



eGovernment in the Member States of the European Union



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INTRODUCTION

The IDABC eGovernment Observatory is a reference information source on e-government issues and developments across Europe. It provides the community of e-government decision-makers and professionals with a unique set of information resources and with valuable insight into e-government strategies, initiatives and projects in Europe and beyond, focusing on developments of pan-European relevance or interest.

As part of its mission to inform the European e-government community about key issues of common interest, the eGovernment Observatory maintains a series of Factsheets presenting the situation and progress of e-government in each Member State of the European Union, providing for each one of them a wide and consistent range of information:

- **Country Profile:** basic information about the country and its political structure, and key indicators regarding its advancement in the Information Society area.
- **eGovernment History:** major past e-government developments and milestones, in the context of both Information Society and administrative modernisation policies.
- **eGovernment Strategy:** vision, objectives and principles supporting the drive to electronic service delivery and e-enabled government modernisation.
- **eGovernment Legal Framework:** key legal texts impacting on the development of e-government and of the Information Society.
- **eGovernment Actors:** key organisations involved in the e-government drive, at central as well as at regional and local level.
- **eGovernment 'Who's Who':** main decision-makers and executives steering and shaping the move to e-government.
- **eGovernment Infrastructure:** key components of the infrastructure established to support the drive to e-enabled government and public services.
- **eGovernment services for citizens:** availability and sophistication of e-services for citizens, based on the eEurope common list of basic public services.
- **eGovernment services for businesses:** availability and sophistication of e-services for businesses, based on the eEurope common list of basic public services.

This report is the second compilation of the eGovernment Observatory Factsheets for the 25 EU Member States. It provides the most extensive sum of information to date on the advancement of e-government in the enlarged EU. However, it does not intend to be exhaustive but to provide a complete overview of each Member State's progress towards e-government.

You can find more information on Europe's e-government drive and on Member States' initiatives and progress on the website of the eGovernment Observatory:

<http://europa.eu.int/idabc/egovo>

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eGovernment in Austria



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Austria. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 83,859 km²

Population (1,000): 8,140.1 inhabitants (2004)

Capital: Vienna

Language: German

Currency: Euro

GDP at market prices: 237,038.6 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 27,300 Euro (2004)

GDP growth Rate: 2.4% (2004)

Inflation rate: 2.0% (2004)

Unemployment rate: 4.8% (2004)

Government debt/GDP: 65.2% (2004)

Public balance (government deficit or surplus/GDP): -1.3% (2004)

Source: Eurostat

Political Structure

Austria is a **Federal Republic**. Legislative and executive powers are divided between the Federal Government and the **nine states** (länder), each with its own state assembly and government.

At federal level, **legislative power** is held by a **bicameral Federal Parliament**. The National Council (Nationalrat) has 183 members, elected for four-year terms by proportional representation. The Federal Council (Bundesrat) has 63 members who are elected by the provincial assemblies. The distribution of seats is in accordance with the population of each province. The National Council holds legislative authority. The Federal Council reviews legislation passed by the National Council and can delay but not veto its enactment.

Executive power is held by the **Federal Government**, led by the **Federal Chancellor**, which is answerable to the National Council. The Head of State is the **Federal President** who is elected by popular vote for a six-years term. The Federal Presidency has a mainly ceremonial role and normally acts on the advice of the Government. The President convenes and concludes parliamentary sessions and under certain conditions can dissolve Parliament. The President chooses the Federal Chancellor from the leading party in the National Council. The Vice-Chancellor and Federal Ministers are chosen by the President on the advice of the Chancellor.

The **Austrian Federal Constitution** was adopted on 1 October 1920, revised in 1929, and reinstated on 1 May 1945.

Austria became a member of the European Union on 1 January 1995.

Current Head of State: President Heinz Fischer (since April 2004)

Current Head of Government: Chancellor Wolfgang Schüssel (since February 2000)

Information Society Indicators

Percentage of households with Internet access: 45% (2004)

Percentage of enterprises with Internet access: 94% (2004)

Percentage of individuals using the Internet at least once a week: 46% (2004)

Percentage of households with a broadband connection: 16% (2004)

Percentage of enterprises with a broadband connection: 55% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 13% (2004)

Percentage of enterprises having received orders online within the previous year: 12% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 17.6%, downloading forms 13.9%, returning filled forms 8.1% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 53%, downloading forms 68%, returning filled forms 47% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Austria](#)

20 July 2005

A regulation on creation and use of the **Address Register** (*Adressregister*) is published in the Austrian official journal. The Register will centralise spatial addresses in a uniform manner, helping deliver a range of e-government services and applications (e.g. geo-located m-government services) and improve the delivery of other services (e.g. emergency and security services).

31 January 2005

Austria becomes the first country in the world to offer citizens the possibility to integrate an **electronic signature in bank cards**. Following an agreement between the Ministry of Finance and bank card issuer Europay, a 'citizen card' function can be included in all Maestro bank cards issued in Austria. The optional function – a digital signature stored in the bank card's microchip – allows citizens to use their Maestro card to identify themselves and securely transact online. This new functionality, which is aimed at increasing the uptake of e-government services, could ultimately be extended to the 6.7 million bank cards in circulation in the country.

09 January 2005

The completion of the government-wide **electronic record system (ELAK)** marks a key milestone of the Austrian e-government programme, leading to significant improvement in service delivery at federal level. The electronic record system is introduced in each of the 12 federal Ministries, enabling a total of 8,000 desktops to operate exclusively with digital documents and information. The electronic record is the original document, printouts are regarded only as copies. The digital handling of administrative procedures allows simultaneous processing, more efficient workflow, standardised working methods and cost savings in hardware procurement. The benefits for citizens and enterprises are faster administrative procedures and the widespread delivery of electronic documents.

15 December 2004

Launch of a pilot of the Austrian **electronic health insurance card** (dubbed '**e-card**') in the region of Burgenland. The e-card is meant to replace Austria's paper-based healthcare vouchers and to eliminate the need to issue and process an annual volume of more than 40 million vouchers. The chip card will contain administrative data such as the holder's name, title, date of birth, and social insurance number. It will also be prepared for a digital signature function, so that authorised holders will be able to use it for electronic transactions with government authorities. Countrywide rollout is due to start in 2005.

16 September 2004

Launch of **Kommunalnet**, a web-based platform providing Austrian municipalities with access to e-government tools and products. The main objective of the service is to provide municipalities with access to affordable and standardised e-government tools, while fostering cooperation between local, regional and federal authorities and encouraging the spread of best practices.

19 May 2004

The Austrian Government launches an **official electronic delivery service (Zustelldienst)**, designed to enable administrative procedures to be conducted by citizens from the application stage to delivery on the Internet. The service allows public administrations and citizens to exchange e-mails with the guarantee that messages are effectively sent and received. It provides users with official acknowledgements of receipt, and registered e-mail delivered

through the system has legal status. In order to subscribe to the service, users need to have a digital signature. The system is compatible both with the Citizen Card and with the 'light citizen card' mobile service A1 SIGNATUR. According to the Government, the Official e-mail service will gradually replace all paper-based correspondence sent by public authorities to citizens.

15 April 2004

Mobile telecommunications operator mobilkom austria launches [A1 SIGNATUR](#), a **mobile identification service for e-government**. This service allows the identification/authentication of e-government customers via mobile phone, and enables Austrian citizens to digitally sign documents and securely transact with government without having to possess a Citizen Card or a software-based digital signature.

01 March 2004

The Austrian [E-Government Act](#) enters into force. The Act, which sets the obligation for public bodies to be capable of full electronic transactional service delivery by 2008, provides a clear and solid legal basis for the country's e-government programme and initiatives. It covers all electronic communications, procedures and proceedings within all layers of government. Among other things, it sets the legal basis for the use of the Citizen Card, electronic signatures, sector-specific personal identifiers, electronic payments and electronic service delivery. It also provides for closer cooperation between all authorities providing e-government services.

January 2004

The short-term goal of the e-Government Offensive – achieving a place in the **EU's top 5 e-government leaders** – is reached, as Austria is ranked no. 4 in the annual e-government benchmarking survey published by the European Commission.

01 January 2004

Austria becomes the first European country to implement fully **electronic law making**. As a result of the e-Law Project (Projekt e-Recht) initiated in 1999 and officially launched in 2001, a completely electronic process has been set up for creating legislation, from initial drafts to the final passing and publication of laws. The system implemented provides for a continuous and secure electronic workflow for law-making – from first drafts, draft bills, consultations, amendments to the final passing of the legally binding version and its secure and authentic publication in the Austrian Federal Law Gazette, using electronic signature. Since 1/1/2004, the legally-binding Austrian Federal Law Gazette is only published electronically on the [Legal Information System of the Republic of Austria \(RIS\)](#), a computer-assisted information system on Austrian law, which is coordinated and operated by the Federal Chancellery.

May 2003

The Federal Government launches an **e-Government Offensive**, which sets priorities for a rapid development of e-government in Austria and aims to achieve a leading position in the European Union. The basis for achieving that aim is comprehensive support for and cooperation with the political decision-makers of the Federal Government, the provinces, local authorities, municipalities, social insurance bodies and the private sector. An **E-Government Platform** is set up under the chairmanship of the Federal Chancellor, in order to increase leadership and institutional cooperation. It is supported by an **E-Cooperation Board**, composed of all ministries, regions, association of regional and local authorities, and interest groups. The Board is headed by the Executive Secretary for E-Government, who regularly reports to the Federal Chancellor and the Vice-Chancellor on the state of implementation and the progress made. In order to promote dialogue between the administration and the private sector, a **Private-Sector Platform** is also set up to provide businesses with an opportunity to obtain regular information on ongoing e-government activities and on the technical procedures and the standards followed. All the proposed projects are summarised in a catalogue of services that lays down a specific **roadmap** for the implementation of e-government in Austria by the end of 2005.

February 2003

The first **Citizen Cards** ([Bürgerkarte](#)) are issued by the Austrian Computer Society (*Österreichische Computer Gesellschaft*, OCG) and a.trust, in cooperation with the Federal Government's Chief Information Office. A fundamental component of the Austrian e-government-strategy, the Citizen Card is meant to enable secure citizen access to electronic public services, and settlement of all routine procedures electronically. It is a fully functional smart card embedded with an electronic signature and a digital certificate. In electronic communication with the administration, natural persons are identified on the basis of a sector-specific personal identifier. A 'sourcePIN' derived from the ZMR number and stored in heavily encrypted form in the citizen card serves as the basis for the generation of these sector-specific personal identifiers.

February 2003

Launch of the **e-Government Quality label** ([Gütesiegel](#)). The label is meant to enable citizens to recognize immediately whether an IT product, web page or Internet application corresponds to national strategies and guidelines on e-government. It is granted to those authorities, organisations and businesses, which fulfil certain technical criteria, e.g. criteria for smart cards, transactional Internet service, etc. The scheme is expected to result in more secure and reliable e-government services for citizens.

January 2003

The Austrian Government awards a contract for the development and implementation of an "Electronic File" system (*Elektronischen Akt*, or **ELAK**), designed to enable internal government communications to be carried out electronically. Combining a document management system with a workflow system, workgroup applications and an archive, ELAK enables administrative units to electronically record, save, find and re-work information, thereby supporting the transfer of paper files to electronic files for all inter-ministerial processes at federal level. A core element of the Austrian e-government strategy, it is due to be used in all sectors of the federal administration and to substantially boost productivity while supporting service improvement. Worth approximately 40 million euros, the development contract makes ELAK the largest single e-government project in Austria.

March 2002

The **Central Register of Residents** ([Zentrale Melderegister, ZMR](#)) starts operating. The ZMR is a central database of all persons registered as residents in Austria. A ZMR number is allocated to all persons registered in the Central Register of Residents as an unmistakable identifier.

January 2002

Publication of the **personal data structure**, the first XML specification drawn up jointly by the federal, regional and local authorities. The personal data record serves to describe persons uniquely and is used in all e-government processes concerning persons.

January 2002

The cooperation between the federal, regional and local authorities is enshrined in an **e-Government Convention**. All partners declare their willingness to implement a uniform system of e-government interfaces and basic functions.

June 2001

On the basis of recommendations made by the Task Force e-Austria in e-Europe, the Council of Ministers adopts the **IT strategy of the Federal Government**. An **ICT Board** is set up for coordinating the ICT planning activities of the Federal Government and establish structured cooperation with the regional and local authorities. An **ICT Strategy Unit** (or [Chief Information Office](#)) is established to create, together with the Federal Ministries, regional and local authorities, maximum synergy in the implementation of e-government by way of efficient organisation and comprehensive cooperation. The Unit is managed by a Federal Chief Information Officer, together with a Federal Executive Secretary for E-Government. Its areas of responsibility comprise project organisation, international affairs, technology, standards, public relations and administration. Its staff is largely provided by the Federal Ministries.

06 June 2001

The Federal Government adopts a **Decision on Electronic Law-Making**. The initiative, dubbed 'e-Law Project (Projekt e-Recht)', aims to facilitate and speed-up Austrian law-making by implementing a completely electronic process for creating legislation, from initial drafts to the final passing and publication of laws. The e-Law project can be characterised as a change from paper documents to electronic documents in law-making, with storage and retrieval centralised in a data warehouse. The objectives of the project are as follows: continuous electronic support of legislation; reduction of mistakes by elimination of duplicates; recycling of data; easier administration of different versions of documents; implementation of a uniform layout; support for the legislative bodies; official and authentic publication in an electronic Federal Law Gazette online. The full implementation of e-Law, including the authentic publication of law in an electronic Federal Law Gazette online, is planned for 1 January 2004.

February 2001

An **E-Government Working Group of the federal, regional and local authorities** is established to foster cooperation across all layers of government. Two sub-groups, a technical one and a legal one, are set-up.

November 2000

The conference of directors of regional authorities adopts a resolution by which the states decide to intensify co-operation and information exchange in order to advance e-government across the whole country.

April 2000

Launch of the **e-Austria in e-Europe** initiative. This initiative aims to improve the framework conditions for the diffusion of new technologies within the economy and society. All ministries are requested to review and reformulate their policies in order to reach the targets of the eEurope 2002 action plan until the end of the legislature (2003). It also sets the target of being able to provide all administrative procedures in electronic form by the end of 2005.

June 1998

Signature of an **IT-Cooperation Agreement** between the Federal State and the Regions (Länder). The agreement will later be extended to municipalities.

December 1997

Launch of the pilot version of the **HELP** portal. HELP is designed to guide citizens through official procedures, so they can prepare for them and complete them quickly and without difficulties. HELP is tailored to citizen's needs, being designed around different 'life situations' like birth, marriage, passports, death, rather than around administrative structures.

October 1997

In response to the Information Society Report, the Government publishes an '**Information Society Action Plan**' (*Aktionsplan für Informationgesellschaft*), which preparation was coordinated by the Federal Chancellery. The measure adopted include the definition of a legal framework for the Information Society, the development of government e-procurement, the implementation of new public information services, government R&D programmes, business promotion programmes and awareness and information services. The Plan does not set targets or deadlines for completing the overall agenda, although some are defined for individual projects and initiatives. The Action Plan will be updated in 1998.

December 1996

Publication of the **Report of the Working Group of the Austrian Government on the Information Society**, 'The Federal Information Society Report: an Austrian Strategy and Action Plan'. This report provides the Federal Government with valuable insights into the formulation of an Austrian approach to the Information Society. It outlines fundamental objectives, formulates terms of reference for strategic decision-making, lists urgent measures to be implemented and highlights priority steps.

July 1995

Launch of the **Austrian's way into the Information Society initiative** (1995-1996). Under this initiative, the Federal Government sets up an 'Information Society Working Group' composed of more than 350 experts in the fields of state administration, business and science. The Group is tasked with identifying the opportunities and threats posed by the development of the Information Society in Austria and the best way to enter it.

eGovernment Strategy*Main strategic objectives and principles***Extracts from the [ABC Guide to e-Government in Austria](#) (July 2004)****Vision**

Interoperable system architectures, secure automated transactions, technology-neutral developments, structured and standardised process models, cost awareness, integration of existing methods and procedures, network and information security and change management are the characteristic features of a modern and efficient administration. The outmoded fragmented administrative structure is replaced by the model of cooperative administration.

E-government in the information age gives rise to a new kind of relationship between citizens and the authorities. New means of communication and technologies offer users free and open access to the virtual world of public institutions. The public administration is shedding its bureaucratic character and is transforming into an efficient, service-orientated provider of services.

Applicants are becoming customers enjoying the best service possible. User-friendly procedures, transparent processes, quality-orientated service and proximity to citizens are the essential features of modern administration. Applications of citizens and business are to be conducted interactively by way of an uncomplicated and time-saving dialogue. Administrative decisions and documents are delivered electronically. The electronic signature and encryption mechanisms ensure data security, data integrity and data protection.

E-government gives citizens the chance to participate directly in opinion-forming and decision-making processes. Public discussion forums and Internet chat rooms can be used to intensify the dialogue between citizens and the bodies responsible for political decision-making. In the future, it will, in the virtual world, be easier to involve citizens in advance in the legislative process.

Objectives

Smoothly functioning, partially automated procedures require that the necessary processes be conceived jointly. Current transactional processes must be analysed and – where necessary – remodelled.

Close cooperation between the authorities at all levels leads not only to increases in quality but also to valuable synergies. The joint use of infrastructures, agreed distribution of the workload and costs arising from the structuring of processes and coordinated proceeding in developing modules for technical procedures help to avoid duplication and partial solutions. The new cooperative approach has already been adopted in large sections of the administration beyond the area of electronic data processing. In order to become a consolidated culture of administration, this approach must be supported by administrative staff. Staff must therefore have the opportunity to become involved from the very outset in the restructuring of procedural processes and the introduction of new technologies.

In the long term, we will continuously be confronted with new technical concepts. In order to ensure that development in e-government does not remain static, it must be possible to make appropriate use of these concepts. Strategic considerations must from the very beginning take account of change management in order to remain forward-looking. Particularly in the field of security, not only new developments but also additional and stricter requirements are to be anticipated.

Adaptable technologies require continuous formation and training of administrative staff. The management and transfer of knowledge are central components of a modern system of administration. The future will, above all, bring a broader range of applications making it possible to participate actively in the administrative process. In order to prepare for this challenge, the skills of administrative staff must be generally increased in the field of IT and e-government.

Plans for the outsourcing of operative tasks and increased involvement in strategy and structural changes must go hand in hand with a marked increase in social and technical skills.

Principles

The Austrian e-government strategy is based on some important principles:

- **Proximity to citizens**
The administration must be at the service of citizens and not vice versa. Online services must be easy to locate.
- **Convenience through efficiency**
Citizens expect greater convenience from online procedures: No need to go to an office, no restrictive office hours, no waiting, no being sent from one authority to the next, but instead straightforward processes, intelligent forms which are easier to complete, responsible handling of data and speedy disposal. In order to meet these expectations, public administrations must optimise processes by automating them and making use of modelling.
- **Confidence and security**
Electronic contact with the public administrations must be just as secure as the classic visit to an office. In the electronic world, the identification and authentication of persons is ensured by sector-specific personal identifiers (ssPINs) and the electronic signature. The secure exchange of information and transfer of data is guaranteed by defined security standards.
- **Transparency**
The success of technical solutions and their acceptance is dependant on the involvement of all relevant groups in their development. It is particularly important that the private sector and the administration cooperate in advance so that implementation can be endorsed by all. Transparent processes provide the basis for cooperation.
- **Accessibility**
Services provided by the public authorities must be available to all without discrimination. This also applies to the new electronic administration. E-government is to be available to all social classes and groups. Technical and social barriers must be prevented. The adoption of the Web Accessibility Guidelines is an attempt to counteract the risk of exclusion. Greater availability of public terminals should in future facilitate the access to e-government in Austria. Whether it be the Federal Government, the provinces, municipalities or local authorities, all are called upon to make an increased effort to achieve this aim.
- **Usability**
The range of electronic services offered must be structured in an easily comprehensible, clear and straightforward manner. A standard layout for forms and portal structure – arranged according to personal circumstances – facilitates clarity, navigation and usability.
- **Data protection**
Citizens place a high degree of confidence in the Austrian administration with regard to data protection. The use of new technologies in the administration allows that confidence to be extended to electronic administrative systems also. The use of the electronic signature for the purpose of authenticating persons and of encryption mechanisms guarantees that the currently high standard of data protection is maintained. Sector-specific personal identifiers, the mechanism developed specially for the purpose of identification conforming to data protection standards, ensures that, as has been the case to date, only authorised persons within the administration can obtain access to personal data.

- **Cooperation**
Smoothly running e-government can be achieved only by comprehensive cooperation between all levels of the administration. Existing applications and infrastructures must be used jointly in order to achieve the desired aim of organisational, financial and administrative efficiency. Cooperation between public bodies is based on the fundamental approach of making interfaces openly accessible and basic functions available free of charge.
- **Sustainability**
The modular structure facilitates change management, which permits continuous further development. Open e-government contributes to improving competitiveness and thus to safeguarding Austria's position as a location for business. The strategic coordination of the ICT sector within the administration is of fundamental importance in that regard.
- **Interoperability**
Systems must be able to communicate with each other. Therefore, e-government conventions designed to govern implementation are being drawn up on the basis of internationally accepted standards and open interfaces.
- **Technological neutrality**
Information and communication technologies are being developed rapidly. E-government solutions must therefore be open to new technologies. No particular technology has to be preferred and dependency on monopolies must be avoided.

The use of information and communication technologies makes it possible to organise public administration in accordance with these principles. The range of electronic services offered represents an alternative to the traditional office that is available 24 hours a day. Citizens can choose freely between the two forms of dealing with administrative procedures. Open e-government, accessible to all members of the public, counteracts the risks of digital exclusion.

Cooperative Processes

Great importance is placed on cooperation between the Federal Government, the provinces, municipalities and local authorities.

The [reference server](#) set up by the provinces acts as a platform for communication between all levels of administration on which proposals for working methods and concepts and contributions to discussion, as well as conventions concluded between the Federal Government and the provinces, are published.

Administrative tasks are for the most part performed by the provinces (*Bezirkshauptmannschaften* (regional councils)), municipalities (*Magistrate* (municipal corporations)) and local authorities. Without basic coordination, the highly federal nature of the Austrian state would, in the long term, lead to differing approaches. Citizens and the private sector would, however, have little understanding for such differences. Joint and coordinated action is therefore a principle ensuring the beneficial implementation of e-government.

In order to profit from synergies, the IT activities at both provincial and Federal level are coordinated in various working groups and priorities are set jointly. Working groups focusing on specific needs act in concert with the ICT board to support the coordinating activities. This means that concepts and projects are agreed before decisions valid across administrations at all levels are adopted. This means that differences of opinion at the expert level can be avoided.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

E-Government Act (27 February 2004)

The E-Government Act was voted by the Austrian Parliament in February 2004 and entered into force on 1 March 2004. It serves as the legal basis for the instruments used to provide a system of e-government and for closer cooperation between all authorities providing e-government services. The new mechanisms, such as the electronic signature, sector-specific personal identifiers or electronic service of documents, may also be used by the private sector. The most important principles are: freedom of choice between means of communication for submissions to the public administration; security for the purpose of improving legal protection by creating appropriate technical means such as the citizen card; unhindered access to information and services provided by the public administration for people with special needs by the end of 2007 by way of compliance with international standards governing web accessibility. The E-Government Act has been complemented by the Ordinance on administrative signatures (15 April 2004), the Ordinance on the differentiation of administrative sectors (15 July 2004), the Ordinance on the SourcePIN Register (2 March 2005) and the Ordinance on the Supplementary Register (1 August 2005), each of which defines in more detail some provisions of the E-Government Act and facilitates the implementation of e-government.

Freedom of Information legislation

Constitutional Law on Access to Information (15 May 1987)

The Constitutional Law on Access to Information (*Auskunftspflichtgesetz*), which entered into force on 1 January 1988, is a Freedom of Information law that contains provisions on access to public information for the federal and regional levels. It stipulates a general right of access and obliges federal authorities to answer questions regarding their areas of responsibility, in so far as this does not conflict with a legal obligation to maintain secrecy. However, it does not permit citizens to access documents, just to receive answers from the government on the content of information. On the basis of the provisions of this constitutional Law, the 9 Austrian States have enacted laws that place similar obligations on their authorities.

Data Protection/Privacy legislation

Data Protection Act 2000 (1999)

In implementation of the EC-directive on Data Protection 95/46, the Austrian Data Protection Act 2000 (*Datenschutzgesetz 2000- DSG 2000*) provides for a fundamental right to privacy with respect to the processing of personal data which entails the right to information, rectification of incorrect data and erasure of unlawfully processed data. It regulates the pre-conditions for the lawful use and transfer of data, including necessary notifications, registrations with the examinations by a Data Protection Commission. It finally provides for judicial remedy in case of breach of its provisions. It lays down the respective procedures before the Data Protection Commission and civil courts as well as penal and administrative sanctions for its infringement.

E-Commerce legislation

E-Commerce Act (21 December 2001)

The E-Commerce Act (E-Commerce Gesetz – ECG), which came into force on 1 January 2002, implements the EU Directive 2000/31/EC on electronic commerce. The Act deals with certain aspects of information society services, i.e., commercial online-services. According to the Act, such information society services are – inter alia – online-distribution, online-information, online-advertisement, access services and search engines. The Act is therefore applicable to virtually all services provided over the Internet. It sets the principles of freedom of service provision (the provision of information society services does not re-quire specific licences or permissions) and of country of origin (information society service providers merely have to satisfy the legal requirements for the provision of those services of their home

country, i.e., the country in which the providers conduct their business operation), and provides for certain information obligations of providers of information society services for the benefit of their (potential) customers.

E-Communications legislation

[Telecommunications Act \(19 August 2003\)](#)

Austria has transposed the EU's new regulatory framework on electronic communications through the new Telecommunications Act (TKG), which came into force on 20 August 2003. This law encompasses all five relevant directives.

E-signatures/E-identity legislation

[Electronic Signature Act 1999](#)

The Electronic Signature Act was passed by Parliament on 14 June 1999 and came into force on 1 January 2000, making Austria the first EU Member State to implement Directive 1999/93/EC on a Community framework for electronic signatures. The Act legally recognizes electronic signatures satisfying certain security requirements and provides some evidential value to less secure electronic signatures. It is complemented by an [Electronic Signature Ordinance](#) that was published in the "Bundesgesetzblatt" (Official Journal) in 2000. The conditions for the use of electronic signatures in the public sector, as well as for the use of citizen cards and sector-specific personal identifiers, are set in the **E-Government Act** of 2004.

E-procurement legislation

[Federal Procurement Act 2002](#)

The Federal Procurement Act (Bundesvergabegesetz), which entered into force on 1 September 2002, creates the legal conditions for electronic tendering. A special regulation for electronic procurement, especially concerning e-offers, was issued in April 2004 to complement the Act ([E-Procurement-Verordnung 2004](#)). This e-Procurement-Regulation governs the electronically based creation and delivery of offers in the area of public procurement. Special attention was paid to the use of electronic signatures for offers. The Austrian Government expects that the transposition of the new EU public procurement directives, including their provisions regarding e-procurement, will be completed by January 2006.

Re-use of public sector information legislation

Austria has prepared a draft law transposing Directive 2003/98/EC on the re-use of public sector information, which was adopted by the Council of Ministers on 5 July 2005. It is expected that the law will be adopted by Parliament in autumn 2005 and that it will come into force by 1 January 2006. Legislation also needs to be passed at the level of the 9 Länder. Vienna already has a local Act in force and some drafts exist in the 8 other laenders (e.g. Kaernten), although their approaches vary with respect to legal procedures and solutions.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy**

The responsibility for Austria's e-government strategy/policy lies directly with the [Federal Chancellor](#) supported by various bodies with a broader involvement of all relevant actors and by certain administrative units within the Federal Chancellery, such as the ICT Center responsible for the coordination of all federal Ministries.

Coordination**1. Platform 'Digital Austria'**

After the successful implementation of the 'e-Government Offensive' launched 2003 by the Federal Government, the coordination structure for e-government has been consolidated in autumn 2005 with the establishment of the Platform 'Digital Austria'. The Platform pools together the former [E-Government Platform](#) set up in 2003 as part of the 'e-Government Offensive' and the [ICT Board](#) created in 2001. 'Digital Austria' is a strategic Platform that ensures the active participation of all levels of Government. It is composed of representatives of the federal government, regions, cities, municipalities, private and public sector bodies. The main tasks of the Platform are strategic decision-making, priority setting regarding the implementation of common e-government projects, their coordination and monitoring and the communication of these activities. The Platform is headed by the Chief Information Officer and supported by the ICT Strategy Unit based in the Federal Chancellery and a public relation officer. The Platform provides the operational umbrella for various task forces already active under the former ICT Board and E-Cooperation Board and specific thematic working groups. The participation to all these groups is open to representatives of all levels of government. The workload is shared between its members. The Platform 'Digital Austria' strengthens the generated culture of cooperation and coordination between all stakeholders and guarantees a sustainable development of e-government in Austria through large-scale implementation of interoperable and secure solutions.

2. Federal Chief Information Officer

The Federal Chief Information Officer was appointed by the Federal Government in 2001. He advises the Federal Government at strategic and technical level, supports the formulation of its e-government policies, chairs the Platform 'Digital Austria' and promotes Austrian e-government solutions in the European and international arena. He regularly reports to the Chancellor and Vice-Chancellor on ongoing activities.

3. ICT Strategy Unit

After the implementation of the main elements of the e-government strategy the Operative Unit that had originally been created to support the Chief Information Officer and the former ICT Board for the development of Austrian e-government has been integrated in the ICT department of the Federal Chancellery in autumn 2005. The Unit is responsible at federal level for legal and organisational issues of e-government, coordination of technical infrastructure, programme and project management, budget controlling and procurement, and international issues in the area of e-government and security.

Implementation**1. Federal Chief Information Officer**

The Federal Chief Information Officer, appointed by the Federal Government, is responsible for the management of the Platform 'Digital Austria'. He regularly reports to the Chancellor and Vice-Chancellor on ongoing activities.

2. Federal Data Processing Centre

A state-owned company, the Federal Data Processing Centre (*Bundesrechenzentrum – BRZ*) operates a number of government-wide e-government systems, including the [HELP](#) e-government portal.

3. Federal Ministries

The overall coordination of ICT and e-government policies and activities lies within the competence of the Federal Chancellery. The different ministries and agencies assume responsibility for their own projects. The major ministries involved in large-scale projects are the Federal Ministry of Economic Affairs and Labour, the Federal Ministry of Education, Science and Culture, the Federal Ministry of Finance, the Federal Ministry of Justice, the Federal Ministry of Transport, Innovation and Technology.

Support

1. ICT Strategy Unit

The ICT Strategy Unit supports the Platform 'Digital Austria' at legal and organisational level, represents Austrian positions at European and international level, coordinates the federal ICT infrastructure and is responsible for the management of ICT projects and programmes.

2. E-Government Innovation Centre (EGIZ)

The E-Government Innovation Centre (*E-Government Innovations Zentrum*, EGIZ) was founded in Autumn 2005 as part of a consolidation of the bodies in charge of ICT and e-government. EGIZ is a group of researchers that investigates innovative technologies and solutions for e-government. With this cooperation both groups (the EGIZ for research, the ICT Strategy Unit for implementation) can put their core focus on their respective duties. In addition, it makes possible a closer collaboration between research and application. The EGIZ represents a platform and network for research activities in respect to e-government solutions.

3. Federal Data Processing Centre

The Federal Data Processing Centre is one of the main providers of IT services to federal departments and administrations, including technical support and hosting. It has also developed an Application Service Provider (ASP) service for its government customers.

Audit/Assurance

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is an organ of Parliament, which has financial independence. The Court's jurisdiction extends to the Federal Government, regional and local governments, as well as to all bodies controlled or substantially funded by these.

Data Protection

Data Protection Commission

The role of the Data Protection Commission (*Datenschutzkommission – DSK*) is to safeguard data protection in accordance with the regulations of the Data Protection Act (*Datenschutzgesetz*) 2000. It shares this role with the Data Protection Council. The Commission has the power to make rulings on matters of data protection, and rules on all requests for information.

Other

1. Secure Information Technology Centre

Founded in May 1999 by the Austrian Ministry of Finance, the Austrian National Bank, and the technical University of Graz, the Austrian Secure Information Technology Centre (A-SIT) is an independent non-profit association which mission is the development of expertise in the area of technical information security to serve authorities, economy and citizens. Specific issues addressed include the introduction of the Citizen's Card (*Bürgerkarte*) and the evaluation of cryptographic methods. Additionally A-SIT is the first and for the time being the only Austrian organisation authorised to offer the certification of digital signatures.

2. Federal Economic Chamber

The Austrian Chambers of Commerce issue their members with signature cards suitable for use as Citizen Cards, implement online services for businesses, and maintain the commerce registers.

3. Federation of Austrian Social Security Institutions

The Federation of Austrian Social Security Institutions is in charge of the implementation of the electronic health insurance card (*e-card*). Due to be phased in starting 2005, the e-card will replace Austria's current paper-based healthcare vouchers and will eliminate the need to issue and process an annual volume of more than 40 million vouchers. The chip card will contain administrative data such as the holder's name, title, date of birth, and social insurance

number. It will also be prepared for a digital signature function, so that authorised holders will be able to use it for electronic transactions with government authorities.

4. Austrian Computer Society

The OCG has set up in 2001 a [Forum e-Government](#), which brings together representatives of public administration, industry and academia, and provides an independent platform for the discussion and exchange of experience in e-Government and e-Democracy. The OCG also issues to its members signature cards suitable for use as Citizen Cards.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Platform 'Digital Austria'

Senior representatives of the regional and local governments participate in the Platform 'Digital Austria', which is responsible for devising integrated e-government strategies headed by the Federal Chief Information Officer. The objectives and roadmaps adopted by the Platform are thus also valid for regional and local governments. These orientations are then translated or included into regional and local strategies, for which regional States (Länder) and Municipal Governments are responsible.

Coordination

1. Platform 'Digital Austria'

The Platform 'Digital Austria', set up in 2005, supports the elaboration, monitoring and implementation of the road map for horizontal e-government projects involving all layers of government (federal, regional, local). Its tasks include allocating responsibility for the preparation of implementation projects, and monitoring current work and implementation projects of participating organisations.

2. [E-Government Working Group of the federal, regional and local authorities](#)

In order to provide a uniform system of e-government, intensive cooperation across all levels of administration is required. Such cooperation is guaranteed by the cooperation with the Platform 'Digital Austria' which operates as umbrella for all working groups open for representatives of the federal, regional and local authorities. The open participation enables Federal administration, regions, the Austrian Association of Cities and Towns and the Austrian Association of Municipalities to develop joint solutions for legal, technical and organisational issues. The required transparency is ensured by a common information and communication platform.

Implementation

Regional and Municipal Governments

Responsibility for implementation lies with individual State (*Länder*) and Municipal Governments.

Support

1. [Austrian Association of Cities and Towns](#)

The Austrian Association of Cities and Towns (*Österreichischer Städtebund*) represent the interests of large municipalities in Austria. It has 248 members among the total of 2,359 local authorities in Austria, representing approximately 55% of the total population of the country. It has set up some 30 technical committees to explore innovative measures and programmes adopted by the towns and communities, develop statements regarding new legislation and discuss the implementation of new policies. E-government is currently one of its main focus.

2. [Austrian Association of Municipalities](#)

The Austrian Association of Municipalities (*Österreichischer Gemeindebund*) is the legal representation of the interests of smaller and medium-sized municipalities in Austria. 2,346 municipalities are members of the association.

Audit/Assurance

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is an organ of Parliament, which has financial independence. The Court's jurisdiction extends to the Federal Government, regional and local governments, as well as to all bodies controlled or substantially funded by these.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

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Job title: Federal Chancellor

Picture:



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Head of e-government

(Coordination and implementation)

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Help.gv.at](http://help.gv.at)

HELP is an Internet portal designed to guide citizens through administrative procedures, so they can prepare for them and complete them quickly and without difficulties. HELP is tailored to citizen's needs, being designed around different 'life situations' like birth, marriage, passports, death, rather than around administrative structures. HELP provides Austrian citizens and residents with a single point of entry to detailed information about public services and administrative procedures, organised around approximately 150 life events. Launched in 1997 as a guide to Austrian authorities, offices and institutions, HELP.gv.at has been continuously enhanced to become one of the leading e-government portals in Europe. An online forum enables citizens to submit enquiries or suggestions, and a special service is provided for some specific groups (entrepreneurs, people with disabilities, foreigners living and working in Austria, etc.). Beyond providing information, the portal also enables citizens to download official administrative forms and to conduct an increasing number of procedures online. A service called 'Official Procedures Online' (*Amtsweg on-line*) has been developed, enabling the delivery of interactive and transactional services. Under current plans, HELP.gv.at will be further developed into a transactional portal and will be interconnected with regional and local government systems. HELP was awarded an eEurope Award for eGovernment in 2003.

Network

Corporate Network Austria (CNA)

The Corporate Network Austria (CNA) is a high-speed and high safety public Austria-wide area data network that is operated by the Federal Data Processing Centre. It connects all federal government departments and agencies, social security agencies, and the nine regional authorities. The regions have their own networks connected to the CNA.

e-Identification

Citizen Card

A fundamental component of the Austrian e-government-strategy, the Citizen Card (*Bürgerkarte*) is a smart card embedded with an electronic signature and a digital certificate, which enables citizens to securely access electronic public services and complete administrative procedures electronically. The originality of the Austrian e-ID concept is that there is not just one single type of Citizen Card. In principle, any card which makes it possible to sign electronically in a secure form and to store personal data is suitable for use as a Citizen Card. Thus, membership cards issued by certain entities (e.g. the Austrian Computer Society, the Federal Economic Chamber, etc.) or even some bank cards can include a Citizen Card functionality. In addition, a 'light' Citizen Card service can also be used with mobile phones, enabling Austrian citizens to digitally sign documents and securely transact with government via mobile phone. The Citizen Card is thus not dependent on a particular form of technology, and it is entirely up to the citizen to choose what technology to use in order to identify himself or herself electronically. Regardless of whether a chip card, mobile phone or USB equipment is used, the important point is that the medium satisfies certain security requirements essential for a Citizen Card (electronic signature, identification and data memory). In electronic communication with the administration, natural persons are identified on the basis of sector-specific personal identifiers. A 'sourcePIN', derived from the person's unique identification number (ZMR number as stored in the Central Register of Residents) by way of an encryption process and stored in the Citizen Card in an electronically signed form serves as the basis for the generation of these sector-specific personal identifiers. A person's sourcePIN can be controlled only by the rightful holder of the Citizen Card, and cannot be stored directly in applications. The application of two encryption processes (encryption of the ZMR number in the sourcePIN and derivation of the sector-specific personal identifier from the sourcePIN) guarantees a high level of data protection.

e-Procurement infrastructure

There is no official central electronic public procurement portal in Austria so far. Such a portal is planned for implementation in the next two years. However, a number of e-procurement developments have already taken place. In 2002, a Federal Procurement Company ([Bundesbeschaffung GmbH - BBG](#)) was established to concentrate the tasks related to federal procurement into one body. The Federal Procurement Company acts as a purchasing service provider, procuring a large number of services and supplies for the federal administration but also for regional governments and municipalities. To this end, the BBG has launched [E-shop](#), an electronic catalogue purchase system. Registered users can browse catalogues of products and services based on the BBG's framework agreements, and place orders directly online. The service is still in pilot phase at the moment. In addition, the BBG has created, in cooperation with the newspaper Wiener Zeitung, an [e-tendering pilot service](#).

Other**Electronic Delivery Service**

The Austrian Government has launched in 2004 an **official electronic delivery service** (*Zustelldienst*), designed to enable administrative procedures to be conducted by citizens from the application stage to delivery on the Internet. The service allows public administrations and citizens to exchange e-mails with the guarantee that messages are effectively sent and received. It provides users with official acknowledgements of receipt, and registered e-mail delivered through the system has legal status. In order to subscribe to the service, users need to have a digital signature. The system is compatible both with the Citizen Card and with the 'light citizen card' mobile service A1 SIGNATUR. According to the Government, the Official electronic delivery service will gradually replace all paper-based exchanges between public authorities and citizens. The electronic delivery service is currently run by the public administration, but a tender for its operation and maintenance is in the pipeline.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government (Federation), Federal Ministry of Finance
Website: <https://finanzonline.bmf.gv.at/>
Sophistication stage: 4/4
Description: FINANZOnline enables electronic filing of tax returns. Since February 2003 the service has become fully transactional.

2. Job Search services by labour offices

Responsibility: Central Government (Federation), Labour Market Service (Arbeitsmarktservice - AMS)
Website: <http://www.ams.or.at/>
Sophistication stage: 3/3
Description: AMS provides a set of services for both job-seekers and employers, included an e-Job Room establishing direct contact between candidates and enterprises

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government (Federation), Labour Market Service (Arbeitsmarktservice - AMS)
Website: <http://www.ams.or.at/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government (Federation), Federal Ministry of Finance
Website: <https://finanzonline.bmf.gv.at/>
Sophistication stage: 4/4
Description: The Family Allowances Fund (*Familienlastenausgleichsfonds*), financed from employers' contributions and general tax revenues, is responsible for providing family benefits including, in particular, child benefit (*Familienbeihilfe*). This is mainly paid out by the tax offices, for all children below the age of majority and also for children up to the age of 26 who are in full-time education or training. The amount increases with the age of the child and, as a result of recently introduced tax allowances, the number of children in the family. Since January 2005 the family allowance request (Beih 1) can be submitted to the tax office electronically through the FINANZOnline service.

c. Medical costs (reimbursement or direct settlement)

Responsibility: This service is not relevant for Austria.
Website: N.A.
Sophistication stage: N.A.
Description: Costs for medical treatment and medicine are usually covered by obligatory health insurance and there is usually no need for citizens to ask for any reimbursement. Pharmacies settle up the costs for medicine with the [social security institutions](#) using electronic standard procedures. The Austrian Social Security has a project to issue all Austrian citizens with smart health insurance cards (*e-Card*), which country-wide distribution is due to start in 2005.

d. Student grants

Responsibility: Central Government (Federation), Federal Ministry for Education, Science and Culture
Website: <http://www.stipendium.at/>
Sophistication stage: 4/4
Description: Fully functional student grants application system.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government (Federation)/Local Government (Municipalities)
Website: <http://www.help.gv.at/Content.Node/2/Seite.020000.html>
Sophistication stage: 2/3
Description: Information and forms to download on the federal public services portal Help.gv.at. The current procedure to get a passport is very efficient and does not take more than 30 minutes. Applicants are legally required to sign personally the passport, and a visit in person to the competent administration (municipality) is therefore necessary, where delivery is immediate. The introduction of an online request service would force citizens to spend more time than now for the procedure and therefore mean a deterioration of service. The Austrian Government considers the current system as very efficient

and has no intention to introduce an electronic passport application system.

b. Driving License

Responsibility: Central Government (Federation), Federal Police
Website: <http://www.help.gv.at/4/Seite.040000-10062.html>
Sophistication stage: 2/3
Description: Information and forms to download on the federal public services portal Help.gv.at. The same comment as for the passport application applies.

