



UNDESA

## II. e-Government Readiness Assessment Survey

### Central Government Section

Country .....

Name .....

Position .....

Organization .....

Address .....

Postal Code/City .....

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

Policy sector .....

### 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:

3.22 e-Government development...

Is purely driven by political appointees

1	2	3	4	5	6	7
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Is strongly embedded in the public sector and independent of a particular political appointee

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  | <input type="radio"/> 1 | <input type="radio"/> 2        | <input type="radio"/> 3 | <input type="radio"/> 4         | <input type="radio"/> 5 |

community empowerment

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| 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 |

**2. Vision, Strategy, Plan, Program to Address Government Reform and Governance Goals**

2.1 Please list any major economic and social development strategy, planning and programming documents that address the motivating factors and pressure points above and include government reform initiatives as means for achieving objectives. *(Attach the relevant documentation to the questionnaire or provide URLs)*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2.2 Please indicate up to four specific and priority public sector reform and good governance goals and corresponding activities that are highlighted in these documents. *(Attach the relevant documentation to the questionnaire or provide URLs)*

a. \_\_\_\_\_  
\_\_\_\_\_  
b. \_\_\_\_\_  
\_\_\_\_\_  
c. \_\_\_\_\_  
\_\_\_\_\_  
d. \_\_\_\_\_  
\_\_\_\_\_

2.3 e-Government is recognized as a tool to respond to the issues enumerated in the previous questions. *(Attach relevant documentation or provide URL)*

There is no mention or vision of e-government as a tool for meeting these goals.

1	2	3	4	5	6	7
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There is a clearly enunciated vision of e-Government toward obtaining those goals

## 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.

### 3. Expectations of Gains and Perceptions of Real Value

3.1 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 Digital Divide       1       2       3       4       5
- 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

3.2 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

3.3 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 delivery

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 delivery

3.4 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

3.5 In an e-government application, what are (would be) the priority features that would make it attractive in the local context

	Low priority	Medium -low priority	Medium priority	Medium -high priority	High priority
a. Unique, custom-fitted, targeted content	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Interactivity	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Multi-channel capacity (receipt, acknowledgement, response)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Ease of navigation (“no wrong door”)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Reliability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. 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

## 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.

### 4. e-Government Strategy

4.1 Does a politically pronounced e-government strategy exist?

No  Yes  If yes, please attach relevant documentation or provide URL and go to question 4.3.

4.2 If no, Is e-government considered as part of another strategy and plan (e.g. Public Sector Reform or National ICT Strategy)?

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

4.3 If yes to 4.1. Is the strategy aligned with existing (if any) strategic documents for public sector reform?

No  Yes  If yes, please attach relevant documentation or provide URL.

4.4 Please briefly describe the process by which the strategy was developed (e.g. centrally or through participatory process, stakeholders involved).

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4.5 Please list key goals of e-government strategy

- a. \_\_\_\_\_
- b. \_\_\_\_\_
- c. \_\_\_\_\_
- d. \_\_\_\_\_
- e. \_\_\_\_\_

4.6 If this strategy prioritizes goals, is prioritization based on (multiple choice possible):

	Low importance	Medium-low importance	Medium importance	Medium- high importance	High importance
a. Critical importance of the motivating factors and pressure point(s)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Economic / financial concerns	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Feasibility of specific applications	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Pressure from or expected response of the target group	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Pressure from or expected response of an external group (e.g. private sector vendors or donors)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. 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
g. 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

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

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4.8 If no e-government strategy exists, are there e-government champions within specific government ministries and departments? (If yes, please name the three most active.)

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

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

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

### 5. *e-Government Action Plan*

5.1 Does an e-Government Action Plan exist?

No  Yes  If yes, please attach relevant documentation or provide URL.

