurance, real estate)
e. Private sector organisations with no regulated obligations to know their customers

Please provide evidence:

Question 43. (new) - II57

Is there a central/federal government body or ministry that steers the strategic direction of and vision for digital identity in your country?

a. Yes
b. No

Provide evidence (name of the body or ministry, functions, URL if available):

Question 43a. (new) – II58

If yes, does this body's or ministry's mandate cover the strategic direction of and vision for digital identity for both the public sector and the wider digital economy?

a. Yes, the mandate covers both sectors
b. No, the mandate covers only the public sector
c. No, the mandate covers only the wider digital economy

Provide evidence:

Question 44. (new) – II59

Which of the following elements are covered in any regulatory framework for digital identity in your country?

a. Electronic signatures
b. Mutual recognition of digital identities across borders
c. Legal validity of digital identity credentials
d. Personal data protection
e. Security
f. Liability
g. None of the above

Provide evidence:

Question 44a. (new) – II62

What methods for authentication exist among the current digital identity solutions to access public services?

a. Username and password (No 2FA)
b. Smartcard using a card reader (whether as a standalone device or via an in-built NFC reader)
c. Digital certificate file or similar (private key stored on hardware such as laptop or SIM card)
d. SMS 2FA (does not include 2FA enabled through private keys stored on SIM card)
e. Email 2FA
f. Authenticator app 2FA, including push-based 2FA
g. Other, please specify:

Provide evidence:

Question 44b. (new) – II63

(If d,e or f are selected in 44a) What percentage of the eligible population uses a digital identity solution that is available with SMS, e-mail or authenticator app 2FA to access public services?

a. 90% or above
b. 75-89%
c. 50-74%
d. 25-49%
e. 25% or less

Provide evidence:

Question 44c. (new) – II64

What percentage of public services available online at the national level can be accessed through a digital identity solution with SMS, email or authenticator app 2FA?

a. 75% or more
b. 50-74%
c. 49% or less

Provide evidence:

Question 45. (new) – II66

In your country, can legal persons use a dedicated digital identity solution to access public services?

a. Yes
b. No

Provide evidence:

Question 46. (new) – II67

Can any digital identity solutions for accessing public services in your country be used by natural persons to access services in another country?

a. Yes
b. No

Provide evidence:

Question 47. (new) – II68

Can any foreign digital identity solutions be used by foreign citizens to access public services in your country?

a. Yes
b. No

Provide evidence:

Use of AI in the public sector

Question 48. (new, based on 2022 EC/OECD STIP Survey) -II71

Does the central/federal government currently have a national strategy, agenda or plan for artificial intelligence (AI) in the public sector?

a. Yes
b. No, but such an item is under development.
c. No

If yes, Please provide the following evidence:

- *Name of the Strategy*
- *URL*
- *If the strategy is under development, what is the estimated launch date?*

Question 48a. (new, based on 2022 EC/OECD STIP Survey) -II72

If yes, which actors have collaborated in the process of developing the national strategy, agenda or plan for AI in the public sector?

a. Digital government leading entity
b. Public sector institutions
c. Academia
d. Civil society
e. Business (large and/or stablished firms)
f. Govtech community (start-ups and other SME's)
g. Representatives of under-represented groups (e.g. young people, women, indigenous communities)

Please provide supporting evidence

Question 48b. (new, based on 2022 EC/OECD STIP Survey) -II73

If yes, was there an open public consultation during the process of developing the strategy, agenda or plan for AI in the public sector?

a. Yes
b. No

Please provide evidence, including information about the channels used for the consultation process and the number of participants.

Question 49. (previously Question 54 in Survey 1.0) -II74

Is your central/federal government ensuring the ethical management and use of algorithms by public sector institutions?

a. Yes, through policy initiatives (e.g. guidelines, standards, principles)
b. Yes, through formal requirements
c. No

Please provide supporting information:

Question 49a. (new) -II51

If yes, which of the following principles are covered?

For more information, see the OECD AI Principles.

a. Inclusive growth, sustainable development, and well-being
b. Human-centred values and fairness
c. Robustness, security, and safety
d. Transparency
e. Accountability

Please explain how the initiatives match the selected principles

Question 50. (new) -II75

Are there any algorithmic transparency instruments in place at the central/federal government level?

Select all that apply

a. Yes, there is an algorithmic transparency law, standard or guideline to support federal/central public sector institutions in describing how and why they use algorithm tools
b. Yes, there is an open algorithm register or equivalent showing how different public sector institutions at the central/federal government level are using algorithms
c. Other, please specify
d. No

Please provide evidence of such instruments (e.g. name, scope of application, URL)

Question 51. (previously Question 66 in Survey 1.0) -II44

Has the central/federal government used AI to improve the following?