5. Car registration (new, used and imported cars)

Responsibility: This service is not relevant for Austria
Website: N.A.
Sophistication stage: N.A.
Description: Car registration is now handled directly by insurance companies and therefore does not constitute a direct service for citizens. [Information](#) about this process is nevertheless provided on the federal portal Help.gv.at.

6. Application for building/planning permission

Responsibility: Regional Government (States), Local Government (Municipalities)
Website: <http://www.help.gv.at/Content.Node/226/Seite.2260000.html>
Sophistication stage: 2/4
Description: The federal public services portal Help.gv.at provides information about building permissions, and has links to regional downloadable forms. Some regional governments have introduced online application systems, such as the Land of Salzburg.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government (Federation), Federal Police
Website: <http://www.polizei.gv.at/>
Sophistication stage: 1/3
Description: Information only, no online declaration possible. However, declarations regarding child pornography, environmental crimes and neo-nazi activities can be transmitted via e-mail to the competent investigation authorities (www.bmi.gv.at).

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central/Regional/Local Government, Austrian Association of Libraries
Website: <http://www.bibliotheken.at/>
Sophistication stage: 3/3
Description: Online searchable catalogue for all Austrian public libraries. Project supported by the Federal Ministry for Education, Science and Culture.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Municipalities)
Website: N.A.
Sophistication stage: 3/3
Description: Austrian citizens were until recently requested to provide proof of certain information, such as birth or marriage certificates, for conducting certain administrative procedures. Since the establishment of the Central Register of Residents ([Zentrales](#)

[Melderegister – ZMR](#)), this is no longer required. When a person registers with it, the competent authority verifies the accuracy of the existing personal and nationality data by inspection of the relevant documents (standard documents) and then informs the Central Register of Residents that the information is accurate. Even where no registration procedure is being conducted, a person may request that the accuracy of the information be noted, provided he or she proves accuracy by presenting the relevant documents. Thus, certain information need no longer be presented by the person concerned but can, with the person's consent, be directly requested by the public authority from the Central Register of Residents. Alternatively, the person may also present an electronically signed confirmation of registration issued by the Central Register of Residents.

10. Enrolment in higher Education/university

Responsibility: Universities and Colleges of Higher Education
Website: N.A.
Sophistication stage: 4/4
Description: The Federal e-government portal Help.gv.at provides information on enrolment in Higher Education. This enrolment is managed by individual higher education institutions themselves: [Universities](#) and [Colleges of Higher Education](#). Some of these institutions have developed online enrolment systems (e.g. [University of Vienna](#)).

11. Announcement of moving (change of address)

Responsibility: Central Government (Federation)/Local Government (Municipalities)
Website: <http://www.statistik.at/adress-gwr-online/start.shtml>
Sophistication stage: 3/3
Description: The federal portal provides [information on moving and change of address notification](#) and related forms to download. Austrian residents are required by law to notify their change of address to their municipalities of residence. Address information is then recorded in the Central Register of Residents ([Zentrales Melderegister – ZMR](#)), and in the Register of Addresses (*Adressregister*). Established in 2004, the Register of Addresses is maintained by the Federal Agency for Weights, Measures and Surveys ([Bundesamt für Eich- und Vermessungswesen](#)) as a specific register forming part of the land database. It contains geo-coded information about buildings and properties (district, town, street, reference number, cadastre district, property number, etc.). Each plot of land is allocated an address code and each building an address number. The address data is provided by the local authorities upon registration of a citizen's address or change of address. Notification is given via an [online application](#) made available free of charge by the Federal Statistics Institution ([Statistik Austria](#)). An up-to-date and complete database of addresses is thus available for e-government purposes.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Austria. Hospital-appointments are managed directly by the different hospitals across the country. [Information on health-related services](#) is provided on the website of the Ministry of Health and Women as well as on the websites of the different State governments (Länder).

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Social Security Institutions
Website: <http://www.elda.at/>
Sophistication stage: 4/4
Description: ELDA (Electronic Data Exchange with the Austrian Social Security Institutions - *ELektronischer DAtenaustausch mit den Österreichischen Sozialversicherungsträgern*) is a country-wide project from social security institutions to enable businesses to transmit social security-relevant data electronically. The service is fully transactional. Data submitted to the ELDA pooling system is distributed to the responsible regional institutions on a daily basis.

2. Corporation tax: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance
Website: <https://finanzonline.bmf.gv.at/>
Sophistication stage: 4/4
Description: FINANZOnline enables electronic declaration of corporation tax.

3. VAT: declaration, notification

Responsibility: Central Government (Federation), Federal Ministry of Finance
Website: <https://finanzonline.bmf.gv.at/>
Sophistication stage: 4/4
Description: FINANZOnline enables electronic filing of VAT (Umsatzsteuer - USt).

4. Registration of a new company

Responsibility: Regional Government (States)
Website: <http://www.help.gv.at/Content.Node/130/Seite.1300000.html>
Sophistication stage: 4/4
Description: The Federal portal for Businesses (Help-Business.gv.at) provides general information on business registration procedures and links to related forms. Business registration in Austria is the responsibility of regional governments (and is in some regions handled by Chambers of Commerce). Online registration services are provided in some regions, such as Vienna ([Wiener Gewerberegister](#)).

5. Submission of data to statistical offices

Responsibility: Central Government (Federation), Federal Statistics Institution
Website: <http://www.statistik.at/>
Sophistication stage: 3/3
Description: Businesses and public authorities are able to transmit statistical data electronically. Registration for identification is necessary.

6. Customs declarations

Responsibility: Central Government (Federation), Federal Ministry of Economic Affairs and Labour
Website: <http://www.pawa.bmwa.gv.at/>
Sophistication stage: 4/4
Description: As part of its "Paperless Foreign Trade Administration" initiative (Papierlose Aussenhandelsadministration - PAWA), the Austrian Federal Ministry for Economic Affairs and Labour (BMWA) offers companies to obtain import licenses and submit customs declaration over the Internet.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government (Federation), Federal Ministry for Agriculture, Forestry, Environment and Water Resources
Website: <http://www.help-business.gv.at/52/Seite.520000-17154.html>
Sophistication stage: 1/4
Description: Information related to environmental accreditation procedures and environment-related permits, on the Federal portal for Businesses (Help-Business.gv.at).

8. Public procurement

Responsibility: Central Government (Federation), Federal Procurement Ltd.
Website: <http://www.e-shop.gv.at/>
Sophistication stage: 4/4
Description: E-shop is a fully functional web-based e-procurement platform developed by state-owned company Federal Procurement Ltd. ([Bundesbeschaffung GmbH - BBG](#)). It is still in a pilot phase and will be made available to public sector organisations in ASP mode (Application Service Provider). It will enable them to purchase goods and services from a catalogue of pre-selected suppliers. The pilot testing of online tenders has started in June 2003, and electronic submission with an official form is now possible. Public tenders are advertised on [Auftrag.at](#), a private-owned e-tendering website.

eGovernment in Belgium



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Belgium. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 30,518 km²

Population (1,000): 10,396.4 inhabitants (2004)

Capital: Brussels

Language: French (40%), Dutch (60%), German

Currency: Euro

GDP at market prices: 283,752.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 26,500 Euro (2004)

GDP growth rate: 2.9% (2004)

Inflation rate: 1.9% (2004)

Unemployment rate: 7.8% (2004)

Government debt/GDP: 95.6% (2004)

Public balance (government deficit or surplus/GDP): +0.1% (2004)

Source: Eurostat

Political Structure

Belgium is a **federal constitutional monarchy**, where executive and legislative power is divided between the [federal government](#), 3 regions ([Flanders](#), [Wallonia](#) and [Brussels](#)) and 3 communities ([Flemish](#), [French](#) and [German-speaking](#)). Regions are competent for regional matters such as town and country planning, nature conservation, housing, water policy, environment, economics, energy policy, local authorities, employment policy, public works and transport. Communities are competent for personal matters (health, welfare), cultural matters, education and training, and co-operation between the communities and the regions. Each region and community has its own legislative and executive powers in its field of competence, and its own parliament and government to exercise these powers. However, the Flemish Region and Community merged their executive and legislative powers, giving birth to one single Flemish Parliament, one single Flemish Government and one single public administration, competent for community and regional matters.

For federal fields of competence, legislative power is held by a [bicameral parliament](#) made up of a Lower House ([Chamber of Representatives](#)) and an Upper House ([Senate](#)). The Chamber of Representatives has 150 members, directly elected by popular vote on the basis of proportional representation to serve four-year terms. The Senate has 71 members (40 directly elected by popular vote, 31 indirectly elected), serving four-year terms.

Executive power at federal level is held by the Federal government, headed by the [Prime Minister](#), and comprising ministers and secretaries of state (junior ministers) drawn from the political parties which form the government coalition. The number of ministers is limited to 15, and they have no seat in Parliament. Ministers head executive departments of the government.

Belgium is a hereditary constitutional monarchy. The [King](#) is the official Head of State and plays a ceremonial and symbolic role. His main political function is to nominate a political leader to attempt to form a new cabinet after an election or the resignation of a cabinet, and to formally appoint ministers.

The current **Belgian Constitution** was adopted in 1993.

Belgium was a founding member of the European Community in 1957.

Current Head of State: King Albert II (since August 1993)

Current Head of Government: Prime Minister Guy Verhofstadt (since July 1999)

Information Society indicators

Percentage of households with Internet access: N.A.

Percentage of enterprises with Internet access: 96% (2004)

Percentage of individuals using the Internet at least once a week: N.A.

Percentage of households with a broadband connection: N.A.

Percentage of enterprises with a broadband connection: 70% (2004)

Percentage of individuals having purchased/ordered online in the last three months:
N.A.

Percentage of enterprises having received orders online within the previous year: 18%
(2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 49%, downloading forms 42%, returning filled forms 26% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Belgium](#)

September 2005

The Belgian Social Security administration launches the “Communit-e” application, aimed at simplifying the benefit application procedures for disabled persons, reducing examination periods and improving cost control. The application gives municipalities the ability to: enter benefit applications directly into the computer system of the federal social security administration over the Internet, and to receive, by return, an acknowledgement of receipt of the application and the administrative and medical forms (pre-completed with identification data), which can be given immediately to the applicant.

02 May 2005

The Belgian government unveils its **e-government interoperability framework BELGIF** ('BELgian Government Interoperability Framework') and publishes a first list of open standards to be used by public authorities. BELGIF is the result of a cooperative project bringing together the federal government and the federated entities (regions and communities). Its aim is to promote interoperability both at national and European level, and to enforce the federal government's June 2004 decision to promote the use of open standards.

18 March 2005

The Belgian Council of Ministers approves a Bill aimed at providing a legal basis for the country's e-justice project [Phenix](#). The Bill aims to establish a clear legal framework allowing courts and other judiciary institutions and actors to communicate and exchange official documents by electronic means. Phenix is based on the concept of 'electronic files'. Created at the start of each judiciary procedure, each 'electronic file' will be progressively enriched as the procedure evolves – by the courts, the police, the lawyers, the parties, etc. The system will facilitate the management of judiciary processes, allow lawyers and their clients to follow procedures in a convenient way, and allow for electronic payments to be made.

16 March 2005

The Belgian government awards a contract for the first phase of the implementation of an **integrated system to process tax returns and collection** for both citizens and businesses (*Système de Traitement Intégré Impôts et le Recouvrement/Geïntegreerde Systeem Belastingen en Invordering – STIR/GSBI*). The project will centralise taxpayers' data into a 'Simplified Fiscal Account' so as to optimise tax management. The system will cover the entire tax management process, including calculation, declaration, registration, collection, early payment, control, and claims handling.

08 March 2005

Launch of the [Crossroad Bank of Legislation](#), providing online access to Belgian legislation and case law.

16 December 2004

The government gives its green light to the development of **Be-Health**, an integrated platform aiming at delivering all health and healthcare-related information and services online through a single portal. The portal will provide services to both health professionals, the general public and the government: health-related information and advice for citizens, secure electronic communication between health professionals and between citizens and healthcare institutions and organisations, collection of health-related data (e.g. spending, statistics, etc.). Making extensive use of other e-government developments and infrastructure services (e.g. federal intranet, electronic ID card), the project has a budget of on EUR 1.8 million only.

16 December 2004

The Belgian government publishes the results of the ['Fed-e-View' study](#), providing a complete picture of the use of ICT in the federal administration. The study assesses 46 federal public bodies against 120 computerisation indicators, grouped into 21 'global' indicators in five categories (strategic, financial, organisational, human resources, technology), enabling an overall map of the federal e-government to be drawn up. The Fed-e-View study, designed to help refine e-government objectives and activities for individual departments as well as for the federal administration as a whole, will be repeated regularly to evaluate progress. A second measurement expected to take place in end 2005.

15 November 2004

Belgium scores a world first by becoming the **first country in the world to start issuing electronic passports** complying with the recommendations of the International Civil Aviation Organization (ICAO). A number of Belgian cities and consulates start issuing biometric passports containing a facial image of the holder stored in a microchip. Fingerprints are due to be added at a later stage, following the adoption of appropriate European legislation.

06 October 2004

The Belgian Government publishes a [white paper on the use of open standards](#) by federal public bodies. The paper presents a number of guidelines and recommendations for the use of open standards and open specifications by federal administrations, aimed at supporting a better integration of federal back-offices, promoting the interoperability of their information systems, and facilitating the electronic exchange of information with citizens and businesses.

15 September 2004

A royal order setting the legal basis for the **generalisation of the [electronic ID card](#)** is published, opening the way to its large-scale deployment. With this legal basis in place, Belgium is set to become the first European country to issue electronic identity cards to its entire population. Close to 10 million cards will be issued to the country's citizens over the next three to five years. The country's municipalities have until the end of 2009 to complete the transition to the new identity document.

13 June 2004

3.2 million voters – about 44% of Belgian registered voters – cast their vote electronically during the European and regional elections. As in previous e-enabled elections, electronic voting takes place exclusively at the polling stations through a system made up of a computer unit including a card-reading device, a screen and an optical pen.

18 May 2004

The Belgian Government presents a first generation of **e-ID toolkits**, designed to allow citizens to read the content of their electronic ID cards and provide programmers with the means for developing e-ID applications. Targeted at cardholders as well as at IT developers, the toolkits are available for purchase online from an ['eID Shop'](#).

17 May 2004

The Belgian Government unveils its **biometric passport programme**. Distribution of the future passports, which will feature a contactless microchip storing personal identification data and biometric information, is expected to start in 2005.

10 December 2003

The Belgian federal, regional, and community authorities launch a joint initiative called **'Kafka'** to fight red tape and bureaucratic complexity across all levels of government. Until the end of March 2004, citizens are encouraged to communicate their views on complex forms, redundant processes and contradictory procedures through the website [Kafka.be](#) or through a toll free telephone service.

01 July 2003

Launch of the **Crossroads Bank for Enterprises**, an integrated business register. Each registered business is attributed a unique identification number, linked to a set of information

stored in a central database. This unique identifier is maintained centrally and used as primary key to exchange information between administrations through the Belgian middleware platform (Universal Messaging Engine - UME). This central database removes the need for businesses to provide the same information to several administrations and makes possible the delivery of joined-up services to enterprises. Data input, included company registration, is decentralised and delegated to private sector "initiators" in charge of operating one-stop shop services counters for businesses.

18 May 2003

3.2m Belgian citizens cast their votes electronically during the general elections. This represents 44% of the total number of voters, making it the largest ever use of electronic voting in the world as a proportion of a country's electorate.

09 April 2003

Presentation of [Tax-on-web](#), the Belgian online tax filing application. The service enables individual taxpayers to calculate the amount of their income tax, validate and save their data online, submit their returns electronically, and get a receipt from the Tax Administration. An online help system is available to assist them for going through the different steps of the process.

31 March 2003

Official launch of the Belgian [electronic ID card](#). The card is initially launched in 11 municipalities for a three-months trial, which will be followed with an extension to all Belgian municipalities over a period of five years. Each resident will have to pay around EUR 10 to get his/her electronic ID card, which will then be used as a proof of identity for accessing services in the real as well as the virtual world. It will contain the same data featured on the current paper ID cards, plus two electronic signatures (one serving for identifying the holder and the second for signing electronic documents). The card will therefore be the main identification and authentication instrument for accessing e-government services.

27 November 2002

Launch of the **Federal Portal** [Belgium.be](#), the new single entry point to public services for citizens, businesses and civil servants.

29-30 November 2001

The Belgian Presidency of the EU and the European Commission organise in Brussels the first high-level ministerial **conference on eGovernment: 'From policy to practice'**. This conference concludes with the adoption of a [ministerial declaration](#).

10 August 2001

The federal Planning Bureau publishes '[E-Gov - Towards electronic government in Belgium](#)', a report assessing the country's progress against several recognised e-government leaders (an update in English was published in August 2002).

09 July 2001

Adoption of the **Law on Electronic Signature and certification services**. Digital signatures gain the same legal value as handwritten signatures.

11 May 2001

Creation of the [Federal Public Service for ICT \(FEDICT\)](#). This organisation replaces the Federal ICT Manager appointed in 2000. It is responsible for developing a common strategy for e-government, to promote and ensure a uniform and coherent implementation of this strategy, to support the federal government's departments and agencies in this implementation and to develop cross-government standards, frameworks, projects and services necessary to deliver this common strategy.

23 March 2001

Signature of a **cooperation agreement between the federal government, the regions and the communities** for the development of a common platform for e-government services. This platform will aim to enable and support electronic communications of public administrations

both between them and with citizens and businesses. This agreement commits all parties to work together on a coordinated offer of intention-based e-services using the same navigation structure. The parties also agree to progressively use the same identification keys and to apply the principle of unique data collection (not asking twice the same information to the citizen/business).

16 January 2001

The Committee for Home and Administrative affairs of the Belgian Senate publishes '[e-Government at the Federal, provincial and local level](#)', the first parliamentary review of e-government in Belgium.

22 November 2000

The government announces the introduction of an **electronic identity card** and the development of a Public Key Infrastructure (PKI) to secure e-government services. The administration will not provide certification services, which will be left to private players.

17 October 2000

The government approves the **Five Star Plan for the Development of the Information Society** prepared by the Minister of Telecommunications. This plan is based on five pillars: e-government, access and skills, e-infrastructure, knowledge and innovation, adequate legislation.

30 June 2000

The council of Ministers approves an **e-Justice programme**, designed to use ICT to modernise the work of the Belgian judiciary.

18 February 2000

The Council of Ministers gives the green light to the **development of a federal e-government portal** acting as a one-stop shop for public services for citizens and businesses. It also approves the development of an IT system enabling the various departments and agencies to exchange data and information required for case work by several of them, and accessible through the federal government intranet Fedenet.

04 February 2000

A **Federal ICT Manager** is appointed. His mission is to design a common strategy and architecture for ICT in the federal public administration.

22 October 1999

The Council of Ministers approves the creation of a consultative commission on the information society, an expert advisory body in charge of identifying the obstacles to the development of the information society and the legal, technical and organisational measures necessary to remove them. The commission comprises representatives of various administrations as well as from industry and the academic world.

01 October 1999

The Council of Ministers adopts the four strategic axes of an ambitious and wide-ranging reform of the federal public administration, known as the **Copernicus Reform**: (1) a complete re-shaping of the organisational structure of the federal administration, in order to make it clearer, more flexible and effective; (2) a new human resources policy, designed to stimulate performance, efficiency, flexibility and motivation; (3) a better communication between government bodies, based on an increased and better use of ICT; (4) a renewed commitment to administrative simplification, accompanied with new control and reporting methods.

28 July 1999

Following the general elections in June 1999, the newly appointed government publishes its **federal policy declaration entitled 'The way to the 21st century'**. This declaration emphasises the government's commitment to modernise public administration and become more accessible to citizens and businesses through an increased and a better use of ICT. This declaration is the official political launch of e-government in Belgium at federal level.

23 December 1998

Creation of an [Agency for Administrative Simplification](#), in charge of promoting and coordinating initiatives related to the simplification of administrative procedures. This agency is more specifically in charge of simplifying administrative procedures for businesses, especially small and medium-size enterprises and self-employed.

28 November 1997

Introduction of **Fedenet**, the Intranet of the Belgian Federal Government. Its objectives are to provide secure e-mail and information exchange facilities between federal institutions and departments.

eGovernment Strategy

Main strategic objectives and principles

The Belgian e-government strategy aims to create a **single virtual public administration** while respecting the specificities and competences of all government bodies and administrative layers.

Its objectives are to improve public service delivery for citizens and businesses by making it faster, more convenient, less constraining and more open. The basic principles for achieving this are: to organise service delivery around the users' needs, regardless of the actual administrative structure; to e-enable full administrative procedures, including if several administrations are involved; to avoid requesting several times the same data from users; to simplify administrative procedures and reduce the burden of bureaucracy for citizens and businesses, to share and exchange data and information across government.

To meet these objectives, the Belgian e-government policy has four main strategic axes:

1. **Re-engineering and integration of service delivery** around user's needs and life events.
2. **Cooperation between all public administrations** to provide integrated services across organisational boundaries and administrative layers. The [cooperation agreement](#) signed in March 2001 by the federal, regional and community authorities lays down the framework of this cooperation. In particular, all layers of government commit to use the same standards and the same identification infrastructure.
3. **Simplification of administrative procedures** for citizens and businesses. This requires an increased exchange and sharing of data and information between government departments and agencies.
4. **Back office integration and protection of personal data**: the department or agency that requires a specific piece of data most frequently will be considered as a trusted source by other administrations that may need it and will be responsible for maintaining it. The exchange with other administrations will be channelled through the Universal Messaging Engine (UME), but they will be submitted to the existence of a legal basis and the respect of principles of purpose and proportionality. The Commission for data protection monitors and controls the process.

To make sure that e-government services are accessible to all and do not widen the digital divide, the government develops a strategy to train and encourage citizens to use the Internet, and encourages private or voluntary organisations to act as intermediaries by providing value-added public services.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no specific e-government legislation in Belgium.

Freedom of Information legislation

Law on the right of access to administrative documents (1994)

The right of access to documents held by the public sector is guaranteed by Article 32 of the Belgian Constitution, which was amended in 1993 to provide everyone with a right to consult any administrative document and to have a copy made, except in the cases and conditions stipulated by the laws, decrees, or rulings referred to in Article 134.39. This constitutional right is implemented at federal level by the 1994 law on the right of access to administrative documents held by federal public authorities. The text allows individuals to ask in writing for access to any document held by federal authorities and can include documents in judicial files. The law also includes a right to have the document explained. Government agencies must respond immediately, or within thirty days if the request is delayed or rejected. Each decision must include information on the process of appealing and name the civil servant handling the dossier. A law of 1997 provides for the same kind of transparency obligations for provinces and municipalities.

Data Protection/Privacy legislation

Law on the Protection of Private Life (8 December 1992)

This Law was amended by the Law of 11 December 1998 transposing European Directive 95/46/EC on Data protection. The modified version entered into force on 1 September 2001.

E-Commerce legislation

E-Commerce Laws (11 March 2003)

Two Laws on certain legal aspects of information society services were adopted on 11 March 2003 and published in the Belgian Official Journal ('Monitor') on 17 March 2003. These texts define the essential concepts needed for the development of electronic commerce, such as the legal status of contract concluded electronically. They transpose in Belgian Law the EU 'E-Commerce Directive' (Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market)

E-Communications legislation

E-Communications Law (13 June 2005)

The new e-communications law, transposing the new EU regulatory framework for electronic communications in Belgian law, was adopted on 13 June 2005 and published in the Belgian Official Journal on 20 June 2005.

E-signatures/E-identity legislation

Law on Electronic Signatures and Certification Services (9 July 2001)

Law on the use of Electronic Signature in Judicial and Extra-Judicial Proceedings (20 October 2000)

These two laws, which transpose into national law the European Directive of 13 December 1999 on a Community framework for electronic signatures, substantially amend some provision of the Belgian Civil and Judicial Codes. They give legal value to electronic signatures and electronically signed documents, and set up a legal framework for certification services. The legal framework for the use of electronic identity cards is set in a series of Royal and Ministerial Decrees: [Royal Decree of 25 March 2003](#) on the legal framework of electronic ID cards, [Ministerial Decree of 26 March 2003](#) on the format of electronic ID cards, [Royal Decree of 1 September 2004](#) on the generalisation of electronic ID cards.

E-procurement legislation

[Royal Decree on e-Procurement](#) (18 February 2004)

This royal decree authorises the use of electronic means in all or parts of the public procurement procedure. It contains rules applicable to communication, regulates storage of data, but does not cover specific procedures such as e-auctions. Belgian authorities are thus not authorised, for the time being, to use e-auctions.

Re-use of public sector information legislation

There is currently no specific legislation on the re-use of public sector information (PSI) in Belgium. It is expected that the transposition of Directive 2003/98/EC on the re-use of PSI will be made by means of a federal law, regional and community decrees, as well as additional specific regulations. An interdepartmental working group has been set up at federal level to prepare legislative instruments, including a modification of the federal law on the transparency of administrative documents. An interdepartmental working group has been set up in the Flemish Region in order to prepare a draft decree on the re-use of PSI. The other Regions (Wallonia and Brussels-Capital) and Communities (French and German-speaking) will also adopt their own legal texts.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

State Secretariat for the Computerisation of the State

In the new Belgian government resulting from the federal elections held in May 2003, a State Secretariat for e-government and the development of IT in the Federal government has been created, linked to the Minister for the Budget and Public Enterprises and holding political responsibility for the e-government policy/strategy. The State Secretary oversees the [Federal Public Service ICT \(FEDICT\)](#), which is in charge of defining a common e-government strategy and of ensuring the consistency and homogeneity of this policy. The current State Secretary for the development of IT in the federal administration is Peter Vanvelthoven.

Coordination

Federal Public Service ICT (FEDICT)

In addition to its role in defining the e-government strategy, FEDICT is also in charge of coordinating the implementation of this strategy within the federal administration. It helps government departments to elaborate and initiate their projects and supports them in their implementation. It is also in charge of developing, implementing and maintaining some elements of the national infrastructure itself, such as the federal portal Belgium.be, the network FedMAN (Federal Metropolitan Area Network) and the Universal Messaging Engine (UME) middleware. The current president of FEDICT is Mr Jan Deprest.

Implementation

1. [FEDICT](#) for some elements of the common infrastructure (e.g. federal portal Belgium.be, FedMAN network, Universal Messaging Engine middleware).
2. [All federal departments and agencies](#) for their individual or joint projects.

Support

1. [FEDICT](#)

FEDICT supports all entities in the public sector and helps them in their ICT projects.

2. [Agency for Administrative simplification](#)

The Agency helps government departments and bodies in their efforts to simplify their administrative procedures, both internal and external.

3. [Crossroads Bank for Social Security](#)

This body initiates, coordinates and supports the implementation of e-government services in the social sector. In particular, it supports the implementation of integrated services across all public institutions of social security.

4. [BELNET](#)

The government agency BELNET, part of the Federal Science Policy Office, supplies secure Internet access with very high bandwidth (up to 2.5 gigabits per second) to more than 550,000 end users in Belgian education institutions, research centres and public administrations. Among other things, BELNET is in charge of the operation of the federal network FedMAN (Federal Metropolitan Area Network).

Audit/Assurance

Court of Audit

The Court of Audit is a body of the Belgian Parliament. It exerts an external control on the budgetary, accounting and financial operations of the Federal State, the Regions, the Communities, the provinces, and the public service institutions depending upon them. It can therefore scrutinise ICT and e-government related projects. At federal level, these projects can also be examined by the Committee for General and Home Affairs and the Civil Service of the [House of Representatives](#) and the Committee for Home and Administrative affairs of the [Senate](#).

Data Protection**Data Protection Commission**

The Data protection commission monitors the adequate application of legislation relating to privacy and data protection and advises government bodies on these issues.

Other**1. Federal Planning Bureau (FPB)**

The FPB is a public agency in charge of performing research and studies on issues of economic, socio-economic and environmental policy. For that purpose, the FPB collects and analyses data, explores plausible evolutions, identifies alternatives, evaluates the policy impact and formulates proposals. Its scientific expertise is available to the government, parliament, social partners and national and international institutions. One of its work areas is ICT policy, including e-government.

2. Internet Rights Observatory

The Internet Rights Observatory is a body created by the Minister for Economy and Scientific research. It is in charge of advising the government on the economic, social and political impact of new technologies. It also enables all citizens and businesses to freely express their views on ICT-related issues and to receive information on their rights and duties in this respect.

REGIONAL & LOCAL E-GOVERNMENT**Strategy****Regional and Local Authorities**

The political responsibility for e-government in Belgium's regions is held directly by the 'Minister-Presidents' (prime ministers) of the three regions: [Flemish Region](#), [Walloon Region](#), [Brussels Region](#). The [Wallonia-Brussels French Community](#), in charge of education and culture policies for the French-speaking community in Belgium, as well as the [German-speaking Community](#), are also working on e-enabling some of their services. The institutions of the Flemish Community were merged with those of the Flemish Region in 1980.

Coordination

Regional e-government efforts are coordinated by dedicated units or bodies set up by the regional executives: The [e-Government Coordination Cell](#) in Flanders (CORVE), the [E-Administration and Simplification Unit](#) in Wallonia (EASI-WAL), and the [Informatics Centre](#) in the Brussels Region.

Implementation

The coordination bodies mentioned above play a leading role in the implementation of regional e-government. Individual administrations in Flanders, Wallonia and Brussels are responsible for the implementation of their own ICT projects.

Support

The coordination bodies mentioned above provide support and advice to individual administrations, as well as to municipalities in their regional area, for their e-government projects. The Walloon region has also set up a [Walloon Agency of Telecommunications](#), in charge of promoting the development of ICT in the regions and that provides operational and expert support to Walloon administrations and communes.

Audit/Assurance

The [Court of Audit](#) exerts an external control on the budgetary, accounting and financial operations of the Regions, the Communities, and the provinces (but not the municipalities). It can therefore scrutinise their ICT and e-government related projects. These projects can also be examined by the parliaments of the three regions ([Flemish Parliament](#), [Walloon Parliament](#), [Brussels Parliament](#)), as well as the Community parliaments for the [French](#) and [German-speaking](#) communities (Flanders has one single parliament for both region and community).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government (Federal Government)

Name: Peter Vanvelthoven

Job title: Minister of Employment, in charge of the Computerisation of the State

Picture:



Contact details:

1, rue Marie-Thérèse

1000 Brussels

Belgium

Tel.: + 32 2 212 92 03

E-mail: info@e-gov.be

Head of e-government (Federal Government)

(i.e. head of e-government agency/directorate)

Name: Jan Deprest

Job title: Chairman of Fedict (Federal ICT Public Service)

Picture:



Contact details:

1/3, rue Marie-Thérèse

1000 Brussels

Belgium

Tel.: + 32 2 212 96 00

E-mail: info@fedict.be

Minister responsible for e-government (Flanders)

Name: Geert Bourgeois

Job title: Flemish Minister for Administrative Affairs, Foreign Policy, Media and Tourism

Picture:



Contact details:

Alhambragebouw

Emile Jacqmainlaan 20

1000 Brussels

Belgium

Tel.: +32-2-552 70 00

E-mail: kabinet.bourgeois@vlaanderen.be

Head of e-government (Flanders)

Name: Geert Mareels

Job title: Project Leader, Coordination Cell for Flemish e-Government (CORVE)

Picture:

No picture available

Contact details:

Coördinatiecel Vlaams E-Government

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Boudewijnlaan 30

1000 Brussels

Belgium

Tel: +32 2 553 00 29

E-mail: egovernment@vlaanderen.be

Minister responsible for e-government (Wallonia)

Name: Elio Di Rupo

Job title: Minister-President of the Walloon Region

Picture:



Contact details:

Rue Mazy, 25-27
5100 Namur
Belgium
Tél: +32 081/33.12.11
E-mail:

Head of e-government (Wallonia)

Name: Béatrice Van Bastelaer

Job title: Commissaire EASI-WAL (e-Administration Simplification), Walloon Government

Picture:



Contact details:

EASI-WAL (e-Administration Simplification)
Région wallonne
Place de la Wallonie, 1 - Bâtiment II
5100 Jambes (Namur)
Belgium
Tel.: + 32 81/333 565
E-mail: beatrice.vanbastelaer@easi.wallonie.be

Minister responsible for e-government (Brussels Region)

Name: Guy Vanhengel

Job title: Minister of the Brussels-Capital Region in charge of finance, budget, external relations and regional IT

Picture:



Contact details:

Avenue des Arts 9

1210 Brussels

Belgium

Tel.: +32.2 209.28.11

E-mail: info@vanhengel.irisnet.be

Head of e-government (Brussels Region)

Name: Hervé Feuillien

Job title: General Manager of the Centre of Information Technology, Brussels Region

Picture:



Contact details:

CIRB-CIBG

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1000 Brussels

Belgium

Tel.: + 32 2 282 47 70

E-mail: information@cirb.irisnet.be

Other key e-government executives

Name: Frank Robben

Job title: General Manager of the [Crossroads Bank for Social Security](#)

Picture:



Contact details:

KSZ-BCSS

Chaussée Saint-Pierre 375

1040 Brussels

Belgium

Tel.: + 32-2-741 84 02

E-mail: Frank.Robben@ksz.fgov.be

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Belgium.be

The federal portal Belgium.be, launched in November 2002, is both the institutional site of the Belgian Federal Government and an e-government portal providing a single entry point to information and services for citizens, businesses and civil servants.

Network

FedMAN

FedMAN is a Metropolitan Area Network connecting the administrations of 15 federal ministries and government services buildings in Brussels. FedMAN offers 60,000 federal civil servants a shared high-speed network (broadband connection of 155 Mbps) and a number of related services supporting the delivery of e-government. The shared network allows federal government buildings to communicate more efficiently and with greater security. FedMAN has been built by Cisco Systems and Telindus, together with the Belgian National Research Network (BELNET). Operational since September 2002, FedMAN replaces the previous federal network Fedenet, which speed, security and functionalities were considered insufficient.

e-Identification

[eID Card](#)

Belgium has started an Electronic Identity Card project in 2000. The card was officially launched in March 2003 with a pilot project in 11 communes. Following the successful test distribution of about 70,000 cards, large-scale distribution started in September 2004. The country's 578 remaining municipalities now have until the end of 2009 to complete the transition. By then, every Belgian citizen will be required to own an electronic ID card.

e-Procurement infrastructure

There is currently no central and integrated e-procurement platform or portal in Belgium. An E-tendering portal called [Joint Electronic Public Procurement \(JEPP\)](#) was launched in November 2002, which is the instrument used by the Belgian federal government for electronic publication of calls for tender. At the beginning only the Federal Ministry of Defence published in JEPP, but other federal organisms followed suit and all federal calls for tender are now published in JEPP. Use of the portal is due to be extended to non-federal entities in 2005 (however, some regional and local authorities have developed their own e-tendering portals, such as [Wallonia](#)). The JEPP system assists public bodies in drafting their calls for tender and submitting them electronically to the official publication organisms, and enables them to notify invitations to tender, contract awards, as well as other documents such as minutes of clarification meetings or technical notes. It allows businesses to browse and search tender opportunities and related documentation, and to subscribe to e-mail notifications of new opportunities. The JEPP e-tendering portal, which only covers the publication phase of e-procurement, forms part of a wider [Public Electronic Procurement](#) programme. Other parts of this programme cover further e-procurement phases such as e-catalogues and e-submission of bids. All projects are developed under the responsibility of the Joint E-Procurement Federal Steering Group in cooperation with the Federal Public Service ICT (FEDICT). All public bodies, including local authorities, may use the applications developed in the framework of the Public Electronic Procurement programme.

Knowledge Management infrastructure

eCommunities

eCommunities is a groupware application that has been made accessible to civil servants since April 2003 through the federal e-government portal Belgium.be. The objective of this project is to enable communication, cooperation, and knowledge management and sharing within cross-departmental networks of expertise. Functionalities of the system include:

document management, simple and advanced search capabilities, content management, and joint working tools. There are currently over 20 eCommunities, which are either transversal (bringing together Human Resources managers, webmasters, ICT managers, etc) or specific to a public institution (Ministry of Health, Ministry of Social Security, Federal Agency for Food Chain Security, etc).

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government (Federal), Federal Public Service Finance
Website: <http://www.taxonweb.be/>
Sophistication stage: 4/4
Description: Tax-on-web allows Belgian residents to file their tax returns online. Launched in 2003 for some of the country's taxpayers only (mostly employees and pensioners), the system has since then been extended. The application allows taxpayers to calculate the amount of their income tax, validate and save their data online, submit their returns electronically, and get a receipt from the Tax Administration. An online help system assists them for going through the different steps of the process.

2. Job Search services by labour offices

Responsibility: Regional Government, Regional Employment Offices
Websites: <http://www.leforem.be/> (Wallonia), <http://www.vdab.be/> (Flanders), <http://www.orbem.be/> (Brussels region)
Sophistication stage: 3/3
Description: The Regional Employment Offices' websites allow users to post their CVs online, browse and search job ads, obtain information about companies/organisations that recruit and about professional training

programmes. The National Office for Employment (<http://www.rva.fgov.be/>) provides information for jobseekers, but no job search services.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government (Federal), Federal Public Service Social Security

Website: <https://www.socialsecurity.be/>

Sophistication stage: 2/4

Description: Information about unemployment benefits. Enrolment must be done in person with the organisms in charge of managing unemployment benefits payments: either the public body CAPAC-HVW (Auxiliary Fund for the Payment of Unemployment Benefits, <http://www.hvw.fgov.be/>) or the accredited trade-unions (CSC-ACV, FGTB-ABVV and CGSLB-ACLVB). These organisations' websites provide enrolment forms to download.

b. Family allowances

Responsibility: Central Government(Federal), Federal Public Service Social Security, National Office for Family Allowances for Employed Workers (ONAFTS-RKW)

Website: <http://www.onafsts.fgov.be/>

Sophistication stage: 2/4

Description: Information and forms to download. The National Office for Family Allowances for Employed Workers (ONAFTS-RKW) is tasked with managing the payment of about EUR 3.8 billion in allowances per year to more than 1.2 million families. The allowances are paid to the recipients by the family allowances funds, which are either non-profit-making associations or, for specific sectors of activity (e.g. diamond industry, inland waterways, etc.) public institutions with legal personality. Most funds have their own websites, some of which offer e-services.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government (Federal), Federal Public Service Social Security, National Institute of Medical and Invalidity Insurance (RIZIV-INAMI)

Website: <http://inami.fgov.be/>

Sophistication stage: 2/4

Description: The website of the National Institute of Medical and Invalidity Insurance (RIZIV-INAMI) provides information about the reimbursement of medical costs. Belgium has been one of the first countries to introduce a smart social insurance card (SIS card). This card enables direct settlement of certain medical costs, while other costs are reimbursed through mandatory/complementary private social insurances. These social insurances have their own websites, some of which offer e-services. The scheme is administered by the Crossroads Bank for Social Security (<http://www.ksz-bcss.fgov.be/>).

d. Student grants

Responsibility: Community Government: Ministry of the Flemish Community, Government of the French Community, Government of the German-speaking Community

Websites: <http://www.ond.vlaanderen.be/studietoelagen/> (Flemish community),
<http://www.cfwb.be/allocations-etudes/> (French-speaking community),
http://www.dglive.be/desktopdefault.aspx/tabid-126/601_read-4810/ (German-speaking community)

Sophistication stage: 1-2/4 (depending on the communities)

Description: The Scholarships website (Flemish community) offers information and downloadable forms, while the other websites provide information only.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government (Federal), Federal Public Service Foreign Affairs

Website: <http://www.diplomatie.be/fr/travel/passports.asp>

Sophistication stage: 1/3

Description: Information only. Passport applications are handled by local authorities (communes) according to their own processes.

b. Driving License

Responsibility: Central Government (Federal), Federal Public Service Mobility and Transport

Website: <http://www.mobilit.fgov.be/fr/route/Permis/permcond.htm>

Sophistication stage: 1/3

Description: Information only. Driving license applications and renewals are handled by local authorities (communes) according to their own processes.

5. Car registration (new, used and imported cars)

Responsibility: Central Government (Federal), Federal Public Service Mobility and Transport, Vehicles Registration Directorate

Website: <http://www.webdiv.be/>

Sophistication stage: 4/4

Description: Launched in July 2003, WebDIV enables the registration of motor vehicles via the internet. This is designed to save time and reduce errors occurring in vehicle registration. Online registrations requests can only be introduced by insurance companies or brokers acting as accredited agents (insurance is a prerequisite for vehicle registration). The applicant receives confirmation that the vehicle registration has been completed correctly, immediately knows the number plate allocated in order to arrange a duplicate, and receives the plate and/or the registration certificate the day after (provided the application is submitted before 2pm). More than 250,000 vehicles were registered online in 2004, representing 16.2% of all registrations.

6. Application for building/planning permission

Responsibility: Regional and Local Government, Municipalities

Website: N.A.

Sophistication stage: 0-4/4 (depending on the municipalities)

Description: Each region has its own legislation regarding building permission. Applications are managed by individual local authorities (communes) according to their own processes.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government (Federal), Federal and Local Police

Website: <http://www.police.be/>
Sophistication stage: 1/3
Description: Information only, no online declaration possible.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Community Government: Ministry of the Flemish Community, Government of the French Community, Government of the German-speaking Community
Website: <http://www.bib.vlaanderen.be/> (Flemish community),
<http://www.cfwb.be/biblio/> (French Community),
<http://www.mediadg.be/> (German-speaking community)
Sophistication stage: 2-3/3 (depending on the communities)
Description: Information and online catalogue for Flemish and German-speaking libraries. Information only for French-speaking community libraries.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government (Communes) - in partnership with regional government for Brussels region
Website: N.A.
Sophistication stage: 1-3/3 (depending on the municipalities)
Description: Requests of certificates are handled by individual municipalities (communes). The federal portal Belgium.be provides access to general information on the procedures related to obtaining these certificates. In the Brussels Region, a secure electronic counter system featuring the use of digital signatures enables citizens to securely request and pay for civil certificates online (birth, marriage, death, residence, nationality, etc.). Payment is made for a set of 10 certificates at once. The system is provided by the Computer Centre for the Brussels Region (CIRB) and is currently used by 5 of the 19 municipalities of the Brussels Region.