5.2 If an action plan exists, please describe the process of its development.

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5.3 If an action plan exists, please tell if it contains provisions for:	Yes	No
a. e-Government Readiness Assessment	<input type="radio"/>	<input type="radio"/>
b. Key deliverables	<input type="radio"/>	<input type="radio"/>
c. Incremental and phased development	<input type="radio"/>	<input type="radio"/>
d. Accountability of actors	<input type="radio"/>	<input type="radio"/>
e. Monitoring and evaluation	<input type="radio"/>	<input type="radio"/>
f. Communication Strategy	<input type="radio"/>	<input type="radio"/>

### 6. *Institutional e-Government Coordination*

6.1 Is there an authoritative central coordination unit/institution/commission that stimulates and coordinates the e-government development process? If yes, please indicate name, status, and location and attach profile or provide URL. If no, please skip to question 6.4.

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6.2 How many members, if any, are part of the e-government team?

Less than 10  Between 10 and 50  Between 50 and 100  More than 100

6.3 If there is no central e-government unit, is e-government development the responsibility of each Department/Ministry?

No  Yes

6.4 If your answer to 6.3 was yes, do ministries or departments have ICT or e-government units? If yes, please name 3 of the most advanced and attach relevant documentation or provide URLs.

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

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

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

6.5 Provide name, status, organizational location within government of an institution (if any) responsible for the following aspects of e-government implementation:

a. technical maintenance and development of government's presence on line? b. content management system ? c. customer relationship management? d. data security?	_____ _____ _____ _____
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**7. e-Government Evaluation and Monitoring**

7.1 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

7.2 In the general framework of government accountability, what (if any) is the oversight body (bodies) for e-government development program (name)?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7.3 Is a periodic adjustment of the e-Government Strategy and Action Plan foreseen, that will take into account the dynamism of the sector and ensure proper fine-tuning to respond to changes in development priorities, user feedback and technology? If yes, how often and please describe the mechanism.

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**8. Commitment of Political Leadership**

8.1 The people responsible for e-government development...

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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Have strong support and access to the key government officials at the highest levels of the Administration

8.2 e-Government development...

Is purely driven by political appointees

1	2	3	4	5	6	7
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Is strongly embedded in the public sector and independent of particular political appointees

**9. User Relations**

9.1 In terms of communications with the public

There is no communication strategy for e-government

1	2	3	4	5	6	7
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There is an active communication strategy for e-government

9.2 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  Yes  No
- b. Quantity of services  Yes  No
- c. Types of services  Yes  No
- d. Location of access to services  Yes  No
- e. Cost associated with service  Yes  No

- f. Incentives for use of e-government
- g. Other (please specify):
- 9.3 Does the government have metrics about usage of e-government services?  
No  Yes
- 9.4 If yes, please attach list of online government services with their respective usage levels.

**10. Partnerships**

- 10.1 In general, government agencies and departments  
Do not work collaboratively with non-government entities

1	2	3	4	5	6	7
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Work in a very collaborative way with non-government entities
- 10.2 If there is collaborative work (ICT related or non-ICT related), please provide up to three examples.
  - a. \_\_\_\_\_
  - \_\_\_\_\_
  - b. \_\_\_\_\_
  - \_\_\_\_\_
  - c. \_\_\_\_\_
  - \_\_\_\_\_
- 10.3 In general, the public sector  
Does not have the capacity and skills necessary for partnership building and management

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

**11. Organizational and Knowledge Management Factors**

- 11.1 Please provide an organigram of the government, with contacts if possible.
- 11.2 Please rate the average internal capacity of the government in the following content and information management areas:

Information Activity Very Poor Poor Good Very Good Excellent

- a. Produce information                     1             2             3             4             5
- b. Gather information                     1             2             3             4             5
- c. Digitize information                     1             2             3             4             5
- d. Process information                     1             2             3             4             5
- e. Analyze information                     1             2             3             4             5
- f. Distribute information                     1             2             3             4             5
- g. Give public access to information                     1             2             3             4             5
- h. Archive information                     1             2             3             4             5

11.3 Have data standards (e.g. for application forms, software packages, computer interfaces, language, data format, meta-data, etc.) been considered or put in place? If yes, please describe and attach relevant documents of provide URL.