Select all that apply

a. Public sector internal processes
b. Public services design and delivery
c. Policymaking

Please provide at least one (more preferred) example for each of the selected options (i.e. the use of AI to improve processes and services), including the following information:

- *Name of the AI project (translated into English and in original language)*
- *Description*
- *Type of AI application (by output):*
    - *Recognition*
    - *Event detection*
    - *Forecasting*
    - *Personalisation*
    - *Interaction support*
    - *Goal-driven optimisation*
    - *Reasoning with knowledge structures*
    - *Other cases (e.g. complex systems combining two or more of the above)*
    - *Other, please specify:*

Question 52. (new, based on 2022 EC/OECD STIP Survey) -II76

Is there one or more public bodies in charge of providing oversight or ethical advice for AI in the public sector?

Select all that apply

a. Yes, regulatory oversight
b. Yes, ethical advice
c. No

Please provide evidence, including the name(s) and additional descriptive information (e.g. URL, objectives, etc.)

Question 52a. (new, based on 2022 EC/OECD STIP Survey) -II77

If yes, what type of oversight or advice do this/these body/bodies provide(s)?

a. Procedural guidance (e.g. guidelines, standards, codes of conduct, collective agreements)
b. Technical guidance (e.g. toolkits, documentation, technical standards)
c. Educational guidance (e.g. capacity awareness building, inclusive design guidance, educational materials and training programmes).
d. Ethical oversight and monitoring (e.g. AI councils, data ethics bodies)
e. Internal auditing
f. Auditing conducting by National Supreme Audit Institutions (SAIs)
g. Reporting frameworks (e.g. algorithmic impact assessments)
h. Regulatory oversight, legal enforcement or compliance
i. Other, please specify:

Please indicate how the selected options are linked to the functions and objectives of the concerned body/bodies

III. Data-Driven Public Sector

Data Strategy

Question 53. (previously Question 30 in Survey 1.0)-III1

Does the central/federal government currently have a public sector data strategy/policy?

a. Yes
b. Yes, public sector data is addressed in one or more central/federal strategies/policies (e.g. digital government, open government data)
c. No.

Please provide supporting evidence (e.g. name of the strategy or policy, date of adoption, time period, and URL):

Question 53a. (new) -III2

If yes, the public sector data strategy/policy:

Select all that apply

a. Defines the overall vision
b. Includes a set of goals to achieve the vision
c. Sets how to achieve each goal
d. Includes a timeframe for implementing the different actions
e. Identifies the actors who are responsible implementing the different actions
f. Includes a monitoring system or measurement framework on results
g. None of the above

Please provide supporting evidence for each of the selected options (e.g. direct reference in the public sector data strategy where the selected answers can be found):

Question 53b. (previously Question 32 in Survey 1.0) -III3

If yes, which of the following goals or targets are covered in the public sector data strategy/policy?

Select all that apply

a. Ethical and trustworthy governance, sharing and use of data
b. Cross-border flow of public sector data for improving service delivery
c. Foresight and evidence-based policymaking
d. Engage with stakeholders (data, analytics and/or visualisations supporting deliberation processes with citizens and/or businesses)
e. Design user-driven public services
f. Strengthen policy evaluation, monitoring and organisational learning
g. Improve public sector productivity and efficiency
h. None of the above

Please provide supporting evidence for each of the selected options (i.e. direct reference in the public sector data strategy where the selected answers can be found):

Question 53c. (previously Question 31 in Survey 1.0) -III4

If yes, which stakeholders have been consulted in the process of developing the public sector data strategy/policy?

Select all that apply

a. Academia
b. Citizens
c. Civil society organisations
d. Data professionals working in the public sector
e. Civil servants
f. Government decision-makers
g. Sub-national government representatives/civil servants
h. No stakeholders have been consulted

Please provide supporting evidence (e.g. public communication, report of workshops, platforms in place, etc.) that shows that each of the selected stakeholders have been consulted in the process of developing the public sector data strategy:

Question 53d. (new) – III23

What kind of alignment exists between the public sector data strategy/policy and other national strategies in place?

Select all that apply

a. The strategy is linked to other strategies and vice-versa (e.g. the data strategy mentions other strategies)
b. Projects and goals are shared and cross-cutting between different strategies (e.g. projects of the data strategy are also part of other strategies)
c. Formal mechanisms are in place to coordinate with other strategies (e.g. regular reporting on progresses in implementation, on results, between steering groups that steer the strategies)
d. No coordination exists

Please provide supporting evidence (e.g. information on alignment) for each of the selected options:

Data Governance Structure

Question 54. (Q.27, Survey on Open Government Data 5.0) -III6

In your country, are there any requirements (e.g., legal/regulatory instruments, decrees, ordinances, etc.) assigning the responsibility/mission of **whole-of-government data leadership** to a specific public sector institution or position?