10. Enrolment in higher Education/university

Responsibility: Community Government: Ministry of the Flemish Community, Government of the French Community, Government of the German-speaking Community
Websites: <http://www.ond.vlaanderen.be/hogeronderwijs/> (Flanders),
<http://www.agers.cfwb.be/org/sup/> (French Community),
http://www.dglive.be/desktopdefault.aspx/tabid-81/234_read-59/searchcall-235/searchcategory-59/noblendout-1/ (German speaking community)
Sophistication stage: 1/4
Description: Information only.

11. Announcement of moving (change of address)

Responsibility: Local Government, Municipalities
Website: N.A.
Sophistication stage: 1-2/3 (depending on the municipalities)
Description: The federal portal provides information on change of address notification. Notifications are handled by individual communes

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Federal Public Service Health, Food Security and Environment) and Regional Government
Website: <http://www.health.fgov.be/>

Sophistication stage: 1/4

Description: The website of the Federal Public Service Health, Food Security and Environment provides information about health-related institutions and issues. In December 2004 the Government gave its green light to the development of **Be-Health**, an integrated platform aiming at delivering all health and healthcare-related information and services online through a single portal. The portal will provide services to both health professionals, the general public and the government: health-related information and advice for citizens, secure electronic communication between health professionals and between citizens and healthcare institutions and organisations, collection of health-related data (e.g. spending, statistics, etc.).

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government (Federal), Federal Public Service Social Security
Website: <https://www.socialsecurity.be/>
Sophistication stage: 4/4
Description: Belgian companies or their representatives can carry out eighteen electronic transactions from application to application or online via the social security portal. Since 1/1/2003 all Belgian employers must submit their quarterly declaration of wages and working times electronically to the National Office for Social Security. All authorised social security institutions can access the submitted data.

2. Corporation tax: declaration, notification

Responsibility: Central Government (Federal), Federal Public Service Finance
Website: <http://www.minfin.fgov.be/>
Sophistication stage: 4/4
Description: Information and 'intelligent' forms (Finform application, <http://www.finform.fgov.be/>) that can be digitally signed and submitted electronically.

3. VAT: declaration, notification

Responsibility: Central Government (Federal), Federal Public Service Finance
Website: <http://www.minfin.fgov.be/portail1/fr/intervat/welcomeintervatfr.html>
Sophistication stage: 4/4

Description: InterVAT enables electronic submission of VAT declarations. Another application called EdiVAT allows submission based on EDI (Electronic Data Interchange)

4. Registration of a new company

Responsibility: Central Government (Federal), Federal Public Service Economy, SMEs, Self-employed and Energy, Crossroads Bank for Enterprises
Website: http://mineco.fgov.be/enterprises/crossroads_bank/home_fr.htm
Sophistication stage: 3/4
Description: Since 1/7/2003 the Commerce Registry administered by the Federal Public Service Justice has been replaced by a Crossroads Bank for Enterprises and a series of 10 Enterprise Counters providing one-stop services for businesses. These Enterprise Counters are administered by accredited private organisations. (e.g. chambers of commerce). Most of them make it possible to register a business online.

5. Submission of data to statistical offices

Responsibility: Central Government (Federal), Federal Public Service Economy, SMEs, Self-employed and Energy, Statistics Division
Website: <http://www.statbel.fgov.be/>
Sophistication stage: 3/3
Description: Businesses and public authorities are able to transmit statistical data electronically.

6. Customs declarations

Responsibility: Central Government (Federal), Federal Public Service Finance, Customs and Excise Administration
Website: <http://fiscus.fgov.be/interfdafr/>
Sophistication stage: 4/4
Description: An electronic Customs Declaration system has been in operation in Belgium since 1982, called SADBEL (*Système Automatisé de Dédouanement pour la Belgique et le Luxembourg*). The system enables businesses to submit their declarations by communicating directly with the central computer of the Customs and Excise Administration by modem/telephone line. On 1 January 2006 this system will be replaced by a new web-based application called "Paperless Customs and Excise". Electronic declarations will be come mandatory in 2008. The Customs and Excise Administration has also developed a web-based application called WEB - N.C.T.S. for managing transit operations, based on the EU's New Computerised Transit System (NCTS).

7. Environment-related permits (incl. reporting)

Responsibility: Regional Government and Local Government (Communes)
Websites: <http://www.vmm.be/> (Flanders), <http://environnement.wallonie.be/> (Wallonia), <http://www.ibgebim.be/> (Brussels Region)
Sophistication stage: 2-3/4 (depending on the regions)
Description: Regional website provide information and online forms for permit requests. Applications are handled by municipalities.

8. Public procurement

Responsibility: Central Government (Federal), Federal Public Service Justice, Directorate of the Official Journal (Belgian Monitor), Bulletin of Adjudications (BDA)

Website: <http://www.jepp.be/>

Sophistication stage: 3/4

Description: E-tendering portal for the e-dissemination of federal public tenders. The Federal Public Service Justice is also working together with the Federal Public Services ICT and Defence on the development of a full e-procurement system.

eGovernment in Cyprus



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Cyprus. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 9,251 km²

Population (1,000): 730.4 inhabitants (2004)

Capital: Nicosia

Language: Greek, English

Currency: Cypriot pound

GDP at market prices: 12,532.6 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 18,400 Euro (2004)

GDP growth rate: 3.8% (2004)

Inflation rate: 1.9% (2004)

Unemployment rate: 5.0% (2004)

Government debt/GDP: 71.9% (2004)

Public balance (government deficit or surplus/GDP): -4.2% (2004)

Source: Eurostat

Political Structure

The Republic of Cyprus is a parliamentary Republic established in 1960.

Legislative power is held by a **unicameral parliament**, the House of Representatives. The House is made up of 80 seats, with 56 seats assigned to Greek Cypriots and 24 to Turkish Cypriots. Since the withdrawal of the Turkish Cypriots from the Republic's institutions (1963), the House of Representatives has functioned only with Greek Cypriots parliamentarians. Members are elected by obligatory universal suffrage for a five-year term. The last elections for the House of Representatives were held on 27 May 2001. The next elections are due to be held in 2006.

The executive branch is headed by the **President**, who serves as both Head of State and Head of Government. The President is elected by popular vote for a five-year term. The last presidential election was held on 16 February 2003. The Council of Ministers is appointed jointly by the President and Vice-President. The post of vice-president, reserved under the 1960 Constitution for a Turkish Cypriot, is currently vacant.

The **Constitution of the Republic of Cyprus** was adopted on 16 August 1960. It has been retained although all provisions relating to the participation of the Turkish community in the exercise of executive, legislative and judicial powers are no longer applied.

The Republic of Cyprus became a member of the European Union on 1 May 2004.

Current Head of State: President Tassos Papadopoulos (since 1 March 2003)

Current Head of Government: President Tassos Papadopoulos (since 1 March 2003)

Information Society indicators

Percentage of households with Internet access: 53% (2004)

Percentage of enterprises with Internet access: 82% (2004)

Percentage of individuals using the Internet at least once a week: 28% (2004)

Percentage of households with a broadband connection: 2% (2004)

Percentage of enterprises with a broadband connection: 35% (2004)

Percentage of individuals having purchased/ordered online in the last three months:
3% (2004)

Percentage of enterprises having received orders online within the previous year: 5%
(2004)

Percentage of individuals using the Internet for interaction with public authorities:
obtaining information 10.4%, downloading forms 3.5%, returning filled forms 1.4% (2004)

Percentage of enterprises using the Internet for interaction with public authorities:
obtaining information 35%, downloading forms 24%, returning filled forms 11% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Cyprus](#)

2004

A **National Strategy for the Development of Information Society** is drafted by the Cyprus Planning Bureau.

19 May 2004

The European Investment Bank (EIB) releases the first EUR 35 million tranche of an overall approved financing of EUR 70 million to upgrade IT systems in the public sector of the Republic of Cyprus. The project, led by the Department of Information Technology Services (DITS) in the Ministry of Finance, is mainly driven by the priorities set in the Partnership Agreement concluded between Cyprus and the EU in 2000 and revised in 2002. It concerns investments in IT systems in various Cypriot Government Departments, encompassing investments in physical networks and hardware as well as the development of specialised software systems.

Early 2004

Launch of [TaxisNet](#) (web-enabled service for income tax returns) and [Theseas](#) (web-enabled service for customs clearing).

2002

Adoption of the **e-Government Strategy**, as an update of the previous Information Systems Strategy.

June 2001

Launch of the **Government portal** www.cyprus.gov.cy.

1998

Launch of the **Information Systems Strategy** (ISS), which revises and complements the Government Computerisation Master Plan. The Strategy aims to achieve the best possible quality of services offered to the public, making full use of the new information technologies.

1997

Adoption of a **Data Management Strategy (DMS)**, providing an integrated information structure supporting public sector requirements for strategic and tactical management of information systems as well as operational systems. The purpose of the DMS is to speed up the process of implementing the Government Computerisation Master Plan and to make certain of its success by assuring the inter-connection and inter-operability of the Information Systems being developed.

1989

Adoption of the **Government Computerisation Master Plan**. The plan identifies 80 priority projects for the period 1989-1997, including batch applications, revenue collection and payment systems.

eGovernment Strategy

Main strategic objectives and principles

In 1987 a strategic study was carried out to examine the Information needs of the Government of Cyprus and to identify candidate applications for computerisation. Based on the recommendations of this study, the Council of Ministers adopted a Government Computerisation Master Plan (GCP) in March 1989. In 1998 the Council of Ministers approved a revised version of the Government Computerisation Plan. Rapid technology changes, evolving user demands and EU accession requirements necessitated the revision of the master plan to include new infrastructure and strategic projects and to adjust the national Information Systems Strategy to a fast-changing technology environment. A National Strategy for e-Government was subsequently drafted, focusing on key issues required to make the implementation of e-government successful.

The e-government vision of the Government of Cyprus is to deliver one-stop services to the public via the web or through other electronic channels (kiosks, call centres, citizen support centres etc.). For this e-government vision to be achieved, **three fundamental “building blocks”** need to be implemented:

- At the “front end”, a multi-channel portal aggregating all information and services in one place, based on the life-event-cycle.
- A “middleware”, a government gateway providing the tier that enables interoperability, security and authentication, with web-based workflow for interconnection of back-end systems.
- At the “back-end”, web-enabled information systems and processes involved in service delivery.

On the basis of the e-government policy, several Government Ministries/Departments/Services will be offering services to the public through the web, thus creating a dynamic government, with the aim of improving the quality of services offered to the public. The process of developing web-enabled systems in order to provide better services to the public through the Internet is underway. Some systems that were recently developed are fully transactional (Taxisnet for income tax returns, Theseas for customs clearing) and some others support two-way interaction (statistics, family allowances, candidate placement). Additionally, the completed Information Systems of the Cyprus Government Computerisation Master Plan such as the Civil Registry, Lands and Survey System, Companies Registrar are currently being enhanced and redesigned so that they will also be available to deliver electronic services to the public, via the Internet and other channels. Ongoing information systems, such as the Legal Information, are to be implemented directly as web-based systems.

Furthermore, an **Office Automation System**, that supports enterprise-wide document management services and the control of work-groups and workflow, has been introduced in a number of Government Ministries/Departments/Services and will be rolled out in all Government Offices. The Office Automation System, which has brought the benefits of a paperless office, enforces existing rules and regulations, improves productivity, speeds the communication between office workers, reduces operational costs, and also provides distance-working capability. A revised web-enabled version of the Office Automation System is currently under development and its implementation and rollout in other Ministries/Departments/Services will start beginning of 2006.

Additionally, the majority of the Government Ministries/Departments/Services have their own website. A small number of websites for some Ministries/Departments/Services is still under study or development. So far 88 websites have been developed and from these 63 are published. The majority of the websites are informative and provide downloading of forms and other documents. Some also support user interaction. It is anticipated that all Government

Ministries/Departments/Services will have their own website by the end of 2005. In order to promote e-inclusion, public web pages are developed on the basis of the Web Accessibility Guidelines.

In order to connect departmental information systems, the Government has set up a **Government Data Network (GDN)**. The GDN is a broadband network based on ATM/frame relay technology over which all government systems are interconnected to exchange information utilising web workflow technologies. Complementary to this is the Government Internet Node (GIN), which provides an interface between Government information systems and the Internet. It allows civil servants to communicate within Government (Intranet) and with external users (Extranet).

The **e-Government portal**, which will support multi-channel access to government information and services, is due for release in 2005. At the same time, more e-enabled services will be launched. The interconnection of departmental back-end systems and the completion of the government gateway will enable secure access to a range of transactional services. The Government Gateway, which will provide security, authentication, encryption and decryption services, is currently under study and is expected to be completed in 2007.

The fundamental infrastructure required for the provision of e-government services is already in place since it is part of the Information Systems Strategy. However, this infrastructure is continuously upgraded in order to enable the provision of more and more advanced and secure government services to the public.

Beyond 2005, priorities will include the creation of government-wide data warehouse, the completion of the rollout of the Office Automation System, and the delivery of e-services over public kiosks and mobile devices.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no specific e-government legislation in Cyprus.

Freedom of Information legislation

There is currently no Freedom of Information legislation in Cyprus.

Data Protection/Privacy legislation**[Processing of Personal Data \(Protection of Individuals\) Law 2001](#)**

The Processing of Personal Data (Protection of Individuals) Law of 2001 (N. 138/2001), which entered into force in November 2001, is compliant with E.U. Directive 95/46.

E-Commerce legislation

- Certain Aspects of Information Society and specifically Electronic Commerce and for Relevant Matters Law of 2004 (N.156(I)/2004)
- Distance Conclusion of Contracts Law of 2000 (N.14(I)/2000)

E-Communications legislation**Regulation of Electronic Communications and Posts Law of 2004 (112(I)/2004)**

Cyprus has adopted two primary laws in 2004 – the Law on Electronic Communications and the modification of the 2002 Law on Radiocommunications – to transpose the new EU regulatory framework and it has also introduced four pieces of secondary legislation in the field of radiocommunications. Cyprus, however, has not yet introduced the necessary secondary legislation for the Law on Electronic Communications.

E-signatures/E-identity legislation

Legal Framework for Electronic Signatures and for Relevant Matters Law of 2004 (N.188(I)/2004)

E-procurement legislation

There is currently no specific legislation on Electronic Procurement in Cyprus. The Government estimates that the new EU public procurements directives, including their provisions relating to e-procurement, will be implemented by January 2006.

Re-use of public sector information legislation

There is currently no specific legislation on the re-use of public sector information (PSI) in Cyprus. Legislation transposing Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information has been drafted and is currently in the process of being adopted.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

[Cyprus Planning Bureau](#)

The Planning Bureau is the responsible authority for the development of the Information Society in Cyprus.

Coordination

[Ministry of Finance - Directorate for the Co-Ordination of the Computerisation of the Public Service](#)

The Ministry of Finance's Directorate for the Co-Ordination of the Computerisation of the Public Service is responsible for coordinating and monitoring the computerisation project of the entire Civil Service. The Directorate is mainly in charge of the coordination and monitoring of the progress recorded by the computerisation projects under construction, or, projects that are planned within the framework of the Strategic Computerisation Plan.

Implementation

1. [Ministry of Finance - Department of Information Technology Services \(DITS\)](#)

The Ministry of Finance's Department of Information Technology Services (DITS) is the Government Department responsible for ensuring that the full potential of information technology is harnessed to support the Government policies and objectives. In particular, the DITS is in charge of the development or procurement of government-wide Strategic Application Systems, as well as of several small-scale bespoke systems for specific departmental requirements not included in the Computerisation Master Plan.

2. Government Ministries and Departments, for some departmental systems.

Support

[Ministry of Finance - Department of Information Technology Services \(DITS\)](#)

The DITS provides consultancy and/or technical advice and support to all Ministries and Departments. It is also in charge of the procurement of consultancy services, IT management and technical services, and maintenance services for hardware, firmware and software packages for all government bodies.

Audit/Assurance

[Audit Office of the Republic of Cyprus](#)

The Audit Office is an independent office responsible for the audit of all public expenses, of the inspection of all accounts of moneys and other assets administered and of liabilities incurred by or under the authority of the Republic. In addition to the audit of government accounts, the Audit Office is also responsible for the audit of statutory bodies, special funds, local authorities and other public organisations.

Data Protection

[Office of the Personal Data Protection Commissioner](#)

The Commissioner deals with the protection of personal information relating to an individual against its unauthorised and illegal collection, recording and further use and it also grants the individual certain rights, i.e. the right of information, the right of access and gives him the possibility to submit to the Office complaints relating to the application of the Law.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

No information available.

Coordination

No information available.

Implementation

No information available.

Support

No information available.

Audit/Assurance

No information available.

Other

1. Union of Cyprus Municipalities

The Union of Cyprus Municipalities was established in 1981. Even though membership is voluntary, at present all municipalities (33), accounting for 65 per cent of the population of Cyprus, are represented. The Union's main functions are to contribute to the development of local government autonomy, as well as to act as spokesman of local government interests vis-à-vis the central government and other national institutions.

2. Union of Cyprus Communities (large municipalities/districts)

The Union of Cyprus Communities aims to contribute to the reinforcement and modernisation local self-government in Cyprus, and to protect and service the interests of the communities and their inhabitants.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Michalis Sarris

Job title: Minister of Finance

Picture:



Contact details:

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Corner M. Karaolis and G. Afxentiou Streets
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E-mail: minister@mof.gov.cy

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Costas Agrotis

Job title: Director, Department of Information Technology Services, Ministry of Finance

Picture:



Contact details:

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

www.cyprus.gov.cy

The Government portal www.cyprus.gov.cy is an institutional website as well as an entry point to public information and services. A new multi-channel e-government portal, through which the public will have access to various government information and services from a single point of entry, based on the life-event cycle, is due to be launched shortly. This portal will incorporate transactional capabilities, when the “government gateway” middle tier will be completed. The gateway, which will provide security, authentication, encryption and decryption, as well as web-based workflow for interconnection of departmental back-end systems, is currently under study and is expected to be completed within 2007.

Network

Government Data Network (GDN) and Government Internet/Intranet/Extranet (GIN)

GDN is a broadband network based on ATM/frame relay technology over which all government systems are interconnected to exchange information utilising web workflow technologies. It is completed by a Government Internet Node (GIN), which provides an interface between Government information systems and the Internet. It allows civil servants to communicate within Government (Intranet) and with external users (Extranet).

e-Identification

The Cyprus Government intends to introduce electronic identification /authentication (eID, smart cards) for public services, in cooperation with the other EU Member States, in order to realise seamless access to public services across borders. eID standardisation/interoperability is essential in order to put in place key pan-European services such as cross-border company registration, electronic public procurement, job search, e-voting, e-health etc.

e-Procurement infrastructure

The development and implementation of an electronic procurement system is expected to be completed by 2007. The contract for an e-procurement study is due to be signed in 2005 and to be completed and finalised in 2006. The aim is to conduct a significant part of public procurement transactions electronically by the end of 2007 and to achieve generalised e-procurement by 2010. This project is under the responsibility of the Public Procurement Directorate of the [Treasury of the Republic of Cyprus](#).

Knowledge Management infrastructure

Knowledge Management is a prerequisite for achieving the Lisbon Strategy objectives. In order to move towards a knowledge-based Government, the [Cyprus Academy of Public Administration](#) aims to foster innovation and competitiveness by building a nationwide Internet-based knowledge management/training network that will connect all Public Service Organisations to an online information/knowledge sharing platform with e-learning capabilities.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance, Inland Revenue Department
Website: <http://taxisnet.mof.gov.cy/>
Sophistication stage: 4/4
Description: The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit initial tax returns electronically.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Labour and Social Insurance, Department of Labour
Website: <http://www.pescps.dl.mlsi.gov.cy/>
Sophistication stage: 3/3
Description: The Candidate Placement Internet System enables job seekers registered at the local District Labour Offices to search and locate available jobs, post their CVs on the web and manage their job applications. It also allows employers to publish and manage job vacancies.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website: <http://www.mlsi.gov.cy/sid>
Sophistication stage: 2/4
Description: Information about unemployment benefits and forms to download. Applications and payments are managed by local Social Insurance Offices.

b. Family allowances

Responsibility: Central Government, Ministry of Finance, Grants and Benefice Service
Website: <http://www.mof.gov.cy/>
Sophistication stage: 2/4
Description: Information and forms to download. A web-enabled application system is due to be made available in mid-2005.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health
Website: <http://www.moh.gov.cy/>
Sophistication stage: 2/4
Description: In Cyprus, there are three different levels of medical costs reimbursement: 1) free of charge for those people entitled to free medical care by the Government Medical Services; 2) a reimbursement level of 50% for people entitled to medical care at reduced fees; 3) no reimbursement at all for other private (paying) patients.

d. Student grants

Responsibility: Central Government, Ministry of Finance, Grants and Benefice Service
Website: <http://www.mof.gov.cy/>
Sophistication stage: 2/4
Description: Information and forms to download. A web-enabled application system is due to be made available by the end of 2005.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of Interior, Civil Registry and Migration Department
Website: <http://moi.gov.cy/>
Sophistication stage: 2/3
Description: Information and forms to download. The Civil Registration System, which will provide services through the web regarding birth/marriage certificates, passports issuing, etc., is currently under study.

b. Driving License

Responsibility: Central Government, Ministry of Communications and Work, Road Transport Department
Website: <http://rtd.mcw.gov.cy/>
Sophistication stage: 2/3

Description: The Road Transport System provides services through the web regarding car registration, car information and drivers license availability.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Communications and Work, Road Transport Department

Website: <http://rtd.mcw.gov.cy/>

Sophistication stage: 3/4

Description: The Road Transport System provides services through the web regarding car registration, car information and drivers license availability. The service related to MOT tests is completed and it will be available through the Internet after the completion of procedural issues.

6. Application for building/planning permission

Responsibility: Central Government, Ministry of Interior, Town Planning and Housing Department

Website: <http://moi.gov.cy/>

Sophistication stage: 2/4

Description: Information and forms to download.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Cyprus Police

Website: <http://www.police.gov.cy/>

Sophistication stage: 1/3

Description: Information only, no online declaration possible.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Local Government

Website: <http://www.moec.gov.cy/>

Sophistication stage: 1-2/3

Description: Information only. Some libraries provide catalogues on the web (e.g. University of Cyprus Library).

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Interior, Civil Registry and Migration Department

Website: <http://moi.gov.cy/>

Sophistication stage: 2/3

Description: Information and forms to download. The Civil Registration System, which will provide services through the web regarding birth/marriage certificates, passports issuing, etc., is currently under study.

10. Enrolment in higher Education/university

Responsibility: Central Government, higher education institutions

Website: N.A.

Sophistication stage: 1-2/4

Description: N.A.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of Interior, Civil Registry and Migration Department

Website: <http://moi.gov.cy/>

Sophistication stage: 1/3

Description: Information only. The Civil Registration System, which will provide services through the web regarding address registration, birth/marriage certificates, passports issuing, etc., is currently under study.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.moh.gov.cy/>

Sophistication stage: 1/4

Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Labour and Social Insurance, Social Insurance Department
Website: <http://www.mlsi.gov.cy/sid>
Sophistication stage: 1/4
Description: The Social Insurance information system, which will provide services through the web regarding the payment of social contributions for employees or for the self-employed, is expected to be completed by the end of 2005.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Inland Revenue Department
Website: <http://taxisnet.mof.gov.cy/>
Sophistication stage: 4/4
Description: The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit initial tax returns electronically.

3. VAT: declaration, notification

Responsibility: Central Government Ministry of Finance, Inland Revenue Department
Website: <http://taxisnet.mof.gov.cy/>
Sophistication stage: 4/4
Description: The TaxisNet system allows taxpayers - natural persons and companies/partnerships - to submit VAT returns electronically.

4. Registration of a new company

Responsibility: Central Government, Ministry of Commerce, Industry and Tourism, Department of Registrar of Companies and Official Receiver
Website: <http://www.mcit.gov.cy/mcit/drcor/drcor.nsf/>
Sophistication stage: 2/4
Description: Information and forms to download. Currently there is a web-based service available which allows a) searching of information regarding the Registered Companies in the Catalogue of Registered Companies, Partnership, Business Names and Overseas Companies and b) the submission of an application for a company name approval. The Companies Registration System, which will allow the registration of a new company through the Internet, is currently under study.

5. Submission of data to statistical offices

Responsibility: Central Government, Ministry of Finance, Statistical Service
Website: <http://www.mof.gov.cy/cystat/>
Sophistication stage: 3/3
Description: Businesses and public authorities are able to transmit statistical data electronically.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs & Excise Department
Website: <http://www.mof.gov.cy/ce/theseas>
Sophistication stage: 4/4
Description: The Theseas system allows traders, or their authorized agents, to submit through the Internet their custom and import declarations for the clearance of goods.

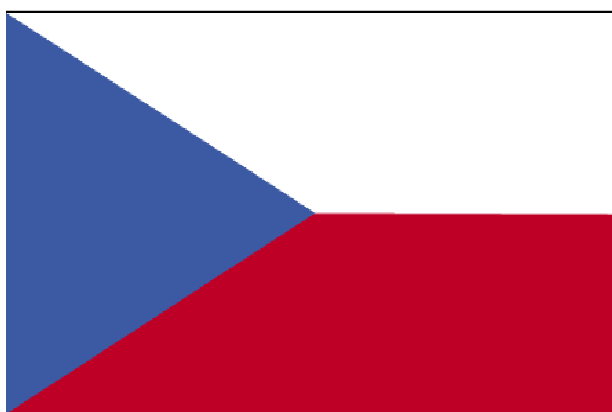
7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Agriculture, Natural Resources and Environment, Environment Service
Websites: <http://www.moa.gov.cy/>
Sophistication stage: 1/4
Description: Information only.

8. Public procurement

Responsibility: Central Government, Treasury of the Republic of Cyprus, Public Procurement Directorate
Website: N.A.
Sophistication stage: 0/4
Description: Implementation of an electronic procurement system is due to take place during 2005 and to be completed by 2007. The objective is to conduct a significant part of public procurement transactions through electronic means by the end of 2007 and to achieve generalised e-procurement by 2010.

eGovernment in the Czech Republic



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in the Czech Republic. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 78,860 km²

Population (1,000): 10,211.5 inhabitants (2004)

Capital: Prague

Language: Czech

Currency: Czech crown

GDP at market prices: 86,786.8 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 15,700 Euro (2004)

GDP growth rate: 4.4% (2004)

Inflation rate: 2.6% (2004)

Unemployment rate: 8.3% (2004)

Government debt/GDP: 37.4% (2004)

Public balance (government deficit or surplus/GDP): -3.0% (2004)

Source: Eurostat

Political Structure

The Czech Republic is a **Parliamentary Republic** instituted on 1 January 1993 after the dissolution of Czechoslovakia.

The **bicameral Parliament** is endowed with legislative powers and is made up of a Lower House ([Chamber of Deputies](#)) of 200 elected members (universal suffrage). Elections (majority voting system) take place every 4 years. The Upper House ([Senate](#)) is made up of 81 members whose term of office is 6 years (every two years, there is an election to renew one third of the Senate).

The executive power is held by the [President](#), who is the Head of State, and by the [Government](#), headed by the **Prime Minister**. Elected for a term of five years by a joint session of both chambers of Parliament, the President may serve a maximum of two successive terms in office. The President is the Supreme Commander of the Armed Forces. Presidential power is limited; the most important is the right to veto any bill that has already been passed by Parliament, with the exception of constitutional bills. This power is void in times of constitutional or other political crises. The Government is the supreme body of executive power. It consists of the Prime Minister, the Deputy Prime Minister and the Ministers. It coordinates activities of the ministries and the central bodies of the state administration and manages the state administration throughout the national territory. The Government has exclusive legislative initiative in terms of the state budget.

Since 1 January 2000, the Czech Republic is comprised of thirteen regions and the capital city of Prague, which also has the status of a region. The objectives of creating these regions were to bring government administration closer to the people and to move decision-making from the centre closer to where these decisions are carried out. The first elections for the regional assemblies took place in November 2000 and the regions came into de facto existence as of 1 January 2001.

The [Constitution of the Czech Republic](#) was adopted on 16 December 1992 and amended in 1997, 2000, 2001, and 2002.

The Czech Republic became a member of the European Union on 1 May 2004.

Current Head of State: President Vaclav Klaus (since February 2003)

Current Head of Government: Prime Minister Jiří Paroubek (since 13 May 2005)

Information Society indicators

Percentage of households with Internet access: 19% (2004)

Percentage of enterprises with Internet access: 90% (2004)

Percentage of individuals using the Internet at least once a week: 25% (2004)

Percentage of households with a broadband connection: 4% (2004)

Percentage of enterprises with a broadband connection: 38% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 3% (2004)

Percentage of enterprises having received orders online within the previous year: 11% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 3.1%, downloading forms 2.2%, returning filled forms 1.4% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 68%, downloading forms 55%, returning filled forms 24% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News – Czech Republic](#)

19 October 2005

The Government adopts the [National Strategy for Information Security of the Czech Republic](#).

15 July 2005

The Ministry of Informatics submits a law proposal on **data sharing in public administration** for public discussion. The proposed law would introduce uniform rules for the sharing of data by public authorities and therefore contribute to making public administration more efficient and effective and to removing administrative burdens for citizens.

15 July 2005

The Czech Ministry of Transport publishes a tender for the supply and management of a **national electronic road-toll system for trucks**. Electronic tolls should begin to be collected in January 2007, and the system could be extended to all vehicles after 2012.

13 April 2005

The Ministry of informatics presents a draft [National Strategy for Information Security of the Czech Republic](#) (NSIB ČR), which is submitted for public consultation.

22 February 2005

The Czech Parliament passes the [Electronic Communications Act](#), transposing the new EU regulatory framework into national law.

26 January 2005

The Government approves a [National Broadband Strategy](#), which main goal is to ensure that approximately 50% of the population in the Czech Republic will be using broadband by 2010 at the latest. Among other things, the strategy provides for the creation of a "National Broadband Server" on the Public Administration Portal before the end of May 2005. The Server will be aimed at educating and informing interested parties, and at monitoring and benchmarking broadband use in the country.

01 January 2005

The obligation to have an **electronic filing room** (*Elektronická podatelna*) is extended to Czech cities and municipalities. An electronic filing room is a secure e-mail system, used for sending and receiving digitally signed data messages. It makes contact between users and administrations easier and it guarantees the same or even better safety than manual signatures on documents that are sent by conventional mail.

12 October 2004

The Public Administration Portal [Portal.gov.cz](#) is officially launched after a pilot phase of one year. In addition to extensive information it also offers a transaction component to handle some basic administrative procedures.

07 September 2004

The [Certain Information Society Services Act](#) comes into force. This act transposes Directive 2000/31/EC on electronic commerce.

26 July 2004

An amendment to the [Electronic Signature Act](#) comes into force. Among other provisions, it introduces some new terms: the so-called "qualified time stamp" and the "electronic mark".

01 May 2004

An obligation for Public Administration Authorities to establish an **electronic filing room** (*Elektronická podatelna*) comes into force. An electronic filing room is a secure e-mail system, used for receiving and sending digitally signed data messages. It makes contact between users and administrations easier and it guarantees the same or even better safety than manual signatures on documents that are sent by conventional mail.

24 March 2004

The Czech Government adopts the [State Information and Communications Policy \(e-Czech 2006\)](#), a strategic document in the field of the Information Society for the period 2004-2006. The strategy complies with the priorities of the European Union while at the same time reflecting the specific situation of the Czech Republic.

October 2003

Launch of the **Public Administration Portal** ([Portal.gov.cz](#)). The national portal provides a one-stop access point to government information and services in the Czech Republic, at both national and regional level, and aims to help citizens and businesses find information and communicate with public authorities.

January 2003

Establishment of the [Ministry of Informatics](#), with responsibility for the coordination and development of e-government, telecommunications, postal services and the promotion of the Information Society in general, partly taking-over from the previous Public Information Systems Office (UVIS).

18 March 2002

Adoption of an updated **State Information Policy (SIP) Action Plan** for the period to 2003.

15 June 2001

The Czech Republic joins the [eEurope+ Action Plan](#), aiming to foster the development of the Information Society in EU accession countries.

23 October 2000

Establishment of the **Office for Public Information Systems (UVIS)**. Replacing the former State Information System Office (USIS), this new body has responsibility for the strategic planning of public administration information systems and their interoperability, in compliance with the State Information Policy. The UVIS will issue a regularly updated 'Information Strategy', aiming to describe the architecture of public authorities' information systems and their interoperability.

14 September 2000

The **Act on Public Administration Information Systems** is approved by the Czech Parliament, laying down the rules for the development of information systems in the public sector and establishing the corresponding national coordination and management framework.

31 May 2000

The government adopts the [State Information Policy \(SIP\) Action Plan](#), which sets the objectives and targets for the period 2000-2001. The Action Plan includes 33 projects to be undertaken by 24 organisations in 3 main areas: information literacy, electronic commerce and electronic public authorities.

October 1999

The Government adopts the **Public Administration Information Systems Policy**, which complements the SIP and sets the objective of building and operating an integrated national communications infrastructure ensuring the interconnection of individual departments and their information systems.

31 May 1999

The Czech Government adopts its strategy for the Information Society: [State information policy \(SIP\) - The road to an Information Society](#). This strategy identifies eight priority areas for action, including e-government and e-democracy.

19 October 1998

Appointment of the [Government Council for State Information Policy](#), a consultative body comprising representatives from government departments and agencies, and chaired by the Deputy Prime Minister for Economic Policies. The Council is tasked with advising the government on an Information Society strategy.

17 June 1996

Establishment of the **State Information System Office (USIS)**, with responsibility for implementing a unified information system for all government bodies. The main objective of USIS was later changed to coordinating the interconnection between various independent public administration information systems.

eGovernment Strategy

Main strategic objectives and principles

The Czech e-government strategy was first laid down in the [State Information Policy \(SIP\)](#) of 1999. This policy defined eight priority areas for the development of the Information Society in the Czech Republic, including e-government. It was implemented through a SIP Action Plan, which first version was adopted in 2000 (for the period to 2002) and an updated version was adopted in February 2002 (for the period to 2003).

In its effort to make maximum use of the potential of modern information and communication technologies (ICT), the Czech government decided in 2004 to reformulate its objectives related to the Information Society and telecommunications, and to devise a new national strategy for the period up to 2006. Unlike the previous approach, which consisted in developing separate policies for the two areas (Information Society and Telecommunications), the government opted for developing one joint strategic and policy document entitled [State Information and Communications Policy \(e-Czech 2006\)](#). This choice results from the close relationship and increasing convergence between the two areas.

Modern online public services are an essential objective of the eCzech 2006 strategy, which identifies three priority areas for action: e-government services, e-procurement, and e-health.

E-government services

The Government understands “e-government” as using ICT to transform the internal and external relationships of public administration in order to optimise internal processes. Its goal is then to ensure faster, more reliable and cheaper provision of public administration services and greater openness of public administration towards its customers. The same is expected of local self-government.

The key goal of e-government is to **enhance the performance of public administration**, which should primarily contribute to a simplification in the dealings between the public and public administration. One way to achieve that goal is to support the operations of administrative authorities when fulfilling tasks of state administration and self-administration by developing rules for the communication environment adequate to the character and contents of jobs done by state authorities. These rules will support the required information exchange and will be a prerequisite for the cooperation of individual information systems within the public administration. Another goal is to define the procedural and administrative character of the activities of administrative authorities; to reflect this in the functions of information systems and in the provision for their mutual relationships based on the legal framework governing their operations; and to ensure the transfer of data on the basis of the rights and responsibilities defined.

A condition regarding the coordination and simplification of cooperation between individual information systems within public administration and for their interconnection is the **continued implementation of a joint public administration communications infrastructure**, as a tool to ensure secure communication between public administration bodies, between individual venues where public authority is exercised, and between public administration and entities outside of it.

To ensure the coordinated communication between individual public administration information systems, to provide services of comparable quality throughout the country and to streamline communication between citizens and authorities, the role of technical regulations needs to be reviewed. Among the targets should be expedience, the quality of the rules approved, and a **focus on open, and above all, time-tested international standards** (e.g. those of the W3C consortium). The European Commission is heading in the same direction, and is aiming to ensure interoperability throughout the European Union. It is developing

guidelines for that purpose that may be followed by specific EU legislation. The Czech Republic is involved in the drafting of those documents and the decisions to be adopted are going to be transposed into the national framework. At the same time, the Czech Republic is intent on meeting the eEurope 2005 requirements and **supports the use of open standards**.

The Government of the Czech Republic will **not influence the use of open-source software (OSS) in the public sector**. It will however ensure the publication of related information and international recommendations in relation to the local, national and international activities going on in that area. Possibilities of using OSS in public administration shall be continuously reviewed and evaluated.

The principle must apply that **data that has once been provided by a natural or legal person to one authority shall not be unnecessarily required again**. Public administration bodies will be obliged to refer to the data available to them in the first place, and only afterwards will they require a statement from natural or legal persons on whether a change to the data has occurred and ask that the current or missing data be provided. Where changes are identified or missing data added, public administration bodies will have to ensure the updating of the relevant data sources. No unfounded repeated entries and saving of this data may occur. In that way, repeated requests for the same data will be limited as will the existence of inconsistent data sources concerning the same issue within public administration.

In order to ensure the above principle, the recorded information available to a public administration body in an electronic form in public administration information systems, or public administration registers, as the case may be, must be correct, up to date, complete, reliably kept and thus trustworthy, i.e. it must correspond to reality (or documents, as appropriate) to the greatest extent possible. Therefore information will be generated, secured and used jointly by the entire public administration in the **newly conceived public administration registers** (in particular the basic register of inhabitants, basic register of economic entities, basic register of territorial identification, addresses and basic register of property) that will serve as up-to-date and trustworthy reference information (data) sources for other registers and other public administration information systems, and possibly also for information systems outside of public administration. Much of the information from public administration registers will also be directly available to citizens. The aim is to gradually transform other important public sector information systems into the public administration registers system that will make data sharing easier.

The issue of registers is basically not regulated at EU level. It is assumed that the key issue with regard to interchange of information is the **interoperability** of individual information and communications systems of public administrations. That area is coordinated at European level under the IDABC programme. The European Commission has published the so-called European Interoperability Framework – a guideline to ensure interoperability with regard to the provision of electronic services by public administration. The programme also includes for example activities relating to metadata.

The interchange of data between various public administration information systems will always take place through the exchange of data messages between applications, i.e. through unambiguously structured queries for contents of data within the remit of another public administration body. The Government proceeds from the assumption that individual public administration entities run their own information systems to support their own business, and sees its own job primarily in developing rules for the communications environment of public administration entities and their information systems. Those rules include both the statutory definition of competences, powers and tasks performed by government and self-government bodies, as well as the definition of the procedural and administrative character of activities of individual public administration entities, therefore ensuring the required security and protection of information. Furthermore, those rules include technical regulations for a mutual communication interface between public administration information systems and the citizen – the user of e-government services.

The Government is intent on bringing online as many public administration businesses as possible and is going to **motivate citizens to use the online access as much as possible**. On the other hand, the state is not going to abolish traditional forms of providing services to citizens. With regard to the level of utilisation of online versions of services, it will make an effort to provide more economical services in the traditional form.

E-government principles must reflect the second stage of public administration reform (process reform). The analysis of current processes within public administration must include a review of the information systems of the individual public administration components. It appears that improvements in information systems content followed by the building of user applications are necessary in the first place. The Government will endeavour to **streamline and enhance other administrative activities** carried out by public administration bodies.

The Government regards the **Public Administration Portal as the main interface between the entire system of e-government services and its users** (citizens). The Ministry of Informatics shall coordinate the development of public administration information systems and the building of e-government at national level, while individual departments shall be responsible for the development of electronic information services in individual sectors. Given the increasing openness of the system to other public administration bodies, the second stage of the Public Administration Portal project will focus on the following functions: 1) the development of a web service to update the Public Authorities Directory; 2) the extension of the Public Administration Directory to include a description of public administration businesses; 3) public notice boards; 4) the development of a life-events web service.

Another Government priority is the creation of an alternative supply of **public Internet access points**. At the moment, the largest network of publicly accessible institutions offering Internet access is made up of public libraries. The Government assumes this network is going to see further dynamic development in the coming years, as a provision in the Libraries Act requires that all libraries providing public library and information services should be able to provide services over the Internet before the end of 2006. During 2004, approximately 1,700 libraries were connected to the Internet and consequently about 76 % of the population now live in a place where a library offers public Internet access. With their focus and atmosphere, libraries may conveniently become both possible public administration contact points and information centres.

To simplify the contact of citizens with public administration, **public administration contact points** are going to be built further on. Their role is to be a one-stop shop providing citizens with information on public administration and allowing them to do their business related to the so-called life events. Furthermore, municipalities and regions may serve as contact points. A project to support e-government is the use of the Czech Post state enterprise network as a public administration contact point. Thanks to the investment in ICT made by Czech Post in the past 10 years, all post offices are automated at the moment, most postal services are supported by ICT and the first electronic services are ready. Importantly, Czech Post has a lot of experience with providing services to public administration (disbursement of pensions and social benefits) accessible to citizens in their place of residence.

Most public administration services are already available online in the form of providing information or downloadable forms. Therefore in the coming period, the Government is going to place an **emphasis primarily on the development of transaction services**.

Key tasks relating to e-government:

- In 2005: draft legislation governing the rules for interchange of data between public administration bodies and the status of basic registers of public administration.
- By 2005: interconnect basic information systems of public administration entities in a sufficiently efficient, reliable and secure manner.
- By 2005: provide access from public administration contact points and Czech Post branches to authorised copies of entries in registers and records of public administration which citizens need to do their business with authorities.

- By 2005: minimise, as much as possible, the obligation of citizens to submit to public administration bodies documents in documentary form if the bodies can provide those to each other electronically.
- By 2005: make available via the Public Administration Portal at least the following **online services to citizens**: portal-type services assisting the public with their life events; possibility to file personal income tax returns; application for personal identification documents (identity cards, travel documents, etc.); a single point to announce a change of address online; applications for social benefits; services related to public health care; and the following **services for entrepreneurs**: processing of employees' social and health insurance; filing of corporate income tax returns; filing of value-added tax returns and excise duty declarations; simplification of online completion and filing of statistical reports; and the continued introduction of customs declarations relating to electronic customs procedures.

E-procurement

The use of ICT for public procurement may increase efficiency, improve quality and utilisation of funds spent on public procurement, produce savings and bring about better accountability of public spending.