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11.4 Does a public sector Knowledge Management Strategy exist? If yes, please briefly describe it main objectives, methods for implementation and coordinating body. Attach relevant documentation or provide URL.

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11.5 In general, Public Agencies

Tend to work by themselves in solution of problems or service delivering

1	2	3	4	5	6	7
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Are highly collaborative among themselves in the solution of problems and service delivering

11.6 During the last three years, have there been experiences of reengineering business process in the public administration in areas to make them more "citizen-centered"?

No  Yes

11.7 If yes, please provide examples 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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**12. Culture of Civil Service and Political Bodies**

12.1 Please rate the level of awareness of the benefits of e-government 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

12.2 Is “change management” a skill that can be found locally?

(change management refers to both structural adjustments in government to facilitate change as well as the human response/relationships and the ability to adjust to and accommodate change)

	Very low	Low	Medium	High	Very High
a. Among civil servants/public sector	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Among members of Academia	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Among private consultants	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Other (Please specify):	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

12.3 In general, Public Agencies

Are not encouraged to innovate

1	2	3	4	5	6	7
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Are encouraged to innovate

**13. Financing**

13.1 Please indicate the amount of fiscal resources that have been allocated to e-government development (total annual funding and percentage of budget). Attach relevant documentation or provide URL.

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13.2 Please indicate the expected evolution of spending in e-government as percentage of total budget during the next five years. Attach relevant documentation or provide URL.

	2004	2005	2006	2007	2007
Spending on e-government as percentage of budget	_____	_____	_____	_____	_____

- 13.3 In terms of the government financial management framework in e-government: Does it consider ...
- |   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| a. Exclusively central public budget financing                | <input type="radio"/> | <input type="radio"/> |
| b. Decentralized public budget                                | <input type="radio"/> | <input type="radio"/> |
| c. Mix of public and private sector initiatives               | <input type="radio"/> | <input type="radio"/> |
| d. Cross-budgeting between government departments of agencies | <input type="radio"/> | <input type="radio"/> |
| e. "Fee for service" model                                    | <input type="radio"/> | <input type="radio"/> |
| f. Loans  | <input type="radio"/> | <input type="radio"/> |
| g. Grants   | <input type="radio"/> | <input type="radio"/> |
| h. Other (please specify):                                    | <input type="radio"/> | <input type="radio"/> |

13.4 Is funding aligned with priorities outlined in e-government strategy and action plan

No  Yes

13.5 If no, is it aligned with public sector reform and development goals?

No  Yes

13.6 Please provide list of primary areas of funding by sector (Attach relevant documentation or provide URL):

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**14. Legal/Regulatory Framework**

14.1 Are there regulations ensuring a competitive environment and a climate of confidence for investment that provides security to private investors?

No  Yes

14.2 Please let us know if there is regulation and legislation in place or being developed related to e-government in the following areas:

	No	Drafted	Before Parliament	In Place
a. Legality of government online publications	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. e-filing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Digital authorizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. e-signatures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Cyber crime	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Data standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Data protection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Intellectual Property Rights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Copyrights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- j. Import of ICT goods and services
- k. Other (please specify):
- l. Other (please specify):
- m. Other (please specify):

14.3 The prevailing legislative process is

Very slow and inefficient

1	2	3	4	5	6	7
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Very fast and efficient

14.4 Is there an independent body to oversee regulatory compliance on ICT or e-government related issues?

No  Yes

If yes, please provide the name of the body, its director and contact information:

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**15. Civil Service and Human Resources**

15.1 What is the average age of civil service employees?

Less than 25 years old  25 – 35  35 - 45  45 - 55  More than 55 years old

15.2 What is the average number of years that civil service employees have spent in the service?

Less 5  5 - 10  10 - 15  15 - 20  More than 20

15.3 What is the percentage of civil service employees with an equivalent of college or higher education degree?

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

15.4 Please indicate the estimated percentage of people that uses ICT for word processing, and data analysis.



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### 16. Technical Resources and Use