Explanation: The data leadership/responsibility can be attributed in diverse ways based on national contexts. These may include the appointment of one-person positions (e.g., Government Chief Data Officer) or the data leadership task being allocated as part of the mission of a Central Data office, a Digital Government Agency, or the National Statistical Office, among other.

a. Yes
b. No

Please explain and provide supporting information, including the year the requirements were established:

Question 55. (Q.28, Survey on Open Government Data 5.0) -III7

In practice, is there currently a public sector institution or position in place with the responsibility/mission of whole-of-government data leadership across the public sector?

a. Yes.
b. No.

Please provide supporting evidence:

Question 56. (Q.29, Survey on Open Government Data 5.0) -III8

In your country, are there any requirements (e.g., legal/regulatory instruments, decrees, or ordinances) establishing institutional roles or functions responsible for data leadership across the public sector (**within individual public sector institutions**)?

Explanation: Examples of names of such roles or functions for data leadership within an individual organisation could be "Chief Data Officer," "Data steward," or other role or function with leadership responsibility and mandate for data inside the organisation. This role or function does not have to be specific to open government data. For example, the United States' Foundations for Evidence-Based Policymaking Act of 2018 instructs the head of each federal government agency to designate a non-political appointee employee in the agency as the Chief Data Officer of the agency, and requirements concerning the qualifications and functions of the Chief Data Officers.

a. Yes
b. No

Please provide supporting information, including the year the requirements were established:

Question 57. (new) -III9

Does your country have a national data protection authority?

a. Yes
b. No

Please provide supporting evidence; (e.g. law obliging to assign an institutional role or function for data leadership within their organisation)

Question 58. (previously Question 49 in Survey 1.0) -III32

Are there any policy initiatives (e.g. guidelines, standards) in place at the central/federal government level to promote ethical management of data across the public sector (i.e. ensuring that data is used in ways that respect the public interest and deliver trustworthy outcomes)?

a. Yes
b. No

For more information, see for example the OECD Good Practice Principles for Data Ethics in the Public Sector.

Please provide evidence of such policy initiatives:

Question 58a. (new) -III33

If yes to a, which of the following principles are covered by the initiative(s) related to the ethical management of **data by public sector institutions**?

a. Managing data with integrity
b. Being accountable and proactive in managing risks associated with data management
c. Promoting awareness on trustworthy data management
d. Incorporating data ethical considerations into government decision-making processes (e.g. public tendering rules)
e. Clarity on the purpose of data use, especially in the case of personal data
f. Defining boundaries for data access, sharing and use
g. Publishing open data and open source code
h. Broaden individuals' and collectives' control over their data
i. None of the above

Please explain how the initiatives match the selected principles

Data management

Question 59. (new) – III37

Is there a central/federal government data quality framework in your country?

Note: Data quality framework refers to a technical standard or recommendation that establishes minimum data quality criteria for assessing and comparing data quality across public sector organistions. The aim is to support increased usability and uniformity of government data.

a. Yes
b. No

Please provide supporting evidence (e.g. URL of the document).

Question 60. (previously Question 44 in Survey 1.0) -III10

What data management standards or guidelines exist at the central/federal government level?

Select all that apply

a. Metadata management
b. Data quality assessments
c. Data inventories
d. Data anonymisation
e. Data access and sharing arrangements between public sector institutions
f. Data access and sharing arrangements between public sector institutions and external data providers/consumers (excluding open data)
g. Compliance with privacy and personal data protection regulations
h. Compliance with information security regulations
i. None of the above

Please provide supporting evidence on the availability of such standards and/or initiatives in place for each of the selected options:

Question 61. (new) -III34

Are there formal requirements applicable to public sector institutions that establish the following rights in relation to data management?

Data management: comprises creating, collecting, storing, curating, enriching, deleting, providing access to, and sharing data, as well as using data and managing the associated risks.

a. Give and refuse consent to public sector institutions to manage personal data
b. Provide personal data only once to public sector institutions
c. Know what public sector institutions access personal data
d. Know how personal data is managed by public sector institutions
e. None of the above

Please provide formal requirements (e.g. data protection law, decree), specifying the articles/parts in the text that supports each of the selected options:

Question 62. (new) – III35

Are there mechanisms applicable to public sector institution that enable exercise in practice the following rights in relation to data management?