So far the absence of clear rules within the EU has been an obstacle to the uptake of e-procurement in Europe. The adoption of a legislative package on public procurement that includes specific rules for e-procurement should mark a turning point in the uptake of e-procurement in the EU, or its Member States, as the case may be. The legislative package will then be transposed into the legislation of the Czech Republic. Under a three-year E-procurement Action Plan, the European Commission will identify all legislative and non-legislative measures that need to be taken to remove barriers to cross-border e-procurement and ensure the interoperability of e-procurement systems.

The Government of the Czech Republic regards e-procurement tools as a suitable means of making all public procurement cheaper, more efficient and more transparent. Therefore, it intends to give **maximum support to the use of e-marketplaces**.

Key task relating to e-procurement:

- By 2006: use e-marketplaces throughout public administration for all procurement worth over CZK 100,000 (around EUR 3,350)

E-health

The Government is aware that the use of the latest ICT is an essential condition for the affordability and quality of health care and will actively promote them. At the same time, deployment of ICT is viewed as a way of increasing the efficiency of the care provided and of achieving a higher quality of citizens' lives.

The state is going to link its activities related to patient identification, accessibility of health records, and interconnection and cooperation of health-care providers closely to such activities of the EU in order to achieve maximum compatibility.

To provide public health information and services, for instance related to healthy living, pollution status, options for prevention, availability of care, teleconsultation, etc., the Government intends to use the same means that are used to provide other online e-government services, above all the Public Administration Portal.

Key tasks relating to e-health:

- Gradually: replace **the existing health insurance cards with smart cards** compatible with EU standards, according to EU schedules.

- By the end of 2006: build up an information network connecting points of care in the Czech Republic to such points in the EU and enabling the sharing of public health data and the coordination of activities in life events and health emergencies.
- By the end of 2005: roll out a system providing public health information.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation**Act on Public Administration Information Systems No. 365/2000 Coll. (14 September 2000)**

This Act lays down the rights and obligations of persons and bodies involved in the development of public administration information systems, and establishes the management framework for the coordination of information systems development. The Czech Government intends to draft new e-government legislation setting, among other things, the rules for data interchange between public administration bodies and the status of basic public administration registers.

Freedom of Information legislation**Act on Free Access to Information No. 106/1999 Coll. (11 May 1999)**

The Act on Free Access to Information was adopted in May 1999 and went into effect on January 1, 2000. The law allows any natural or legal person to access information held by State authorities, communal bodies and private institutions managing public funds. Requests can be made in writing or orally. Public bodies are required to respond to requests within 15 days. There are exemptions for classified information, privacy, business secrets, internal processes of a government body, information collected for a decision that has not yet been reached, intellectual property, criminal investigations, activities of the courts, and activities of the intelligence services. Fees can be demanded for costs related to searching for information, making copies and sending information. Appeals are made to a superior body in the state authority concerned, which must make the decision within 15 days. An "exposition" can be filled if a central state body rejects an information request. The decision can then be appealed to a court under a separate law.

Data Protection/Privacy legislation**Act on the Protection of Personal Data No. 101/2000 Coll. (4 April 2000)**

The 2000 Data Protection Act aims to protect citizens' right to privacy. To this end, it regulates the rights and obligations regarding the processing of personal data and specifies the conditions under which personal data may be transferred to other countries. It also allows individuals to access and correct their personal information held by public and private bodies. It is enforced by the [Office for Personal Data Protection](#).

E-Commerce legislation**Act on Certain Information Society Services No. 480/2004 Coll. (7 September 2004)**

This Act, which came into force in September 2004, follows the efforts of the Government to eliminate obstacles hindering the development of electronic commerce. It also transposes Directive 2000/31/EC on electronic commerce, as proposed by the [White Paper on electronic commerce](#) approved by Government in May 2003. The Act governs the liabilities, rights and obligations of persons providing information society services and disseminating commercial communications.

E-Communications legislation**Act on Electronic Communications**

The Act on Electronic Communications and on Amendment to Other Acts was adopted by Parliament on 22 February 2005. It transposes the new EU regulatory framework for electronic communications into national law.

E-signatures/E-identity legislation**Act on Electronic Signature No. 227/2000 Coll. (29 June 2000)**

The Act on Electronic Signature transposes EU Directive No. 1999/93/EC and amends provisions of the Civil Code so as to expressly provide legal value to electronic signatures.

The Act provides a definition of an electronic signature, introduces a system of qualified electronic signatures and accredits providers issuing qualified certificates. It stipulates that only certified electronic signatures and qualified certificates issued by accredited providers of certification services can be used for exchanging information electronically with public authorities.

E-procurement legislation

[Act on Public Procurement](#) No. 40/2004, Coll. (17 December 2003)

The Public Procurement Act, which entered into force on 1 May 2004, provides the obligation for public bodies to publish tenders electronically and the possibility for candidate suppliers to submit tenders electronically. The Czech government has not yet formulated an exact time-schedule for implementing the new EU Directives on public procurement, including their provisions related to e-procurement.

Re-use of public sector information

[Act on Free Access to Information](#) No. 106/1999 Coll. (11 May 1999)

An amendment to the Act on Free Access to Information was adopted by the Government on 12 May 2005 with a view to transposing EU Directive 2003/98/EC on the re-use of public sector information. Among other things this amendment sets out the obligation for public administrations to provide online access to information in open data formats (e.g. XML). The amendment is due to come into force on 1 January 2006.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy****Ministry of Informatics**

Established in January 2003, the Ministry of Informatics (*Ministerstvo Informatiky*) has taken up responsibility for the Czech e-government national strategy from the Government Council for State Information Policy, a consultative body created in 1998 and disbanded in December 2002. The ministry is now in charge of devising the national strategy and providing leadership across government for its implementation.

Coordination**Ministry of Informatics**

The Ministry of Informatics coordinates the development and implementation of e-government (putting the accent on Public Administration Information Systems, the Public Administration Portal, etc.), telecommunications, postal services and the promotion of the Information Society in general (e.g. National Computer Literacy Programme).

Implementation

1. **Ministry of Informatics** for national e-government infrastructure projects.
2. Other **central government ministries and agencies** for departmental projects.

Support**Ministry of Informatics**

The Ministry of Informatics provides support to other government departments and bodies for the implementation of their e-government projects.

Audit/Assurance**Supreme Audit Office**

The Supreme Audit Office (SAO) is an independent institution that has responsibility for auditing the management of public finances and state property.

Data Protection**Office for Personal Data Protection**

The Office for Personal Data Protection is an independent agency, which supervises compliance with personal data legislation and deals with citizen complaints in this domain.

REGIONAL & LOCAL E-GOVERNMENT**Strategy**

Individual regions and communes (can be accessed through the government portal portal.gov.cz)

Coordination

Ministry of Informatics and **Ministry of Interior**

Implementation

Individual regions and communes (can be accessed through the government portal portal.gov.cz)

Support

1. **Ministry of Informatics**

2. Union of Towns and Municipalities of the Czech Republic

The Union of Towns and Municipalities of the Czech Republic undertakes support and advisory activities for Czech local authorities, and promotes the interests of local administration in relation to central executive and legislative bodies.

3. Association of Regions of the Czech Republic

The Association of Regions of the Czech Republic is the representative body of the 14 Czech regions (including the city-region of Prague), and was created in 2000.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Dana Bérová

Job title: Minister of Informatics of the Czech Republic

Picture:



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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Vladimír Hořejší

Job title: Deputy Minister of e-Government Section, Ministry of Informatics

Picture:



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Other e-government executives

Name: Marek Zukal

Job title: Deputy Minister and Head of Public Administration Information Systems Section,
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Portal.gov.cz](http://www.portal.gov.cz)

The Public Administration Portal (www.portal.gov.cz) was launched in October 2003. It intends to provide a one-stop access point to government services in the Czech Republic, with a view to helping citizens and businesses find information and communicate with public authorities. The portal, developed and administered by the Ministry of Informatics, is being implemented gradually, in several interlinked phases and building on a number of e-government projects in central and local government. In October 2004 the testing period ended and regular operation began. The number of users has been increasing considerably since then. Some transactional services are already on offer (e.g. sending of employees' pension documents to the Czech Social Security Administration, operation of the trade registry).

Network

[Public Administration Intranet \(IVS\)](#)

A government-wide network called Public Administration Intranet (*Intranet Verejne Spravy*) is currently being built. The IVS is meant to enable the interconnection of all public administration bodies (ministries, central administrations, regional authorities, municipal offices, labour offices, revenue authorities, public libraries, etc.) and to ensure secure and cost-efficient data and voice communications as well as access to central information resources. [Czech Telecom](#) has been appointed to provide the communications services infrastructure. Government bodies connecting to the countrywide private network gain access to a number of services including secure and reliable Internet access, a protected e-mail system, and the secure exchange of data. All public sector bodies connected to the network can access the same services with the same terms and conditions. Already connecting more than 400 public bodies, IVS will gradually be extended to cover the whole public sector.

e-Identification infrastructure

There is no central e-Identification infrastructure in the Czech Republic. Access to some transactional electronic public services is currently based on electronic signatures. There are three companies accredited by the government to issue e-signatures valid for communicating and transacting with the state's administration ([I.CA](#), [Czech Post](#), [elidentity](#)). Their certificates can be used for online transactions such as the filing of tax returns and the submission of legal petitions to the country's highest courts. Electronic signatures issued by other companies can only be used for commercial services.

e-Procurement infrastructure

[E-tendering portal \(www.centralni-adresa.cz\)](http://www.centralni-adresa.cz)

The new public procurement law requires all public tenders and awards to be published on the free-of-charge e-tenders and e-auctions portal [centralni-adresa.cz](http://www.centralni-adresa.cz). This obligation covers State bodies as well as regional and municipal authorities. Information to be published on the portal includes: public tender announcements; publication of a public tenders; results of public tenders; cancellations of public tenders, and price difference between the offers received. The procedures for the notification and publication of these public tenders have been automated to a large extent. Beyond this e-tendering portal, the Czech Government intends to automate ordering and invoicing procedures. The objective is to build an integrated e-procurement system to be used for repeated and bulk purchases across the whole public administration. The system, comprising an e-procurement portal and an electronic marketplace, is expected to be functional by the end of 2006. In the meantime, public administrations must make use of one of the three accredited private marketplaces listed at www.micr.cz/e-trziste for the procurement of ICT goods and services under a legal threshold. Since 1 September 2002 State administration bodies are indeed mandated to use these electronic marketplaces for

ICT purchases worth up to 2 million CZK (about EUR 67,000), which are not subject to the Public Procurement Act.

Knowledge Management infrastructure

No information available.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration
Website: <http://cda.mfcr.cz/>
Sophistication stage: 4/4
Description: The Czech Tax Administration website enables the electronic filing of income tax returns.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Labour and Social Affairs, Employment Services Administration
Website: <http://portal.mpsv.cz/sz>
Sophistication stage: 3/3
Description: The website of the employment services of the Ministry of Labour and Social Affairs contains the national job vacancies database, contacts (and links) to all labour offices (job centres) and a list of accredited private employment agencies. There is a network of 77 public job centres across the country.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits
Website: <http://portal.mpsv.cz/ssp>
Sophistication stage: 2/4
Description: Information and forms are available to download. Payment of unemployment benefits is managed by the network of 77 public job centres across the country.

b. Family allowances

Responsibility: Central Government, Ministry of Labour and Social Affairs, State Social Benefits
Website: <http://portal.mpsv.cz/ssp>
Sophistication stage: 4/4
Description: A web-enabled application system enables allowances applications to be submitted and managed electronically. A forms server enables users to choose a specific form either to print and fill it out "manually" or to fill it out and submit it online, using a digital signature.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health insurance companies
Websites: N.A.
Sophistication stage: 3-4/4 (depending on the insurance company)
Description: Health insurance is compulsory in the Czech Republic but administered by private health insurance companies. These companies (23 at present) are independent bodies that cannot make a profit, and any surplus goes to a special account called the Reserve Fund. The system is financed from the contributions of individuals, employers and the state (on behalf of the unemployed, pensioners, students and children). It is highly individualised, with health care coverage related to individual contributions. Opting out of the insurance system is not permitted, and the state acts as guarantor of the system.

d. Student grants

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: There is no public system of student grants in the Czech Republic. A type of 'student loan' is offered by banks.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior (production), Local Government (applications/distribution)
Website: <http://www.mvcr.cz/>
Sophistication stage: 1/3
Description: Information only. Passport applications are handled by municipalities.

b. Driving License

Responsibility: Central Government, Ministry of Transport (production), Local Government (applications/distribution)
Website: <http://www.mdcr.cz/>
Sophistication stage: 1/3

Description: Information only. Driving license applications are handled by municipalities.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Transport, & Local Government

Website: <http://www.mdcr.cz/>

Sophistication stage: 1/4

Description: Information only. Car registration applications are handled by municipalities.

6. Application for building/planning permission

Responsibility: Local Government

Website: N.A.

Sophistication stage: 1/4

Description: Applications for building/planning permission are handled by municipalities. Some municipalities provide related information on their websites.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Czech Police

Website: <http://www.mvcr.cz/policie>

Sophistication stage: 1/3

Description: Information only, no online declaration possible.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Regional & Local Government

Website: N.A.

Sophistication stage: 0-1/3

Description: Public libraries are managed by regional and local governments. Only some of them provide information over the Internet.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Interior, & Local Government

Website: <http://www.mvcr.cz/>

Sophistication stage: 1/3

Description: Information only. Requests and issuance of certificates are handled by municipalities. Only a few of them provide downloadable application forms.

10. Enrolment in higher Education/university

Responsibility: Central Government and Local Government, higher education institutions

Website: N.A.

Sophistication stage: 2/4

Description: There is no central enrolment system in the Czech Republic. Enrolment is in the responsibility of individual schools and universities. Most of them offer information and downloadable forms.

11. Announcement of moving (change of address)

Responsibility: Central Government and Local Government, Ministry of the Interior and Municipalities

Website: <http://www.mvcr.cz/>

Sophistication stage: 1/3

Description: Information only. Residents must notify their change of address at the municipalities, who update the central population register managed by the Ministry of the Interior. A central address change notification service, accessible through the government portal Portal.gov.cz, is due to be implemented by 2006.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health, & Regional Government

Website: <http://www.mzd.cz/>

Sophistication stage: 1/4

Description: Information only. The national health policy is coordinated by the Ministry of Health but the operation of hospitals is managed by regional governments.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Czech Social Security Administration
Website: <http://www.cssz.cz/>
Sophistication stage: 3/4
Description: It is now possible for small businesses to send monthly employee reports and electronic pension documents to the Czech Social Security Administration. A fully online service is under preparation.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration
Website: <http://cda.mfcr.cz/>
Sophistication stage: 4/4
Description: The Czech Tax Administration website enables the electronic filing of corporate tax returns.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Czech Tax Administration
Website: <http://cda.mfcr.cz/>
Sophistication stage: 4/4
Description: The Czech Tax Administration website enables the electronic filing of VAT returns.

4. Registration of a new company

Responsibility: Central Government, Ministry of Industry and Trade
Website: <http://www.businessinfo.cz/>
Sophistication stage: 2/4
Description: The BusinessInfo portal – formally the Integrated Business and Export System – was developed by the Ministry of Industry and Trade and the Czech Trade Agency along with other partners and state administration institutions. The portal provides a one-stop shop for business information, including company registration. It is now possible to file electronic applications for inclusion of a company into the business registry. Applications are sent to the e-mail addresses of the relevant registry courts, which can be found via the public administration portal.

5. Submission of data to statistical offices

Responsibility: Central Government, Czech Statistical Office
Website: <http://www.czso.cz/>
Sophistication stage: 3/3
Description: Businesses and public authorities can transmit statistical data electronically.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Directorate of Customs Administration
Website: <http://www.cs.mfcr.cz/>
Sophistication stage: 3/4
Description: Traders can submit customs declarations electronically.

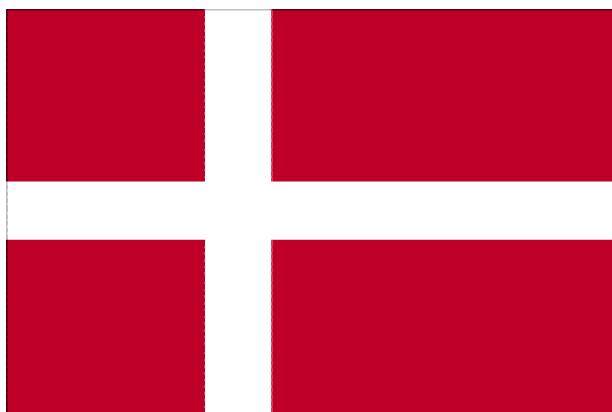
7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment, & Local Government
Websites: <http://www.env.cz/>
Sophistication stage: 1-2/4
Description: Information only. Permit applications are handled by municipalities, some of which offer downloadable forms.

8. Public procurement

Responsibility: Central Government, Czech Post
Website: <http://www.centralni-adresa.cz/>
Sophistication stage: 2-3/4
Description: All public tenders and awards are published on the free-of-charge e-tenders and e-auctions portal www.centralni-adresa.cz. The procedures for notification and publication of these public tenders have been automated to a large extent. Beyond this e-tendering portal, the Czech Government intends to automate ordering and invoicing procedures. The objective is to build an integrated e-procurement system to be used for repeated and bulk purchases in the whole field of the public administration. In the meantime, public administrations must make use of one of the three accredited private marketplaces listed at www.micr.cz/e-trziste for procuring ICT goods and services under a legal threshold.

eGovernment in Denmark



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Denmark. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 43,094 km²

Population (1,000): 5,397.6 inhabitants (2004)

Capital: Copenhagen

Language: Danish

Currency: Danish Kroner

GDP at market prices: 196,299.7 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 27,400 Euro (2004)

GDP growth rate: 2.4% (2004)

Inflation rate: 0.9% (2004)

Unemployment rate: 5.4% (2004)

Government debt/GDP: 42.7% (2004)

Public balance (government deficit or surplus/GDP): +2.8% (2004)

Source: Eurostat

Political Structure

The Kingdom of Denmark is a constitutional parliamentary monarchy.

Legislative power is held by a unicameral parliament ([Folketing](#)). The Parliament has 179 members, elected for a four-year term on the basis of universal direct suffrage and under a system of proportional representation. 135 seats are allocated on a constituency basis in the 17 multi-member constituencies; the remaining seats are divided nationally and reallocated to constituencies. Greenland and the Faeroe Islands, home rule territories of the Danish realm, have two Members of Parliament each. Parliamentary elections are often held before the full four-year terms are up, either because the Government is toppled in a "vote of no confidence" or because the Prime Minister calls an election to improve the ruling coalition's parliamentary position.

Executive power is held by the Government, headed by the [Prime Minister](#) and responsible to the Folketing. The [Monarch](#), Queen Margrethe II, "chooses" the Prime Minister based on recommendations from the leaders of the political parties.

Local government in Denmark is currently made of **14 regions and 275 local authorities**. The latter include the cities of Copenhagen and Frederiksberg, which are unitary authorities being at the same time regions and municipalities covering both tiers of local government. A "structural reform" of local government is currently being implemented, whereby tasks will be transferred from the regional level to the municipal level (i.e. further decentralisation) as well as to the state level (i.e. re-centralisation of certain tasks). The 275 local authorities will be replaced by 99 larger and more sustainable municipalities, which will be given responsibility to handle most tasks related to citizen service delivery. The 14 current regions will be dissolved and replaced by 5 bigger regions, which will be responsible for health care and health insurance, social affairs, regional development and coordination with business, tourism, transport and environment.

The [Danish Constitution](#) dates from 1849, when the King renounced absolutism. The latest and most comprehensive amendments to the Constitution date from 1953.

Denmark became a member of the European Union on 1 January 1973

Current Head of State: Queen Margrethe II (since January 1972)

Current Head of Government: Prime Minister Anders Fog Rasmussen (since 27 November 2001)

Information Society indicators

Percentage of households with Internet access: 69% (2004)

Percentage of enterprises with Internet access: 97% (2004)

Percentage of individuals using the Internet at least once a week: 70% (2004)

Percentage of households with a broadband connection: 36% (2004)

Percentage of enterprises with a broadband connection: 80% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 22% (2004)

Percentage of enterprises having received orders online within the previous year: 25% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 42.5%, downloading forms 16.4%, returning filled forms 13.9% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 62%, downloading forms 54%, returning filled forms 35% (2003)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Denmark](#)

06 October 2005

The Danish Digital Taskforce publishes the report of the [OECD Peer Review of e-Government in Denmark](#). The report praises Danish e-government achievements but also highlights some points where improvements are needed (more focus on the citizen perspective, clarification of the relationship between authorities responsible for e-government, better measuring and documentation of the effects of e-government).

12 September 2005

A new e-service is launched, enabling citizens to get information about their treatments in hospital. Patients can access their **medical records online** through the award-winning health portal [sundhed.dk](#) and read about their diagnoses and treatments in hospital from as far back as 1977.

26 August 2005

The Danish authorities launch a large-scale **communication campaign** to make citizens more aware of and interested in e-government services, and more likely to use them.

07 June 2005

The Danish government presents an account of existing laws and regulations that still create barriers to the digitisation of public services and generate significant burden for citizens and businesses. The government has introduced a new model to identify and measure these **administrative burdens** and aims to reduce them by 25% by 2010. The government also intends to develop a digital toolbox to help lawmakers prepare e-friendly legislation.

05 April 2005

The Danish Ministry of Finance published a report outlining its plans for [electronic motor registration](#). The system is due to be implemented by 2007/2008.

01 February 2005

[eDay2](#): all citizens and businesses are given the **right to communicate electronically with public authorities**, and to receive electronic replies if they so request. To be able to comply with these new obligations, 95% of Danish public authorities have implemented digital signatures and have established appropriate means for the reception of secure e-mail. eDay 2 also marks the generalisation of **electronic invoicing** to the whole public sector. From that day all invoices sent to and by public sector bodies must be in digital form when the public institution receives it.

22 June 2004

The [Danish National IT and Telecom Agency](#) introduces a [definition of 'Open Standard'](#) that provides the relevant parameters to evaluate the relative openness of technical standards. According to the definition, an ideal open standard should be accessible to everyone free of charge, remain accessible to everyone free of charge and be documented in all its details.

March 2004

The Government presents a [strategy for creating a more open and transparent public sector](#). The strategy includes the following five elements: agencies must identify which activities involve interaction with citizens and/or companies; agencies must set up clear targets for their services and results in regard to these activities; the targets must be published on the Internet as well as in other relevant places, e.g. in the public offices and in

official letters; agencies must follow up on the individual targets; agencies must publish on the Internet how they perform in regard to the targets.

17 February 2004

The Danish Government launches a [new e-government strategy](#) for the period 2004-2006. The main goal of the strategy is to achieve a highly effective, customer-focused public sector capable of delivering top quality services to citizens and businesses.

February 2004

The Danish authorities select vendors to deliver a government-wide electronic document management system. Called [Joint Electronic Document Management System](#) (FESD in Danish), the project will be delivered through framework contracts signed between the Danish central government, Danish Regions, Local Government Denmark and three vendors (Software Innovation, CSC and Accenture). The objective of the FESD project is to increase gains in quality and productivity by encouraging public bodies to introduce full digital procedures.

26 January 2004

Denmark becomes the first country to adopt the [Universal Business Language \(UBL\)](#) as a standard for public sector e-procurement. Following a 30-day public hearing, the Danish XML Committee decided to use UBL to enable integration of electronic procurement applications across government systems and with the government-wide [e-procurement portal](#).

10 December 2003

Official launch of the **National Health Portal** [Sundhed.dk](#) (Health.dk). One of Denmark's most ambitious Internet projects, the portal aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. The services to be offered include: personal registration with digital signature, creation of personalised health pages, access to laboratory test results and to the central reimbursement register (CTR), electronic booking of appointments, access to own medical records, SMS reminders prior to visits to the doctor, electronic communication between doctors, etc.

October 2003

The Government publishes [guidance on improving efficiency and effectiveness in national government](#). The guidance seeks to better integrate and coordinate a number of management tools, including: ministerial strategies for efficiency and effectiveness; performance management; outsourcing policies; procurement policies. As of March 2004, all ministries will be mandated to publish efficiency and effectiveness strategies, covering ministries as well as their agencies. The following four elements must be included in ministerial strategies: performance management policy, outsourcing policy, procurement policy, and clear targets for service delivery to citizens.

October 2003

The Danish Government publishes the first draft version of its e-Government Interoperability Framework. Called the '[Reference Profile](#)', the Framework lists technical policies and specifications formally recognised by the government and guides IT decision-makers in their choices of IT systems. The Reference Profile is aimed at harmonising the use of technologies through out the Danish administration.

01 September 2003

[eDay](#): all public administrations are given the right to send documents electronically to all other authorities and to demand that documents from other authorities be sent electronically (with the exception of sensitive data and documents). This initiative aims at promoting the use of e-mail and other forms of electronic communication in the public sector.

13 June 2003

Launch of the [White Paper on Enterprise Architecture](#). The White Paper makes proposals for broader, more qualified work on enterprise architecture in the public sector in Denmark. The aim is to achieve a general improvement in the quality of the process through which public sector IT systems are developed in collaboration with the IT sector.

11 June 2003

The Danish Government adopts a '[Software Strategy](#)' that aims to increase competition in the software market and to raise the quality and coherence of software products deployed in the public sector.

04 March 2003

Launch of the [InfostructureBase](#), a central repository of information about data interchange standards for the public and private sector.

06 February 2003

The Danish Government appoints telecoms company TDC to deliver the basic technology for [digital signatures](#) to government organisations and the public. Through the scheme, all Danish citizens will receive a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions.

10 October 2002

The Danish Board of Technology publishes a report on [Open Source Software in e-Government](#). The report shows that there are potential for major savings for the public administration in the use of open source software.

17 May 2002

Publication of '[Citizens at the Wheel](#)', the Danish government's [public sector modernisation programme](#).

January 2002

Publication of the Danish Government's **e-government strategy**: [Towards e-Government: Vision and Strategy for the Public Sector in Denmark](#). It sets out the vision to systematically use digital technologies to introduce new ways of thinking and transform organisations and work processes to improve the quality of service and efficiency. It also identifies a number of targets and priorities.

Autumn 2001

Launch of the [Danish XML Project](#) and establishment of an XML committee. The objective of the XML project is to define standards for the description of all relevant data in the public sector, so as to support easy and cheap access to and reuse of public data, and to enable data exchange and information systems interoperability across the public sector. The XML project comprises two parallel streams: a standardising work to define standards for exchange of data between government and the public, and the establishment of an 'InfostructureBase' providing technical information on standards and interoperability.

June 2001

The central government and the regional and municipal authorities launch a [joint e-Government Project](#) and to establish a Joint Board for the digitisation of the public sector. The board will be served by both an ad-hoc public digitisation unit (the **Digital Task Force**) and by the Ministry of Science, Technology and Innovation. The Digital Task Force assists the Joint Board in carrying out the adopted projects, and prepares the basis of decision-making on the background of cooperation with the involved parties. The Digital Task Force brings together interested parties and works as a catalyst in solving problems of coordination and cooperation in the digitisation process across the entire public sector.

21 May 2001

The Finance Ministry publishes a [white paper on e-government](#), stressing the need for a cross-level effort and coordination.

Autumn 2000

Establishment of a **committee on electronic government** under the authority of the Ministry of Finance. The work of this committee will result in two major initiatives: one to ensure the

implementation of XML as the communication standard in the public sector, and another to develop the use of digital signatures.

29 November 1999

The Digital Denmark committee publishes its report: '[Digital Denmark - Conversion to the Network Society](#)', which describes targets for the development of a network society and outlines a number of recommendations for concrete initiatives in this area. The objective is to make Denmark a leading IT nation while preserving the values of its welfare society.

November 1998

The Minister of Research and Information Technology sets up a **Digital Denmark Committee** to produce a draft for the Danish Government's future IT policy strategy.

1996

The state-owned IT services provider **Datacentralen** is privatised and sold to the US-based company CSC, Computer Sciences Corporation. Its name is changed to **CSC Denmark**.

10 October 1994

Publication of [Information Society 2000](#), a report prepared by the Committee on the Information Society by the Year 2000. This report will result in the subsequent establishment of the [Ministry of Science, Technology and Innovation](#), and of the [National IT and Telecom Agency](#).

1983

The Danish government introduces a "**modernisation programme**", an important element of which is the introduction of IT-based office systems in all government organisations.

1972

The Danish Municipalities establish their own IT-service provider, **KommuneData** – [KMD](#) – in order to share IT services supporting most of their activities.

1970

A **Central Income Tax System** is introduced as part of a major tax reform. The system organises collection of income tax directly from the employer. Over the years the collection and exchange of information will be further developed automated.

1968

A nationwide **Civil Registration System** is established, based on individual and unique ID numbers allocated to each citizen. The personal ID number is used as identifier in all public sector systems in Denmark.

1959

The Danish Government establishes **Datacentralen**, a state-owned IT services company. Its objective is to provide central government with expertise to design, develop, implement, operate and maintain data processing and information systems for government departments and agencies.

eGovernment Strategy

Main strategic objectives and principles

The current [Danish e-Government Strategy](#), covering the period 2004-2006, was published in February 2004. It is an extension of the [previous strategy](#), which covered the period 2001-2003.

VISION

The challenges that the public sector faces in the coming years will require the introduction of digital solutions that will help to modernise working practices and services. The Government and the municipal bodies seek to create an efficient and coherent public sector with a high quality of service, which focuses on the needs of citizens and businesses. Digitalisation should be actively applied to realise the following vision:

Digitalisation must contribute to the creation of an efficient and coherent public sector with a high quality of service, with citizens and businesses in the centre.

There is an expectation of increased costs for the public sector because of the higher proportion of elderly people in the population, fewer people in the work force, and thus fewer people to recruit for public sector tasks. In addition, there are increasing demands from citizens and businesses that the public sector keep up with the technological development and provide up-to-date and high-quality service. For businesses, in particular, the increasing level of internationalisation will require interaction with the public sector.

The network society is already well developed: In November 2004, Denmark was for example appointed the global leader in information society by IDC. The establishment of the fundamental infrastructure that will enable the provision of cross-government solutions is also well advanced in Denmark. On the other hand, the public sector does not yet meet the needs of citizens and businesses, and consequently, has not yet achieved the major benefits that e-Government is expected to bring. Unless steps are taken to improve this situation, there is a risk that in a few years' time, there will be a well-developed infrastructure that has no real effect. Conversely, Denmark is well placed to harvest significant gains through a focused effort in the coming years. In this regard a possible upcoming structural reform could act as a catalyst for change, thereby providing an opportunity for the public sector to further consolidate e-Government.

In order to facilitate work on this vision and monitor the progress of its realisation, the following five signposts have been drawn up. The first two signposts express the aims of the vision, while the latter three are concerned with the measures that will be necessary in order to realise it.

SIGNPOSTS

In order to materialise this vision and monitor the progress of its realisation, the Danish strategy creates five 'Signposts'. Attached to each signpost are a number of specific priority objectives to be reached:

- **Signpost 1: The public sector must provide coherent services with citizens and businesses in the centre.** By the end of 2006, at least 60% of citizens and 95% of businesses should use e-government services, and the level of user satisfaction with such services must have increased.
- **Signpost 2: E-government must result in improved service quality and the release of resources.** By the end of 2006, at least 75% of all digitalisation projects should release resources, and at least 25% should do so on a large scale.

- **Signpost 3: The public sector must work and communicate digitally.** By the end of 2006, at least 80% of all public authorities should receive at least a quarter of all documents sent by other public authorities in digital form, and at least 60% of all public authorities should be able to communicate securely in digital form with other public authorities, citizens and businesses.
- **Signpost 4: E-government must be based on a coherent and flexible infrastructure.** By the end of 2006, no more than 15% of all public authorities should state that the absence of common public sector solutions and standards is a significant obstacle, and at least 1.1 million digital signature certificates should have been issued to citizens, businesses and civil servants.
- **Signpost 5: Public sector managers must lead the way and ensure that their own organisations are capable of realising the vision.** By the end of 2006, no more than 20% of public authorities should state that lack of allocation of resources for work with digitalisation is a significant obstacle.

PRIORITY AREAS

In order to support the fulfilment of its strategic objectives, the Danish government has identified a number of '**Focus Areas**', i.e. areas that need to be improved in order to facilitate the successful delivery of e-government projects. Until 2004, the focus has been on the provision of infrastructure items such as standards, solutions and portals. In the period 2004-2006, however, the focus will be on harvesting the gains generated by these investments. The identified focus areas are:

- **Secure realisation and measure results:** e-government must produce added value for users, public authorities and civil servants and that value must be measurable in terms of service improvements, cost reductions and increased user and staff satisfaction.
- **Strengthen management and skills:** public sector management and staff must possess the necessary skills and incentives.
- **Renew organisation and corporate culture:** IT must not merely support current tasks and services, as processes must be simplified and automated with a view to providing the greatest possible user satisfaction for the smallest possible use of resources.
- **Improve communication and knowledge sharing:** across the boundaries of public bodies and towards citizens and businesses.
- **Develop incentives and financing:** because investments in e-government cannot necessarily be paid back during the same budget year (and the original investors are not necessarily those who will reap the benefits), it is important to examine the entire business case and provide a number of simple financing models that address these problems.
- **Enhance the infrastructure:** Although Denmark is well on its way to constructing a coherent technical and legal infrastructure for e-government, there are still areas to be improved such as legislative issues surrounding data sharing and, from a technical point of view, the need in a number of areas for a common language, which will require that the data formats used by the individual authorities conform to a common, open, national standard.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no specific e-government legislation in Denmark.

Freedom of Information legislation

[Act on Access to Public Administration Files \(19 December 1985\)](#)

Like other Nordic countries, Denmark has a long history on access to information. As far back as 1865, an act allowed losing parties in a court case to see administrative files. The first general (but limited) act on access to information was adopted in 1964 and the 1970 Act on Access of the Public to Documents in Administrative Files created a comprehensive freedom of information scheme. Access to government records is now governed by the 1985 Access to Public Administration Files Act, which replaced the 1970 law. The Act allows “any person” to demand documents in an administrative file. Authorities must respond as soon as possible to requests and, if it takes longer than ten days must inform the requestor of why the response is delayed and when an answer is expected. The Act does not apply to the Courts or legislators: documents relating to criminal justice or the drafting of bills before they are introduced in Parliament are exempt. Nondisclosure is also allowed for documents containing essential information relating to the security of the state and defense of the realm, protection of foreign policy, law enforcement, taxation and public financial interests. An exemption for EU documents was removed in 1991. The law was also amended in 2000 to limit access to some data about government employees. In case of nondisclosure, complaints can be filed with the Parliamentary Ombudsman, who can review decisions and issue non-binding opinions recommending that documents be released or that the authority justify its decisions better. The Government has set up a committee to review the Act and prepare changes to the law. It will consider the effects of new technologies, the role of other laws, the effect of government departments restructuring, and the need for an independent oversight agency.

Data Protection/Privacy legislation

[Act on Processing of Personal Data \(31 May 2000\)](#)

The Act, which entered into force on 1 July 2000, implements Directive 95/46/EC on the protection of individuals with regard to the processing of personal data and on the free movement of such data. The Act also allows individuals to access their records held by public and private bodies. It is enforced by the [Datatilsynet](#) (Data Protection Agency).

E-Commerce legislation

[Act on Information Society Services and Electronic Commerce \(22 April 2002\)](#)

This Act implements Directive 2000/31/EC of 8 June 2000 on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

E-Communications legislation

[Act on Competitive Conditions and Consumer Interests in the Telecommunications Market \(10 July 2003\)](#)

This Act, which came into force on 25 July 2003, transposes the bulk of the new EU regulatory framework for electronic communications.

E-signatures/E-identity legislation

[Act on Electronic Signature \(31 May 2000\)](#)

This Act, which entered into force in October 2000, implements the European Directive on Electronic Signatures. The Danish Government has set up an [official digital signature scheme](#), whereby all citizens are due to receive a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions.

E-procurement legislation

In Denmark the EU public procurement Directives are directly applicable since they are incorporated as such by government orders. The Directives are printed as an annex to the respective government orders, thus the text of the Directives constitutes the actual legislation in the field of public procurement in Denmark. The current government orders, passed on 30 July 2002, implement the public procurement Directives adopted prior to that date, and therefore do not contain any provision related to the use of electronic means in public procurement. The Government is currently preparing orders implementing the new EU public procurement directives (Directive 2004/17/EC of 31 March 2004 coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sectors, and Directive 2004/18/EC of 31 March 2004 on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts). Implementation is expected by the end of 2005. With the new EU Directives, the Danish government will provide that contracting authorities may use electronic auctions and dynamic purchasing systems. However, a restriction on electronic auctions is foreseen on works contracts.

Re-use of public sector information

[Act on Public Sector Information \(24 June 2005\)](#)

The Act on Public Sector Information (PSI) of 24 June 2005 implements the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

[Joint Board of the e-Government Project](#)

The Joint Board of the e-Government Project is the central decision-making body for e-government in Denmark. It is made up of the permanent secretaries from five ministries, the managing directors of the associations of County Councils and of Municipalities, and of a representative from the two largest municipalities (Copenhagen and Frederiksberg). Chaired by the [Ministry of Finance](#), it assumes joint responsibility for the country's e-government strategy/policy. The role of the Board includes formulating an overall e-government vision and strategy, identifying and seeking to remove central technical, legal, and organisational barriers, taking the necessary strategic decisions concerning joint solutions and conditions, driving progress in the digitisation of the public sector, among other things by making sure information and guidelines are worked out, and surveying the development and speed of the transition towards e-government.

Coordination

[The Digital Task Force](#)

The Digital Task Force is a special task force that has been set up to act as a catalyst for co-ordination and co-operation in the digitisation process across all levels of the public sector. It assists the Joint Board of the e-Government Project, prepares the basis for the decision-making on the background of cooperation with the involved parties, and drives the implementation of the adopted projects. The Digital Task Force is organically linked to the [Ministry of Finance](#) and has a staff of 20.

Implementation

1. [Ministry of Science, Technology and Innovation](#)

The Digital Task Force initiates a number of cross-sector projects, but it remains focused on the business side of initiatives - identifying opportunities where business process re-engineering and redeployment of resources can lead to a better and more efficient public service, value creation or cost reduction. Meanwhile, the Ministry of Science, Technology and Innovation leads the development of IT policy and infrastructure. It does so through its [IT-Policy Centre](#) and through the [National IT and Telecom Agency](#), which has responsibility for the implementation of specific elements of the e-government environment such as the government's public key infrastructure (PKI).

2. [Government departments and agencies](#) for departmental projects

Support

1. [The Digital Task Force](#)

2. [Ministry of Science, Technology and Innovation](#)

3. [National IT and Telecom Agency](#)

The National IT and Telecom Agency plays a central role in supporting the Danish State's efforts to enhance the efficiency of public administration through the establishment of digital self-service systems. In this context, the Agency functions as a centre of best practice, gathering and disseminating knowledge and sharing experience in digital administration. In addition, it provides benchmarking for and assesses the quality of public websites. The IT and Telecom Agency also manages development work on protocols, interfaces and communications standards.

4. [Agency for Governmental Management](#)

Part of the Ministry of Finance, the Agency for Governmental Management aims to contribute ensuring efficient management in central government. Its objective is to develop into a cost-efficient, reliable and creative organ of the Government, supplier of IT systems and adviser to central government agencies in the areas of accounting, financial control, payment

management and digitisation of administrative processes. In the field of e-government, the Agency for Governmental Management notably co-ordinates state interests in the public e-procurement platform [DOIP](#).

Audit/Assurance

1. National Audit Office of Denmark

The National Audit Office of Denmark is a public institution, which primary task is to audit the state accounts and to examine whether state funds are administered in accordance with the decisions of Parliament. The Office carries out both financial audit and performance audit in accordance with the principles of "good public auditing practice".

2. Danish Parliament's Public Accounts Committee

Data Protection

Danish Data Protection Agency

The Danish Data Protection Agency exercises surveillance over processing of data to which the [Act on Processing of Personal Data \(Act No. 429 of 31 May 2000\)](#) applies. The Agency mainly deals with specific cases on the basis of inquiries from public authorities or private individuals, or cases taken up by the Agency on its own initiative.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Joint Board of the e-Government Project

Composed of representatives of central, regional and local government, the Joint Board of the e-Government Project aims to promote a consistent development and implementation of e-government across all layers of government. The Joint strategy therefore applies to regional and local government as well as to central government.

Coordination

The Digital Task Force

Implementation

Individual regions and communes

Support

1. The Digital Task Force

2. Ministry of Science, Technology and Innovation

3. National IT and Telecom Agency

4. Local Government Denmark

Local Government Denmark is the National Association of Local Authorities (communes).

5. Danish Regions

Danish Regions is the National Association of County Councils.

4. KMD - Kommunedata

KMD is a company formed in 1972 through the merger of a number of municipal IT departments. It is owned by Danish local and regional authorities, through Local Government Denmark and Danish Regions, and supplies them with IT expertise, systems and services.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Helge Sander

Job title: Minister for Science, Technology and Innovation

Picture:



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Head of e-government

Name: Marianne Rønnebæk

Job title: Director of IT and Communication, Ministry of Science, Technology and Innovation

Picture:



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Other e-government executives

Name: Mikkel Hemmingsen

Job title: Deputy director of IT and Communication, Ministry of Science, Technology and Innovation

Picture:



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Name: Niels Pagh-Rasmussen

Job title: Head of E-Government Division, National IT and Telecom Agency

Picture:



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Name: Thomas Nielsen

Job title: Head of the Digital Task Force

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Danmark.dk](#)

The national portal [Danmark.dk](#) is at the same time an institutional site and an e-government portal providing easy access to public information and services. A specific version in English ([Denmark.dk](#)) has been developed for foreigners. A portal for e-services to businesses, [Virk.dk](#), has also been established.