16.1 Is there a government wide Intranet?

No  Yes  If yes, please provide indication of coverage in terms of percentage of public agencies connected: \_\_\_\_\_%

16.2 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
---	---	---	---	---	---	---

There is pervasive intranet connectivity between central and local governments

16.3 Is there a government portal?

No  Yes  If yes, please provide url: http://\_\_\_\_\_

16.4 Please indicate the total number of government agencies, and the number of those with web sites.

Number of government agencies: \_\_\_\_\_

Number of government agencies with websites: \_\_\_\_\_

16.5 Please indicate your perception of the extent to which each of the following factors would inhibit development of e-government in the country

Inhibiting factors

Strongly disagree    Disagree    Neutral    Agree    Strongly agree

#### Access

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| a. Access Internet in cities   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| b. Access Internet in rural areas  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| c. Lack of government-wide intranet (central and local level connectivity) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| d. Lack of LANs in government offices                                      | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

#### Infrastructure

- |   |                         |                         |                         |                         |                         |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| e. Inefficient technology legacy system in place (e.g. phone, fax, computers, | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|

databases, existing networks)

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| f. Internet access providers                 | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| g. Unreliable Internet connections           | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| h. Adequate bandwidth (speed of connections) | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| i. Adequate computing and processing speed   | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| j. Reliable power supply                     | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| k. Adequate Network Security                 | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

**Cost**

- |  |                         |                         |                         |                         |                         |
|--|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| l. Cost of equipment                         | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| m. Cost of telecommunications within country | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| n. Cost of international telecommunications  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| o. Cost of Internet services                 | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |

**Technical Support**

- |   |                         |                         |                         |                         |                         |
|---|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| p. Availability of technical support for design         | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| q. Availability of technical support for implementation | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| r. Availability of technical support for operations     | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| s. Other (please specify):                              | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| t. Other (please specify):                              |                         |                         |                         |                         |                         |

16.6 Please indicate the quality of the competitive environment for the following services:

- |                               | No competition          | Some competition        | Medium Competition      | High Competition        |
|-------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| a. Fixed Telephony            | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| b. Mobile Telephony           | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| c. Internet service provision | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |
| d. Cable Television           | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 |

16.7 Which of the following telecommunications services does the average central government agency/department use?

- |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 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. Phone conference calls                    | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| f. Videoconferencing                         | <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 |

16.8 What is the (estimated) percentage of government 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	_____ %	_____ %	_____ %	_____ %

16.9 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%

**17. Technical Development**

- 17.1 Please let us know if the following partnerships with industry have been developed:
- |   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| a. Technical consultants                    | <input type="radio"/> | <input type="radio"/> |
| b. Computers and networking equipment       | <input type="radio"/> | <input type="radio"/> |
| c. Telecommunications                       | <input type="radio"/> | <input type="radio"/> |
| d. Database management and hosting          | <input type="radio"/> | <input type="radio"/> |
| e. Servers                                  | <input type="radio"/> | <input type="radio"/> |
| f. Security, firewalls, intrusion detection | <input type="radio"/> | <input type="radio"/> |
| g. Software                                 | <input type="radio"/> | <input type="radio"/> |
| h. Other (please include)                   | <input type="radio"/> | <input type="radio"/> |

17.2 Does the government have access to a common ICT platform?

No  Yes  If yes, please describe platform:

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17.3 Are there standards for database and application development?

No  Yes  If yes, please describe responsible agency and attach relevant documentation or provide URL.

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- |   | Yes                   | No                    |
|---|-----------------------|-----------------------|
| 17.4 If ICT infrastructure development plans exist, do they comprise Universal access to Internet | <input type="radio"/> | <input type="radio"/> |
| Backbone network development  | <input type="radio"/> | <input type="radio"/> |

- “Last mile” plans
- Wireless technology
- Broadband technology
- Open Standards
- VoIP
- Other (please specify):

17.5 Is there an on-going program to track and identify quality and reliability issues with the ICT supporting eGovernment services?

No  Yes  If yes, please provide job and contact information of the person responsible.