Data management: comprises creating, collecting, storing, curating, enriching, deleting, providing access to, and sharing data, as well as using data and managing the associated risks.

a. Give and refuse consent to public sector institutions to manage personal data
b. Provide personal data only once to public sector institutions
c. Know what public sector institutions access personal data
d. Know how personal data is managed by public sector institutions
e. None of the above

For each of the selected rights, please explain how the mechanism(s) work(s) to enable their exercise in practice (e.g. citizens can access and manage online the personal data shared with public institutions through a single portal):

Question 63. (previously Question 41 in Survey 1.0) -III11

Does your country have any formal requirement for public sector institutions to share with other public sector institutions (either via open data or interoperability) the data they produce ?

a. Yes, there is a formal requirement to make available all government data to all public sector institutions in a proactive way, unless a legitimate justification is provided (e.g. central/federal data interoperability platform)
b. Yes, there is a formal requirement to make available *selected datasets* to all public sector institutions in a proactive way, unless a legitimate justification is provided (e.g. through basic data registries, central/federal data interoperability platform)
c. Yes, there are specific *ad hoc* agreements between public sector institutions
d. No

Please provide supporting evidence (e.g. legislation or example of an ad hoc agreement) obliging public sector institutions to share the data they produce with other public sector institutions:

Question 64. (new) -III36

Does the central/federal government have a data interoperability system?

a. Yes
b. No

Please provide supporting evidence (e.g. name, description, features, URL if possible)

Question 64a. (new) -III12

If yes, what percentage of public sector institutions within the central/federal government currently make use of the data interoperability system?

Question 64b. (new) -III13

If yes, what percentage of sub-national government bodies currently make use of the data interoperability system?

Please provide supporting evidence or explanations:

Question 64c. (new) -III31

Which of the following types of data are exchanged among public sector institutions through the data interoperability system:

a Identity
b Residence
c Civil registry data (birth, marriage, death)

d Economic and tax data
e Health data
f None of the above

Please provide supporting evidence or explanations:

Question 65. (previously Question 42 in Survey 1.0) -III14

What percentage of central/federal public sector institutions charge fees for sharing data with other public sector institutions?

Please provide supporting evidence or explanations:

Question 66. (Q.49, Survey on Open Government Data 5.0) – III26

Are there any requirements for public sector institutions at the central/federal government level to maintain a data inventory?

Explanation: A data inventory refers to a fully described record of all data assets maintained by an organisation. These records can be made public or not. The inventory should record basic information about each data asset including its name, contents, update frequency, use license (if any), owner/maintainer, privacy considerations, data source, and other relevant details. A requirement refers to a condition or capability that must be met or possessed of, and which is described and provided in an official government document, such as law or directive. A data inventory is not a synonym to an open data portal.

a. Yes, there are overarching requirements that apply to all public sector institutions
b. No, but requirements have been developed by some public sector institutions (provide 2 examples)
c. No

Please provide supporting information including the year the requirements were established. If option b was selected, please provide two examples:

Question 67. (new, adapted from Q61 and Q61.3, Survey on Open Government Data 5.0) – III27

What percentage of central/federal government institutions maintain a data inventory?

Please provide supporting information or explanations:

Question 68. (Q.52, Survey on Open Government Data 5.0) – III28

Between 2020 and 2021, were any assessments made to evaluate the quality of public sector institutions' data inventories?

a. Yes
b. No

If yes, provide supporting information or explanations:

Data for better policies and services

Question 69. (new) -III20

Has the the central/federal government implemented government-wide initiatives to use data to **anticipate and plan** government interventions in the following areas?

Select all that apply

a. evidence-based policymaking
b. regulatory development and impact assessment
c. public financial management and budgeting
d. public sector integrity (e.g. anticorruption)
e. forecast and predict natural disasters
f. public procurement
g. Human resource needs in the public sector
h. Other, please specify:
i. No

Please provide two examples of initiatives implemented for each of the selected options (e.g. name, description, URL if possible):

Question 70. (previously Question 33 in Survey 1.0) -III22

Has the central/federal government implemented government-wide initiatives to **design and deliver** government services according to the use of data on:

a. User needs
b. User feedback
c. Usage patterns
d. User satisfaction
e. Service performance
f. No

Please provide two examples of initiatives implemented for each of the selected options (e.g. name, description, URL if possible):

Question 71. (previously Question 35 in Survey 1.0) -III5

Has the central/federal government implemented government-wide initiatives to **strengthen policy monitoring and evaluation** according to the use of data on:

a. Public budgeting and spending
b. regulatory development and impact assessment
c. Public sector performance
d. Public sector integrity
e. Civil service (human resources)
f. Procurement
g. Service performance
h. User satisfaction
i. Natural disaster management
j. Environmental policies

Please provide two examples of initiatives implemented for each of the selected options (e.g. name, description, URL if possible):

IV. Open Government Data (from the Survey on Open Government Data 5.0)

Strategy

Question 72. (Q11, Survey on Open Government Data 5.0)-IV1

Does the central/federal government have a medium-term strategy or action plan for open government data?