Network

There is currently no government-wide data network in Denmark.

e-Identification infrastructure

Official digital signatures

The Danish Government has launched an ambitious programme to issue digital signatures to all citizens, with a view to accelerate the take-up of e-government services. Through the scheme, Danish citizens are issued a free software-based digital signature (OCES - Public Certificate for Electronic Services) providing sufficient security for most public sector and private sector transactions. Launched in early 2003, the scheme aims at distributing 1.3 million digital signatures after four years, and ultimately at providing all Danes with digital signatures. The Danish Government does not have plans to introduce card-based electronic identities.

e-Procurement infrastructure

The Public Procurement Portal - DOIP

The Danish Public Procurement Portal is an electronic marketplace to which both private and public purchasers and their suppliers have access and whose functionality, interface, security and transaction costs are regulated by the public sector. Launched on 3 January 2002, it was among the first public procurement portals in Europe. It is the result of a close collaboration between the public and private sectors: the public sector hasn't invested anything in the system but solely pays for using it. The public procurement portal is a web-based system based on Oracle exchange software. The current version supports: e-auctions, e-catalogues and integration with back-office systems. It is operated by "gatetrade.net", which is established and owned by Maersk Data, Danske Bank, Post Denmark and telecoms company TDC. The [Agency for Governmental Management](#) co-ordinates state interests in the public procurement portal. Use of the portal is recommended for all public bodies, but is not mandatory. Some regional and local authorities make use of private marketplaces, and the state-owned company [National Procurement Ltd. \(SKI\)](#) has also set up simpler e-tendering solutions systems ([ETHICS](#), [Netindkøb](#) and [Netkatalog](#)). On 1 February 2005, Denmark became the first country to generalise e-invoicing. Since that date, Danish public authorities only issue invoices in electronic format and accept digital invoices from their suppliers.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Denmark.

Other

Joint Electronic Document Management System (FESD)

In early 2004 the Danish authorities appointed vendors to deliver a government-wide electronic document management system, called Joint Electronic Document Management System (FESD). The project will be delivered through framework contracts signed between the Danish central government, Danish Regions, Local Government Denmark and three vendors (Software Innovation, CSC and Accenture). The objective of the FESD project is to increase gains in quality and productivity by encouraging public bodies to introduce full digital procedures.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: <http://www.toldskat.dk/>

Sophistication stage: 4/4

Description: Filing of tax returns is almost 100% automated in Denmark. Most information is collected electronically from the relevant sources (e.g. employers, banks, mortgage companies, etc.) using the citizen ID number. This information is filled in a draft tax return statement that is automatically sent to all citizens in April of each year. Citizens who want to introduce changes to the draft statement can do so online using the official digital signature or another PIN code-based identification system. Otherwise they can accept the draft statement by doing nothing.

2. Job Search services by labour offices

Responsibility: Central Government, Danish Employment Service

Website: <http://www.jobnet.dk/>

Sophistication stage: 3/3

Description: Allows users to access a job database and conduct searches by region. Also provides access to a CV bank, job profiles, personalized ads, information and advice about job searching, etc.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, National Directorate of Labour, accredited Unemployment Benefit Funds

Website: <http://www.ak-samvirke.dk/>

Sophistication stage: 3/4

Description: Unemployment insurance in Denmark is a voluntary scheme administrated by private unemployment insurance funds (*Arbejdsløshedskasser*). There are 32 accredited funds in the country. Each fund provides its own set of online information and services, and most of them offer their members the possibility to register, apply for compensation and manage their personal data via the Internet.

b. Family allowances

Responsibility: Local Government

Website: N.A.

Sophistication stage: N.A.

Description: Family support (allowance for each child under 18 years of age, independent of the parents income) is provided to all families registered at the national register. This support is paid automatically and does not need to be applied for. Other types of child support (support for children of single parents, twins, triplets, children of retired persons) may also be available, administered and paid the social services of the different [Communes](#) and only upon application.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Regional Government

Website: N.A.

Sophistication stage: N.A.

Description: Any person resident in Denmark (and registered at the National Register) is entitled to public health care and receives a national health insurance card (*sygesikringskort*), without the need for an application. This public health insurance grants free of charge or discounted access to a range of treatments and medications (direct settlement), without further reimbursement. The health service is administered by the counties, which issue the insurance cards, run the hospitals and enter into agreements with general practitioners, specialists and dentists about payments.

d. Student grants

Responsibility: Central Government, State Educational Grant and Loan Scheme Agency

Website: <http://www.su.dk/>

Sophistication stage: 4/4

Description: Fully interactive service. Students register with the system and receive an ID and a password. They can then submit information on the desired type of studies and school/university, check their entitlement for grants and loans, file applications and check the status of their applications. The back-office system collects the necessary verification data, and if all information is correct transfers

the grants/loans to the student bank account electronically. Most communication to the Grant and Loan Scheme Agency is done through this interactive service. A specific website (www.studielaan.dk) has been set up by the Student Grant Office of the Agency for Governmental Management for people paying back their student loans. The site enables users to check how much they has received, how much they have to pay back and when. There is also a possibility to pay back student loans via Internet.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Danish Police
Website: <http://www.politi.dk/da/borgerservice/pas/>
Sophistication stage: 2/3
Description: Information and forms to download. Passport applications are handled by local police branches.

b. Driving License

Responsibility: Central Government, Danish Police
Website: <http://www.politi.dk/da/borgerservice/korekort/>
Sophistication stage: 2/3
Description: Information and forms to download. Driving license applications and renewals are handled by local police branches.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Danish Police
Website: <http://www.politi.dk/da/borgerservice/nummerpladerogregistrering/>
Sophistication stage: 1/4
Description: Information only. Car registration applications are handled by local police branches. The Danish Government has outlined plans for setting up an electronic motor registration system, which is due to be implemented by 2007/2008.

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 2/4
Description: General information and building permission application forms can be downloaded from the national portal [Danmark.dk](http://www.danmark.dk) and from some municipalities' homepages.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Danish Police
Website: <http://www.politi.dk/>
Sophistication stage: 3/3
Description: The Danish police launched in April 2005 its renewed website, dubbed 'The Virtual Police Station'. The new website makes it possible for citizens to report a number of crimes and offences online.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Danish National Library Authority (*Biblioteksstyrelsen*)

Website: <http://bibliotek.dk/>
Sophistication stage: 3/3
Description: Online catalogue of all items published in Denmark as well as all items kept in Danish public libraries. Citizens can place requests for items at their local library (even if the library does not have the item wanted).

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: N.A.
Sophistication stage: 2/3
Description: Requests of certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests is based on the Danish [Central Person Register \(CPR\)](#), the register of all Danish residents.

10. Enrolment in higher Education/university

Responsibility: Central Government, Higher Education institutions
Website: <http://www.optagelse.dk/>
Sophistication stage: 4/4
Description: Optagelse.dk is a central service co-ordinating all applications for enrolment in higher education in Denmark. Danish students can submit their applications online using their digital signature. Students without digital signature can download the application form, print it, fill it on paper and send it with copies of relevant documents. Enrolment itself remains managed by individual universities and other higher education institutions. Information about higher education in Denmark is provided at the website [UG.dk](http://www.ug.dk).

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior and Health, Office of Civil Registration
Website: <http://www.cpr.dk/>
Sophistication stage: 3/3
Description: Danish citizens and residents can access and amend their records in the Central Population Register, including their address. Users must register with the National Registration Office of the municipality they live in.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of the Interior and Health, & Regional Government
Website: <http://www.sundhed.dk/>
Sophistication stage: 1/4
Description: The **National Health Portal** aims to provide citizens and healthcare professionals with a one-stop shop to health-related information and services. At the moment the portal is mostly informational, but it is due to become the entry point to a number of interactive and transactional services including: creation access to laboratory test results, electronic booking of appointments, access to medical records, SMS reminders prior to visits, electronic communication between doctors, etc. The site already enables users to register and create their own page using a digital signature. The personal data accessible includes medicines used, and, since September 2005, diagnoses and treatments in hospital since 1977.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: There are no social contributions for employees in Denmark, where the social security system is entirely financed through taxes.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration
Website: <http://www.toldskat.dk/>
Sophistication stage: 4/4
Description: Fully transactional corporate tax declaration and payment system.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration
Website: <http://www.toldskat.dk/>
Sophistication stage: 4/4
Description: Fully transactional VAT declaration and payment system.

4. Registration of a new company

Responsibility: Central Government, Danish Commerce and Companies Agency

Website: <http://www.eogs.dk/>

Sophistication stage: 4/4

Description: The Danish Commerce and Companies Agency manages company registration services in Denmark, and provides registration services online. Companies details are kept in the [Central Business Register \(CVR\)](#), a new central register containing primary data on all businesses in Denmark.

5. Submission of data to statistical offices

Responsibility: Central Government, Danish Central Statistical Office (Statistics Denmark)

Website: <http://www.dst.dk/>

Sophistication stage: 3/3

Description: Since 2002 Danish companies and public authorities have the possibility to submit wage and salary information electronically to Statistics Denmark through the new wage and salary project, which was set up in collaboration with, among others, the Danish Commerce and Companies Agency and the Central Customs and Tax Administration.

6. Customs declarations

Responsibility: Central Government, Ministry of Taxation, Customs and Tax Administration

Website: <http://www.toldskat.dk/>

Sophistication stage: 4/4

Description: The Danish Customs Administration implemented a web based e-customs system, supporting "Just-in-Time" procedures for Import and at the same time increasing the level of control. Companies and traders can access the declaration system both through the Internet and through Electronic Data Interchange (EDI).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Danish Environment Agency

Websites: <http://www.mst.dk/>

Sophistication stage: 4/4

Description: Information and application forms to download. Possibility to fill in forms, submit them online using a digital signature, and make related payments.

8. Public procurement

Responsibility: Central Government, Agency for Governmental Management

Website: <http://www.doip.dk/>

Sophistication stage: 4/4

Description: Launched in January 2002 the Danish Public Procurement Portal is an electronic marketplace resulting from a close collaboration between the public and private sectors. Its functionality, interface, security and transaction costs are regulated by the public sector, but the system is operated by the private company "gatetrade.net", which is owned by large Danish companies. The public sector hasn't invested anything in the system but solely pays for using it. This way, it benefits from a state-of-the-art marketplace supporting: e-tendering, e-auctions, e-catalogues and integration with back-office systems. Use of the portal is recommended for public bodies, but not mandatory.



eGovernment in Estonia



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Estonia. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 45,227 km²

Population (1,000): 1,351.0 inhabitants (2004)

Capital: Tallin

Language: Estonian

Currency: Estonian crown

GDP at market prices: 9,043.1 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 11,300 Euro (2004)

GDP growth rate: 7.8% (2004)

Inflation rate: 3.0% (2004)

Unemployment rate: 9.2% (2004)

Government debt/GDP: 4.9% (2004)

Public balance (government deficit or surplus/GDP): +1.8% (2004)

Source: Eurostat

Political Structure

Estonia is a Parliamentary Republic, established in 1991 following the fall of the Soviet Union.

Legislative power lies with the unicameral parliament, called the State Assembly (**Riigikogu** in Estonian). The Assembly has 101 members, elected by popular vote to serve four-year terms. Members are elected on the basis of a proportional system, and a 5% splinter party threshold applies for those wishing to take part in parliamentary activities.

Estonia's Head of State is the **President**, elected for a five-years term by the Riigikogu. The **Government**, exercising executive power, is formed by the **Prime Minister**, nominated by the president, and a total of 14 ministers. The Government is appointed by the President after approval by the Parliament.

Estonia is divided into 15 counties and 254 urban and rural municipalities (towns and parishes), which powers and responsibilities are established by the Local Government Organisation Act of June 1993. The government of each county is led by County Governor, who represents the national government at regional level and is appointed by the Central Government for a term of five years. Local self-government is exercised solely at the municipal level.

The **Constitution of the Republic of Estonia** was adopted on 28 June 1992.

Estonia became a member of the European Union on 1 May 2004.

Current Head of State: President Arnold Rüütel (since 8 October 2001)

Current Head of Government: Prime Minister Andrus Ansip (since 12 April 2005)

Information Society indicators

Percentage of households with Internet access: 31% (2004)

Percentage of enterprises with Internet access: 90% (2004)

Percentage of individuals using the Internet at least once a week: 45% (2004)

Percentage of households with a broadband connection: 20% (2004)

Percentage of enterprises with a broadband connection: 68% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 4% (2004)

Percentage of enterprises having received orders online within the previous year: 8% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 14.2%, downloading forms 14.3%, returning filled forms 13.1% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 78%, downloading forms 73%, returning filled forms 54% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Estonia](#)

October 2005

Estonia becomes the first country in the world to enable its citizens nationwide to vote over the Internet for political elections – the local elections of 16 October 2005. Citizens willing to cast their ballots online could do so in advance between 10 and 12 October, using their electronic identity cards. Launched in 2002, the Estonian e-ID card is mandatory for all residents older than 15. To vote online, users must insert their cards into readers connected to their computers and log on to the [Internet voting website](#). Once authenticated, they cast their ballots through an encrypted system and then affix their digital signatures to verify the selections before transmitting them. The number of e-votes cast during the local elections amounted to 9,287, representing 1% of total votes and 7% of advanced votes. No glitches or security issues were reported, and this vote thus paves the way for generalised, optional but legally binding Internet voting during the legislative elections of 2007.

June 2005

The Government adopts the [Information Policy Action Plan for 2006](#). The Action Plan sets annual priority projects with detail of schedules, funding sources and responsibilities for project implementation.

April 2005

The Estonian Parliament approves the **Estonian Broadband Strategy**, setting out the principles for the development of fast Internet connections until 2007.

January 2005

An **e-voting pilot** is conducted in Estonia's capital city, Tallinn, on the occasion of a local consultation on the location of a Freedom Monument. The e-voting system is based on the use of the electronic ID card to identify voters. ID-card penetration is particularly high in Tallinn where it is used as an e-ticket in public transport. Despite a low turnout, the objectives of e-voting pilot project are met, paving the way for a generalised use of e-voting for all e-ID card holders at the local government elections taking place in October 2005.

06 May 2004

The Estonian Government adopts a new Information Society policy, the [Principles of the Estonian Information Policy 2004–2006](#). Entitled 'Towards a More Service-Centred and Citizen-Friendly State', the new policy document maintains most of the principles defined in the 1998 strategy, but takes a step further, with a view to strengthen central co-ordination and increase consistency and collaboration in developing the Information Society. Following Estonia's EU accession, the new policy also aims to align more closely national actions with EU priorities, in particular the objectives set out in the eEurope 2005 action plan. Together with the new Policy, an [Information Policy Action Plan for 2005](#) is adopted, setting annual priority projects with detail of schedules, funding sources and responsibilities for project implementation.

April 2004

59% of natural persons' income tax returns (incomes of 2003) are submitted electronically, making Estonia the European e-Tax services champion in terms of service take-up.

May 2003

Finland and Estonia sign an agreement to harmonise the concepts and practices between the two countries regarding digital signature and document format and exchange. The signature

project, codenamed [OpenXAdES](#), is an open initiative, which promotes the 'universal digital signature'.

12 March 2003

The Estonian Government launches its **e-government portal** [eesti.ee](#). Branded "the Citizen's IT Environment", the site is meant to provide a single, one-stop umbrella for the many government services already online, and for all new services being developed.

Summer 2002

Together with the [United Nations Development Programme](#) (UNDP) and the [Open Society Institute](#) (OSI), the Estonian Government establishes an [E-Governance Academy \(EGA\)](#). Designed to train civil servants and policy makers of other Central and Eastern European countries, as well as countries from the former Soviet Union and Asia, the Academy will enable Estonia's neighbours to benefit from its e-government experience and expertise.

January 2002

Estonia starts the introduction of national [electronic ID cards](#). The card fulfils the requirements of Estonia's Digital Signature Act and is mandatory for all Estonian citizens and permanent resident foreigners over 15 years of age. It is meant to be the primary document for identifying citizens and residents and its functions are to be used in any form of business, governmental or private communications. The card, besides being a physical identification document, has advanced electronic functions that facilitate secure authentication and legally binding digital signature.

December 2001

Launch of the [X-Road](#) system. X-Road is a middle-tier data exchange layer enabling government databases to communicate. The system allows officials as well as legal and natural persons to search data from national databases over the Internet within the limits of their authority. The system ensures sufficient security for the treatment of inquiries made to databases and responses received. The databases themselves remain functioning in standard way; they are connected to the X-Road system by a special user interface. Due to this unified user interface queries to all databases are made in the similar way. The system has been designed and created in a secure way. The security servers of databases and information systems connected to the X-Road communicate with each other through encrypted channels. All users must pass the authentication and authorisation procedure.

Summer 2001

The Estonian Government launches an innovative e-democracy portal, [TOM](#) (*Täna Otsustan Mina* – in English "**Today I Make Decisions**"). The aim of this website is to enhance citizens' participation in the public decision-making process. Anyone can use the website to submit ideas, thoughts and suggestions, and to comment on draft legislation submitted by others or elaborated by ministries. Ideas that find support among users are submitted by Prime Minister's resolution to respective agencies to be executed. The public can constantly monitor what happens to the idea. In January 2003 372 ideas that had been submitted in TOM were in legislative proceeding in different government agencies, 5 acts based on submitted ideas were in the signing stage and 10 draft legislations were under elaboration in the ministries.

June 2001

The [eEurope+ Action Plan](#) is published by the European Commission in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an information society in the accession countries, including Estonia.

February 2001

The government approves a new update of the **Information Policy Action Plan**.

01 January 2001

The [Public Information Act](#) enters into force, setting the freedom of information regime in Estonia.

October 2000

Launch of the Estonian [e-TaxBoard](#) application which enables taxpayers to file, view and correct their income tax returns online, but also to file VAT returns and submit VAT refund applications, to calculate their social tax and to view their tax account balances.

08 March 2000

The [Digital Signatures Act](#) is approved.

May 1999

The government adopts an update of the **Information Policy Action Plan**.

01 October 1998

The Government launches the **government-wide backbone network** [EEBone](#) (PeaTee in Estonian). The network connects all government offices across the country and provides them with secure access to the Internet and to the government's Intranet

April 1998

The Estonian Government adopts the country's first Information Society strategy, the [Principles of the Estonian Information Policy](#), as well as an **Information Policy Action Plan**. The Policy document – approved by the Estonian Parliament in May 1998 – serves as a basis for making public policy decisions to support the development of the Information Society in Estonia. It is complemented by the Action Plan, setting annual priority projects with detail of schedules, funding sources and responsibilities for project implementation. The Policy shall be revised every 4-5 years, while the Action Plan shall be updated every year.

12 March 1997

A [Databases Act](#) is adopted, which regulates the creation and maintenance of digital databases and creates a state register of databases.

19 July 1996

The [Personal Data Protection Act](#) enters into force.

eGovernment Strategy

Main strategic objectives and principles

The first IT policy document in Estonia – “[Principles of the Estonian Information Policy](#)” – was approved by the Parliament in May 1998. The document stated that the objectives of the policy would be revised after every 4-5 years and, thus, discussions on the scope and focus of the new policy document were launched in 2003.

The new IT policy – “[Principles of the Estonian Information Policy 2004–2006](#)” was approved by the Government in spring 2004. Despite the fact that most of the principles defined in the first strategy have maintained their relevance, a number of objectives defined at that time have already been achieved or are currently being accomplished. Thus, the new policy takes a step further, aiming to strengthen the central co-ordination and increase consistency and collaboration in developing the information society. In addition to the IT-related developments, also the background system for the formation of information society policy has changed as a result of Estonia’s accession to the EU. As a member state of the EU, Estonia also has to follow the principles agreed at the EU level. Thus, the new IT policy follows the objectives set out in the eEurope 2005 action plan and other strategic documents in Europe.

Differently from the previous IT strategy, the “revised IT policy” sets out some **specific priority areas**. The coalition agreement of the current government that emphasises the importance of several aspects of the information society also contributed significantly to the elaboration of the policy. The main objectives of the Estonian information policy for 2004-2006 are the following:

1. **introduction of eServices in all state agencies** together with respective training and awareness-raising activities for the whole society;
2. keeping the level of ICT use in Estonia at no less than the average level of the EU, ensuring thus the efficiency of the Estonian economy and society in general;
3. increasing the export capacity of the IT sector.

In years 2004–2006, Estonia will proceed from the following objectives in developing the information society:

- **Developing eServices for citizens, entrepreneurs and public sector institutions**
The development of basic public online services defined in the framework of the eEurope action plan will be continued, ensuring comparability of eGovernment related data at the EU level. Particular attention will be paid to the development of favourable environments in the field of eHealth and eLearning. Efficiency and sustainability of eServices will be ensured both in terms of supply and demand. Necessity for customer-oriented approach will be kept in mind when developing eServices: technical solutions enabling multilingual communication will be created and consumer groups with special needs will be taken into account.
- **eDemocracy**
IT solutions with the potential of contributing to the development of eDemocracy will be identified and analysed. An Internet-based eVoting system will be created.
- **Increasing efficiency in the public sector**
Electronic document management in the public sector will be further developed and digital archiving will be launched. Particular attention will be paid to the development of Internet- based communication and information management between the state and local governments. The development of databases will be continued with an objective to ensure integrity, availability, and interoperability of data. Where deemed necessary, steps will be taken to create databases containing digitally signed documents. In order to increase the quality of leadership and management in the

public sector, operational information systems will be created for compiling the activity statistics and financial information of ministries and state agencies.

- **eLearning**
Measures will be taken to increase the digital literacy of the population. Particular attention will be paid to the widespread training of the population so as to ensure coping in the information society and guarantee readiness for making use of IT solutions. The computerisation level of schools at all levels will be brought to the average of the EU. Introduction of web-based study forms in higher education and lifelong learning will be supported.
- **ICT industry and eBusiness**
The development and use of modern ICT solutions will be facilitated. ICT-related research and development as well as innovation in the private sector will be promoted. eBusiness will be facilitated by promoting the use of the ID card, digital signature, and authentication methods based on digital information. In addition, elaboration of IT standards in the field of eBusiness as well improvement of legislation will contribute to the process.
- **IT security**
Basic principles of IT security policy will be elaborated. In co-operation with the private sector, a national IT security centre will be established as a contact point for respective EU institutions. The centre will be vested with the following tasks: registering of attacks, informing of all parties involved, elaborating and distributing safeguard measures, and increasing awareness about IT security.
- **Position at the international arena**
Steps will be taken to maintain the high international reputation that Estonia has acquired as an eState. Attention will be paid to the need to promote and disseminate innovative concepts and standards elaborated in Estonia so as to ensure European-wide use for these.
- **eInclusion**
In order to improve conditions necessary for coping in the information society as well as to avoid digital divide, access to ICT will be facilitated for the socially disadvantaged: the development of public internet access points (PIAPs) will be continued and basic computer skills will be ensured for all members of the society, including those representing risk groups. Public sector web pages that have been created with the aim to inform wider public and provide eServices for citizens and enterprises will be brought in accordance with the Web Accessibility Initiative Guidelines.

The Internet penetration level in Estonia will be further increased and access to communications infrastructure will be improved by ensuring more affordable Internet connection prices, prioritising the development of fast data communications networks, as well as promoting competition between telecommunications operators.

ICT will also be used for increasing the employment rate: for the unemployed and people at risk of losing their job, opportunities will be created to study ICT. In addition, necessary incentives will be created for employers so as to increase the share of teleworking.

The implementation of the information policy is based on information policy action plans, drafted at the beginning of each year, setting out activities that different state agencies are planning to initiate for the development of the information society. The action plans that state responsible authorities, expected outputs and evaluation of finances are submitted to the Government of the Republic for approval before the drafting of the state budget and will be considered when compiling the state budget strategy.

Together with the Principles of the Information Policy 2004-2006, the Government adopted the [Information Policy Action Plan for 2005](#). The Action Plan sets out activities in 15 important fields, states authorities responsible for them, and includes estimations of costs necessary for their realisation.

The priorities of the Information Policy Action Plan for 2005 are the following:

- **Geographical information systems:** the aim is to continue the development of services based on digital maps and improve the common user environment. Responsible authority: [Estonian Land Board](#).
- **Document management and digital archiving:** the aim is to modernise the document management in the public sector so as to ensure that the majority of documents circulating between different public sector organisations would be managed electronically. Responsible authority: [State Chancellery](#).
- **Reorganisation of the population information system:** the objective is to revise the principles, architecture and workflows of information systems related to population registration. Responsible authority: [Ministry of Internal Affairs](#).
- **Remodelling of state information systems:** the objective is to revise the legal, organisational and technological aspects related to data processing in state databases. Responsible authority: [Ministry of Economic Affairs and Communications](#).
- **Social welfare information systems:** the aim is to ensure high-quality eServices in the field of labour market and health care. Responsible authority: [Ministry of Social Affairs](#).
- **ICT in education and research:** the objective is to continuously support the Tiger Leap+ and Tiger University programmes. Responsible authority: [Ministry of Education and Research](#).
- **eInclusion and broadband strategy:** the aim is to launch a set of activities ensuring broadband connections for citizens and businesses and targeting IT solutions at different social groups and geographical regions. Responsible authority: [Ministry of Economic Affairs and Communications](#).
- **ePublic Procurement:** the objective is to ensure the provision of eServices for conducting public procurements. Responsible authority: [Ministry of Finance](#).
- **Unified service environments for citizens, entrepreneurs and officials:** the objective is to improve the X-Road environment for the development of information system services. Responsible authority: [Ministry of Economic Affairs and Communications](#).
- **eSecurity:** the objective is to develop and implement the eSecurity policy. Responsible authority: [Ministry of Economic Affairs and Communications](#).
- **eBorder:** the aim is to ensure conditions for joining the Schengen information system. Responsible authority: [Ministry of Internal Affairs](#).
- **Co-ordination of the state IT policy and respective action plans.** Responsible authority: [Ministry of Economic Affairs and Communications](#).
- **ICT framework for legal protection:** the aim is to develop eServices related to the legal protection of natural and legal persons. Responsible authority: [Ministry of Justice](#).
- **Digital cultural heritage:** the objective is to ensure the provision of eServices in the field of Estonian culture. Responsible authority: [Ministry of Culture](#).
- **eHealth:** the objective is to implement the digital health record and a number of other eServices in the field of health. Responsible authority: [Ministry of Social Affairs](#).

In order to implement the above-mentioned solutions, the daily **functioning and development of user-friendly and service-centred IT infrastructure** has to be ensured.

(Extract of "[IT in Public Administration of Estonia Yearbook 2004](#)").

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no specific e-government law in Estonia.

Freedom of Information legislation

Public Information Act

The Public Information Act (PIA) was approved in November 2000 and took effect in January 2001. The Act covers state and local agencies, legal persons in public law and private entities that are conducting public duties including educational, health care, social or other public services. Any person may make a request for information and the holder of information must respond within five working days. Requests for information are registered. Fees may be waived if information is requested for research purposes. The Act also includes significant provisions on electronic access and disclosure. Government department must maintain document registers. National and local government departments and other holders of public information have the duty to maintain websites and post an extensive list of information on the Web including statistics on crime and economics; enabling statutes and structural units of agencies; job descriptions of officials, their addresses, qualifications and salary rates; information relating to health or safety; budgets and draft budgets; information on the state of the environment; and draft acts, regulations and plans including explanatory memorandum. They are also required to ensure that the information is not "outdated, inaccurate or misleading." In addition, e-mail requests must be treated as official requests for information. The Act is enforced by the [Data Protection Inspectorate](#).

Data Protection/Privacy legislation

Personal Data Protection Act

The Personal Data Protection Act (PDPA) was passed by Parliament in June 1996 and entered into force on 19 July 1996. The Act protects the fundamental rights and freedoms of persons with respect to the processing of personal data and in accordance with the right of individuals to obtain freely any information that is disseminated for public use. The PDPA divides personal data into two groups – non-sensitive and sensitive personal data. Sensitive personal data are data that reveal political opinions, religious or philosophical beliefs, ethnic or racial origin, health, sexual life, criminal convictions, legal punishments and involvement in criminal proceedings. Processing of non-sensitive personal data is permitted without the consent of the respective individual if it occurs under the terms that are set out in the PDPA. Processed personal data are protected by organisational and technical measures that must be documented. Chief processors (i.e. controllers") must register the processing of sensitive personal data with the data protection supervision authority (the [Data Protection Inspectorate](#)). The PDPA also allows individuals to obtain and correct records containing personal information about themselves held by public and private bodies. The Act was amended in 2003 to be made fully compliant with the EU Data Protection legislation.

E-Commerce legislation

Information Society Services Act

The Information Society Services Act was passed on 14 April 2004 and entered into force on 1 May 2004. This Act implements EU Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market. It provides for the requirements for information society service providers, the organisation of supervision and liability for violation of the requirements.

E-Communications legislation

Electronic Communications Act

The Electronic Communications Act was passed on 8 December 2004 and entered into force on 1 January 2005. This Act implements the new EU Regulatory Framework for Electronic Communications. Its purpose is to create the necessary conditions to promote the

development of electronic communications networks and communications services and to ensure the protection of the interests of users of electronic communications services. The Act provides requirements for publicly available electronic communications networks and communications services, radio-communication, management of radio frequencies and numbering, apparatus and state supervision over compliance with the requirements and liability for violation of the requirements.

E-signatures/E-identity legislation

Digital Signatures Act

Approved on 8 March 2000, the Digital Signatures Act entered into force on 15 December 2000. It gives the digital signature equal legal value as the handwritten one and sets an obligation for all public institutions to accept digitally signed documents.

E-procurement legislation

Public Procurement Act

Public procurement in Estonia is currently governed by the Public Procurement Act, which was passed on 19 October 2000 and entered into force 1 April 2001. Together with the Government Regulation establishing a Public procurement State Register, it covers rules for e-notification of public tenders via the Public Procurement State Register. However, other aspects of e-procurement are not covered. The process of drafting of new Public Procurement Act has been started to transpose the new EU public procurement directives. This new Act will include legal provisions enabling the further development of e-procurement (e-auctions, dynamic purchasing systems, e-catalogues etc.). The transposition is expected to be completed by the end of 2005.

Re-use of public sector information

The Estonian [Public Information Act](#) (in force since 1 January 2001, see above) act covers the provisions of the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI). Estonia has thus notified full transposition of the PSI-directive.

Other relevant legislation

1. Databases Act

Passed in April 1997, the Databases Act regulates the creation and maintenance of electronic databases by public sector bodies and creates a state register of databases. The law sets out the general principles for the maintenance of databases, prescribes requirements and protection measures for data processing, and unifies the terminology to be used in the maintenance of databases. The Act also mandates the establishment of a state register of databases that registers state and local government databases, as well as databases containing sensitive personal data maintained by persons in private law. The chief processor of the register has the right to make proposals to the government, to the chief processors of various databases, and to the state information systems. He or she would also be responsible for coordinating authority with respect to the expansion, merger or liquidation of databases, database cross-usage, or the organization of data processing or data acquisition in a manner aimed at avoiding duplication of effort or substantially repetitive databases.

2. Identity Documents Act

Passed on 15 February 1999, the Identity Documents Act entered into force on 1 January 2000. It establishes an identity document requirement and regulates the issue of identity documents to Estonian citizens and to foreigners living in Estonia. It also outlines the functions of the ID card as the primary internal identity document and establishes a State Register of Identity Documents.

eGovernment Actors

Main roles and responsibilities for eGovernment development

NATIONAL E-GOVERNMENT

Policy/Strategy

Ministry of Economic Affairs and Communications

The Ministry of Economic Affairs and Communications holds political responsibility for the development and implementation of the State Information Policy. The Ministry's [Department of State Information Systems](#) (RISO) plays a major role in the elaboration and implementation of these policies

Coordination

Department of State Information Systems

The Department of State Information Systems, part of the Ministry of Economic Affairs and Communications, is responsible for the coordination of state information systems as well as of the development and implementation of state IT strategies. Estonia is a rather decentralised country concerning the development of information systems, which mostly falls under the responsibility of IT managers in ministries, county governments, boards and inspectorates. The central coordination deals with strategic planning, setting priorities and ensuring financing for these, creating cooperation networks and ensuring their functionality, drafting IT legislation, as well as elaborating IT standards.

Implementation

1. Estonian Informatics Centre for government-wide information systems

The Estonian Informatics Centre is the supporting agency for the development of common information systems in the Estonian administration. It develops, implements and operates the main components of Estonia's national e-government infrastructure, including the e-government portal [eesti.ee](#), the electronic ID card, the middleware system X-Road, the government backbone network EEBone, the administration system of the state information system (RIHA).

2. Government Departments and agencies for departmental projects

Support

1. Department of State Information Systems

2. Estonian Informatics Centre

Audit/Assurance

State Audit Office

The role of the State Audit Office (SAO) is to promote reforms and to support public bodies in their efforts to create best value for the taxpayers by their activities and services. To do so, the SAO assesses the performance (economy, efficiency and effectiveness) and regularity of the activities of public administrations, and provides recommendations to help the Parliament and the Government to improve the operation of the State.

Data Protection

Data Protection Inspectorate

The main task of the Data Protection Inspectorate is the implementation of the independent supervision over the legality of processing personal data and of databases, as well as the organisation of data protection activities.

Others

1. AS Sertifitseerimiskeskus

AS Sertifitseerimiskeskus (SK) is the Certification Authority (CA) providing certificates to the Estonian electronic ID card and the services necessary for using the certificates and giving legally-binding digital signatures. The company's mission is to ensure the reliability and

integrity of the electronic infrastructure behind the Estonian ID Card project, and to offer reliable certification and time-stamping services. It also functions as a competence centre for ID Card and spreads the knowledge necessary for creating electronic applications for the card. To this end, AS Sertifitseerimiskeskus has created [DigiDoc](#), a universal system for giving, processing and verifying digital signatures. DigiDoc can be connected to any existing or new software, but its components are also a stand-alone client program and web portal.

2. E-Governance Academy

The E-governance Academy is a regional learning centre set up by the Republic of Estonia, the United Nations Development Program (UNDP) and the Information Program of the Open Society Institute (OSI). The centre aims to promote the use of ICT in the work of governments and in democratic practices. The centre provides training in e-governance and e-democracy, serves as a platform of exchange of experience and conducts related research. The primary target audience includes civil servants, policy makers and representatives of civil society of the countries of Central Europe, the Caucasus, Central Asia, and the Balkans.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

No information available

Coordination

No information available

Implementation

No information available

Support

No information available

Audit/Assurance

No information available.

Other

Association of Estonian Cities

The Association of Estonian Cities is a voluntary union established for representing the common interests and arranging co-operation of cities and rural municipalities. Ensuring development of local governments through joint activities is the main goal of the Association.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Edgar Savisaar

Job title: Minister for Economic Affairs and Communications

Picture:



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Estonia

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E-mail: info@mkm.ee

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Arvo Ott

Job title: Head of State Information Systems Department, Ministry for Economic Affairs and Communications

Picture:



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Other e-government executives

Name: Epp Joab

Job title: Director of Estonian Informatics Centre

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Citizen's IT Environment

Estonia's e-government portal (eesti.ee), launched in March 2003, provides a single access point to online public information and services. Through authentication by the national ID Card, the portal offers users the possibility to fill in and submit electronic forms, access their personal data, and perform transactions. Every holder of the national ID card has been assigned an official e-mail address *Forename.Surname@eesti.ee*, which is the main channel for passing electronic information from government institutions to the citizen. Entrepreneurs using the portal are authorised on the basis of data held in the State Commercial Register, which enables them to access transactional services for businesses.

Network

EEBone

EEBone (PeaTee in Estonian) is the broadband network of data communication between government institutions. All state and local government bodies have the right, though not the obligation, to use it. The network was launched in 1998, and its development was based on the backbone network ASONet elaborated by the Border Guard Administration, the Customs Board and the Police Board in 1993. The use of the backbone network is financed centrally from the state budget and the use is free of charge for subscribed clients. Clients have to pay only for access to the backbone network, and determine the access connection service themselves. Currently there are more than 21,000 computers connected to the EEBone network and more than 1,300 governmental and local institutions are using it. Since 2000 all local governments have access to the Internet (nation-wide project [Küla Tee](#) or "Country Road").

e-Identification infrastructure

Electronic ID card

Estonia started issuing national ID cards in January 2002. The card fulfils the requirements of Estonia's Digital Signatures Act and is mandatory for all Estonian citizens and permanent resident foreigners over 15 years of age. It is meant to be the primary document for identifying citizens and residents and its functions are to be used in any form of business, governmental or private communications. Issued by the Citizenship and Migration Board, the card is valid for 10 years as an identification and travel document (within the EU). In addition to being a physical identification document, the card has advanced electronic functions facilitating secure authentication and legally binding digital signature for public and private online services. An electronic processor chip contains a personal data file as well as a certificate for authentication (along with a permanent e-mail address *Forename.Surname@eesti.ee* for e-communications with the public sector) and a certificate for digital signature. The data file is valid for as long as the identity card. The digital certificates are valid for 3 years and can be renewed for free, but not for longer than the period of validity of the identity card. Three years after their introduction, electronic ID cards have been issued to nearly 50% of the population (over 777,000 ID cards). The Government's objective is to reach one million ID cards issued by 2007. In addition to the national ID card, Estonian residents can also use their Internet banking identification data to access online public services (more than 70% of Estonian residents use Internet banking, the highest proportion in Europe).

e-Procurement infrastructure

Public Procurement State Register

Established in 2001 and maintained by the [Public Procurement Office](#), the Public Procurement State Register is a simple e-tenders portal, where all public procurement notices are published electronically. The register is using CPV standards in the catalogue, and all the information in the register is publicly accessible over the Internet free of charge. In 2003 the number of public tenders advertised via the Public Procurement State Register was 4,859,

representing a value of EUR 663 Million. Estonia has no e-procurement experience beyond e-tendering. In particular, it has no experience with e-catalogues, e-auctions or dynamic purchasing systems. Development of e-public procurement is however a priority, and a strategy on e-public procurement is expected to be formulated and introduced in 2005.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Estonia.

Other

1. X-Road Middleware

Launched in December 2001, the X-Road is a middle-tier data exchange layer enabling government databases to communicate with each other. It was initially developed as an environment facilitating making queries to different databases in a standardised way. The system allows officials as well as legal and natural persons to search data from national databases over the Internet within the limits of their authority, using a unified user interface. In addition, the system has been further developed to enable the creation of e-services capable of simultaneously using data held in different databases. Several extensions have thus been developed for the X-Road system: writing operations to databases, transmitting huge data sets between information systems, performing successive search operations of data in different data sheets, providing services via web portals etc. By March 2005, the X-road had: 41 databases providing services; 354 institutions and companies using the services; 687 different services. X-road services were used 21,670 times in January 2003, 270,466 times in January 2004 and 1,156,292 times in November 2004. Over 7.75 million queries were made via X-Road in 2004, representing an average of 118,000 queries per day. The number of X-Road queries and services continues to rise in 2005, as more databases are linked to the system and the number of e-services based on data exchange via X-Road increases. Further technical developments are planned to cope with this increasing demand. The development of several gateways is also planned in order to support information exchange between the X-Road and EU information systems.

2. Administration system of the state information system

The creation and maintenance of government databases is governed by the Databases Act of 1997, which establishes a state register of databases. At the moment, there are over 100 officially registered databases in the administration system of the state information system (RIHA). This system is in the process of development. The basis of this system is the State Register of Databases, where all the databases and information systems must be registered. The aim of the RIHA regulation is to administer and keep data on the registers of the state and local governments, also their services and procedures of use. RIHA includes metadata about existing public sector databases – beginning from the information about the administrators of the databases to the e-services offered and the technical data concerning the environment/platform. Registration in RIHA is web-based, the user is authenticated and permissions given by using the national ID Card. In the same web-based environment requests to other information systems can be made in order to launch a new X-road based service. RIHA additionally administers two supporting systems of state registers, i.e. the system of classifiers and the address data system. Furthermore, RIHA is closely connected to the X-road. The system of integrated registers enables to apply new principles of administrative arrangements: citizen-orientation, flexibility, fastness, and cost and time effectiveness for citizens as well as the state.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax and Customs Board
Website: <http://www.emta.ee/>
Sophistication stage: 4/4
Description: The e-TaxBoard (*e-Maksuamet*) enables taxpayers to file, view and correct their income tax returns online, but also to view their VAT returns and submit VAT refund applications, to calculate their social tax and to view their tax account balances. Estonian citizens can use their electronic ID cards as the identification method for accessing e-TaxBoard.

2. Job Search services by labour offices

Responsibility: Central Government, Estonian Labour Market Board
Website: <http://www.amet.ee/>
Sophistication stage: 3/3
Description: Current job offers at national and regional labour offices in Estonia, with a short description of each job, deadlines for application and contacts for applying.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Estonian Unemployment Insurance Fund
Website: <http://www.tootukassa.ee/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government, Social Insurance Board
Website: <http://www.eesti.ee/>
Sophistication stage: 4/4
Description: Pursuant to the Parental Benefit Act, the online Parental Benefit service was launched at the beginning of 2004. The service is 100% electronic: persons without Internet access can go to the Social Insurance Board to submit their application, but even there the application is filed electronically with the assistance of Insurance Board employees. The whole process is paperless. Based on the X-road middleware system connecting different state databases, it also removes the need for citizens to submit data already known by the state.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Estonian Health Insurance Fund
Website: <http://www.eesti.ee/>
Sophistication stage: 4/4
Description: Estonian health insurance relies on the principle of solidarity: the Health Insurance Fund covers the cost of health services required by the person in case of illness regardless of the amount of social tax paid for the person concerned. The Fund also uses the social tax paid for the working population for covering the cost of health services provided to persons who have no income with regard to work activities. There is no refund system in Estonia. Where the health service provider has a contract with the Estonian Health Insurance Fund, all costs are directly paid to it by the Fund. The patient shall pay only a reduced personal contribution, which is not refundable. If the health service provider does not have a contract, the patient must pay for the health service himself/herself. Internet banking clients or holders of the Estonian electronic ID card can use e-services available through the national portal to check the validity of their health insurance, their address (and if necessary correct it), the name of the family physician and the payment of sickness benefits.

d. Student grants

Responsibility: Central Government, Ministry of Education and Research
Website: <http://www.hm.ee/>
Sophistication stage: 1/4
Description: With the Study Allowances and Study Loans Act (2003), Estonia has established a system of study allowances and created the possibilities to get study loans. The main objective of the system of study allowances, only accessible at a certain level of income and for students who successfully progress in their studies, is to motivate students to study full time and successfully and to complete the study programme within the nominal period. Study loans secured by the state are intended to give students who study full-time but who are not entitled to get study allowances the possibility to finance their studies. The total number of students receiving state grants in the

2003/04 academic year was 17,300, approximately 26% of all students. Applications, attributions and payments of study grants are managed directly by higher-education institutions.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Citizenship and Migration Board
Website: <http://www.mig.ee/>
Sophistication stage: 2/3
Description: Information and forms to download. Applications must be submitted in person at regional branches of the Citizenship and Migration Board.

b. Driving License

Responsibility: Central Government, Estonian Motor Vehicle Registration Centre
Website: <http://www.ark.ee/>
Sophistication stage: 1/3
Description: Information only. Applications must be submitted in person at the Estonian Motor Vehicle Registration Centre.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Estonian Motor Vehicle Registration Centre
Website: <http://www.ark.ee/>
Sophistication stage: 2/4
Description: Information and forms to download. Car registration applications must be submitted in person at the Estonian Motor Vehicle Registration Centre.

