



UNDESA

### III. e-Government Readiness Assessment Survey

#### Agencies Section

Country .....

Name .....

Position .....

Organization .....

Address .....

Postal Code/City .....

Phone/Telefax/E-mail .....

Policy sector .....

Government services can be very broadly defined as any action oriented to create value by any means. In the following question, we ask you for the three services of higher demand by your agencies' constituency. Some examples of services are all types of certificates, tax filing and payment, application to subsidies, etc.

**Please list the three (3) services of higher demand from the public, indicating if typical customer associated with each is a person (e.g. citizen) or an organization (e.g. business):**

Service	Typical Customer
S1	
S2	
S3	

## Instructions

Most of the questions in this survey ask you to check a box (using a "X" or "✓") or circle a number according to your opinion, and provide information. Many questions are of the following format:

3.13 In general, your agency

Does not work collaboratively  
with **government** entities

1	2	3	4	5	6	7
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Works in a very collaborative  
way with **government** entities

Circling 1 means you agree 100% with the answer on the left-hand side

Circling 7 means you agree 100% with the answer on the right-hand side

Circling 2 means you mostly agree with the left-hand side

Circling 3 means you somewhat agree with the left-hand side

Circling 4 means you are indifferent between the two answers

Circling 5 means you somewhat agree with the right-hand side

Circling 6 means you mostly agree with the right-hand side

**Please circle only one number per question, otherwise indicated.**

## A. Compelling Reasons for the Government to Develop and Implement e-Government

Meaningful e-government is e-government that responds to and supports compelling and priority public sector reform, good governance and development goals as identified by national stakeholders and, particularly in the case of government to citizen services, with citizen input. This section seeks to identify those motivating factors and “pressure points” that are driving overall public sector reform and good governance goals, from the perspective of internal government operations, as well as government to citizen and business interactions.

### 1. Public Sector and Governance Motivating Factors and Pressure Points

1.1 Please give us your assessment of the relevance of the following public sector reform and governance issues as real drivers, and pressure points related to *internal government operations*.

	Low relevance	Medium- low relevance	Medium relevance	Medium- high relevance	High relevance
a. Improving information base for decision making	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Improving communication between the political and administrative process	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Internal communication (information flows)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Having integrated information systems	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Record-keeping, search and archiving data	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Freedom of Information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Inter-departmental coordination and cooperation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Improving efficiency and effectiveness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. Increase government flexibility	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
j. Deter corruption	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- |   |                         |                         |                         |                         |                         |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| k. Increase public safety   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| l. Cost savings   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| m. Alignment with international or regional standards or cooperation frameworks | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| n. Other? Specify here and rate:  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| o. Other? Specify here and rate:  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

1.2. Please give us your assessment of the relevance of the following public sector reform and governance issues as real drivers, and pressure points related to *relationship between the government and civil society* (citizens, business, etc).

- |  | Low<br>significance     | Medium-<br>low<br>significance | Medium<br>significance  | Medium-<br>high<br>significance | High<br>significance    |
|--|-------------------------|--------------------------------|-------------------------|---------------------------------|-------------------------|
| a. Transparency and accountability   | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| b. Citizen participation   | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| c. Provide access to information   | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| d. Stimulate citizen's awareness, win public trust and generate interest in e-government | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| e. Generate and provide locally-relevant content on the Internet                         | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| f. Inter-departmental coordination and cooperation                                       | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| g. Efficiency and effectiveness  | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| h. Government responsibility for environmental regulation                                | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |
| i. Government responsibility for social exclusion and marginalization                    | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| j. Government responsibility in community empowerment  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| k. Government responsibility in economic development   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| l. Government responsibility in education (generating and harvesting creativity and knowledge to enhance the population's quality of life) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| m. Government responsibility in international trade  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| n. Government responsibility to diminish the digital divide  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| o. Donor pressure and availability of grant funding (loans) to pursue certain programmes   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| p. Private sector or vendor pressure to "modernize" __   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| q. Alignment with international or regional standards or cooperation frameworks  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| r. Improving client satisfaction   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| s. The need to be "cost competitive"   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| t. Pursuing an image of "being modern"   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| u. Improving public revenue flows (e.g. enhanced ability to collect revenue)   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| v. Other? Specify here and rate:   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| w. Other? Specify here and rate:   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

## B. Compelling Reasons for the Public to Utilize e-Government

One of the primary dimensions of e-government is government to citizen/business (and vice versa) services and interactions. This form of e-government is meaningful to the extent that it responds to real governance and public service needs and priorities from the citizen and/or business perspective. This section seeks to identify the main governance and public sector reform expectations of citizens and business.