Explanation: A medium-term strategy or action plan sets a strategic direction and establishes the prioritised actions to be implemented to achieve the overarching directives and principles of the open government data policy. Strategies and action plans typically are time-bound (e.g., 4-year, biannual, yearly), and define the main actions, actors, milestones, deliverables, and systems of monitoring (indicators) that are to be implemented to fulfil the open government data policy. For example, see the open government data strategies of **Ireland** and **Switzerland.**

a. Yes
b. No

If yes, provide details about the strategy or action plan, including name of the strategy or action plan, date of adoption, time period, and URL:

Policy levers

Question 73. (Q12, Survey on Open Government Data 5.0) -IV2

In your country, are there any requirements for public sector institutions at the central/federal government level to make data available as open data (unless there are legitimate justification to restrict access)? This in line with the principle of 'open by default.'

Explanation: In the OECD Digital Government Policy Framework, 'open by default' refers to the proactive and open sharing of technologies, processes, and data to engage stakeholders in policy making and service design. When applied to data, open by default refers to the proactive sharing of data in open formats, in line with the OECD definition of open data, to generate social, economic, and environmental value. According to the first principle of the Open Data Charter, "open by default says that there should be a presumption of publication for all [data]. Governments need to justify data that is kept closed, for example for security or data protection reasons." 'Requirements' refers to a condition or capability that must be met or possessed of, and which is described and provided in an official government document, for example a law or directive. In this survey, public sector institutions include all central/federal level ministries and publicly controlled or financed agencies and entities that deliver public programmes, goods, or services. It does not include public undertakings.

a. Yes, requirements exist that apply to all public sector institutions
b. No, but requirements have been developed by some public sector institutions (provide 2 examples)
c. No

Please provide supporting information including the year the requirements were established. If option b was selected, please provide two examples:

Question 74. (Q33, Survey on Open Government Data 5.0) -IV3

In your country, are there any incentive mechanisms in place to promote the publication of open government data by central/federal public sector institutions?

Explanation: In this survey, incentive mechanisms refer to external incentives (such as rewards, prizes, rankings) or other mechanisms with the explicit aim to incentivise public sector institutions to publish their data as open data.

a. Yes
b. No

If yes, provide supporting information, including the year the incentive mechanisms were established:

Implementation

Question 75. (Q80, Survey on Open Government Data 5.0) -IV6

For the following data categories, read their definition in the *Glossary of Terms* and indicate:

- **If they are published as open data:** Check the first box *only* if the category of data is published as open data. If the category is not available as open data, move directly to the next category and skip the follow up questions.
- **If the category is available as open data, provide the URL to one reference dataset for assessment:** Provide the URL to one reference dataset for assessment that conforms to the definition of the category of data in the Glossary of Terms. While there might be several datasets that conform to the definition, you should only choose one reference dataset for assessment. If you would like to leave a comment about the data category or the reference dataset, please use the same space.

  Assessment:

  - **Registration:** Check the box if users need to register either to access or use the dataset
  - **Open licence**: Check the box if the dataset is provided with an open licence equivalent to CC-BY, CC-BY-SA or CC-0
  - **Free:** Check the box if the dataset is completely free of charge to access, share, modify, and use for any purpose
  - **Machine-readable:** Check the box if the dataset is machine-readable
  - **Up to date:** Check the box if the dataset is up to date: the data should be updated with X frequency – is it up to date?
  - **Metadata standard:** Check the box if the metadata of the dataset conforms to a metadata standard (e.g., DCAT)
  - **Complete metadata:** Check the box if the metadata of the dataset is complete and includes all the following metadata elements: · Title · Description · Contact point · Keyword · Publisher · Spatial coverage · Temporal coverage · License · Frequency · Update / modification date
  - **Open format:** Check the box if the dataset is provided in an open (non-proprietary) format.
  - **API:** Check the box if the dataset can be accessed via a standard API
  - **Central portal:** Check the box if the dataset can be accessed via the central/federal open data portal if such as portal exists. If the dataset is published only on another portal or website, or your country does not have such a portal, please do not check this box