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/4
Description: Planning permission applications are handled by local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Estonian Police
Website: <http://www.pol.ee/>
Sophistication stage: 3/3
Description: An online crime reporting service is available on the website of the Estonian Police.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, National Library of Estonia
Website: <http://helios.nlib.ee/>
Sophistication stage: 3/3
Description: Online catalogue and reservation facility.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: N.A.
Sophistication stage: 0-1/3
Description: Requests for certificates are handled by local authorities.

10. Enrolment in higher Education/university

Responsibility: Central Government, Higher Education institutions
Website: <https://www.sais.ee/>
Sophistication stage: 4/4
Description: Enrolment in higher education is managed by Higher education institutions. An enrolment information system called SAIS (*SissAstumise InfoSüsteem*) has been developed to enable the whole enrollment, processing, decision-making and informing in a single environment on the Internet for participating universities. The system uses national ID-card as authentication tool (besides bank authentication). SAIS is currently a pilot project, and every single higher education institution is free to use it or not. All major universities and colleges are members, but several of them have decided not to deploy the system in summer 2005 or to use it limitedly. The system belongs to the Ministry of Education and is managed by the consortium of member institutions.

11. Announcement of moving (change of address)

Responsibility: Central Government (Estonian Population Register)/Local Government
Website: <http://w3.andmevara.ee/index.php?lang=rar>
Sophistication stage: 1/3
Description: Forms for announcing a change of address can be downloaded (and submitted to local governments by confirming the documents by digital signature) from local government websites or the Population Register's website.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Estonia, where it is the general practitioner that book hospital and specialist appointments, not the patients themselves.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Tax and Customs Board
Website: <http://www.emta.ee/>
Sophistication stage: 4/4
Description: Estonian employers are required by law to pay 'social tax' for all persons employed. The rate of this tax is 33 % of the taxable salary. 20 % is allocated to pension insurance and 13 % to health insurance. The social tax can be filed and paid online using the e-TaxBoard (*e-Maksuamet*).

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax and Customs Board
Website: <http://www.emta.ee/>
Sophistication stage: 4/4
Description: The e-TaxBoard (*e-Maksuamet*) enables corporate taxpayers to file, view and correct their corporate tax returns online, but also to view their VAT returns and submit VAT refund applications, to calculate their social tax and to view their tax account balances.

3. VAT: declaration, notification

Responsibility: Central Government, Tax and Customs Board
Website: <http://www.emta.ee/>
Sophistication stage: 4/4

Description: The e-TaxBoard (*e-Maksuamet*) enables corporate taxpayers to file, view and correct their corporate tax returns online, but also to view their VAT returns and submit VAT refund applications, to calculate their social tax and to view their tax account balances.

4. Registration of a new company

Responsibility: Central Government, Centre of Registers
Website: <http://www.eer.ee/>
Sophistication stage: 4/4
Description: The Centre of Registers is a state agency working under the Ministry of Justice. Its main function is the administration of a number of central databases and registers, among which the Estonian enterprises register.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistical Office of Estonia
Website: <http://www.stat.ee/>
Sophistication stage: 3/3
Description: Data can be submitted electronically to the Statistical Office.

6. Customs declarations

Responsibility: Central Government, Tax and Customs Board
Website: <http://www.emta.ee/>
Sophistication stage: 4/4
Description: The Estonian Tax and Customs Board has developed an e-Customs application (*e-Toll*) that enables online filing of customs declarations.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, Estonian Environment Information Centre
Websites: <http://klis.envir.ee/>
Sophistication stage: 4/4
Description: Fully transactional service.

8. Public procurement

Responsibility: Central Government, Public Procurement Office
Website: <http://register.rha.gov.ee/>
Sophistication stage: 4/4
Description: Established in 2001, the Public Procurement State Register is an e-tenders portal where all public procurement notices are published electronically.

eGovernment in Finland



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Finland. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 338,145 km²

Population (1,000): 5,219.7 inhabitants (2004)

Capital: Helsinki

Language: Finnish, Swedish

Currency: Euro

GDP at market prices: 149,725.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 25,600 Euro (2004)

GDP growth rate: 3.6% (2004)

Inflation rate: 0.1% (2004)

Unemployment rate: 8.8% (2004)

Government debt/GDP: 45.1% (2004)

Public balance (government deficit or surplus/GDP): +2.1% (2004)

Source: Eurostat

Political Structure

Finland is a parliamentary republic. Legislative power lies with a unicameral parliament ([Eduskunta](#)) which has 200 members directly elected for a four-year term. The electoral system is based on universal direct suffrage over the age of 18; the d'Hondt system of proportional representation is used in 15 multimember constituencies.

Executive power is vested in the [President](#) and the [Government](#), formally called Council of State (Valtioneuvosto). The President, who is the Head of State, is chosen by direct popular election every 6 years with a limit of 2 terms of office. The Government, headed by the Prime Minister, must enjoy the confidence of Parliament. After parliamentary elections or in any other situation where the Government has resigned, the President, taking into account the result of consultations between the parliamentary groups, submits to Parliament his or her nominee for Prime Minister. If confirmed by Parliament with a majority of the votes cast, the President then proceeds to appoint the Prime Minister and other ministers designated by the latter. The President is empowered to dissolve the Parliament at the prime minister's request. The President of the Republic directs foreign policy in conjunction with the Government.

The [Constitution of Finland](#) entered into force on 1 March 2000. It is based on four old constitutional acts – the Constitution Act of Finland, the Parliament Act and two acts on ministerial liability – that were passed during the first years of independence (1917-1922). The Parliament has amended the acts in the course of the years, but the principal constitutional traits have remained unchanged.

Finland became a member of the European Union on 1 January 1995.

Current Head of State: President Tarja Halonen (since 1 March 2000)

Current Head of Government: Prime Minister Matti Vanhanen (since 24 June 2003)

Information Society indicators

Percentage of households with Internet access: 51% (2004)

Percentage of enterprises with Internet access: 97% (2004)

Percentage of individuals using the Internet at least once a week: 63% (2004)

Percentage of households with a broadband connection: 21% (2004)

Percentage of enterprises with a broadband connection: 71% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 24% (2004)

Percentage of enterprises having received orders online within the previous year: 17% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 43.3%, downloading forms 13.2%, returning filled forms 9.9% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 88%, downloading forms 84%, returning filled forms 61% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Finland](#)

12 October 2005

The Prime Minister appoints a working group to prepare the creation of a new body (**KuntaIT**) that will strengthen the information management cooperation between Finnish municipalities. The working group will draw up a proposal of the unit's tasks and organisation as well as propose funding models for joint data system purchases. In addition, the working group will propose a preliminary plan on moving towards a joint organisation for State information management. The working group will base its work on proposals made by the KuntaTIME project that examined developing the coherence of information management in public administration and cooperation related to Information Society. The KuntaIT organisation is to start operations at the beginning of 2007, at the latest.

May 2005

Launch of an [address change notification online service](#). The joint service by the [Finnish Post](#) and the [Population Register Centre](#) enables citizens to submit a single address change notification online to a great number of public and private organisations.

March 2005

In order to provide increased leadership for its e-government drive, the Finnish Government appoints a **State IT Director**, who will head a new **State IT Management Unit** within the Ministry of Finance. Acting as a government-wide Chief Information Officer (CIO), the State IT Manager will be in charge of preparing and maintaining IT strategy and centralised control of IT operations. The idea in this overhaul of state IT operations is to provide a consolidated model that brings together production and procurement of shared IT services, leaving Ministries and government departments focus on developing IT services to support their own core activities.

24 November 2004

Launch of a **mobile electronic identification scheme**. Presented by the [Population Register Centre](#) and telecom operator [Sonera](#), the '**Citizen Certificate**' is a Government-guaranteed electronic identity designed to enable secure m-government and m-commerce transactions. The Citizen Certificate is included in a SIM card, allowing mobile phone users to easily identify themselves with a single code. In addition to user identification, the certificate also ensures authentication, confidentiality of the exchanged data, as well as information integrity and delivery of the message. This mobile service provides Finnish citizens with a secure alternative to the electronic ID card for carrying out a number of transactions with public and private bodies.

June 2004

Launch of the **combined electronic ID/health insurance card**. Finnish citizens have the possibility to request to have their health insurance data included in their electronic ID card, with a view to carry one card instead of two. Citizens deciding to include their health insurance data in their electronic ID card no longer have to carry the health insurance card issued by the Social Insurance Institution of Finland.

April 2004

The Finnish government introduces an **online identification system** aims at providing a simpler and more flexible electronic identification method than the Electronic ID card, which uptake remains low, while providing sufficient security to perform low-sensitivity transactions online. The new service is not secured using electronic signatures but makes use of

identification codes issued by Finnish banks to secure registration for and access to interactive services.

November 2003

The Organisation for Economic Cooperation and Development (OECD) publishes an [assessment of e-government implementation in Finland](#), addressing a number of issues, including: e-government organisation and development; e-government drivers and barriers; challenges and next steps for effective e-government implementation. The OECD report analyses the Finnish e-government policies and achievements but also identifies challenges and areas where improvement is needed. According to the OECD, the Finnish government should set clearer responsibilities for e-government implementation, increase the proportion of transactional services provided by central administrations, increase data-sharing and back-office restructuring, and promote cultural change.

25 September 2003

The Finnish Government launches a new [Information Society Programme](#). The purpose of the programme is to boost competitiveness and productivity, to promote social and regional equality, and to improve citizens' well-being and quality of life through effective use of information and communications technologies.

04 September 2003

The Government appoints an [Information Society Council](#), which role is to steer the development of the Information Society and coordinate cooperation between administrations and with the private sector. The Information Society Council replaces the previous Information Society Advisory Board.

June 2003

The [Population Register Centre](#) announces a **chip upgrade to the country's e-ID card** to enable the use of fully functional digital signatures instead of the current 'citizen certificate'. The upgrade to the card will allow citizens to carry out secure transactions with public authorities, businesses and other service providers via the Internet as well as through mobile devices.

May 2003

Launch of the [RASKE2 metadata standardisation project](#). The project aims at developing methods for the integration of e-government systems and services by means of metadata standardisation. The project, funded by the Parliament of Finland, the Ministry of Finance, and the Ministry of Justice, has a planned duration of three years.

May 2003

Finland signs an agreement with Estonia to harmonise the concepts and practices regarding digital signature and document format and exchange between the two countries. According to the agreement, the two countries will share information and experiences concerning the concepts and technologies for digital signature and document management, following European and national legislation requirements and international standards. The two countries' signature project, codenamed [OpenXAdES](#), is an open initiative to promote a 'universal digital signature'.

February 2003

The new [Act on electronic signature](#) comes into force simultaneously with new **acts on electronic public services and on electronic communications**. It enforces the EU directive on electronic signatures and gives legal value to the use of electronic signatures for e-commerce and e-government services.

11 December 2002

Publication of the [Third Report of the Information Society Advisory Board](#), which recommends that the next government (to be elected in March 2003) should initiate an Information Society Programme under the responsibility of one single minister.

April 2002

Launch of the **citizen portal [Suomi.fi](#)**, providing a single access point to public information, administrative forms and services. It replaces a previous life cycle-based portal, the 'Citizen Guide', which was opened in spring 1997 and later complemented with an electronic forms service. The new portal supports authentication based both on PKI and on the banks authentication system for certain transactions. It is complemented by a [practical guide on how to use online public services](#) and by a [central official forms service](#). The **businesses portal [YritysSuomi.fi](#)** (Enterprise-Finland), is also launched in Spring 2002 as a result of a joint effort of seven government agencies.

27 February 2002

Publication of the [Final Report of the Development Project for e-Government JUNA](#).

31 December 2001

The Information Society Advisory Board publishes [Public Services in the New Millenium, the Programme of Action to Promote Online Government for 2002-2003](#). This new action plan for e-government, accepted by the Ministerial Committee for Administration, focuses on measures to remove the obstacles to online government and on strengthening strategic planning and developing managerial skills in government bodies. It recommends that each government department and agency should formulate an e-services strategy and integrate it with its overall functional and service strategy. The Programme is partly based on the work carried out as part of the Development Project for e-Government JUNA, which ends on 31/12/2001. Responsibility for development measures and projects are transferred to the Public Administration Development Unit in the Ministry of the Interior's Administrative Department. Its tasks include guiding and supporting the development of electronic public services.

End 2001

The Ministry of the Interior publishes a development programme 2002-2005 for electronic services in the Ministry's administrative sector.

October 2001

Launch of a [public tenders database](#), targeting Calls for Tender under the threshold value, especially those in the municipal sector. The service is operated by government-owned public procurement company [Hansel](#), which also operates a complete system for electronic tendering and procurement.

20 June 2001

Publication of the [Second Report of the Information Society Advisory Board](#).

14 June 2000

Publication of the [First Report of the Information Society Advisory Board](#).

May 2000

The Government adopts a decision on the use of funds from the sale of state-owned companies. Improving public services using ICT is one of the seven priority areas for the use of these funds.

02 March 2000

The Government adopts a decision on information management, which puts special emphasis on the development of interoperability, joint services and co-operation between agencies.

01 January 2000

The [Act on Electronic Service in the Administration](#), adopted in 1999, comes into force. The Act is designed to promote the development of electronic services in the public sector. It contains provisions on the rights, duties and responsibilities of administrative authorities and their customers in the context of electronic service, as well as on the most significant requirements in the field of data security and electronic identification.

December 1999

The [Population Register Centre](#) launches the [Electronic ID Card](#) and the supporting Public Key Infrastructure (PKI). Valid for three years, the card can be used as a travel document in 19 European countries and can also be used for online banking and insurance services. Its legal basis is Identity Card Act, which comes into force on 1 December 1999.

01 September 1999

The Ministry of the Interior launches the **Development Project for e-Government JUNA**. Its aim is to coordinate and support the planning and implementation of e-government in the Finnish public sector.

01 December 1998

[Sitra](#), the Finnish National Fund for Research and Development, publishes its report "[Quality of life, knowledge and competitiveness](#)", proposing a new national strategy for the Information Society.

05 February 1998

The Government adopts a [decision on electronic transactions, the development of electronic services and the reduction of data gathering](#). This decision paves the way for a generic system for electronic identification, data transfer encryption and digital signatures for electronic transactions in the public sector. Among other things, it states that the Population Register Centre will act as the certification authority responsible for issuing and maintaining the citizen ID card.

September 1997

[Sitra](#), the Finnish National Fund for Research and Development, is tasked with revising the Finnish strategy for developing of the information society. While the focus of the earlier strategy was on technology and the economy, the future one will focus on people and everyday life.

1996

The Government appoints an **Information Society Advisory Board** to provide assistance in monitoring and predicting Information Society developments, as well as formulating and evaluating Information Society policies. A cabinet minister chairs the Board, and its members are permanent secretaries and other high level civil servants from state and municipal administrations as well as IT industry leaders. It reports to Government on a regular basis.

18 January 1995

The Government adopts a decision establishing the principles for the development of Finland as an Information Society. This decision sets out the essential development goals, outlines the most important directions for action, and gives the different ministries the task of preparing action plans for achieving these goals by the beginning of March 1995.

May 1994

The Government adopts a strategy for information management in government. This strategy calls for the development of electronic transactions within agencies as well as between agencies and their customers.

eGovernment Strategy

Main strategic objectives and principles

The Finnish e-government strategy is set in the paper [Public Services in the New Millenium](#), published in December 2001.

VISION

The vision for the development of e-Government in Finland is for public administration to provide secure and user-friendly online services, in order to:

- Save trouble and expense for its customers
- Empower the citizen
- Support the competitiveness of Finnish firms.

The attainment of this vision implies dealing with a number of constraints. From the viewpoint of service development the critical factors include regional parity, economic competitiveness, administrative transparency, accessibility and quality of services, and risk of alienation.

From a technology viewpoint major critical requirements are multi-channel provision, seamlessness, interoperability of portals, device independence, information security, network coverage, ease of identification and standard interfaces.

Considered together, the vision and the critical factors help identify the main trouble spots and bottlenecks, and thus guide action in the most productive direction. A suitable value basis for development work can be found in the five principles ("the 5 A:s") prescribed for information society promotion by the Promise project of the EU: Availability, Accessibility, Affordability, Awareness, Appropriateness.

PROBLEM AREAS AND TROUBLE SPOTS

Four general problem areas have been identified, and within them a number of specific trouble spots or bottlenecks that have already become manifest during efforts by the Finnish public administration to develop online services.

1. *Development, Implementation and Delivery of Online Services*

Progress in the development, implementation and delivery of online services is being held back by insufficient integration of IT development with the public agencies' missions and financial planning, limited understanding of IT's potential by management, lack of know-how in IT application and integration on the part of development personnel, inadequate coordination between central government and municipalities resulting in fragmentary service provision and duplication, uncoordinated development and insufficient resourcing of online services, insufficient joint use of information collected by public authorities, disappointing progress in establishing government joint service points or "one-stop shops", lack of a uniform pricing policy for online services.

2. *Demand for Online Services, Service Quality*

From the viewpoint of the citizen or the firm, utility is the main criterion for electing to use a public service via a network. Utility depends, to a large extent, on service quality, which can be further analysed into considerations of availability, accessibility, usability, and user participation. A quality service is an integral part of the service process and supporting information systems. Demand and service quality-related problem areas are: limited possibilities for real citizen participation, difficulty to locate administrative services despite a growing number of service portals, inadequacy of available service quality criteria for electronic government services.

3. *Accessibility, Usability and User Qualifications*
The accessibility and usability of online services depend on a number of factors, such as the availability of network connections, terminal devices, service points, interfaces, software, and digital certificates. Users, be they firms or individual citizens, need to possess the relevant skills. The main problem points are: inadequate awareness of and user skills in networking of small and medium enterprises, poor availability of networks, particularly broadband, in remote regions; slow progress in services using strong authentication (electronic ID card).
4. *Guidance and Coordination of Online Services Development*
Despite a number of programs and documents launched, hands-on political guidance has been insufficient. Several steering groups and working groups have been set up to coordinate the coordinators and to launch joint projects of common interest, but experience to date suggests flaws in the current system, namely: lack of political guidance, weak coordination at the level of overall public administration, inadequate financing of centralized development projects, poor effectiveness of the JHS (public administration IT standards recommendations) system due to weak status and inadequate resourcing.

PRIORITIES AND ACTION LINES

In order to and overcome the problem areas and bottlenecks and achieve the vision a number of action items are proposed within four action lines:

1. *Reforming administrative activities and processes*
 - Better integration of electronic services into individual agencies' service strategies.
 - Creation of replicable models for the integration of online services as parts of agency service processes, including service clustering (including with the private sector) and technical interoperability.
 - Providing management and staff with appropriate skills for the development of e-services as an integral part of personnel development.
 - Coordinating design and implementation of interactive forms in a way that will make them easy to use and sufficiently uniform throughout public administration.
 - Development of national, seamless, client oriented online social and health services,
 - Promotion of the exploitation of base registers and data sharing.
 - Strengthening of joint service capability
 - Development of uniform pricing principles for online services and administrative information.
2. *Encouraging the supply of and demand for online services*
 - Increasing citizens' participation of in the decision-making process at all levels
 - Channel access to online public services through portals to make them more easily locatable.
 - Improve the quality of government online services, through the development of relevant quality criteria and the promotion of emulation between agencies.
3. *Improving access, usability and end user competence*
 - Raising the competence of companies, particularly SMEs, in using e-government services for businesses and developing e-commerce applications
 - Ensure access for all user groups, including the handicapped and the uninitiated, through increasing the number of public access terminals, re-designing public interactive e-services to be suited for narrowband connections, for use at public terminals and for digital interactive television, and widening access to broadband.
 - Promote a flexible yet reliable system of electronic authentication, by keeping authentication as light as is compatible with the nature of each online service, making it device-independent, and making it possible to use alternative authentication services.

4. Coordination

- Strengthen political guidance and coordination for e-government through giving a more active role to the Information Society Advisory Board, powering it with a full-time secretariat with the necessary expertise, and to the Ministerial Working Group on Administration and Regional Development.
- Attain better administrative coordination by giving centralized authority and additional resources for e-government to the Ministry of Finance and reinforcing the secretariat of the Advisory Committee on Information Management in Public Administration (JUHTA).
- Strengthen the JHS standardization system with increased resources, better follow-up and assessment of JHS recommendations, incorporation in the system information management and electronic government recommendations of other public sector organizations, and wider use in procurement specifications.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

[Act on Electronic Services and Communication in the Public Sector \(2003\)](#)

The objective of this Act, which entered into force on 1 February 2003, is to improve smoothness and rapidity of services and communication as well as information security in the administration, in the courts and other judicial organs and in the enforcement authorities by promoting the use of electronic data transmission. It contains provisions on the rights, duties and responsibilities of the authorities and their customers in the context of electronic services and communication. The Act replaces the [Act on Electronic Service in the Administration](#) of 30 December 1999. Designed to promote the development of electronic services in the public sector, the 1999 Act had been one of the first e-government legislation in the world.

Freedom of Information legislation

[Act on the Openness of Government Activities \(1999\)](#)

Finland has a long tradition of open access to government files. As a Swedish-governed territory, the Swedish 1766 Access to Public Records Act, the world's first freedom of information law applied. When Finland became an independent republic in 1919, the right of freedom of information was included into its new Constitution. In 1951, the Parliament approved the Act on Publicity of Official Documents, which remained in effect until 1999. It has since then been replaced by the Act on the Openness of Government Activities, which went into effect on 1 December 1999. The Act provides for a general right to access any "official document" in the public domain held by public authorities and private bodies that exercise public authority, including electronic records. Those asking for information are not required to provide reasons for their request or to verify their identity unless they are requesting personal or other secret information. Responses to requests must be made within 14 days. Restrictions exist for "non-official documents", documents that contain information on decision-making, documents relating to foreign affairs, criminal investigations, the police (including tactical and technical plans), the security police, military intelligence and armed forces, business secrets, and personal information except for those in political or elected office. Appeals to any denial can be made to a higher authority and then to an Administrative Court. The Act also requires government meetings to be held in public and mandates government bodies to publish information about their activities and to maintain registers of documents.

Data Protection/Privacy legislation

[Personal Data Act \(1999\)](#)

Adopted by Parliament in March 1999, the Personal Data Act was amended in 2000. It is overseen and enforced by the [Data Protection Ombudsman](#).

E-Commerce legislation

[Act on the Provision of Information Society Services \(2002\)](#)

The Act on the Provision of Information Society Services entered into force on 1 July 2002, enacting the EU e-Commerce Directive (2000/31/EC). The main issues governed by this Act revolve around the freedom to provide information society services, information requirements for service providers, electronic orders and electronic contracts, and related liabilities.

E-Communications legislation

[Communications Market Act \(2003\)](#)

Finland transposed most of the new EU regulatory framework for electronic communications through the Communications Market Act, except for the e-Privacy Directive, which was transposed by the [Act on the Protection of Privacy in Electronic Communications](#), adopted on 1 June 2004 and that entered into force on 1 September 2004.

E-signatures legislation

[Act on Electronic Signatures \(2003\)](#)

This Act, which implements the EU Directive on a Community framework for electronic signatures (1999/93/EC), entered into force on 1 February 2003. The general purpose of the Act is to promote the use of electronic signatures and the supply of products and services relating to them. In addition, the Act aims to enhance the information security and data protection in the field of electronic commerce and electronic services. The Act gives advanced electronic signatures – and contracts signed electronically using advanced electronic signatures – the same legal value as handwritten signatures and handwritten-signed contracts. An electronic signature is considered advanced in terms of the Act if it has been created by (A) a secure signature creation device and (B) confirmed with a qualified certificate.

E-procurement legislation

Public procurement in Finland is governed by the [Public Procurement Act](#) of 1992, which does not regulate the use of electronic means in the procurement process. Use of electronic means in the public procurement process thus currently falls within the general rules for entering into an agreement. The new EU public procurement directives (2004/17/EC and 2004/18/EC) are expected to be implemented in 2005, including their provisions related to e-procurement.

Re-use of public sector information

Finland has notified full transposition of the EU Directive on the re-use of public sector information (PSI) into national law.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

1. Ministry of Finance

The Ministry of Finance has policy-making responsibilities in the areas of public management reform and information and communication technology (ICT) policy and guidance for the state administration. These functions are primarily carried out by the State IT Management Unit in the Ministry's Public Management Department. The Ministry of Finance also has responsibility for the Government Information Management Unit.

2. Information Society Council

The Information Society Council is a negotiation body for steering the development of the information society and for coordinating cooperation between administrative branches and between administration, organisations and business life. It is chaired by the Prime Minister and is composed of senior representatives of state and local administrations as well as IT industry leaders. It reports regularly to the Government on the state of Finland's Information Society development.

Coordination

1. Public Management Department of the Ministry of Finance

The Public Management Department is responsible for management policy in central government and serves as the Government's expert on administrative development. Among other things, it is in charge of coordinating Government ICT policy. It supports the inter-agency ICT groups and promotes measures to improve service provision and quality as well as information management and data security in central government. The Department is divided into two units: Governance Policy and Public Services Unit, and **State IT Management Unit**. Created in early 2005, the State IT Management Unit is headed by the **State IT Director**, acting as a government-wide Chief Information Officer (CIO). The Unit is in charge of preparing and implementing the government's IT strategy and of bringing together production and procurement of shared IT services, leaving Ministries and government departments focus on developing IT services to support their own core activities.

2. Government Information Management Unit

The Government Information Management Unit was set up in 2002 to improve information management within and between the ministries. It operates the ministries' joint information system and initiates, promotes and coordinates the further development of cross-sectoral and joint projects in the field of information management, information technology and data security in central government.

Implementation

1. Government Information Management Unit

The Government Information Management Unit in the Ministry of Finance is in charge of implementing joint projects, developing and maintaining common information systems, and building a solid ICT architecture and infrastructure for these common systems (government websites, intranet, document management system, decision-making system). This includes responsibility for the development, maintenance and usability of the ministries' joint data and communications network and of the Suomi.fi citizen portal.

2. Government ministries and agencies

Government ministries and agencies have responsibility for the implementation of their own departmental e-government projects.

Support

1. Government Information Management Unit

On the basis of service agreements, the Government Information Management Unit provides ministries with information management development, maintenance and project services.

2. Finnish Institute of Public Management (HAUS)

HAUS, The Finnish Institute of Public Management Ltd. Was established in 1971 as an in-service training centre for civil servants. It was transformed into a state-owned enterprise subordinate to the Ministry of Finance in 1995, and converted into a limited company at the beginning of September 2002. Its mission is to provide innovative training and consulting services and to promote latest knowledge in the field of administrative practices.

Audit/Assurance

State Audit Office

The State Audit Office (SAO) is an independent expert body that operates in connection with Parliament. Its task is to audit the legality and propriety of the state's financial management and compliance with the state budget.

Data Protection

Office of the Data Protection Ombudsman

The Office of the Data Protection Ombudsman controls the implementation and observance of the Personal Data Act of 1999 and provides guidance and advice on all issues related to the processing of personal data.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Regional Councils and Municipalities

Finland's Regional Councils are joint municipal authorities responsible for regional development. There are 19 Regional Councils, which group together the country's 446 municipalities. Even though many municipalities cover very small population catchments, most of them provide Internet services.

Coordination

Ministry of the Interior

The Ministry of the Interior is responsible for information management in regional administration and local authorities and plays an important co-ordinating role at the local level. While the Ministry of Finance is responsible for overall co-ordination of ICT initiatives, the Ministry of the Interior is responsible through its Information Management Unit for vertical co-ordination with regional and local government and for ensuring the diffusion and exchange of standards, good practices and approaches at regional and local levels. To promote cooperation in information management between the State and the regional and local authorities, an [Advisory Committee on Information Management in Public Administration \(JUHTA\)](#) has been set up at the Ministry of the Interior. The Committee is tasked with planning cooperation in information management, making reports and studies, and drawing up guidelines and recommendations for information management (JHS recommendations: Reference Architecture for Online Services, public administration interfaces for information management, Finnish metadata standard, XML standards, etc.).

Implementation

Regional Councils and Municipalities

Support

Association of Finnish Local and Regional Authorities (AFLRA)

The Association of Finnish Local and Regional Authorities is made up of the towns and municipalities in Finland. The Association's goal is to promote the opportunities for local authorities to operate and co-operate and to promote their vitality for the benefit of the residents.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Eero Heinäluoma

Job title: Minister of Finance

Picture:



Contact details:

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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Leena Honka

Job title: State IT Director and CIO

Picture:



Contact details:

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Public Management Department - State IT Management Unit

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Other key e-government executives

Name: Kari Kekki

Job title: Director, Government Information Management Unit, Ministry of Finance

Picture:

No picture available

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Suomi.fi](#)

Launched in April 2002, the citizen portal [Suomi.fi](#) provides a single access point to public information, administrative forms and services. It replaces a previous life cycle-based portal, the Citizen Guide, which was opened in spring 1997 and later complemented with an electronic forms service. The new portal supports authentication based both on PKI and on the banks authentication system for certain transactions. It is complemented by a [practical guide on how to use online public services](#) and by a central official forms service ([Lomake.fi](#)). The **business portal** [YritysSuomi.fi](#) (Enterprise-Finland) was also launched in Spring 2002 as a result of a joint effort of seven government agencies.

Network

Senaattori

Senaattori is the joint intranet of all Finnish ministries launched in 1998. It is designed to meet the needs of Government ministries, Parliament and the Office of the President of the Republic. Senaattori provides access to Government and Parliament information, both internal and external. Development of the directory is the responsibility of an editorial council composed of representatives of the ministries and Parliament.

e-Identification infrastructure

[Finnish Electronic ID Card](#)

Launched in 1999, the Finnish Electronic ID Card is a smart card featuring the holder's photograph and containing a microchip that stores the user's e-number, which is required for transacting official business. Apart from being a valid identification document, the e-ID card can be used for electronic identification and digital signatures and also works as an official travel document in a number of European countries. In 2003 the card's chip was upgraded to enable the use of fully functional digital signatures, and since June 2004 citizens can chose to have their health insurance data included in their e-ID card, with a view to carry one card instead of two. In order to boost the secure use of e-services, the Finnish government has also launched an **online identification system** based on identification codes issued by Finnish banks, and a **mobile identification scheme** based on the inclusion of a government-guaranteed 'Citizen Certificate' in SIM cards for mobile phones.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Finland. The State-owned public procurement company [Hansel Ltd](#), acting as a central public procurement body for state entities, once operated a complete system for electronic tendering and procurement (Sentteri) but due to lack of turnover, the system is no longer in operation. The [JULMA](#) website, set up by the Ministry of Trade and Industry, provides information and notices concerning public procurement below the threshold value.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Finland.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Administration
Website: <http://www.vero.fi/>
Sophistication stage: 4/4
Description: In Finland, individual taxpayers received pre-filled tax return forms, which they can clear or amend online.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Labour, Finnish Employment Service
Website: <http://www.mol.fi/>
Sophistication stage: 3/3
Description: Information about job vacancies and training opportunities, and search facilities. Job seekers can apply for jobs online using to the Finnish Electronic ID card (FINEID) or a user ID provided by the job centres.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Social Insurance Institution (KELA)

Website: <http://www.kela.fi/>
Sophistication stage: 4/4
Description: Fully transactional service.

b. Family allowances

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Finland. Child allowances are paid automatically by the [Social Insurance Institution \(KELA\)](#) as soon as a child's birth is registered by the hospital to the Population Register Centre, and until the end of the month in which the child reaches the age of 17.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Social Insurance Institution (KELA)
Website: <http://www.kela.fi/>
Sophistication stage: 2/4
Description: Information and reimbursement forms. Reimbursements of medical expenses are available for doctor's fees, dental care costs and treatment/examination charges, calculated on the basis of the real costs up to a maximum fixed by the Ministry of Health. All persons with permanent residence in Finland are entitled to health insurance and issued with a health insurance card (SII card or [Kela-kortti](#)). Since June 2004 citizens can chose to have their health insurance data included in their e-ID card instead, with a view to carry one card instead of two.

d. Student grants

Responsibility: Central Government, Social Insurance Institution (KELA)
Website: <http://www.kela.fi/>
Sophistication stage: 3/4
Description: Information and downloadable forms. Applications for student support and relevant supporting documents must be filed with KELA offices or individual schools or universities.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Finnish Police
Website: <http://www.poliisi.fi/>
Sophistication stage: 1/3
Description: Information only. Passport applications are handled by local police branches.

b. Driving License

Responsibility: Central Government, Finnish Police
Website: <http://www.poliisi.fi/>
Sophistication stage: 1/3
Description: Information only. Driving license applications are handled by local police branches.

5. Car registration (new, used and imported cars)

Responsibility: N.A.

Website: N.A.
Sophistication stage: N.A.
Description: Car Registration: this service is not relevant for Finland, where cars are not registered by individuals but by third parties (insurance companies and car dealers). Registrations are processed by the [Finnish Vehicle Administration \(AKE\)](#).

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 2/4
Description: The Association of Finnish Local and Regional Authorities provides [general information](#) about planning/building permissions. The planning permit must be applied for with individual municipalities, most of which offer information and forms for download on their websites.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Finnish Police
Website: <http://www.poliisi.fi/>
Sophistication stage: 3/3
Description: Notification of certain crimes can be made online: property offence or act of vandalism. The notification is automatically directed to the right city police department on the basis of the place of the crime reported. The user receives a receipt of the notification, which can be used for following-up the request.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government, Ministry of Education/Helsinki City Library (the Central Library for Public Libraries in Finland)
Website: <http://www.kirjastot.fi/>
Sophistication stage: 3/3
Description: Portal providing a gateway to all public libraries and, for most of them, their catalogues. A request service is also provided.

9. Certificates (birth, marriage): request and delivery

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant in Finland, where birth and marriage certificates are not commonly used and therefore not needed by citizens. Public authorities have direct access to the Population Register if they need information on a person's family status.

10. Enrolment in higher Education/university

Responsibility:
Website: <http://www.oph.fi/>
Sophistication stage: 4/4
Description: The National Board of Education provides information about enrolment in higher education. Some universities have online application systems.

11. Announcement of moving (change of address)

Responsibility: Central Government, Population Register Centre and Finnish Post
Website: <http://www.muuttoilmoitus.fi/>
Sophistication stage: 3/3
Description: The joint service by the Finnish Post and the Population Register Centre, launched in May 2005, enables citizens to submit a single address change notification online to a great number of public and private organisations.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Ministry of Health and Social Affairs)/Regional Government
Website: <http://www.stm.fi/>
Sophistication stage: 1/4
Description: Information only, mostly about health services and national health policies, strategies and projects.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Tax Administration
Website: <http://www.vero.fi/>
Sophistication stage: 4/4
Description: Employers can pay the taxes withheld from wages and the employer's social security contributions to the tax office electronically.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Administration
Website: <http://www.vero.fi/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for corporate tax.

3. VAT: declaration, notification

Responsibility: Central Government, Tax Administration
Website: <http://www.vero.fi/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for VAT.

4. Registration of a new company

Responsibility: Central Government, Tax Administration and National Board of Patents and Registration

Website: <http://www.ytj.fi/>
Sophistication stage: 2/4
Description: Information on administrative procedures for businesses (registration, address, etc.) and downloadable forms for registration of a company. An electronic interactive form filling system is under development.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistics Finland
Website: <http://www.stat.fi/>
Sophistication stage: 3/3
Description: Submission of data to the statistical office can be made online.

6. Customs declarations

Responsibility: Central Government, National Board of Customs
Website: <http://www.tulli.fi/>
Sophistication stage: 4/4
Description: Customs declarations can be made online.

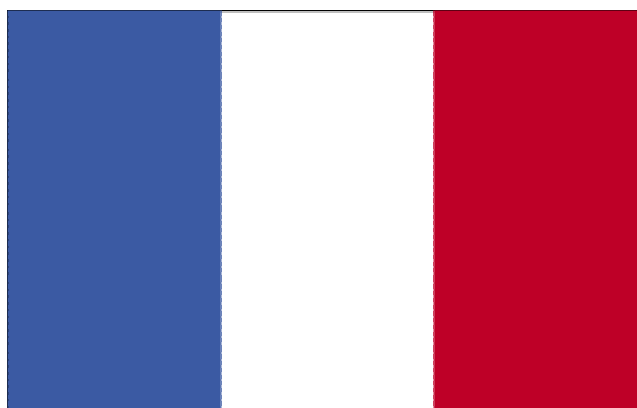
7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment
Website: <http://www.ymparisto.fi/>
Sophistication stage: 2/4
Description: Information and forms to download. Environment permits are delivered by one of the 3 regional Environmental Permit Authorities.

8. Public procurement

Responsibility: Central Government, State-owned company Hansel Ltd.
Website: <http://www.hansel.fi/>
Sophistication stage: 4/4
Description: Hansel Ltd. is a state-owned procurement expert and a central purchasing body, providing a full set of e-procurement tools and services to the Finnish public sector. It once operated a complete system for electronic tendering and procurement (Sentteri) but due to lack of turnover, the system is no longer in operation.

eGovernment in France



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in France. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 543,965 km²

Population (1,000): 59,900.7 inhabitants (2004)

Capital: Paris

Language: French

Currency: Euro

GDP at market prices: 1,648,368.7 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 24,700 Euro (2004)

GDP growth rate: 2.3% (2004)

Inflation rate: 2.3% (2004)

Unemployment rate: 9.7% (2004)

Government debt/GDP: 65.6% (2004)

Public balance (government deficit or surplus/GDP): -3.7% (2004)

Source: Eurostat

Political Structure

The political system of the Fifth French Republic combines the characteristics of a parliamentary democracy with a strong executive power, and is often defined as a **semi-presidential** system.

Legislative power lies with a **bicameral parliament** comprising a Lower House (**National Assembly**) and an Upper House (**Senate**). The National Assembly has 577 members, elected for five years by direct universal suffrage, with a two-round majority voting system. The Senate has 321 members, elected by indirect universal suffrage (i.e. by local councillors) for a period of nine years, with one-third renewed every three years.

The Head of State is the **President of the Republic**, elected for five years by direct universal suffrage. According to the terms of the Constitution, the President has important duties in the fields of foreign and defence policy, as well as in domestic policy. Constitutionally, the locus of executive power is the Council of Ministers, which is chaired by the President. The Government is headed by the **Prime Minister**, which is appointed and can be dismissed by the President of the Republic. Ministers are similarly appointed and dismissed by the President, but on the Prime Minister's suggestion. The Government must obtain the confidence of a majority in Parliament and is answerable to Parliament. The Government is also answerable to the President, except in case of temporary non-coincidence of the presidential and parliamentary majorities ("cohabitation"), where the balance of executive power in domestic policy shifts to the Prime Minister.

France is considered a centralised state, even though some powers have been devolved in recent years to the country's 22 regions, 96 counties ('départements') and more than 36,500 municipalities.

The **Constitution of the Fifth French Republic** was adopted by referendum on 28 September 1958 and amended several times since then. The most significant amendments were adopted in 1962 (election of the President of the Republic by direct universal suffrage) and 2000 (reduction of the presidential mandate from seven to five years).

France was a founding member of the European Community in 1957.

Current Head of State: President Jacques Chirac (since May 1995)

Current Head of Government: Prime Minister Dominique de Villepin (since 31 May 2005)

Information Society indicators

Percentage of households with Internet access: 34% (2004)

Percentage of enterprises with Internet access: 83% (2003)

Percentage of individuals using the Internet at least once a week: N.A.

Percentage of households with a broadband connection: N.A.

Percentage of enterprises with a broadband connection: 49% (2003)

Percentage of individuals having purchased/ordered online in the last three months:
N.A.

Percentage of enterprises having received orders online within the previous year: N.A.

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - France](#)

21 July 2005

Publication of [Version 2 of the French e-signature and security framework policy \(PRIS\)](#), aimed at providing a framework for the use of electronic signatures and electronic certification for e-government services. This second version was published after a broad consultation of public and private stakeholders.

29 June 2005

The French Government launches [AdmiSource](#), an open source software repository and a platform for cooperative software development.

16 June 2005

The Internet Rights Forum– an advisory body bringing together 70 organisations from the public, private, and not-for profit sectors – published a [report on the French e-ID card project](#) (known as 'INES'), based on the findings of a four-months national debate organised by the Forum on behalf of the French Government. The report calls for a wide-ranging review of the proposed scheme, in particular to better address privacy and security issues.

June 2005

Competence for State Reform and e-government is transferred from the Ministry for the Civil Service to the Minister Delegate for the Budget and Administrative Reform within the Ministry of Economy and Finance, which gains oversight on the e-government agency (ADAE).

17 May 2005

Launch of an [address change notification e-service](#), providing a convenient way for citizens to communicate their change of address to a number of public administrations through a single notification service.

11 April 2005

The French Prime Minister officially gives the green light to the electronic ID card project. An e-ID card bill setting the legal framework for the introduction and use of the new identity document will be prepared. According to the Interior Minister, French citizens will have to pay a fee for obtaining the new electronic document, which will be mandatory.

04 April 2005

Publication of the first evaluation of the ADELE programme, a year and a half after its launch. This evaluation shows that the implementation of the programme is ahead of schedule: 33% of projects are up and running and over 50% of them are joint projects, requiring several ministries and agencies to work together.

01 February 2005

Launch of a [national debate on the future electronic ID card](#), aimed at allowing members of the general public to provide their views on the project.

01 January 2005

All French public entities are **obliged to accept bids submitted electronically** in response to formal call for tenders published as of 1 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – will meet the new requirement by using a new [government-wide e-procurement platform](#).

09 December 2004

Adoption of a second [Legal Simplification Law](#), authorising the Government to issue ordinances relating to administrative and legal simplification in a number of areas. Among other things, the Law will enable the Government to issue ordinances providing a legal framework for the further development of e-government.

04 October 2004

Following successful pilots in two regions, the French public administration call centre '**Allo Service Public**', is launched nationwide. 'Allo Service Public' provides a unique point of contact for information and guidance on public services and administrative procedures through a single telephone number (**39 39**). Call centre agents have the database of the [Service-Public.fr](#) portal at their fingertips, thereby making the portal's contents also available by telephone for those users who do not have Internet access or who prefer more traditional telephone interactions.

17 June 2004

A Government ordinance establishes a [legal basis for public-private partnerships](#). So far the use of public-private partnerships has been very limited in France, due to the limitation of government contracts to a maximum length of three years and to the prohibition of deferred payments. The new contracts are primarily expected to be used for construction works, but could also be applied to the deployment of large-scale IT and e-government projects.