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17.6 Is there an on-going program to track usage trends in citizens’ usage of e- Government services and to ensure that adequate ICT infrastructure exists to support future projected usage trends?

No  Yes  If yes, please provide the name of the program and attaché relevant documentation or provide URL.

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**18. Technical Support**

18.1 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

18.2 Are any of the below areas of your e-government program being outsourced? Yes  No

- a. Network architecture and online service delivery development
- b. Website development

- c. Human resources training
- d. Ongoing operations and technical support
- e. Transactions and collections
- f. Other (please specify):

18.3 Is internal ICT technical support easily available?

- No  Yes  If yes, please describe arrangement (e.g. central support or ministry by ministry)

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18.4 For the technologies supported by the internal government technical departments, please select the option that best describe the degree to which the internal government technical support organization has the technical skills to ensure the technology is running in an optimal and efficient manner

- a. Extremely well qualified to address even the most complex issues
- b. Well qualified to handle most routine issues
- c. Basically qualified to operate, but little problem solving ability
- d. Insufficiently qualified
- e. Don't know

18.5 External technical support is

Scarcely available and/or of low quality

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

Is widely available and of high quality compared to the most advanced countries

18.6 If ICT technical support is provided by an outside agency: Are there Service Level Agreements in the contract, specifying performance metrics to be achieved and penalties for non-compliance?

- No  Yes  If yes, please describe arrangement or attach documentation or provide URL.

- 
- 
- 
- 
- 18.7 If ICT technical support is provided by an outside agency, is there a group within the government with technical skill to assess the degree to which the organization providing the services to the government is meeting previously agreed upon goals?
- 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.

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

19.1 If a government portal exists, is it citizen-centred (e.g. it been designed according to citizen needs or lifecycle events)?

No  Yes

19.2 Are there portals by sectors?

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)

19.3 In general, mark the description that best characterizes the provision of 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
- 19.4 Are citizens able to access online documents related to issues currently being decided?  
 No  Yes  If yes, please provide example with URL.  
 http://\_\_\_\_\_
- 19.5 Are citizens' able to communicate with their democratically elected representatives?  
 No  Yes  If yes, please provide example with URL.  
 http://\_\_\_\_\_
- 19.6 Are citizens' able to communicate with government bureaucrats?  
 No  Yes  If yes, please provide example with URL.  
 http://\_\_\_\_\_
- 19.7 Is there a mechanism by which the public can provide feedback on online services and influence the continued development of e-government?  
 No  Yes  If yes, please describe and attach relevant documentation or provide URL.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

## 20. Enabling Cultural, Socio-economic and Political Environment

- 20.1 Transparency...  
 Has not been raised as an issue in the government 

1	2	3	4	5	6	7
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 Has been raised as an issue in the government and has been addressed by programmes
- 20.2 Please give us your assessment of the people's perception of the independence and effectiveness of the judiciary
- |                  | Very Low                | Low                     | Medium                  | High                    | Very high               |
|------------------|-------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| a. Independence  | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
| b. Effectiveness | <input type="radio"/> 1 | <input type="radio"/> 2 | <input type="radio"/> 3 | <input type="radio"/> 4 | <input type="radio"/> 5 |
- 20.3 What is the percentage of contracts negotiated and enforced in the private domain (relations based economy)?

Less than 10%       10% - 20%       20% - 40%       40% - 60%       More than 60%

20.4 What is the percentage of cash transactions in the economy?

Less than 10%       10% - 20%       20% - 40%       40% - 60%       More than 60%

## 21. Negligibility of Risk

21.1 Is there protection of freedom of speech and assembly?

No  Yes

21.2 Is interpretation of the freedom of speech, assembly and association contested in relations between the government and the public at large?

No  Yes

21.3 Is privacy of information protected in your legislation?

No  Yes  If yes, please attach document or provide URL.