Companies and company ownership												
Data category	Published as open data	URL	Registration	Open license	Free	Machine-readable	Up to date	Metadata standard	Complete metadata	Open format	API	Central portal
Company register	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Company ownership	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Earth observation and environment												
Data category	Published as open data	URL	Registration	Open license	Free	Machine-readable	Up to date	Metadata standard	Complete metadata	Open format	API	Central portal
Orthoimagery	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Satellite imagery	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Land cover	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Land use	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Geology	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water bodies	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water treatment plants	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water supply networks	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Mineral resources	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Renewable energy resources	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fossil fuel resources	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Air quality	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water quality	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Noise pollution	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Protected areas	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Natural risk zones	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Forestry	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Agriculture	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Food security	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fishing	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hunting	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Energy consumption by end-users	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Geospatial												
Data category	Published as open data	URL	Registration	Open license	Free	Machine-readable	Up to date	Metadata standard	Complete metadata	Open format	API	Central portal
Addresses	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Elevation	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Buildings	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Administrative units	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Geographical names	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Cadastral parcels	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Meteorological												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**Central portal**
Meteorological observations	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Historical meteorological observations	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Weather forecasts	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Climatological observations	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Climate change predictions	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Climatological reference data	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Mobility												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**Central portal**
Road transport networks	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Rail transport networks	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water transport networks	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Public transport timetables	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Real-time traffic information	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Motor vehicle registrations	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Statistics												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**central portal**
Census and demographic indicators	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Vital statistics	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Economic indicators	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Connectivity	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Wealth	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Government finances and accountability												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**central portal**
Public procurement: Planning	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Public procurement: Call for tender	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Public procurement: Awards	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Public procurement: Contracts	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Public procurement: Implementation	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Detailed government budget	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Detailed government spending	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Election results	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Salaries of individual senior civil servants	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Government contact points	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
International aid	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hospitality and gifts	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Aggregated data on lobbying on public decision making	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Assets declarations of top-two-tiers of public employees	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Interest declarations of top-two-tiers of public employees	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Emergency and disaster relief	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Crime and justice												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**central portal**
Draft legislation	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Laws and statues	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Members of parliament	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Judicial decisions	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Crime statistics	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Gender-based violence	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Education												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**Central portal**
List of schools	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Location of educational facilities	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
School performance	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Skills statistics	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Digital skills statistics	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Health and social welfare												

Data category	Published as open data	URL	Registration	Open license	Free	Machine-readable	Up to date	Metadata standard	Complete metadata	Open format	API	Central portal
Medical prescriptions	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Levels of access to health care	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Health visitor data	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Location of healthcare facilities	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Health statistics	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Health insurance	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Social benefits	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Housing	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Publicly funded research data												
Data category	**Published as open data**	**URL**	**Registration**	**Open license**	**Free**	**Machine-readable**	**Up to date**	**Metadata standard**	**Complete metadata**	**Open format**	**API**	**Central portal**
Genome data	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Experiment results	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Publicly funded research	☐		☐	☐	☐	☐	☐	☐	☐	☐	☐	☐

Monitoring

Question 76. (Q34, Survey on Open Government Data 5.0) -IV7

Are there any indicators or other mechanisms in place to monitor the compliance of public sector institutions with open data requirements?

a. Yes
b. No

If yes, explain and provide supporting information:

Question 76a. (Q34.1, Survey on Open Government Data 5.0) -IV8

If yes, are the results available for public access?

a. Yes
b. No

If yes, provide supporting information:

Question 77. (Q40, Survey on Open Government Data 5.0) -IV9

Between 2020 and 2021, were any assessments made to evaluate the impact of open government data on public sector performance?

Explanation: Examples of how open government data may affect public sector performance include its impact on public spending, service delivery, trust in the public sector, or the ability of the public sector to support the implementation of national policies and objectives.

a. Yes

b. No

If yes, provide supporting information:

Question 78. (Q41, Survey on Open Government Data 5.0) -IV10

Between 2020 and 2021, did the central/federal government conduct or finance research to evaluate the economic impact of open government data?

Explanation: The economic impact of open government data may include the direct and indirect impact of open government data on growth, productivity, revenues, costs, employment, market size, business creation and innovation. For example, in 2016 Denmark carried out an analysis of the socio-economic value of open geospatial data.

a. Yes
b. No

If yes, provide supporting information:

Question 79. (Q42, Survey on Open Government Data 5.0) -IV11

Did the central/federal government conduct or finance research to evaluate the social impact of open government data?

Explanation: Social impact refers to a significant positive change that addresses a pressing social challenge, for example the inclusion of marginalised groups or the countering of mis- and disinformation. For examples of research on the social impact of open government data, see Keserű and Kin-Sing Chan (2015).

a. Yes
b. No

If yes, provide supporting information:

V. Service Design and Delivery in the Digital Age

Service Design

Question 80. (previously Question 6 in Survey 1.0) -V2

At the central/federal level, do you have a whole of government service standard or guidelines on service design and delivery?

Note: a service standard refers to a set of principles that provide a shared definition for the quality and behaviours associated with public service design and delivery. Such principles will usually provide the basis for setting expectations with delivery partners (whether those are public servants or non-governmental suppliers), and in some cases may also be the criteria against which formal assessments of performance are carried out.

a. Yes
b. No

Please provide evidence of the common guidelines or service standard (e.g. name, description, URL if available)

Question 80a. (new) -V3

If yes, do these common guidelines or the service standard require teams to:

Note: "Greening efforts" refers to efforts that governments are making or can make to reduce possible environmental impact of the digital transformation of the public sector.