### 2. *Expectations of Gains and Perceptions of Real Value*

2.1 What are (would be) the main expectations of the public in their dealings with government?

	Low expectation	Medium- low expectation	Medium expectation	Medium- high expectation	High Expectation
a. Transparency and accountability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Increased opportunity for participation in policy making and implementation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Visible impact of feedback (especially in politics)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Access to information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Services related to: economic development and opportunities (trade, employment, SMEs)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Services related to: Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Services related to: Social welfare	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Services related to: Education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. Services related to: Agriculture/Environment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
j. Government efforts to bridge the	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

Digital Divide

- k. Citizen centered (life-cycle) services  1  2  3  4  5
- l. High quality of service  1  2  3  4  5
- m. Responsiveness  1  2  3  4  5
- n. Friendliness and attentiveness  1  2  3  4  5
- o. Other? Specify here and rate:  1  2  3  4  5
- p. Other? Specify here and rate:  1  2  3  4  5

2.2 Public red-tape procedures often involve more than one agency and have more than one step

There is no initiative of citizen-centered government with a one-stop-shop for these types of services

1	2	3	4	5	6	7
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Initiatives of citizen-centered government are common and widely used by public agencies

2.3 The time factor in dealings between members of the civil society and government offices

Is not important because government offices respond timely and efficiently

1	2	3	4	5	6	7
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Is a major bottleneck and cause of people's dissatisfaction with government services

2.4 Please now consider the three services you were asked in page 1 (S1, S2, and S3). We now ask you to rank them in terms of how sensitive is the time factor to their respective customers

S1

Time factor is not relevant to the

1	2	3	4	5	6	7
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Time is the most important

customer

dimension of this service to the customer

S2

Time factor is not relevant to the customer

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Time is the most important dimension of this service to the customer

S3

Time factor is not relevant to the customer

1	2	3	4	5	6	7
---	---	---	---	---	---	---

Time is the most important dimension of this service to the customer

2.5 The cost factor (including corruption) in public's dealings with government offices

Is not relevant due to decentralization, equity and absence of corruption in service delivering

1	2	3	4	5	6	7
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Is a major problem due to existence of excessive centralization, corruption and favoritism in service delivering

### C. Ability of the Government to Initiate and Sustain e-Government

The ability of a government to undertake e-government is dependent upon a number of inter-related variables including political will and commitment, technical, organizational, institutional and human infrastructures and resources, in addition to factors such as legal and regulatory frameworks, culture, partnerships, finances, interoperability, knowledge management and feasible goals and priorities that reflect real priorities and needs. While many of these issues are important even to initiate e-government, they become increasingly necessary when considering the ability to sustain and grow e-government. This section seeks to identify variables that will impact upon a government's readiness to initiate and sustain more widespread or advanced e-government.

#### 3. e-Government Strategy and Applications

- 3.1 What are the primary e-government applications to be developed by your agency? Please include the name and url, if any, of the application, indicating the approach (G2G, G2C or G2B) and whether it is developed or under development.

Please include name and url	Government to Government	Government to Business	Government to Consumer	Developed	Under Development
a. Please include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Please include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Please include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Please include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- 3.2 Does a e-government strategy and action plan exist for your agency or ministry?

No  Yes  If yes, please describe (and specify how it relates to the national e-government strategy and action plan, if at all) and attach relevant documentation or provide URL.

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3.3 If there is provision for Monitoring and Evaluation of e-government initiatives, how often does it take place?

Every 3 months  Every 6 months  Once a year  Other:.....  Only as response to contingencies

3.4 Who (if any) is the recognized champion of e-government development in the agency (name, position)?

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3.5 Is there a central e-government unit in the Administration?  
Yes   No, e-government is responsibility of each department/ministry

3.6 If your answer to 3.4 was no, please provide the name of the unit of your agency, if any, in charge of ICT or e-government, and its number of members.

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**4. Commitment of Political Support**

4.1 The people responsible for e-government development in your agency...

Do not have support and access to the key government officials at the highest levels of the Administration

1	2	3	4	5	6	7
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Do have strong support and access to the key government officials at the highest levels of the Administration

**5. User Relations**

5.1 In terms of your agency's communications with the public

There is no communication

1	2	3	4	5	6	7
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There is an active communication

strategy for e-government

strategy for e-government

5.2 Does your agency have metrics about usage of e-government services?  
 No  Yes

5.3 If yes, please include usage of online government for the three services identified in page 1 (S1, S2, and S3). If you have data over time, please attach that information.