21.4 Please let us know the difficulty level to introduce law-based, strictly and visibly controlled, management of personal information in the e-government environment that would feature *inter alia*

	No difficulty	Slight difficulty	Medium difficulty	High difficulty	Very high difficulty
a. Use of personal information only for purposes compatible with the purpose of collecting information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Accessibility of personal information by authorized institutions only	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Access to personal information granted by independent bodies	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Access authorizations made public	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Exchange of information monitored by independent body and logged	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Decisions accompanied by description of the information basis on which they have been taken	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. People's right to access and correct own personal information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. No use by government of software capable to track individual visitors	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- i. No forwarding e-mail message  1  2  3  4  5
- j. No disclosure of visitor information to anyone outside the government  1  2  3  4  5

21.5 Breaches of privacy rights and cyber crime

Are never prosecuted.

1	2	3	4	5	6	7
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Are always prosecuted.

21.6 Has government taken any steps to put in place consumer protection for e-commerce transactions?

No  Yes  If yes please provide information and attach documentation or provide URL.

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21.7 Have clear rules been established permitting the use of cryptography and set policy concerning key recovery in order to assure security of data and transactions?

No  Yes  If yes please provide information and attach documentation or provide URL.

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**22. Negligibility of Skills Barriers**

22.1 What is the percentage of illiterate adults in your country?

22.2 What is the percentage of ICT illiterate adults in your country?

22.3 Are there standard curriculums in ICT?

No  Yes  If yes please provide information and attach documentation or provide URL.

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22.4 Are there curriculums in ICT focused on business needs?

No  Yes  If yes please provide information and attach documentation or provide URL.

- 
- 
- 
- 22.5 Is there infrastructure for ICT literacy training in:
- |                                  | Yes                   | No                    |
|----------------------------------|-----------------------|-----------------------|
| a. Primary and secondary schools | <input type="radio"/> | <input type="radio"/> |
| b. Vocational or technical       | <input type="radio"/> | <input type="radio"/> |
| c. University                    | <input type="radio"/> | <input type="radio"/> |
| d. Private                       | <input type="radio"/> | <input type="radio"/> |
| e. Online Learning               | <input type="radio"/> | <input type="radio"/> |
| f. Libraries                     | <input type="radio"/> | <input type="radio"/> |
| g. Telecenters                   | <input type="radio"/> | <input type="radio"/> |
| h. Other (please specify):       | <input type="radio"/> | <input type="radio"/> |

22.6 Is there a portal or website that contains information about the country's ICT educational curricula and study programs?

No  Yes  If yes, please provide url:

http://\_\_\_\_\_

22.7 Training in information and communication technologies is

Is not affordable as it is larger  
than country's average  
disposable income

1	2	3	4	5	6	7
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Is widely affordable, as it is only a  
small portion of the country's  
average disposable income.

22.8 Are people encouraged to build their skills in ICT?

No  Yes  If yes, please describe:

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### 23. Technical Easiness

23.1 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     | <input type="radio"/> | <input type="radio"/> |
| b. User feedback | <input type="radio"/> | <input type="radio"/> |

- c. Usage metrics
- d. Metadata
- e. Indexing of Information
- f. Other? (Please include)
- g. Other? (Please include)

23.2 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
---	---	---	---	---	---	---

 Of high priority and with specific resources allocated in the budget.

**24. Access to Government Online Services**

24.1 Please give information on the percentage of households with Internet access:  
 \_\_\_\_\_%

24.2 Please give information on the percentage of business with Internet access:  
 \_\_\_\_\_%.

24.3 From the answer to question 24.2, please give information of the percentage with the capacity to trade online:  
 \_\_\_\_\_%

24.4 Is there a program to make access to PC more affordable?  
 No  Yes  If yes, please describe and attach documentation or provide URL if possible:  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

24.5 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
- e. Barraks
- f. Dedicated telecenters
- g. Hospitals and health centers
- h. Other? (Please include)
- i. Other? (Please include)

24.6 Does your 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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24.7 Is there (public, private) assistance to community organizations in management and maintenance of ICT networks (business analysis, web development resources, one-stop-shop for affordable, easy to use online tools, etc.)?

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

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24.8 Is there special provision of 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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24.9 Can the public indirectly benefit from 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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