Self-Assessment of Stages of Development in Digital Government
Principle 12: legal and regulatory frameworks

This overview provides a basis to identify key characteristics of countries that have achieved early, intermediate and advanced stages of development for this principle, and the practices and policies that should be considered to progress in its implementation.

CHARACTERISTICS OF EARLY STAGE DEVELOPMENT

- *Does not recognise citizens and businesses'right to digital communications and interaction (e.g. on line, mobile) with the public administration under any circumstances*
- *Does not recognise the citizens' right to easily access useful and re-usable government data free of cost*
- *Legal and regulatory frameworks encourages a fragmented and siloed approach to the use of ICT in the public sector*

Policies and practices to be implemented
- ☐ Recognise the right to digital communication with the administration under certain circumstances
- ☐ Recognise the citizens' right to free access to government data in a re-usable format
- ☐ Develop legal and regulatory frameworks supporting ICT co-ordination across the public sector
- ☐ Develop the necessary legal and environment to support secure government data reuse and sharing between public entities

CHARACTERISTICS OF INTERMEDIATE STAGE DEVELOPMENT

- *Recognises citizens and businesses' right to online communication and interaction with the public administration under specific in certain cases*
- *Recognises the citizens' right to free access and re-use government data Has key digital enablers in place, such as eID and electronic signatures linked to digital public services, as well as "once only" principle broadly used across the public sector*

Policies and practices to be implemented
- ☐ Expand the right to online communication and interaction with the administration to a majority of cases
- ☐ Develop governance frameworks that favour digital service delivery integration across the public sector to move towards a "digital by choice" enabled secure environment
- ☐ Establish key digital enablers for digital public services, including legally binding online consent, online authentication and e-signature in relationships with the administration, interoperability frameworks, adoption of the *once only principle*

CHARACTERISTICS OF ADVANCED STAGE DEVELOPMENT

- *Recognises citizens and businesses' right to online communication and interaction with the public administration in all cases, establishing an adequate environment where for the full implementation of the "digital by default" principle*
- *Has key digital enablers in place, such as eID and electronic signatures linked to digital public services, as well as "once only" principle with mandatory use across the public sector*
- *Has legal and regulatory framework that encourages and supports a secure resource and data sharing across the public sector for better policy making and service delivery*
- *Recognise Internet access as a constitutional right*

Policies and practices to be implemented

☐ Expand digital rights as appropriate, including citizens' right to know at any time which public entity and/or authority owns, uses or shares his/her personal data, to be consulted on data release, the right to participate in decision-making processes and in the design and delivery of public services, as appropriate.

☐ Develop mandatory online services taking steps to avoid new forms of digital exclusion

☐ Create a legal framework to push towards a progressive uptake of the digital enablers across the public sector.