S1: \_\_\_\_\_

S2: \_\_\_\_\_

S3: \_\_\_\_\_

5.4 Please let us know if there is a dialogue with prospective or actual users of digital government, concerning the following issues: Yes    No

- a. Quality of services
- b. Quantity of services
- c. Types of Services
- d. Location of access to services
- e. Cost associated with service
- f. Incentives for use of e-government
- g. Other (please include):

**6. Partnerships**

6.1 In general, your agency

Does not work collaboratively with non-government entities

1	2	3	4	5	6	7
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Works in a very collaborative way with non-government entities

6.2 If there is collaborative work (ICT related or non-ICT related), please provide up to three examples.

a. \_\_\_\_\_

b. \_\_\_\_\_

c. \_\_\_\_\_

6.3 Your agency

Does not have the capacity and skills necessary for partnership building and management

1	2	3	4	5	6	7
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Have the capacity and skills necessary for partnership building and management

**7. Organizational Factors**

7.1 Please provide an organigram of your agency, and include contacts if possible.

7.2 Please rate your agency's average internal capacity to pursue the following information management activities:

Information Activity	Very Poor	Poor	Good	Very Good	Excellent
a. Produce information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Gather information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Digitize Information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Process information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Analyze information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Distribute information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Give public access to information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Archive information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

7.3 In general, your agency

Does tend to work by itself in

1	2	3	4	5	6	7
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Is highly collaborative with other

the solution of problems or service delivering

public agencies in the solution of problems and service delivering

7.4 During the last three years, have there been experiences of reengineering business process in your agency in order to make it more “citizen-centered”?

No  Yes

7.5 If yes, please provide examples, including any multi-agency processes, and rate their success with metrics (e.g. reduction in time, steps or cost required to complete desired transaction or red tape procedure). Attach documents if available.

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7.6 Does your agency have a Knowledge Management Strategy? If yes, please briefly describe its main objectives, activities, and coordinating body or Chief Information Officer who oversees its implementation. Attach relevant documentation or provide URL.

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**8. Culture of Civil Service and Human Resources**

8.1 Please rate the level of awareness of the benefits of e-government in your agency amongst:

	Very Low	Low	Medium	High	Very High
a. Policy makers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Senior managers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Middle managers	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Other civil servants	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

8.2 Please indicate the estimated percentage of people in your agency that uses ICT for word processing, e-mailing, web browsing, and data analysis.

a. Policy makers      Less 25%     25% – 35%     35% - 50%     50% - 65%     More than 65%

- b. Managers Less 25%  25% – 35%  35% - 50%  50% - 65%  More than 65%
- c. Middle managers Less 25%  25% – 35%  35% - 50%  50% - 65%  More than 65%
- d. Other civil servants Less 25%  25% – 35%  35% - 50%  50% - 65%  More than 65%

8.3 What is the percentage of civil service employees in your agency with an equivalent of college or higher education degree?

- Less 25%       25% – 35%       35% - 50%       50% - 65%       More than 65%

8.4 Please indicate how many civil servants in your agency have undergone ICT training.

- Less 25%       25% – 35%       35% - 50%       50% - 65%       More than 65%

**9. Financing**

9.1 What is your agencies budget, if any, for e-government applications? How are resources allocated to, or within , your agency for the development of e-government? Please describe and attach relevant documentation or provide URL.

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**10. Technical Resources and Use**

10.1 Is there a government wide Intranet?

- No  Yes

10.2 If yes, does your agency use it?

- No  Yes

10.3 Is there intranet connectivity and digital interaction between the central and local governments?

There is no intranet connectivity between central and local governments

1	2	3	4	5	6	7
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There is pervasive intranet connectivity between central and local governments

10.4 What is the (estimated) percentage of your agency’s staff with access to the following technologies?


	% Access to Personal Computer	% Access to Internet	% Access to email	% Access to WWW
a. Policy makers	_____ %	_____ %	_____ %	_____ %
b. Senior managers	_____ %	_____ %	_____ %	_____ %
c. Middle managers	_____ %	_____ %	_____ %	_____ %
d. Other civil servants	_____ %	_____ %	_____ %	_____ %

10.5 Which of the following telecommunication services does your central agency use?

	Never	Once a month or less	Approx. once a week	Approx. once a day	> once a day
a. Telephones (landlines or wireless)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Fax machines	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. e-mail	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. World Wide Web (WWW)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Audio conferencing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Video conferencing	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. V-SAT satellite terminals	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Low speed data connections (<64kbit/sec)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. High speed data connections (>64kbit/sec)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
j. Low earth orbit satellite telephones	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
k. Voice over IP	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
l. Virtual Private Networks	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
m. Other (please specify):	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
n. Other (please specify):	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

10.6 What is the percentage of secondary government units (departments, divisions, branches) with access to the Internet?