01 June 2004

The electronic version of the [French Official Journal](#) gains the same legal value as the paper version, and some categories of legal and administrative acts will now be enacted by their publication on the Internet.

26 May 2004

The French Government announces the launch of a centralised, **electronic 'shared medical file' programme**. The programme will create a single, centralised mandatory medical file for each insured individual aged 16 or above, with a view to enable health professionals to access patient care records electronically from any location.

03 May 2004

The French Government announces a **major upgrade of the 'Vitale' electronic health insurance card**, designed to reinforce the security of health insurance operations and reduce fraud. The next-generation cards, to be introduced in 2006, will include a photograph of the holder in order to fight fraudulent use. They will have a built-in crypto-processor featuring cryptographic mechanisms based on public keys, which will considerably reinforce the security of operations such as electronic authentication and signatures. The chip will have a capacity of 32 KB - eight times more than the 4 KB memory of the current cards - which will allow for storing a greater quantity of information. The cards will comply with the new IAS (Identification, Authentication and Signature) standards, thereby meeting the new requirements of the health and welfare field

21-28 March 2004

Electronic voting is tested during the French regional elections, with the country's first legally binding electronic election being held in the city of Brest. The use of voting machines for legally binding political elections, which was made legal by a law adopted in 1969 but never implemented since then, was finally made possible by a decree passed on 18/03/2004 authorising 33 municipalities to deploy such machines. Six of these municipalities carry out e-voting tests during the regional elections, and the only legally binding electronic votes are being cast in the city of Brest.

09 February 2004

The French Government launches the **ADELE e-government [strategic plan](#) and [action plan](#)**. Covering the period 2004-2007, the ADELE strategic plan provides a detailed framework for future e-government developments, defining both qualitative and quantitative objectives and the means allocated to achieve them. With a budget of EUR 1.8 billion, the ADELE strategy has three main strategic goals: simplify administrative procedures in order to

make life easier for citizens, businesses and local authorities; guarantee data security and confidentiality through the use of secure user identification systems and the possibility for citizens to control the use of their personal data by public bodies; contribute to the modernisation of public administration. According to the plan, productivity gains made possible by e-government developments should deliver about EUR 5 billion in annual savings by 2007. The strategy will be implemented through 140 concrete initiatives described in the action plan.

20 January 2004

The French government announces the objective that all government websites should be accessible to disabled users by 2007.

07 January 2004

French President Jacques Chirac announces the objective that all administrative procedures should be available remotely, either by Internet or by telephone, before the end of 2006.

13 November 2003

France powers up its e-government portal Service-Public.fr with the addition of a [section for businesses](#). The portal was previously targeting mostly individual citizens. The new professional section of the portal provides access to all relevant online information and services for businesses, and more specifically for small and medium-size enterprises (SMEs) and free-lance workers.

October 2003

Publication of a report on the [improvement of customer service in public administrations](#), ('Candiard' report), prepared for the Prime Minister. The report calls for the development of a global customer service policy in the administration, making full use of the potential of information and communication technologies (ICT), including customer surveys, specific client-focused training for civil servants, and data sharing between administrations. The report highlights the importance of e-mail communications as a tool to modernise government services.

06 October 2003

The French e-government agency (ADAE) publishes an [e-signature and security framework policy \(PRIS\)](#) aimed at providing a clear framework for the use of electronic signatures and electronic certification for e-government services.

26 September 2003

The French Ministry of the Interior announces plans to introduce an **electronic ID card** in 2006. The card's chip will securely store all identity information of the holder person and an electronic signature allowing citizens to securely transact with public administrations as well as private companies electronically.

12 September 2003

The Prime Minister issues a [Circular on the development of electronic administration](#), which calls for the entire public administration to adopt a user-oriented approach to service delivery with a view to offer, as much as possible, a customised public service to each citizen. The Circular calls for Ministries to act on the following principles: priority development of projects and e-services that can be implemented in a reduced period of time or that can be useful for several administrations; efforts to reduce disparity of information systems and to develop inter-administrations services and applications; convergence, as of 2006, of all information systems towards common standards designed to ensure scalability and continuous improvement of services to end-users.

22 August 2003

The French Government issues a call for the selection of 100 volunteers to test the personalised public services portal "**mon.service-public.fr**", which will allow users to manage their administrative files, follow the development stage of their administrative procedures and communicate easily with different public services. More than 1,600 persons volunteer during the first week.

21 August 2003

The French Government launches an open source content management system called [AGORA](#), providing a quick and easy tool for managing Internet, intranet or extranet sites at reduced cost. Its aim is to help rationalise content management and foster interoperability of web content and functionalities across government, while reducing websites costs and building times, enabling web publication by non-technical staff, enabling content syndication across websites and organisations, and simplifying websites implementation through standardisation.

02 July 2003

Adoption of a [Legal Simplification Law](#), authorising the Government to issue ordinances relating to administrative and legal simplification in a number of areas such as the modernisation of public procurement (in particular through the development of public-private partnerships). The law is designed to enable the government to simplify legal and administrative texts by making them clearer, simpler and more comprehensive, without having to go through lengthy legislative procedures for each individual measure.

27 June 2003

The Government selects the Burgundy Region to pilot the development and implementation an integrated platform supporting the provision of e-government services by all public administrations in the region (the Regional Council itself, but also counties, municipalities and the central government's decentralised offices). This [e-Bourgogne](#) pilot has the status of 'national experimentation', and the system may be extended to other regions if successful.

14 April 2003

The Internet Rights Forum publishes a [recommendation on the dissemination of public sector data and information](#), which identifies key requirements for the development of a dynamic electronic information and content industry, as well as the relationship to establish between its actors from both the public and private sector.

12 March 2003

Launch of the "[Daily Life Card](#)" project. Daily Life Cards are locally delivered and administered smart cards providing electronic user identification and/or authentication for accessing a series of public services delivered locally. The objective of the project is to provide users living in a given region, department or municipality with a simple, secure and consistent way of accessing, and in some cases paying for, a wealth of public services, regardless of the actual service provider (local authorities, central government, or private companies delivering public services). Pilot projects will be funded by the Ministry for the Civil Service and State Reform and supported by the Agency for the Development of Electronic Administration (ADAE).

21 February 2003

Creation of the [Agency for the Development of Electronic Administration \(ADAE\)](#), in charge of driving the e-government agenda forward. The new Agency replaces the previous ATICA and also inherits of e-government-related competences previously held by the Inter-Ministerial Delegation for State Reform (DIRE). This new structure is therefore in charge of providing both the political drive and co-ordination, and the business expertise and technical support needed to further develop e-government in the French central administration. The ADAE is under the authority of the Prime Minister and put at the disposal of the Ministry for the Civil Service.

03 February 2003

The Internet Rights Forum publishes a [recommendation for the development of electronic administration](#), based on one and a half years of work and consultation with key stakeholders.

10 January 2003

Publication of the report '[The Hyper-Republic: Building the Networked Administration around Citizens' needs](#)' ('de La Coste' report), prepared for the State Secretary for State

Reform. This report calls for a renewed commitment to e-government and outlines a proposed five-year action plan.

12 November 2002

Prime Minister Jean-Pierre Raffarin launches a new Plan for the Information Society called [Re/SO 2007](#) (*Pour une République Numérique dans la Société de l'Information*). Key objectives in the field of e-government include e-enabling complete administrative procedures, providing stronger leadership and coordination for e-government, and focusing on a number of key priority projects.

28 August 2002

Launch of the '[Service-Public Local](#)' content syndication service, enabling local and regional councils to enrich their electronic information and services using the data produced for the national e-government portal [Service-Public.fr](#).

26 February 2002

Publication of the report '[White Paper on E-government and the Protection of Personal Data](#)' ('Truche' report), prepared for the Minister for the Civil Service and State Reform. The report analyses the issues of data protection and identity management in e-government, and outlines a series of proposals for the evolution of e-government and its legal framework.

21 January 2002

Publication of the first version of the [French e-government interoperability framework](#) (*Cadre Commun d'Interopérabilité*). The interoperability framework addresses the need for increased interoperability between information systems across the public sector and lays the foundations for enabling a greater joined-up working between public administrations.

15 November 2001

The Inter-Ministerial Committee for State Reform launches the "**second phase of e-government development**", with five key objectives: generalise public e-services by 2005 and make them accessible to citizens through a personalised interface (project 'mon.service-public.fr'); reinforce the protection of personal data; make public e-services accessible to all and not only to Internet users; make the Internet a tool for democracy; make civil servants key actors of the development of these new e-services.

21 August 2001

The Minister for the Civil Service and State Reform announces the objective of e-enabling all public services by 2005. A new **Agency for ICT in Public Administration (ATICA)** is created to accelerate the pace of e-government progress, which replaces the Inter-Ministerial Mission for the development of ICT in Public Administration (MTIC).

01 August 2001

Adoption of a new [Budget Law](#) (*Loi organique relative aux lois de finances - LOLF*), providing a new legal framework for State spending as of 1 January 2006. This new framework, a key enabler for State Reform, aims at increasing the transparency of public finances, making ministry administrators more accountable, and strengthening the auditing role of Parliament. Government spending will be broken down into remits, which will follow the main lines of government action. These remits, which may come under several ministries, will bundle various programmes, which for their part will be managed by one ministry in particular. For each programme, ministry administrators will have more freedom to manage appropriations, but in return will have increased reporting obligations regarding the results obtained on the basis of performance indicators and precise targets. This reform will therefore enable a better monitoring and auditing of Government action and spending, both internally and externally.

31 May 2001

Creation of the [Internet Rights Forum](#) (*Forum des droits sur l'internet*). The Forum is a private body, supported by the French government, aimed at bringing together all the actors of the Internet (private companies, non-profit organisations, public authorities and users) to discuss and suggest uses and rules for online activities.

19 April 2001

Publication of the report '[For a Citizen-oriented electronic administration](#)' ('Carcenac' report), prepared for the Prime Minister. The report outlines 57 key recommendations to bring the French e-government drive into a new phase.

07 March 2001

A new [Public Procurement Code](#) is adopted, which article 56 sets the obligation for public administrations to accept bids submitted electronically as of 1 January 2005.

23 October 2000

Launch of the e-government portal [Service-Public.fr](#), providing a single and convenient access point to public services online.

May 2000

Launch of the **Network of the French Public Administration AdER** (*Administration En Réseau*). AdER is an inter-ministerial communication infrastructure supporting secure high-speed data transfer, aimed at enabling information exchange and joint working. It comprises a secure messaging service and a meta-directory of government agents and services.

13 mars 2000

Adoption of the [Law on Electronic Signature](#), transposing EU Directive 1999/93/EC on a Community framework for electronic signatures.

06 March 2000

Publication of the report '[The State and ICT - Towards a multiple-access administration](#)' ('Lasserre' report), prepared for the Prime Minister. The report reviews progress made since the launch of the government action programme for the Information Society in 1998, outlines key issues that need addressing, and makes recommendations for further progress.

16 November 1999

The French Planning Office publishes the report '[Dissemination of Public Data and Digital Revolution](#)' ('Mandelkern' report), which outlines issues and priorities concerning the dissemination and use of public sector information.

07 October 1999

The Prime Minister issues a [Circular on Government websites](#), which aims at rationalising and simplifying rules applicable to the creation, management, coordination and evaluation of government websites.

December 1998

Creation of a **Commission for Administrative Simplification**. Its missions will be extended by a [Circular of 6 March 2000 on the simplification of administrative procedures](#).

30 September 1998

The French Planning Office publishes a report on [Internet and public administrations abroad: a source of ideas](#), analysing e-government developments in 9 countries. The report will be complemented in 1999 by a series of [case studies](#).

August 1998

Creation of **Inter-Ministerial Mission for the development of ICT in Public Administration (MTIC)**, in charge of providing ministries with technical support for the development and implementation of their ICT projects.

July 1998

Creation of an **Inter-Ministerial Delegation for State Reform (DIRE)**, replacing the Commissariat for State Reform. The Delegation is placed under the authority of the Prime Minister but mostly works with the Ministry of the Civil Service and State Reform. E-government is one of its main fields of competence.

June 1998

Launch of **Admifrance**, the first Internet portal of the French administration. The portal provides access to a number of administrative forms and links to websites of public services.

30 June 1998

Publication of a report on [the impact of new technologies on administrative modernisation](#) ('Baquiast' report), prepared for the Prime Minister and the Minister for the Civil Service.

April 1998

Launch of the French [electronic health insurance card \(Vitale card\)](#). The smart card is distributed to all persons registered with the social security and entitled to health insurance. Its chip contains only administrative and entitlement information about the holder and the insured person. Together with the electronic card for health professionals, it enables reimbursement claims to be transmitted electronically between health professionals and social security institutions over a secure closed network.

03 mars 1998

Publication of a report on ['Personal Data and Information Society'](#), prepared for the Prime Minister.

15 January 1998

Official presentation of the [Governmental Action Programme for the Information Society \(PAGSI\)](#). The plan has six priority action areas: IT in education, IT in culture, e-government, e-commerce and the digital economy, innovation and R&D, and regulation. Its implementation will be overseen and coordinated by the Inter-Ministerial Committee for the Information Society (CISI) and, regarding e-government activities, the Inter-Ministerial Committee for the State Reform (CIRE). Among other things, the plan foresees the migration to the Internet of all public information and services available through the Minitel before the end of 1999.

25 August 1997

The New Prime Minister Lionel Jospin announces the launch of an **action programme for the development of the Information Society**. The programme, which identifies the development of online public services as a priority, will aim at speeding up the development of the Information Society and helping France catch up with international leaders in this area. According to Mr Jospin, the technical limitations and national character of the Minitel could end up hindering the development of new and promising applications of information technology, and France should thus favour gradual shift of Minitel services over to the Internet. The development and implementation of the government action programme will be coordinated by an **Inter-Ministerial Committee for the Information Society (CISI)**.

30 April 1997

Publication of the report ['Internet: a true challenge for France'](#) ('Martin-Lalande report'), prepared for the Prime Minister. The report proposes a set of 134 measures to speed up the development of the Internet in France. Among other things, the report identifies ICT-enabled reform of the state as a priority and recommends a gradual migration of Minitel services to the Internet.

July 1996

Publication of the report ['Internet: legal issues'](#) ('Falque-Pierrotin' report), prepared for the Minister of Posts and Telecommunications. The report outlines the potential of the Internet, stresses the need for France to catch up with leading countries in the field of Internet connection and online services, and proposes a number of key principles for the development of a favourable legal framework.

26 January 1996

Creation of a **State Reform Fund**, designed to provide financial support for reform projects in government ministries and agencies.

13 September 1995

The Inter-Ministerial Committee for Informatics and Bureautics in the Administration (CIIBA) is suppressed. An **Inter-Ministerial Committee for State Reform (CIRE)** and a **Commissariat for State Reform** are created to drive government modernisation forward.

26 July 1995

The new Prime Minister Alain Juppé publishes a [Circular on the strategic principles of State Reform](#), which is described as the government's n.1 priority. Five objectives are identified: clarify the missions of the State and the extent of public services (position of the State vis-à-vis the private sector, the European Union and the regional and local authorities); better take into account the needs and expectations of citizens; re-focus the State on its key regulatory functions; delegate operational responsibilities to autonomous and decentralised bodies; renovate public management.

October 1994

Publication of a **report on 'Information Highways'** ('Théry' report), prepared for the Prime Minister, and that calls for the adoption of an ambitious plan for developing the Information Society in France. According to the report, the Internet less suitable for the development of commercial services than Minitel-like networks due to the absence of a clear invoicing mechanism and to its open and cooperative nature. The report thus recommends the connection of all French households by 2015 to a fibre optic network based on ATM (Asynchronous Transfer Mode) rather than on IP (Internet Protocol) technology. Following the publication of the report, an Inter-Ministerial Committee for Information Highways and Services is created and a number of pilot projects are launched.

May 1994

Publication of the report **'The State in France'** ('Picq' report), prepared for the Ministry of the Civil Service. The report analyses the evolutions of the missions, responsibilities and organisation of the State, and recommends key priorities for a State Reform programme. The report does not address the role of technology to support State Reform.

January 1994

Publication of a report on **'Teleservices in France'** ('Breton' report), prepared for the Prime Minister.

1994

Authorised transmission speed over the Minitel network increases from 1,200 to 9,600 bits/second. The Minitel reaches more than 15 million private and business subscribers through 6.5 million terminals, offers 15,000 different services and generates annual pre-tax revenues (connexion fees only) of 6.6 billion French Francs (EUR 1.01bn), of which more than 50% for state-owned telecom operator France Telecom. A new generation of terminals is marketed, and over 600,000 computers use a Minitel emulation. Close to 50% of Minitel users access administrative and local information services through their terminal.

18 June 1984

Creation of an **Inter-Ministerial Committee for Informatics and Bureautics in the Administration (CIIBA)**, tasked with coordinating computerisation developments across government.

February 1984

Start of the **countrywide distribution of Minitel terminals**. The terminals are distributed to telephone subscribers free of charge. Access to the electronic telephone directory is free, while other services are paid-for on a connexion time-based fee. Charging and collection of fees is centrally managed by the state telecom monopoly on behalf of participating service providers. Minitel terminals are equipped with an asymmetric modem (1,200 bits/second for downloading information to the terminal and 75 bits/second back).

February 1979

The French Government announces an ambitious telematics development plan based on the production and distribution of a **low-cost terminal** enabling users to access an electronic telephone and address directory and other [Videotex](#)-based public and commercial services over a closed network: the [Minitel](#).

1978

Publication of a report on '**The Informatisation of Society**' ('Nora/Minc' report), prepared for the President of the French Republic. The report argues that information and communication technologies are penetrating all spheres of society and are becoming a driving force for major societal change. The report calls for France to mount a full-scale national effort in the new field it calls "**Telematics**" (the convergence of **Telecommunications** and **informatics**). According to the report, "telematics, unlike electricity, does not carry an inert current, but rather information, that is to say, power. Mastering the network is therefore an essential goal. This requires that its framework be conceived in the spirit of a public service".

06 January 1978

France adopts the **Law on Informatics and Liberty**, becoming one of the first European countries to have a data protection legislation. The Law provides a legal framework for the use of numerical identifiers in databases and the processing of personal data by public and private sector organisations. The Law creates a [National Commission for Informatics and Liberty \(CNIL\)](#), which is in charge of overseeing its implementation and observance. The CNIL also has an advisory role in the planning of administrative data systems.

21 mars 1974

The newspaper Le Monde reveals the existence of a project by the Ministry of the Interior to interconnect electronic files containing personal data by using a unique numerical identifier. The project is codenamed [SAFARI](#) (*système automatisé pour les fichiers administratifs et le répertoire des individus*). A few days after the revelation, the Prime Minister prohibits further interconnections of administrative databases until precise rules concerning the computerised processing of personal data are established.

eGovernment Strategy

Main strategic objectives and principles

The French e-government strategy is set in the **ADELE programme**, presented on 09 February 2004. ADELE (**AD**ministration **EL**ectronique) provides a detailed roadmap for the coherent and coordinated development and implementation of electronic services that citizens, businesses and civil servants are entitled to expect. Covering the period 2004-2007, the programme comprises a [strategic plan](#) and an [action plan](#).

The ADELE strategic plan provides a detailed framework for e-government development. It defines qualitative and quantitative objectives to attain, the mechanisms and the means allocated to achieve them. The strategy will be implemented through 140 concrete initiatives, which are described in the ADELE action plan.

The main objective of ADELE consists in implementing an e-administration accessible to all, which moves from simply providing information to delivering interactive services, enabling users to perform full administrative procedures remotely. Three strategic goals are defined:

1. **Make life easier for citizens**, businesses and local authorities by delivering a great number of user-friendly services available to everyone at all times.
2. **Generate confidence** by guaranteeing data security and confidentiality through the use of secure user identification systems and the possibility for citizens to control the use of their personal data by public bodies.
3. **Contribute to the modernisation of public administration** by improving the work of public employees and the organisation of public services, and by helping to restore the financial leeway of the State.

The ADELE programme is not intended to benefit Internet users only. On the contrary, it intends to reach all users of public services, whether they are citizens, businesses, non-profit organisations or public bodies themselves. Furthermore, the programme is designed to meet the daily needs and expectations of these users instead of satisfying the requirements of administrative structures, as has too often been the case in the past.

With a **total budget of EUR 1.8 billion** for its four years of implementation, the ADELE programme represents an opportunity to generate important productivity gains. The Government estimates that ADELE will deliver EUR 5 to 7bn cost savings on the State budget per year, as of 2007.

The ADELE programme is based on **four fundamental requirements**:

- Continuously listening to users and assessing their needs.
- Making electronic services accessible to all.
- Establishing a pact of confidence between the State and the citizens.
- Providing more services, more efficiently, while keeping public spending under control.

To meet these requirements, ADELE comprises **140 measures and projects** designed to make life easier for users, including:

- The establishment of a single telephone number - 39 39 - for administrative enquiries. This service, called 'Allo Service Public', will allow any citizen to get an answer to any administrative information request, or an orientation towards further guidance, in less than three minutes.

- The creation of a personalised administrative counter, called 'mon.service-public.fr'. Based on the portal of the French administration Service-public.fr, it will provide users with secure, personalised access to all public services available online.
- The establishment of a national electronic identity card (CNIE), which will replace the existing ID card as of 2006. The new card will allow citizens to deal with government more simply and securely online, and will facilitate requests for other identification documents such as passports.
- The setting up of a centralised online change of address notification service, enabling citizens to easily communicate their new addresses to the administrations of their choice.
- The development of a 'daily life card' ('Carte de Vie Quotidienne' or CVQ), delivered locally, which will make it possible to securely access public services from interactive kiosks in public places (in shops and public offices, or even in the street).
- The creation of a single integrated procedure for hiring staff ('Titre Emploi-Entreprise'), including social and tax contributions. This will make life easier for small firms by reducing their administrative burden and transferring the procedural complexity to the administration itself.
- The switch to a full-electronic distribution of the French Official Journal. The electronic version will have the same legal value as the current paper version and will be disseminated on a wider scale. In the medium term, this will make it possible to save 6 tons of paper a day.

The implementation of the ADELE action plan will be audited every year and updated accordingly.

Responsibility for coordinating the ADELE programme has been given to the Agency for the Development of Electronic Administration (ADAE), an inter-ministerial service placed under the responsibility of the Prime Minister and put at the disposal of the Minister in charge of State Reform.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in France. However, an ordinance aimed at establishing a comprehensive legal framework for the development of e-government is currently under preparation. Issues addressed include the creation of a general right to communicate with public administrations by electronic means, the sharing of personal data between public bodies – subject to previous user consent –, the creation of an ‘individual administrative account’, i.e. a personal storing space allowing users to digitally store personal data and share it with public entities, the security standards for e-government products and service providers, the provisions for e-government interoperability standards, and the rights of citizens in their electronic interactions with public administrations. The proposed text is being prepared under the Legal Simplification Law of 9 December 2004, which article 3 allows the government to adopt a number of ordinances relating to e-government, without having to go through parliamentary procedures for each individual measure.

Freedom of Information legislation

Law on Access to Administrative Documents (1978)

The Law on Access to Administrative Documents of 17 July 1978 provides for a right to access by all persons to administrative documents held by public bodies. These documents include files, reports, studies, records, minutes, statistics, orders, instructions, ministerial circulars, memoranda or replies containing an interpretation of positive law or a description of administrative procedures, recommendations, forecasts and decisions originating from the State, territorial authorities, public institutions or from public or private organisations managing a public service. They can be in any form. Documents handed over are subject to copyright rules and cannot be reproduced for commercial purposes. Public bodies must respond to requests for documents within one month. A [Commission for Access to Administrative Documents](#) (CADA) is tasked with oversight. It can mediate disputes and issue recommendations but its decisions are not binding. A complaint must be decided by the CADA before it can be appealed to an administrative court.

Data Protection/Privacy legislation

Law on Informatics and Liberty (1978)

France adopted the Law on Informatics and Liberty on 6 January 1978, becoming one of the first European countries to adopt a data protection legislation. The Law provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. The Law creates a [National Commission for Informatics and Liberty \(CNIL\)](#), which is in charge of overseeing its implementation and observance. The CNIL also has an advisory role in the planning of administrative data systems. The Law on Informatics and Liberty was amended by [law Nr. 2004-801 of 6 August 2004](#) implementing the EU Data Protection Directive (1995/46/EC).

E-Commerce legislation

Law for Confidence in the Digital Economy (2004)

The Law Nr. 2004-575 of 21 June 2004 for Confidence in the Digital Economy implements the EU E-Commerce Directive (2000/31/EC) and sets the legal framework for the development of e-commerce services in France.

E-Communications legislation

Law on Electronic Communications (2004)

The Law Nr. 2004-669 of 9 July 2004 on electronic communications and audiovisual communication services implements in French law the new EU regulatory framework for electronic communications. Transposition was subsequently completed with the adoption of a number of [decrees](#).

E-signatures legislation

Law on Electronic Signature (2000)

The Law Nr. 2000-230 of 13 March 2000 on electronic signature gives legal values to electronic signatures and electronically-signed documents, and implements the European Directive 1999/93/EC on a Community framework for electronic signatures. It is completed by an [application decree](#) of 30 March 2001.

E-procurement legislation

Public Procurement Code (2004)

The current version of the French Public Procurement Code was adopted on 8 January 2004. Its article 56 provides for the “dematerialisation” of public procurement procedures. It states that all calls for tender documentation can be communicated to bidders in electronic format and that public administrations have an obligation to accept bids submitted electronically as of 1 January 2005. This article 56 was originally introduced in the [previous version of the Public Procurement Code](#), adopted on 7 March 2001. Conditions for its application were subsequently established in two decrees that remain valid ([Nr. 2001-846 of 18 September 2001](#) on the use of electronic auctions, and [Nr. 2002-692 of 30 April 2002](#) on the dematerialisation of public procurement procedures). Beyond these existing regulations, it is expected that the new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their e-procurement provisions, will be fully implemented by autumn 2005.

Re-use of public sector information

Law on Access to Administrative Documents (1978)

The Law on Access to Administrative Documents of 17 July 1978 was amended by a [Government Ordinance of 6 June 2005](#), implementing the provisions of the EU Directive on the re-use of public sector information (2003/98/EC).

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

1. Minister in charge of Administrative Reform

In the new French Government appointed in June 2005, political responsibility for State Reform and e-government strategy/policy has been transferred from the Ministry for the Civil Service to the Minister Delegate for the Budget and Administrative Reform within the Ministry of Economy, Finance and Industry.

2. [Agency for the Development of Electronic Administration \(ADAE\)](#)

The ADAE e-government agency, created in early 2003, is in charge of preparing the French e-government policy/strategy and of steering and monitoring its implementation. The agency is placed under the authority of the Prime Minister but put at the disposal of the Ministry in charge of Administrative Reform (since June 2005, the Minister Delegate for the Budget and Administrative Reform in the Economy, Finance and Industry).

Coordination

[Agency for the Development of Electronic Administration \(ADAE\)](#)

The ADAE is in charge of coordinating e-government and ICT developments across the whole public administration with a view to implementing the ADELE e-government programme. The agency provides the impulsion, the support and the evaluation of the services developed by adopting with the administrations a gradual procedure respecting their independence. It also provides structural inter-ministerial services in terms of coherence of the information systems of the administrations dedicated to users, public servants and the administrations themselves. The ADAE's coordination role is based on a systematic and continuous consultation with all concerned administrations.

Implementation

1. [Agency for the Development of Electronic Administration \(ADAE\)](#) for joint projects and common infrastructure (except the portal Service-Public.fr, managed and maintained by the Government publishing house [The French Documentation](#)).

2. [All central government departments](#) for projects in their field of competence.

Support

1. [Agency for the Development of Electronic Administration \(ADAE\)](#)

2. [The French Documentation](#) (Documentation Française) for Information Management

3. [Economic Interest Grouping SESAM-Vitale](#) for the health sector (electronic health insurance card and network, etc.). The Group gathers all public and private institutions involved in the mandatory and complementary health insurance schemes.

4. [Public Interest Grouping Modernisation of Social Declarations \(GIP-MDS\)](#) for the social contributions sector. The Group gathers the different social security institutions and business federations to develop joint services enabling businesses to file their social declarations electronically. These services are accessible through the [Net-Entreprises](#) website.

Audit/Assurance

[Court of Accounts](#)

The responsibilities of the French Court of Accounts cover mandatory and optional examinations of the use of public funds. Mandatory examinations are those where the Court's jurisdiction is derived from primary legislation, and therefore it is the only body authorised to audit the accounts of the bodies concerned. Optional examinations are those where the Court has discretion as to whether exercise its jurisdiction. The Court of Accounts performs regularity audits and management audits, and assists Parliament and the Government. Use of

public funds is also scrutinised by the Finance Committees of the National Assembly and of the [Senate](#).

Data Protection

National Commission for Informatics and Liberty (CNIL)

The CNIL is the French Data Protection Authority. It was created by the Law on Informatics and Liberty of 6 January 1978, which provides a legal framework for the use of identifiers in databases and the processing of personal data by public and private sector organisations. It is in charge of overseeing the implementation and observance of the Law, and also has an advisory role in the planning of administrative data systems.

Other

Internet Rights Forum

The Internet Rights Forum (*Forum des droits sur l'internet*) was created in May 2001. It is a private body, supported by the French government, aimed at bringing together all the actors of the Internet (private companies, non-profit organisations, public authorities and users) to discuss and suggest uses and rules for online activities, including in the field of e-government.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Regional and local administrations

Coordination

In some cases, **regional agencies for ICT**: [Artesi](#) in Ile-de-France, [Numera](#) in Rhône-Alpes, [Arantis](#) in Poitou-Charentes, [Practiciel](#) in Limousin, [SUSI](#) in Picardie.

Implementation

Regional and local administrations

Support

1. [Agency for the Development of Electronic Administration \(ADAE\)](#) for some projects of national interest (e.g. the [e-Bourgogne](#) platform for integrated local e-services)

2. [Caisse des Dépôts et Consignations](#)

The Caisse des Dépôts is a state-owned financial institution that performs public-interest missions on behalf of France's central, regional and local governments. It supports local e-government through projects like [FAST](#) (a secure infrastructure for legally-binding interchange of electronic documents) or Service Public Local (a content syndication service, enabling local and regional councils to enrich their electronic information and services using the data produced for the national e-government portal [Service-Public.fr](#)). It also provides regional and local authorities with support for their ICT projects, in particular through its subsidiary [CDC-TIC](#).

3. Regional agencies for ICT in some regions

Audit/Assurance

Regional Courts of Accounts

The Regional Courts of Accounts are tasked with examining the use of public funds by public authorities (regions, *departments* and municipalities) and of their public undertakings within their jurisdiction.

Other

1. [Association of French Mayors](#)

The French Mayors' Association, founded in 1907, is the representative association of French municipalities and the main representative body of local authorities in France. It assists the mayors in their local policies and management and advises its members on how to ensure the efficiency of public policies serving citizens' interests.

2. [Association of French Départements](#)

The Association of French Départements is the representative association of French counties (départements).

3. Association of French Regions

The Association of French Regions is the representative association of French regional authorities.

4. Observatory of Digital Territories

The Observatory of Digital Territories was created by local authorities to provide assistance and support for the development and implementation of their ICT-related policies.

5. Internet Cities Association

The 'Internet Cities' (*Villes Internet*) Association is a network of elected officials, local civil servants and private and voluntary stakeholders, aimed at supporting the exchange of experiences and practices for the development of the Internet and of Internet-based citizen services at local level.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Jean-François Copé

Job title: Minister Delegate for the Budget and Administrative Reform

Picture:



Contact details:

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E-mail:

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Jacques Sauret

Job title: Director, Agency for the Development of Electronic Administration (ADAE)

Picture:



Contact details:

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75006 Paris

France

Tel.: +33 1 42 75 52 00

E-mail: jacques.sauret@pm.gouv.fr

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Service-Public.fr](#)

Launched in October 2000, the French e-government portal [Service-Public.fr](#) provides a comprehensive access point to public information and services for citizens and, since November 2003, for businesses.

Network

AdER

Launched in May 2000, AdER (*Administration En Réseau*) is an inter-ministerial Intranet launched in May 2000. Based on a Virtual Private Network (VPN), it provides around 450,000 desktops in the French central administration (over 75% of the total) with secure services including messaging, directory, high-speed data transfer, document storage as well as access to a number of information management applications. The four key components of AdER are: 1) the transport service SETI, a VPN based on infrastructure rented to a telecom operator; 2) the directory service MAIA; 3) the messaging interconnection service SIAM; 4) a number of applications and sites available over AdER. The AdER/SETI network is connected with the trans-European administrative network TESTA.

e-Identification infrastructure

There is currently no central e-identification infrastructure for e-government in France. The French Government has transposed the EU e-signature Directive for (1999/93/EC) in its Electronic Signature Law of March 2000, and in October 2003 it has issued an [e-signature framework policy \(PRIS\) \(updated in July 2005\)](#) aimed at providing a clear framework for the use of electronic signatures for e-government services. The French Government has also launched an **electronic ID card project** called INES (*'Identité Nationale Electronique Sécurisée'*, or 'Secure Electronic National Identity'), which was endorsed by the Prime Minister on 11 April 2005. According to current government plans, the future French e-ID card will be fitted with a chip containing all identity information of the holder person, two biometric identifiers (facial image and probably fingerprints), and an electronic signature allowing secure access to both e-government and e-commerce services and transactions. Personal information contained in the cards would also be stored in a new, common database, while biometric data would be anonymously stored in separate files. French citizens will have to pay a fee for obtaining the new electronic document, which will probably be mandatory. An e-ID card bill setting the legal framework for the introduction and use of the new identity document is expected to be presented shortly.

e-Procurement infrastructure

E-Procurement Platform

All French public entities are **obliged to accept bids submitted electronically** in response to formal call for tenders over a legal threshold published as of 1 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet the new requirement by using the new government-wide e-procurement platform [Marches-Publics.gouv.fr](#). The platform allows public sector bodies to publish call for tenders online and receive electronic bids. The platform is commercialised by [UGAP](#), an inter-ministerial service dedicated to enhancing the efficiency of public procurement. Its use by local authorities is optional, as they are free to develop their own e-procurement solutions or to adopt commercial solutions if they wish to do so.

Knowledge Management infrastructure

Vit@min

Vit@min is an extranet designed to enable joint working and knowledge sharing between ministries and other central administration bodies. It gives access to a number of groupware and cooperative working tools such as documents libraries, forum, distribution lists, etc. A

number of knowledge-sharing applications and collaborative tools are also available over the AdER/SETI network, such as the CELIA online community tool.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes

Website: <http://www.impots.gouv.fr/>

Sophistication stage: 4/4

Description: The French tax portal allows users to calculate, declare and pay income tax online. Users can also access their individual fiscal account. Around 3.74 million income tax returns were submitted electronically in 2005, three times the figure of 2004 and about 11% of all returns.

2. Job Search services by labour offices

Responsibility: Central Government, National Agency for Employment (ANPE)

Website: <http://www.anpe.fr/>

Sophistication stage: 3/3

Description: Fully functional job search facility.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Unemployment Insurance Association (ASSEDIC)
Website: <http://www.assedic.fr/>
Sophistication stage: 4/4
Description: Information on unemployment benefits, online application system and monthly unemployment statutes notification.

b. Family allowances

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for France, where child allowances are paid automatically to parents of registered children by the [Family Allowances Fund \(CAF\)](#).

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, National Medical Insurance Fund (CNAM)
Website: <http://www.ameli.fr/>
Sophistication stage: 4/4
Description: Information on medical insurance, forms to download, and online tracking of reimbursements. Direct settlement of some costs with the [Sesam-Vitale](#) smart health insurance card

d. Student grants

Responsibility: Central Government, National Centre for University and School Achievements (CNOUS)
Website: <http://www.cnous.fr/>
Sophistication stage: 4/4
Description: Information on the different types of grants available for students and online application for some of them.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government/Local Government
Website: <http://vosdroits.service-public.fr/particuliers/N360.xhtml?&n=Papiers&l=N21>
Sophistication stage: 1/3
Description: Information only. Passport applications are handled by local authorities or by local offices of central government (Préfecture / Sous Préfecture).

b. Driving License

Responsibility: Central Government
Website: <http://vosdroits.service-public.fr/particuliers/N370.xhtml?&n=Papiers&l=N21&n=Papiers%20du%20v%25C3%25A9hicule%20et%20permis%20de%20conduire&l=N368>
Sophistication stage: 2/3
Description: Information and forms to download, that can be filled on screen. Driving license applications are handled by local offices of central government (Préfecture / Sous Préfecture).

5. Car registration (new, used and imported cars)

Responsibility: Central Government/Local Government
Website: <http://vosdroits.service-public.fr/particuliers/N533.xhtml?&n=Transports&l=N18&n=Automobiles%20et%20deux-roues&l=N529>

Sophistication stage: 4/4
Description: Information and forms to download. Vehicle registration services are handled by local offices of central government (Préfecture / Sous Préfecture) and in some cases by local authorities. For new cars, registration requests are submitted electronically by car dealers.

6. Application for building/planning permission

Responsibility: Central Government/Local Government
Website: <http://vosdroits.service-public.fr/particuliers/N320.xhtml?&n=Logement&l=N15&n=Construction&l=N319>

Sophistication stage: 2/4
Description: Information and forms to download. Planning and building permission services are handled by local government offices (Departmental directorate for Equipment) or by local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government
Website: <http://vosdroits.service-public.fr/particuliers/N14.xhtml>

Sophistication stage: 2/3
Description: Information and forms to download. Declarations must be submitted in person to local police or gendarmerie offices.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government (Ministry of Culture)/Local Government
Website: <http://www.portail.culture.fr/sdx/pic/culture/int/rubrique.xsp?id=c364>

Sophistication stage: 1/3
Description: Information only. Most public libraries listed provide an online catalogue searching facility, but so far these catalogues are not interconnected.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: <http://vosdroits.service-public.fr/particuliers/N359.xhtml?&n=Papiers&l=N21>

Sophistication stage: 1-2/3
Description: Information on request for certificates, which are handled by individual communes. A number of local authorities' websites feature certificate requests forms to download, and some have set up online request systems. A national online request system is currently under development.

10. Enrolment in higher Education/university

Responsibility: Central Government/Higher education institutions
Website: <http://vosdroits.service-public.fr/particuliers/N58.xhtml?&n=Enseignement&l=N6>

Sophistication stage: 2/4
Description: Information on higher education enrolment and forms to download. Enrolment is handled by individual universities or regional

academies. A MINITEL-based electronic application system exists (called RAVEL in the Paris region and OCAPI or RACINE in other regions), enabling students to pre-enrol for the universities of their choice.

11. Announcement of moving (change of address)

Responsibility: Central Government, Agency for the Development of Electronic Administration (ADAE)
Website: <http://www.changement-adresse.gouv.fr/>
Sophistication stage: 3/3
Description: The online address change notification service was launched in May 2005. It provides a convenient way for citizens to communicate their change of address to a number of public administrations through a single notification service. 200,000 notifications have already been submitted electronically in 2005, twice the figure expected for the first year.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government
Website: <http://vosdroits.service-public.fr/particuliers/N17.xhtml?>
Sophistication stage: 1/4
Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Public Interest Group on the Modernisation of Social Declarations
Website: <http://www.net-entreprises.fr/>
Sophistication stage: 4/4
Description: The Net-entreprises.fr portal, which went live in September 2000, provides a range of services relating to social security contributions, including information, simulation, and secure declarations and payments using electronic certificates.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes
Website: <http://www.impots.gouv.fr/>
Sophistication stage: 4/4
Description: Online information and services for all businesses and professionals (including corporate tax declaration and payment).

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of the Economy, Finance and Industry, Directorate General for Taxes
Website: <http://tva.dgi.minefi.gouv.fr/>
Sophistication stage: 4/4
Description: Online declaration and payment of VAT.

4. Registration of a new company

Responsibility: Chambers of Commerce and Industry
Website: <http://www.cfenet.cci.fr/>
Sophistication stage: 3/4
Description: Online administrative procedures for businesses, including for business registration.

5. Submission of data to statistical offices

Responsibility: Central Government, State Secretariat for Industry, Service for Industrial Statistics and Studies (SESSI)
Website: <http://www.sessi.fr/>
Sophistication stage: 3/3
Description: Online services available for submission of business statistics.

6. Customs declarations

Responsibility: Central Government, Ministry of the Economy, Finance and Industry
Website: <http://www.douane.gouv.fr/>
Sophistication stage: 4/4
Description: E-services for customs declarations and payments.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Ecology and Sustainable Development
Website: <http://www.ecologie.gouv.fr/>
Sophistication stage: 2/4
Description: Information and downloadable forms for environment-related permits.

8. Public procurement

Responsibility: Central Government, Ministry of Economy, Finance and Industry, and Agency for the Development of Electronic Administration (ADAE)
Website: <http://www.marches-publics.gouv.fr/>
Sophistication stage: 4/4
Description: All French public entities are obliged to accept bids submitted electronically in response to formal call for tenders over a legal threshold published as of 1 January 2005. All central government ministries – with the exception of the Ministry of Defence, which has its own platform – can meet the new requirement by using the new government-wide e-procurement platform [Marches-Publics.gouv.fr](http://www.marches-publics.gouv.fr). The platform allows public sector bodies to publish call for tenders online and receive electronic bids. The platform is commercialised by [UGAP](http://www.ugap.fr), an inter-ministerial service dedicated to enhancing the efficiency of public procurement. Its use by local authorities is optional, as they are free to develop their own e-procurement solutions or to adopt commercial solutions if they wish to do so.

eGovernment in Germany



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Germany. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 357,020 km²

Population (1,000): 82,531.7 inhabitants (2004)

Capital: Berlin

Language: German

Currency: Euro

GDP at market prices: 2,215,650.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 24,400 Euro (2004)

GDP growth rate: 1.6% (2004)

Inflation rate: 1.8% (2004)

Unemployment rate: 9.5% (2004)

Government debt/GDP: 66.0% (2004)

Public balance (government deficit or surplus/GDP): -3.7% (2004)

Source: Eurostat

Political Structure

Germany is a **Federal Republic** made up, subsequent to its reunification in 1990, of 16 states – or "Länder" – one of which is the capital city, Berlin. These Länder have their own legislative and executive bodies.