Select all that apply

a. Understand user needs or expectations
b. Equip teams across the public sector to design and deliver high quality services
c. Interact with users in the design and delivery of services
d. Be transparent about the design and delivery of services
e. Use digital technology and data to transform public services
f. Increase strategic use of data to transform public services
g. Implement an omni-channel strategy
h. Facilitate cross-border services
i. Encourage public sector teams and their suppliers to follow a consistent methodology for delivering public services
j. Encourage public sector teams and their suppliers to make greening efforts to the public sector
k. Curate an ecosystem of scalable tools, practices and resources available for all teams

Please provide supporting evidence (i.e. reference to the common guidelines or service standard for each of the selected options, concrete example with specific services designed and delivered):

Question 80b. (new) -V4

If yes, is it mandatory to follow these guidelines or the service standard?

a. Yes, at central/federal and sub-national levels
b. Yes, only at central/federal level
c. Yes, only at sub-national level
d. No

Please provide supporting evidence explaining the mechanisms (e.g. norm or directive) that make the guidelines mandatory:

Question 80c. (new) -V42

What mechanisms are in place to support the application of these common guidelines or service standards?

a. Legal and regulatory framework
b. Approval or funding of new projects
c. Awareness raising (e.g. campaigns, promotion activities)
d. Digital skills development

Please provide supporting evidence for each of the selected options:

Please provide supporting evidence of the service design model for the development of digitally-enabled government services:

User-driven and proactiveness

Question 81. (previously Question 13 in Survey 1.0) -V11

Does the central/federal government proactively engage the following groups throughout the development of digitally-enabled government services?

Note: Digitally-enabled services refer to user-centered services build on digital technologies that are simpler, more accessible, and responsive to all user's needs, enabling digital transformation.

Select all that apply

a. Ministries, agencies and/or public officials
b. Sub-national government and/or public officials
c. Citizens
d. CSOs
e. Academia
f. Businesses
g. None of the above

Please provide supporting evidence for each of the selected options:

Question 82. (previously Question 68 in Survey 1.0) -V15

What mechanisms are in place to leverage the implementation of the "Once-Only Principle" in service delivery?

Note: the Once-Only Principle refers to the right of citizens and business to provide data to public sector organisations only once, calling to the public sector to establish the governance, standards and infrastructure to share and re-use data respecting data protection and other relevant regulation.

a. Approval or funding of new projects/initiatives
b. Requirement in standardised value proposition model
c. Requirement in standardised project management model
d. There are not mechanisms in place

Please provide supporting evidence for each of the selected options:

Question 83. (previously Question 16 in Survey 1.0) -V16

Has the central/federal government undertaken any initiative to include any of the following specific segments of population groups when designing public services :

Select all that apply

a. Indigenous communities
b. Elderly
c. Illiterate people
d. Low-income population groups
e. Immigrants
f. Migrants, asylum seekers, refugees
g. People living in geographically remote/rural areas

h. People with disabilities
i. Women
j. Young people
k. None of the above

Please provide supporting evidence for each of the selected options:

Question 84. (previously Question 18 in Survey 1.0) -V19

Which tools have been used at the central/federal level of government to proactively engage the following actors *in co-designing government services*?

Select all that apply

	Ministries, agencies and/or public officials	Sub-national government and/or public officials	Citizens	CSOs	Academia	Businesses
Physical public meetings						
Virtual public meetings						
Online Consultation Platforms						
Proactive engagement of selected groups (e.g. tech companies, social partners)						
Advisory group/committee with actors from different communities						
Informal consultation with selected groups (e.g. consumers 'association)						
Ad hoc feedback transmissions (e.g. through user feedback sessions, social media tools)						
Through user research as a required element in the design process						
None of the above						

Please explain the type of channels and provide supporting evidence for each of the selected options:

Question 85. (previously Question 86, 86b and 89 in Survey 1.0) -V20

Does your central/federal government require public sector institutions to test digital government services with the involvement of:

	Users	Providers
Yes, and it is mandatory (formal requirements)		
It is recommended but no formal requirements exist		
No		

Please provide supporting evidence of formal requirements (e.g. legislation, guidelines):

Question 85a. (previously Question 86a in Survey 1.0) -V21

If yes, which of the following methods are used to test digital government services?