Less than 10%       10% - 25%       25% - 40%       40% - 65%       More than 65%

Please turn page and continue 

## 11. Technical Support

11.1 The local industry of information and communication technologies is

Is very weak, almost inactive  
and unreliable

1	2	3	4	5	6	7
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Is strong, reliable and very active

11.2 Are any of the below areas of your agency's e-government program being outsourced? Yes    No

- |   |                       |                       |
|---|-----------------------|-----------------------|
| a. Network architecture and online service delivery development | <input type="radio"/> | <input type="radio"/> |
| b. Website development  | <input type="radio"/> | <input type="radio"/> |
| c. Human resources training                                     | <input type="radio"/> | <input type="radio"/> |
| d. Ongoing operations and technical support                     | <input type="radio"/> | <input type="radio"/> |
| e. Transactions and collections                                 | <input type="radio"/> | <input type="radio"/> |
| f. Other (please specify):                                      | <input type="radio"/> | <input type="radio"/> |

11.3 Does your agency have an effective technical support unit?

No       Yes

## D. Ability of the Public to Use, and Benefit from, e-Government

Citizen or business focused e-government services will succeed only if beneficiaries and users are able to access and use e-government services, shape e-government services and are confident the environment within which e-government services are delivered is secure. This section seeks to assess the degree to which citizens are able to benefit from and utilize e-government. This encompasses indicators of understanding of benefits, relevance of services, ability to communicate needs, trust and privacy issues and technical and infrastructural factors.

### 12. Relevance of e-Government Services and Evidence of Citizen-Centered Government

12.1 Is there a mechanism by which the public can provide feedback on online services and influence the continued development of your agency's e-government offering?

No  Yes  If yes, please describe and provide relevant documentation.

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12.2 Does your agency participate in any government wide portal?

No  Yes  If yes, please provide URLs by sector:

Education

Health

Industry

Senior Citizens

Social Welfare

Employment

Business (SMEs)

Environment/  
Agriculture

Other: (include)

Other: (include)

Other: (include)

12.3 In general, mark the description that best characterizes the provision of your agency's government services on line

a. No services online

- b. Only information available on line
- c. One way interaction possible
- d. Two-way interaction possible
- e. Complete transaction possible within single agency
- f. Complete transaction across multiple agencies

12.4 Are citizens able to access online documents related to issues currently being decided?  
 No  Yes  If yes, please provide example with url.  
 http://\_\_\_\_\_

12.5 Are citizens' able to communicate with your agency's bureaucrats and officials?  
 No  Yes  If yes, please provide example with url.  
 http://\_\_\_\_\_

**13. Technical Easiness**

- 13.1 Please let us know if the government has set standards for the "look and feel" of portals and key web sites with respect to the following: Yes    No
- a. Interface
  - b. User feedback
  - c. Usage metrics
  - d. Metadata
  - e. Indexing of Information
  - f. Other? (Please include)
  - g. Other? (Please include)

13.2 Technical and organizational safeguards for ensuring reliability of services to the public are:  
 Low in priority and highly constrained by budget. 

1	2	3	4	5	6	7
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 Of high priority and with specific resources allocated in the budget.

**14. Access to Online Government Services**

14.1 Please let us know if there are networks of public Internet access points –i.e. available to any person- of the types described below in urban and rural areas

Type of center	Urban	Rural	None
a. Public Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Educational institutions (schools and universities, after school hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Post offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Barraks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Dedicated telecenters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Hospitals and health centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Other? (Please include)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Other? (Please include)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14.2 Does your agency’s e-government Action Plan deal with infrastructure problems and identify innovative means of extending access, including identifying locations suitable for public access?

No  Yes  If yes, please describe and attach documentation if possible:

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14.3 Does your agency provide special access to vulnerable groups (elderly, disabled) and other marginalized groups (women, minorities, children)?

No  Yes  If yes, please describe and attach documentation if possible:

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14.4 Can the public indirectly benefit from your agency’s e-government services through intermediaries (e.g. front line government workers that have access to the Internet and online government databases and services)?

No  Yes  If yes, please describe the intermediaries and their location:

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