Select all that apply

a. Design thinking sessions
b. Focus groups
c. Public consultation websites
d. A/B testing
e. Usability testing
f. First-click testing
g. Tree testing
h. Other, please specify:

Please provide supporting evidence for each of the selected options (e.g. document mentioning the use of the selected methods, call for participation, synthesis report of workshops or testing sessions, invitations):

Question 86. (previously Question 14 in Survey 1.0) -V12

Are there any formal requirements for central/federal line ministries/agencies to use digital government tools to involve citizens/businesses when policies are designed? (for example, to source ideas and co-create solutions):

a. Yes
b. No

Please provide supporting evidence for each of the selected options:

Question 87. (new) -V43

Are there government-wide initiatives for central/federal line ministries/agencies to use digital government tools to involve any of the following groups when policies are designed?

a. Citizens
b. Businesses
c. Sub-national governments and/or public officials
d. Public officials from central government
e. CSOs
f. Academia

g. Businesses
h. None of the above

Please provide supporting evidence for each of the selected options, including the basic information of the referenced digital government tools (e.g. name, web address, general scope and objective of the tool):

Question 88. (previously Question 70 in Survey 1.0) -V22

How do you measure if digital government services address user needs?

a Assessment at different stages in the development of a service
b Assessment at the launch of a service
c Assessment throughout the service design and delivery cycle
d Assessment after the launch of a service
e Not measured

Please provide supporting evidence (e.g. link to a report or an indicators' dashboard):

Question 89. (previously Question 23 in Survey 1.0) -V24

Has any assessment (e.g. in the form of a report) and/or monitoring mechanism been undertaken to understand the main barriers for co-designing digital government services with:

Select all that apply

a. Citizens
b. Businesses
c. Public officials
d. No

Please provide supporting evidence for each of the selected options (e.g. report description and URL):

Service channel strategy

Question 90. (new) -V26

Does your government have a strategy for managing a coherent and integrated relationship between digital and non-digital channels (an omni-channel strategy)?

Note: an omnichannel approach implies the integration of all the available channels to deliver public services. Allowing the citizens to move fluidly across public contact points and the public service to offer a comfortable experience enabling an inclusive digital transformation.

a. Yes
b. No

Please provide further details about such strategy:

Question 90a. (new) -V27

If yes, please select the option(s) that best characterise(s) the service delivery channels:

Select all that apply

a. All services to be consolidated into one digital location
b. All services are consolidated under one brand that allows for services to be accessed online and in person
c. All government information to be consolidated into one digital location
d. Government organisations retain their own websites for information under their own management
e. Government organisations retain their own websites for access to services under their own management
f. Sectoral specific websites aggregate services from multiple organisations
g. Face to face services are provided through an organisation specific network
h. Face to face services are provided through a national network, independently of any digital presence
i. Face to face services are provided through a national network that is an extension of a digital presence
j. Services are provided through organisationally specific call centres
k. Services are provided through shared call centres
l. National and sub-national services are provided through the same physical channels

Please provide supporting evidence for each selected option

Question 91. (new) -V28

Does your central/federal government have a catalogue/register of services which is accessible to users?

a. Yes
b. No

Please provide us supporting evidence and explanations (e.g. URL of catalog/register):

Question 91a. (new) -V40

If yes, does the catalogue/register of services indicate accessible channels for each service?

a. Yes
b. No

Please provide us supporting evidence and explanations:

Question 91b. (new) – V41

If yes, what is the percentage of services in the catalogue/register that can be accessed through the following channels?

Provide a percentage per answer option

a. In-person:
b. Web/mobile browser:
c. App:

d. Phone:

Please provide supporting evidence and explanations per selected option:

Question 91c. (new) -V32

If yes, which of the following information does the catalogue/register include:

a. contact details of the responsible individual or team
b. the documents/attributes required from a user to complete the procedure
c. the data reused in this transaction provided by other public sector institutions
d. the data captured In this transaction provided to other public sector institutions
e. the relationship with procedures or services offered by other public sector institutions
f. the relationship with procedures or services offered through other channels
g. the performance of this service (usage by channel, time to process, time saved, satisfaction)

Please provide us supporting evidence and explanations:

Impact of digital services

Question 92. (previously Question 27 in Survey 1.0) -V33

Has the public sector institution in charge of coordinating and/or leading the development and implementation of the NDGS conducted government-wide consultations on the impact of digital tools/technologies for improving government services (digital or not)?

a. Yes
b. No

Please provide supporting evidence of the government-wide consultations (e.g. synthesis report):

Question 93. (new) -V36

What metrics do you use to measure performance of digital government services?

a. Average time to complete
b. Satisfaction rate
c. Incomplete transactions rate
d. Failure demand
e. Other, please specify:

Please provide supporting evidence and explanations (e.g. reference to the specific part of the report covering each selected option):

Question 94. (previously Question 71 in Survey 1.0) -V37

Do public sector institutions responsible for delivering public services within the central/federal government measure their transaction costs according to the different channels?

a. Yes
b. No

Please provide supporting evidence (e.g. link to a report or indicators' dashboard showing calculated transactional costs):

Question 94a. (new) -V38

If yes, are there standardised mechanisms or guidelines to measure transaction costs?

a. Yes
b. No

If yes, please provide further details on how transactional costs of delivering public services according to the different channels are measured.