At federal level, legislative power is exercised by a Parliament made up of two chambers with different powers. Members of the Lower House (Federal Diet or **Bundestag**) are elected every four years by direct suffrage, based on a combination of majority voting and proportional representation. Their number, which varies with each legislature since parties may obtain supplementary seats in electoral districts, currently stands at 662 (328 directly elected from individual constituencies; 334 elected through party lists in each state so as to obtain proportional representation). Parties must win at least 5% of the national vote, or three constituency seats, to gain representation. The Upper House (Federal Council or **Bundesrat**) has 69 members, designated by the governments of the Lands, in proportion to their population.

The Head of State is the **Federal President**, elected for a five-year period by the Federal Convention (a body made up of representatives of the Bundestag and of the parliaments of the Lands). Executive power is in the hands of the **Federal Government**, nominated by the lower house (Bundestag) and headed by the **Chancellor**.

The **Constitution of the Federal Republic of Germany** (Basic Law or **Grundgesetz**) was enacted on 23 May 1949. It was amended by the Unification Treaty of 31 August 1990 and the Federal Statute of 23 September 1990.

Germany was a founding member of the European Community in 1957.

Current Head of State: President Horst Köhler (since 1 July 2004)

Current Head of Government: Chancellor Gerhard Schröder (since 27 October 1998, due to be replaced by Angela Merkel in November 2005).

Information Society indicators

Percentage of households with Internet access: 60% (2004)

Percentage of enterprises with Internet access: 94% (2004)

Percentage of individuals using the Internet at least once a week: 50% (2004)

Percentage of households with a broadband connection: 18% (2004)

Percentage of enterprises with a broadband connection: 54% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 29% (2004)

Percentage of enterprises having received orders online within the previous year: 18% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 31.3%, downloading forms 13.6%, returning filled forms 6.9% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 34%, downloading forms 28%, returning filled forms 17% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Germany](#)

01 November 2005

Germany starts issuing **biometric passports**. Called 'ePass', the new German travel document includes an embedded radio frequency identification (RFID) chip storing personal information such as name and date of birth, as well as a digital facial image of the holder. In a second phase – starting in March 2007 – the chip will also store a scan of the holder's left and right index fingerprints.

19 September 2005

The Federal Ministry of the Interior publishes [version 2.1 of the Standards and Architectures for E-Government Applications \(SAGA\)](#), the German e-government interoperability framework.

13 September 2005

The Federal Ministry of the Interior publishes [version 2.0 of its software Migration Guide](#), providing strategic insight and decision-making tools relating to software migration projects in public sector bodies.

29 August 2005

Federal Minister of the interior Otto Schily presents the results of the **BundOnline 2005** initiative, launched in September 2000 by Federal Chancellor Gerhard Schroeder and aimed at putting all federal administration services capable of e-delivery online by end 2005. With 379 services e-enabled in August 2005 – more than the originally planned 376 services – the BundOnline 2005 target was reached before the final deadline.

18 August 2005

The Federal Government presents its **National Plan for the Protection of Information Infrastructures**, aimed at preventing cyber attacks, enabling swift responses to those that occur, and facilitating the widespread adoption of common IT security measures.

08 July 2005

After being narrowly approved by the German Parliament's Lower Chamber (Bundestag) in early June, Germany's **Freedom of information (FOI) law** is voted by the Bundesrat – the Parliament's upper chamber made up of representatives of the federated states. The new FOI regime will start in January 2006. Germany was so far one of the few EU Member States lacking a freedom of information legislation.

18 March 2005

The German Federal Government adopts the [BundOnline 2005 Annual Report and fourth Implementation Plan](#). According to the Report, the number of services available online by the end of 2005 will surpass the 376 originally planned.

13 March 2005

The federal government launches an [open source software \(OSS\) competence centre](#), aimed at facilitating the spread of best practices regarding the use of OSS in the German public sector.

09 March 2005

The Cabinet of Ministers decides to guarantee the funding of key e-government infrastructure services and components developed under the BundOnline 2005 initiative, which is coming to

an end in December 2005. Key components include a virtual post office, a transactional platform, a content management system and a form management.

09 March 2005

The German government presents a **common 'eCard' strategy**, aimed at providing a common strategic framework for a number of e-government smart card initiatives in the areas of citizen identification, social security information and health insurance services. The common strategy coordinates the different federal e-card initiatives (such as the e-health insurance card, the e-ID card, and the job card) as well as the access to important databases and services in the areas of social security and tax procedures. Among other things, it defines common standards designed to foster the development and take-up of transactional e-government services and maximise efficiency gains and cost savings. The strategy also foresees that the future electronic health insurance card and electronic ID card could be combined into a single, universal document allowing citizens to easily access e-services.

25 February 2005

The Federal Parliament adopts the **Electronic File Management Act**, designed to allow the German judiciary to process legal files and documents electronically and to pave the way for a paperless judiciary system in the country.

04 February 2005

The German Government adopts [V-Modell XT](#) as its new procedural model for IT project management. The new model regulates in detail the activities that must be carried out at specific stages of project development, as well as the associated results that must be obtained. The model, which also clearly records the responsibilities of each project participant, is intended to help project managers and other staff to successfully deliver IT systems.

01 January 2005

Germany's high-tech road toll system for heavy commercial vehicles [Toll Collect](#) is successfully launched throughout the country's highways. Toll Collect is a 'free-flow system', that calculates the toll without stopping or reducing the speed of vehicles. Its automatic toll accounting system uses a combination of mobile telecommunications and satellite positioning (GPS) technologies.

29 November 2004

The German [electronic health insurance card](#) enters test phase with a first pilot launched in the state of Rhineland-Palatinate. Further tests are due to be carried out in 2005, ahead of the nationwide launch of the card on 1 January 2006. Producing and distributing cards to about 80 million people will represent a major logistics operation, thus the migration to the new system will be made in several steps.

20 March 2004

The German Federal Government adopts the [BundOnline 2005 Annual Report and third Implementation Plan](#), which shows steady progress across the federal administration. More than half of the services identified as having to be capable of electronic delivery by 2005 are already available online (248 out of 449, 100 more than a year earlier). During the same meeting, the Government also adopts a **programme for the optimisation of public procurement**, which provides that all federal authorities will switch to e-procurement by the end of 2005.

19 March 2004

Launch of the [MEDIA@Komm-Transfer](#) project, aimed at identifying and developing transferable e-government solutions for German local and regional authorities. The project promotes the development of integrated e-government services at regional and local level, to be developed and tested in twenty 'transfer-municipalities'. MEDIA@Komm-Transfer succeeds the previous MEDIA@Komm initiative, launched in 1998 and under which more than 300 e-solutions for local authorities were developed and tested in three model regions. MEDIA@Komm also helped develop the standard for e-government data exchange [OSCI](#) (Online Services Computer Interface).

13 February 2004

Launch of a **pilot biometric border control system** based on iris scanning at the Frankfurt airport.

January 2004

The German Federal Administrative Court becomes the first federal institution to use the [BundOnline 2005 e-payment platform](#). The central e-payment platform is one of the key basic infrastructure components for the implementation of BundOnline 2005. Interfacing with payment procedures of the federal administration and external transaction processors (credit card companies, etc.), the platform can be integrated into most of the country's e-government transactional services, thereby saving time and development costs to government agencies.

19 December 2003

The German Federal Information Security Agency (BSI) publishes '[Barrier-free e-government](#)', a guide for making e-government websites and applications accessible to all users, including those with disabilities.

15 December 2003

The German Government re-launches its [e-government knowledge management website](#), designed to provide information to help federal, state and local project teams with the planning and implementation of e-government projects.

03 December 2003

Launch of '[Information Society Germany 2006](#)', a new Information Society Action Plan intended to further develop the country's capabilities in the information and communication technology field. In the field of e-government, key priorities include building a secure infrastructure for delivering transactional public services online, based on the use of electronic signatures, enabling citizens to fill their tax returns online in 2005, conducting all government procurement online by the end of 2005, and introducing a smart 'JobCard' for employment services in 2006.

01 December 2003

The German Federal Labour Office launches the '**super employment portal**' [Arbeitsagentur.de](#). The portal will support the fulfilment of the government's employment-related missions, which include connecting supply and demand on the training and job markets and promoting their transparency. It provides access to databases of job offers and of job seekers and also features an innovative matching application to help job seekers identify opportunities more easily. Another sophisticated functionality, accessible to Labour Office employees only, is a 'job robot' that crawls the Internet to collect job advertisements.

11 November 2003

The first website based on the '[Government Site Builder](#)' is launched. Government Site Builder is a new Content Management System (CMS) meant to become a government-wide standard. It is one of the 'base components' of the national e-government infrastructure being implemented as part of the BundOnline 2005 initiative. The standard solution is available free of charge to all federal government bodies, while customised upgrades may be obtained for a fee.

25 September 2003

The German government adopts the [Governikus system](#) to secure electronic communications across the federal administration. Governikus is a secure middleware platform developed within the framework of the e-government programme of the city of Bremen ('Bremen online services' project). The federal government will adopt Governikus as the core component of the "**virtual post offices**" to be deployed in all federal administrations and that will ensure secure, traceable and confidential communication amongst public bodies, and between them and external organisations involved in the delivery of e-government services.

10 July 2003

The German government publishes a [guide for software migration projects](#), which is meant to pave the way towards the use of a wider variety of software in public administrations.

26 June 2003

German Chancellor Gerhard Schröder, the heads of government of the federated states (Länder) and the representative associations of German local authorities agree on a common country-wide e-government strategy entitled [Deutschland-Online](#) (Germany Online). Involving all layers of government (federal state, federated states, and municipalities) in a joint undertaking, Deutschland Online is meant to overcome the lack of coordination between the different layers that has been identified as a major obstacle to e-government in Germany.

28 May 2003

The City Council of [Munich](#) votes to migrate its 14,000 workstations to the open source operating system Linux and an open source office suite. The migration is the biggest ever in the European public sector.

10 April 2003

The Interior Ministry signs a [licensing agreement with Microsoft](#), enabling the whole public sector to receive favourable conditions for both buying and leasing the company's software products. The agreement is expected to save significant money for federal, state and local governments.

03 April 2003

A [public-private e-signature alliance](#) is formed between the Government and a number of private sector companies (banks, IT services companies, etc.) to establish e-signature standards based on current use of e-signatures in government and in the economy.

26 February 2003

The German Federal Government launches an '[Initiative to Reduce Bureaucracy](#)' (*Initiative Bürokratieabbau*), which specifically aim at increasing Germany's attractiveness for businesses by reducing red tape in five key areas: the labour market and self-employment, small businesses and the private sector, research and technology, civil society and volunteerism, and government services for businesses and individuals.

February 2003

The third law on the modification of the provisions of Administrative Procedural Law comes into force. It removes all legal barriers to the widespread use of electronic signatures and gives electronic signatures the same legal status as hand-written signatures for all dealings with public authorities.

11 December 2002

The [BundOnline 2005 Progress Report](#), comprising an **update of the implementation plan** for the e-government initiative, is approved by the Federal Cabinet. According to the report, the targets set in the implementation plan for 2002 have been met, more than 160 services of the Federal Administration now provided over the Internet.

06 August 2002

The Federal e-government portal [Bund.de](#) is enriched with links to information and services from German cities and municipalities. The portal thus covers all of Germany's administration on one joint Internet platform.

24 July 2002

New legal regulations designed to enable full access to public information available on the Internet for disabled people come into force. The new regulations will lead the Federation's public institutions to redesign their Internet presence. Federal Administration Websites aimed specifically at disabled people should be redesigned by the end of 2003. The remaining, already existing Websites have until the end of 2005 to conform to the new standards.

05 June 2002

Adoption of [SAGA \(Standards and Architecture for e-Government Applications\)](#), Germany's e-government interoperability framework. SAGA sets out the technical standards for the implementation of the e-government initiative BundOnline2005.

03 June 2002

The Federal Minister of the Interior Otto Schily signs a [cooperation agreement with IBM](#) for the promotion of open source operating systems and software in Germany's public administration. This agreement enables the German government, federated states and communes to acquire software based on the Linux operating system at reduced rates.

03 May 2002

Launch of the Federal Government's [e-Procurement Platform](#), a virtual marketplace allowing authorities to procure goods and services electronically from a series of pre-concluded framework contracts and without the need for expensive calls for tender. This system also allows bidders to submit offers completely and bindingly directly over the Internet. This system is the result of the programme 'Public Procurement Online' ('*Öffentlicher Eink@uf Online*') managed by the Office of Procurement of the Federal Ministry of the Interior.

13 March 2002

Launch of an **Online Form Centre** on the e-government portal [Bund.de](#). The Form Centre provides comprehensive access to some 1,000 official forms sorted by topic and authority. The system is designed to enable users to find the appropriate form without knowing which entity is responsible for it.

16 January 2002

The Government adopts a "[decision on security in electronic legal and business transactions with the Federal Administration](#)", establishing the strategy, standards and framework conditions for introducing the electronic signature as well as for authenticating and encoding online communications. The resolution notably plans to introduce the digital signature to the entire Federal Administration (more than 200,000 members of staff).

07 January 2002

The Federal Ministry of the Interior (BMI) establishes an **Office of the Chief Information Officer**. The new Office pools the tasks of the Federal Ministry of the Interior relating to IT policy and strategy, IT Management and IT security. It brings together the BundOnline 2005 Project Group, the [Coordination and Advisory Agency for IT in the Federal Administration \(KBSt\)](#) and the [Federal Information Security Agency \(BSI\)](#).

01 December 2001

Presentation of a [BundOnline 2005 Implementation Plan](#). The plan identifies a portfolio of 376 federal administration services suitable for Internet delivery and sets a schedule for each of these services to be brought online up to the year 2005. The plan foresees a sum of EUR 1.65 billion as necessary to move the 376 services online by the end of 2005, requiring a significant reallocation of the annual EUR 1.2 billion federal budget for information technology.

14 May 2001

The [Federal Information Security Agency \(BSI\)](#) publishes an [E-Government Manual](#), designed to provide a reference book and central stock of information on all aspects of e-government development. Besides organisational and technical issues, special emphasis is laid on IT security. The contents of the BSI's E-government Manual, continuously extended and updated, are not compulsory but only recommendations. The same day, Chancellor Gerhard Schröder unveils a vision of e-government in Germany, designed to enable the transition from a 'father state' to a 'partner state' and making government more responsive and efficient while preserving the federal constitution's safeguards against centralisation.

March 2001

Launch of the government information and services **portal** [Bund.de](#), providing central access to online services of the Federal administration.

18 September 2000

The German Chancellor Gerhard Schröder launches [BundOnline2005](#), the e-government programme of the Federal government. The objective is to e-enable all federal public services capable of electronic delivery by the end of 2005. The initiative forms part of the programme "[Internet for All - Ten Steps on the Path to the Information Society](#)".

December 1999

Creation of a new **Forum for the Information Society**, in the continuity of the Forum Info 2000 established in 1996. The Forum is composed of experts from different sectors of industry and society.

01 December 1999

The Government adopts the [Modern State-Modern Administration Programme](#), a wide-ranging programme for Government modernisation.

November 1999

Launch of the federal **Information Society Action Programme 'Innovation and jobs in the information society of the 21st century'**. The Promotion of State modernisation through the use of ICT is one of the four strategic axes of the plan.

July 1999

Launch of the [D21 initiative](#) (Germany in the 21st Century), a private initiative designed to foster the change from industrial to informational society. All sectors of industry are represented. An advisory council is set up, consisting of 49 important public figures from the sectors of politics, the economy and public life, including several Ministers and placed under the leadership of Chancellor Gerhard Schröder.

March 1998

Launch of the [MEDIA@Komm](#) project for the development of local e-government solutions, subsidised by the Federal Government. Following a call for proposals, three model regions will be selected to develop innovative and secure e-government applications making use of electronic signatures.

01 August 1997

Entry into force of the [Information and Communication Services Act](#) (better known as the 'Multimedia Law'), a wide-ranging legislation package aiming at creating uniform economic conditions for the various uses of electronic information and communication services (electronic signature, teleservices, etc.).

October 1996

Establishment of the **Forum Info 2000**, gathering around 180 representatives from various industries and organisations, as a discussion and advisory forum on Information Society issues.

February 1996

Presentation of **Info 2000: Germany's way to the Information Society**, the Government's first action plan for the Information Society. ICT-enabled change in public administrations is an essential part of the plan, aimed at creating a lean and citizen-oriented State.

eGovernment Strategy

Main strategic objectives and principles

BundOnline 2005

The German Federal Government's e-government strategy is defined in the [BundOnline 2005](#) initiative, launched in on 18 September 2000 by Chancellor Gerhard Schröder. The central objective of BundOnline 2005 is to **make available online by 2005 all services of the federal administration capable of electronic delivery.**

BundOnline 2005 is **a major element of the Federal Government's policy for the development of the Information Society** of Germany. It is designed to ensure that citizens, industry, academia, as well as other administrations, can use the services of the federal administration more simply, rapidly and cost-efficiently. This is expected to generate greater citizen satisfaction with politics and administration, thus promoting Germany as an industrial location.

BundOnline 2005 is also **a key element of the Government's policy for administrative modernisation.** Consistent e-government projects indeed provide the main impetus to modernise the business processes of public administrations. BundOnline 2005 will thus aim to enable the simplification of structures and processes of the federal administration.

BundOnline 2005 will also provide a major contribution to **the budgetary consolidation of the Federation**, by making it possible to reduce operating costs without sacrificing the performance of the state.

BundOnline 2005 sees the federal administration as a modern, service-orientated enterprise. The focus is on providing services that take the external user (citizen, businesses, academia or other administrative units) through from start to finish. This approach replaces the concept, frequently used in the past, of single steps (for instance online registration, notification by e-mail, etc.) or projects with a primarily technical focus. Efforts focus on customers and their needs, not solely on the application of a specific technology. This emphasises the considerable significance of BundOnline 2005 for modernising the administration. This must also be accommodated by virtue of advance restructuring activities which start at process level, and by supporting training measures.

In December 2001 the Federal Government adopted an [Implementation plan for the BundOnline 2005 eGovernment initiative](#), which:

- Establishes a list of federal services that are to be provided online, and defines a prioritisation and a timetable.
- Determines the need for interoperability policies, technical standards and organisational requirements for online federal services, as well as the central components that need to be developed for use by the whole federal administration.
- Determines the funding needed for the implementation of BundOnline 2005 from 2002 to 2005, and defines the coordination mechanisms required for implementing the plan successfully.
- Determines the legal requirements for the implementation of BundOnline 2005 and plan the preparation of adequate legal works.

This implementation plan is updated each year in the shape of an annual report by the Federal Ministry of the Interior to the Federal Cabinet: [report 2002](#), [report 2003](#), [report 2004](#). With 379 services e-enabled in August 2005 – more than the originally planned 376 services – the BundOnline 2005 target was reached before the final deadline.

Following the completion of the BundOnline initiative, a new e-government strategy is currently in the planning stage, which will set new priorities as well as ensure the continuation and sustainability of some tasks arising out of BundOnline.

Deutschland-Online

While the BundOnline 2005 initiative provides the policy framework for the development of e-government in the federal administration, e-government cannot be pursued only at that federal level. Good e-government requires the comprehensive integration and optimisation of administrative processes – on and across all administrative levels. The obstacle here is the heterogeneous IT landscape of the federal government, 16 federated states, over 300 districts and far more than 13,000 municipalities in Germany. Different offices have developed different IT applications for the same purposes; the federal government, federated states and municipalities operate over 7,000 websites that are hardly integrated; consistent electronic processes between the federal government, federated states and municipalities are still the exception rather than the rule; and the fragmented public investment in IT is not being used optimally. Such fragmentation, if not addressed, could lead to the development and implementation of expensive, isolated and redundant technology solutions and processes.

In order to avoid these risks and foster proper coordination and cooperation between the federal government, federated states and local authorities, the [Deutschland-Online](#) joint strategy for integrated e-government was devised in 2003. First proposed by the Federal Minister of the Interior Otto Schily in March 2003, the partnership was agreed by Federal Chancellor Gerhard Schröder and the heads of state government on 26 June 2003. Local authorities take part in the agreement through their representative associations. The Deutschland-Online strategy thus provides the framework for cooperation between all administration layers, based on the following five priorities:

- **Development of integrated e-services for citizens and businesses:** The most important cross-level administrative services will be made available online to citizens and business. The following fields: register queries (commercial registers, Federal Central Criminal Register), citizens' registers and civil status registers, official statistics, vehicle registers, Federal Education Assistance Act, and unemployment and social welfare assistance will be regarded as priority model projects.
- **Interconnection of Internet portals:** Access to e-government services will be enhanced by implementing the required interoperability of Internet portals.
- **Development of common infrastructures:** Joint e-government infrastructures will be established and developed in order to facilitate the exchange of data and to avoid parallel developments.
- **Development of common standards:** The federal government, state governments and municipalities will create joint standards as well as data and process models for e-government.
- **Experience and knowledge transfer:** The transfer of e-government solutions between the federal government, state governments and municipalities will be improved, know-how will be multiplied and parallel developments will be avoided.

The Deutschland-Online strategy draws on the strengths of federalism: On the one hand, some partners are taking the lead with model solutions according to **the "some for all" principle**. Other partners should benefit from this in that they will use these developments with a coordinated approach and without central bureaucracy. On the other hand, suitable projects will be carried out in cooperation. The federal government, state governments and municipalities will develop a **joint business model**. This model will be used to offer e-government applications developed by the federal government, state governments and municipalities to other regional and local authorities for their use.

Political coordination of the implementation of Deutschland-Online is carried out by a Conference of State Secretaries for e-government in federal and Land governments, in which national associations of local authorities also take part, and which reports annually to the heads of government.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Germany.

Freedom of Information legislation

Freedom of information Act (2005)

After being narrowly approved by the Lower Chamber of Parliament (Bundestag) in early June 2005, Germany's Freedom of information (FOI) Act was voted on 8 July 2005 by the Bundesrat – the Parliament's upper chamber made up of representatives of the federated states – and was published in the Federal Gazette on 13 September 2005. The new law provides the public with a general right to access Federal Government information. However, this general right is limited by a number of broadly defined exemptions, covering for instance security-sensitive issues, potential threats to public safety, and even the "fiscal interests of the Federal Government". In order to protect industrial secrets and intellectual property, documents containing information on a private company can only be disclosed with the consent of that company. The legislation also contains an "Internet clause" that will force federal administration bodies to make a number of items publicly available online. The new FOI regime will enter into force on 1 January 2006.

Data Protection/Privacy legislation

Federal Data Protection Act (1990)

Germany has one of the strictest data protection laws in the European Union. The world's first data protection law was passed in the German Land of Hessen in 1970. In 1977, a Federal Data Protection Law followed, which was replaced in 1990, amended in 1994 and 1997. The final revision took place in August 2002 to align German legislation with the EU Data Protection Directive (95/46/EC). The general purpose of this law is "to protect the individual against violations of his personal rights by handling person-related data." The law covers collection, processing and use of personal data collected by public federal and state authorities (as long as there is no state regulation), and by non-public offices, if they process and use data for commercial or professional aims.

E-Commerce legislation

Electronic Commerce Act (2001)

The Act on framework conditions for electronic commerce of 14 December 2001 implements the EU E-Commerce Directive (2000/31/EC) into German law. The Act amends the [Tele Services Act](#) and the Tele Services Data Protection Act of 1997 (both of them adopted as part of the Information and Communication Services Act of 1 August 1997), as well as some provisions of the German Civil Code.

E-Communications legislation

Telecommunications Act (2004)

Germany has transposed most of the new EU regulatory framework for electronic communications through the Telecommunications Act of 22 June 2004. The transposition is expected to be completed through secondary legislation.

E-signatures legislation

Digital Signature Act (2001)

The German Electronic Signature Act came into force on 22 May 2001. It implements EU Directive 1999/93/EC on a Community framework for electronic signatures and replaces the previous Digital Signature Act that had been adopted as part of the Information and Communication Services Act of 1 August 1997. It regulates the necessary secure infrastructure for the use of electronic signatures, which receive the same legal status as hand-written signatures. It is complemented by an [Ordinance on Electronic Signatures](#) of 16 November 2001 setting out standard requirements and responsibilities for certification

authorities as well as minimum requirements for technical components used to create digital signatures.

E-procurement legislation

The new EU public procurement directives (2004/17/EC and 2004/18/EC), including their provisions concerning e-procurement, are due to be implemented in German law by the end of 2005. The storage of data is already regulated by national legislation. With the new EU directives, Germany expects to provide that contracting authorities may use electronic auctions (with the possible exception of works contracts) and dynamic purchasing systems.

Re-use of public sector information

Work is underway to implement the EU Directive on the re-use of public sector information (2003/98/EC) into German law. A draft Re-use of Information-Act has been prepared by a working group composed of representatives of the ministries involved and is currently before Parliament. Enactment is expected to take place by the end of 2005.

eGovernment Actors

Main roles and responsibilities

Note: this page presents the situation before the change of government due to take place in November 2005.

NATIONAL E-GOVERNMENT

Policy/Strategy

Federal Ministry of the Interior

The responsibility for Germany's e-government strategy/policy lies with the Federal Ministry of the Interior. The Ministry has set up in 2002 an **office of the IT Director**, which pools the tasks of the Federal Ministry of the Interior relating to IT policy and strategy, IT Management and IT security. It brings together the BundOnline 2005 Project Group, the [Coordination and Advisory Agency for IT in the Federal Administration \(KBSt\)](#), the [Federal Information Security Agency \(BSI\)](#), and the team in charge of the biometry projects for identification and travel documents.

Coordination

Federal Ministry of the Interior

The Federal Ministry of the Interior coordinates the combined implementation efforts of all federal ministries and agencies. Within the Ministry, a BundOnline 2005 Project Group has been set up and is in charge of cooperating with the Federal Ministries for drafting the BundOnline 2005 implementation plans, and of coordinating efforts to carry out and monitor the implementation. The [Coordination and Advisory Agency for IT in the Federal Administration \(KBSt\)](#) also plays an important coordination role.

Implementation

1. German Federal Office of Administration (BVA)

The German Federal Office of Administration is Germany's central public service agency. It performs more than 100 different tasks for all federal ministries. Among these is the development of some of the country's e-government infrastructure components such as the government portal [Bund.de](#) or the Content Management System [Government Site Builder](#).

2. Federal Coordination and Advisory Agency for IT in the Federal Administration (KBSt)

The Federal Government Co-ordination and Advisory Agency for IT in the Federal Administration (KBSt) was founded in 1968. Located within the Federal Ministry of the Interior, the KBSt is an inter-ministerial agency of the Federal Government intended to ensure that the federal administration optimizes its use of information technology for specific fields and in organisational, economic and technical terms. The KBSt's tasks include designing and implementing and running central pilot projects and infrastructure components, such as the the Berlin-Bonn Information Network (IVBB), which since 1999 has provided secure communication between the offices of constitutional bodies located in Berlin and Bonn. The IVBB is currently being expanded into the Federal Administration Information Network (IVBV), which will give federal authorities throughout Germany access to this federal network.

3. Government ministries and agencies

Government ministries and agencies are responsible for the implementation of their departmental ICT projects. The Federal Ministry of the Interior coordinates the combined implementation efforts of all federal ministries and agencies.

Support

1. Federal Ministry of the Interior

The BundOnline 2005 Project Group in the Federal Ministry of the Interior supports the Federal Ministries and authorities in the strategic planning, coordination and implementation of the BundOnline 2005 initiative.

[2. Federal Coordination and Advisory Agency for IT in the Federal Administration \(KBSt\)](#)

The KBSt advises federal authorities on their IT strategies and publishes recommendations on IT strategy and methodological guidelines for implementing such strategy. The KBSt also deals with issues of software architecture and its standardization and with the definition of interfaces. The KBSt also monitors developments in the IT industry. Together with the Federal Office for Information Security, the KBSt puts out an annual analysis of industry trends as well as a best-practice report identifying especially successful IT solutions.

[3. Federal Information Security Agency \(BSI\)](#)

The Federal Office for Information Security is the central IT security service provider for the German government. One of its key tasks is to provide support to federal authorities on IT security.

Audit/Assurance

[Federal Court of Accounts](#)

The President of the Federal Court of Accounts also serves as Federal Commissioner for Efficiency in Public Administration. He puts forward proposals, recommendations, reports and opinions in order to enhance the efficiency of the federal administration. The Commissioner may also advise Parliament at its request.

Data Protection

[Federal Data Protection Commissioner](#)

The Federal Data Protection Commissioner is responsible for the audits/controls of all federal agencies, as regard to the observance of data protection legislation.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Individual Federated States and Municipalities are responsible for their own e-government strategies/policies. However, in 2003 a joint strategy for integrated e-government called [Deutschland-Online](#) was agreed between the Federal Government, the Federated states and the municipalities.

Coordination

Political coordination of the implementation of Deutschland-Online is carried out by a **Conference of State Secretaries for e-government in Federal and State governments**, in which national associations of local authorities also take part and that reports annually to the heads of government. Technical coordination is ensured by the Co-operation [Committee for Automatic Data Processing at the Federal, Land, and Local Level](#) (KoopA ADV). This committee is supported by an e-Government working group and an e-Government project office.

Implementation

Individual Federated States and Municipalities are responsible for the implementation of their own e-government projects. Under the Deutschland-Online strategy, some key projects are developed by groups of administrations on the basis of the "**some for all**" principle, whereby all administrations from the development in a coordinated approach.

Support

[1. Federal Ministry of the Interior](#)

[2. Federal Coordination and Advisory Agency for IT in the Federal Administration \(KBSt\)](#)

[3. Federal Information Security Agency \(BSI\)](#)

[4. MEDIA@Komm-Transfer](#)

Launched in March 2004, the MEDIA@Komm-Transfer project aims at identifying and developing transferable e-government solutions for German local and regional authorities. The project promotes the development of integrated e-government services at regional and local level, to be developed and tested in pilot 'transfer-municipalities'. MEDIA@Komm-Transfer succeeded the previous MEDIA@Komm initiative, launched in 1998 and under

which more than 300 e-solutions for local authorities were developed and tested in three model regions. MEDIA@Komm also helped develop the standard for e-government data exchange [OSCI](#) (Online Services Computer Interface).

Audit/Assurance

State (Länder) Court of Accounts

Each German State (Land) has its own audit body, which liaises and works on equal terms with the Federal Court of Accounts in areas where there is dual responsibility for the provision and delivery of public services. In cases where the Federal Court works with one or more of the State Courts, they perform joint audits or agree to divide audit responsibilities between their respective organisations. There are also joint working parties where the Federal Court and the various State Courts discuss matters of common interest, such as budgetary law, taxation, public works, data processing and other matters of general policy and guidance.

Data Protection

State (Länder) Data Protection Commissioners

German States (Länder) have their own Data Protection Commissioner, which are responsible for controlling the observance of data protection legislation by public bodies located in their jurisdictions.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Note: this page presents the situation before the change of government due to take place in November 2005.

Minister responsible for e-government

Name: Otto Schilly

Job title: Federal Minister of the Interior

Picture:



Contact details:

Bundesministerium des Innern

Alt Moabit 101 D

10559 Berlin

Germany

Tel.: +49 (0 18 88) 6 81 0

E-mail: poststelle@bmi.bund.de

Name: Götrick Wewer

Job title: State Secretary in the Federal Ministry of the Interior

Picture:



Contact details:

Bundesministerium des Innern

Alt Moabit 101 D

10559 Berlin
Germany
Tel.: +49 (0 18 88) 6 81 0
E-mail: poststelle@bmi.bund.de

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Martin Schallbruch

Job title: IT Director (Chief Information Officer), Federal Ministry of the Interior

Picture:



Contact details:

Bundesministerium des Innern
Alt Moabit 101 D
10559 Berlin
Germany
Tel.: +49 (0 18 88) 6 81 0
E-mail: poststelle@bmi.bund.de

Other e-government executives

Name: Dr. Udo Helmbrecht

Job title: President of the Federal Office for Information Security (BSI)

Picture:



Contact details:

Bundesamt für Sicherheit in der Informationstechnik
Godesberger Allee 185-189
53175 Bonn
Germany
Tel.: +49 (0) 228 9582-0
E-mail: egov@bsi.bund.de

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Bund.de](#)

Bund.de is the German e-government services portal, providing central access to the online services provided by the Federal Authorities and the Federal Administration, as well as an entry to German States and Municipalities. Among other things, the portal provides access to an Online Form Centre enabling users to find administrative forms without knowing which entity is responsible for it. Management of the Form Centre is based on a [Form Server](#), which is one of the infrastructure components developed as part of the BundOnline 2005 initiative. Bund.de has recently been redesigned to better suit the needs of citizens and business users.

Network

[Berlin-Bonn Information Network \(IVBB\)](#)

The infrastructure supporting internal communications between the federal authorities is the Berlin-Bonn Information Network (IVBB), established in the 1990s when the German Parliament and the Federal Government moved from Bonn to Berlin. The objective was to provide support for the division of operational functions between Berlin and Bonn, where a large portion of federal employees are still located, by means of a modern and secure network supporting electronic information, communication and transactions services. The IVBB provides the main federal authorities with central Internet access and networking services (WWW, FTP, e-mail, etc.). It also provides access to the IVBB Intranet, which forms an intermediate level between departmental Intranets and the Internet and provides access to directories (address, phone, fax, e-mail, etc.), specialised databases, IT-related information, search engine, libraries of the federal authorities, etc. The IVBB network has become a pillar of administrative modernisation within the framework of the BundOnline 2005 initiative. It is currently being upgraded into an [Information Network of the Federal Administration \(IVBV\)](#), which will connect all the federal authorities across the country to a secure, closed network. The IVBV consists of three levels: IVBV services, IVBV network infrastructure (the Federal Administration Network - BVN) and IVBV intranet.

e-Identification infrastructure

There is currently no central e-identification infrastructure in Germany. However, an **electronic ID card project** has been launched and [pilots of electronic services cards](#) were carried out in 2002. The German electronic ID card (*Digitale Personalausweis*) will include an electronic signature and biometric identifiers stored on a chip card. In March 2005 the Federal Government presented a common 'eCard' strategy aimed at providing a common strategic framework for the different electronic cards projects currently being developed in Germany, such as the e-health insurance card, the e-ID card, and the job card. The German electronic ID card is expected to be introduced by the end of 2007.

e-Procurement infrastructure

[Federal e-Procurement Platform \(E-Vergabe\)](#)

The Federal Government's e-procurement platform, launched in May 2002, allows authorities to publish and notify call for tenders electronically, and enables bidders to submit offers completely and bindingly over the Internet. This system is the result of the Public Procurement Online (Öffentlicher Einkauf Online) Programme managed by the Office of Procurement of the Federal Ministry of the Interior, and which also comprises electronic catalogues enabling public bodies to procure goods and services electronically from a series of pre-concluded framework contracts and without the need for expensive calls for tender. In addition to the e-Vergabe platform, all public tenders are published online in the national gazette of public contracts ([Bundesausschreibungsblatt](#)).

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Germany. However, a number of knowledge tools are available through the Federal Government Information Network (IVBB/IVBV), such as tools for closed user groups or a portal of the federal libraries, which makes documents of federal authorities accessible to federal employees over the federal Intranet. In addition, a specific [e-government knowledge management website](#) has been set up to help federal, state and local project teams with the planning and implementation of e-government projects. This website, the BSI-handbook on e-Government, the Deutschland-Online information platform, and the information platform of the Central Coordination Agency for IT in the Federal Government, represent a set of valuable central knowledge management tools for federal administrations.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central (Federal) / Regional (State) Government
Website: <https://www.elster.de/>
Sophistication stage: 4/4
Description: The ELSTER website enables online transmission of income tax returns and tax notifications. Tax returns filed are automatically compared with the electronic assessment issued by the tax administration to determine immediately whether, and if so where, there are deviations in the tax office figures. In Germany, income tax collection is a federal competence but it is administered individually by each of the 16 German states. The ELSTER project was developed by one state, Bavaria, on behalf of all others. The programme kernel is also distributed freely to the approximately 250 tax software developers on the German market.

2. Job Search services by labour offices

Responsibility: Central Government (Federal), Federal Labour Agency
Website: <http://www.arbeitsagentur.de/>
Sophistication stage: 3/3
Description: The employment portal aims at connecting supply and demand on the training and job markets and promoting their transparency. It

provides access to databases of job offers and of job seekers and also features an innovative matching application to help job seekers identify opportunities more easily. Another sophisticated functionality, accessible to Labour Office employees only, is a 'job robot' that crawls the Internet to collect job advertisements.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government (Federal), Federal Labour Agency
Website: <http://arbeitslosengeld2.arbeitsagentur.de/>
Sophistication stage: 2/4
Description: Information and forms to download, that can be filled on screen before being printed and sent or delivered to the Labour Office. On 01 January 2005 the two-tier regime of unemployment benefits and long-term welfare support were replaced by a single flat-rate payout regime introduced as part of the 'Hartz IV' reform of the labour market. The new system, known as 'Unemployment Pay II' (Arbeitslosengeldes II - AIG II), is aimed at bringing back long-term unemployed persons into the labour market by reducing the amount of benefits they receive and inciting them to accept jobs on offer.

b. Family allowances

Responsibility: Central Government (Federal), Federal Labour Agency
Website: <http://www.arbeitsagentur.de/>
Sophistication stage: 2/4
Description: Information and forms to download. Child allowances (Kindergeld) are granted for children aged up to 18 as a tax refund, in order to meet the constitutional rule that income is not taxable up to a child's subsistence level. Any child benefit awarded over and above this amount is paid to support the family. Claims are handled by the family benefits department (Familienkasse) of local Employment Agencies or by the family benefits departments of administrations for civil servants.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Germany. Medical treatment is free at the point of delivery in the public health service, and costs outside the public health service are not reimbursed. The website of the [Federal Insurance Institution for Employees \(BfA\)](#) provides information about the compulsory health insurance scheme.

d. Student grants

Responsibility: Central Government (Federal), Federal Ministry for Education and Research and Federal Office of Administration (BVA)
Website: <http://www.bafoeg.bmbf.de/>
Sophistication stage: 2/4
Description: Information and forms to download. In Germany, students are entitled to a government study allowance called BAföG, which is equally divided between a scholarship and a long-term, low-interest loan. The total amount a student receives declines as his/her parents' income rises. The loan part of the BAföG has to be paid back at a later date – when students have complemented their studies, for

instance. The scheme is administered by the [Federal Office of Administration \(BVA\)](#) in cooperation with the Credit Institute for Reconstruction ([Kreditanstalt fuer Wiederaufbau - KfW](#)), a bank owned by the federal government (80%) and the Länder (20%). Since November 2000 an online service is available on the [BAföG Online](#) website to manage loan repayments electronically.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government (Federal), Federal Ministry of Foreign Affairs
Website: <http://www.auswaertiges-amt.de/www/de/laenderinfos/konsulat/passmerkblatt.html>
Sophistication stage: 2/3
Description: Information and online form that can be filled on screen. Applications must then be submitted to local authorities or to German consular services for applicants living outside Germany.

b. Driving License

Responsibility: Central Government (Federal), Federal Motor Transport Authority (KBA)
Website: <http://www.kba.de/>
Sophistication stage: 1/3
Description: Information only.

5. Car registration (new, used and imported cars)

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/4
Description: Vehicle registration services are handled by local authorities, some of which provide related information on their websites.

6. Application for building/planning permission

Responsibility: Regional Government
Website: N.A.
Sophistication stage: 1/4
Description: Planning and building permission services are handled by regional (state) governments, some of which have implemented online requests systems.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central (Federal) / Regional (State) Government
Website: <http://www.polizei.de/>
Sophistication stage: 3/3
Description: A web-based online declaration service was introduced in 2004, enabling German citizens to report small crimes to the police over the Internet.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central (Federal) / Regional (State) / Local Government
Website: N.A.
Sophistication stage: 2/3
Description: Most major public libraries (universities, city libraries etc.) provide catalogues and search tools on the Internet.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/3
Description: Civil registration services and corresponding certificates are managed by local authorities, most of which provide related information on their websites.

10. Enrolment in higher Education/university

Responsibility: Central Government (Federal), Central Office for the Allocation of University Places (ZVS)
Website: <http://www.zvs.de/>
Sophistication stage: 3/4
Description: Information and online application system.

11. Announcement of moving (change of address)

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/3
Description: Change of address notifications are handled by local authorities, most of which provide related information on their websites.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Germany.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government (Federal), Federal Insurance Institution for Employees - BFA
Website: <http://www.bfa.de/>
Sophistication stage: 4/4
Description: Information, forms to download and e-services using digital certificates.

2. Corporation tax: declaration, notification

Responsibility: Central (Federal) / Regional (State) Government
Website: <https://www.elster.de/>
Sophistication stage: 4/4
Description: ELSTER enables online transmission of corporate tax returns and tax notifications.

3. VAT: declaration, notification

Responsibility: Central (Federal) / Regional (State) Government
Website: <https://www.elster.de/>
Sophistication stage: 4/4
Description: ELSTER enables online transmission of VAT returns.

4. Registration of a new company

Responsibility: Regional Government

Website: <http://www.handelsregister.de/>
Sophistication stage: 1/4
Description: Information only. Company registration services are handled by local courts.

5. Submission of data to statistical offices

Responsibility: Central Government (Federal), Federal Statistical Office
Website: <http://w3stat.destatis.de/>
Sophistication stage: 3/3
Description: Launched in early 2000, the W3Stat system allows businesses to pass on regular information to the Federal Statistics Office via the Internet.

6. Customs declarations

Responsibility: Central Government (Federal), Federal Customs Administration
Website: <http://www.zoll-d.de/>
Sophistication stage: 4/4
Description: Information, forms and e-services for customs operations. An [Online Customs Declaration \(IZA\)](#) service was launched in October 2002, based on the [ATLAS](#) system for electronic application, processing, settlement and archiving of essential custom processes.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government (Federal), Federal Ministry for Environment, Nature Protection and Nuclear Safety, and Federal Environmental Agency
Websites: <http://www.bmu.de/> and <http://www.umweltbundesamt.de/>
Sophistication stage: 1/4
Description: Information only.

8. Public procurement

Responsibility: Central Government, Ministry of the Interior, Federal Procurement Office
Website: <http://www.e-vergabe.bund.de/>
Sophistication stage: 4/4
Description: The Federal Government's e-procurement platform, launched in May 2002, enables authorities to publish and notify call for tenders electronically, and bidders to submit offers completely and bindingly over the Internet. This system is the result of the Public Procurement Online (Öffentlicher Einkauf Online) Programme managed by the Office of Procurement of the Federal Ministry of the Interior, and which also comprises electronic catalogues enabling public bodies to procure goods and services electronically from a series of pre-concluded framework contracts and without the need for expensive calls for tender.



eGovernment in Greece



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Greece. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 131,626 km²

Population (1,000): 11,041.1 inhabitants (2004)

Capital: Athens

Language: Greek

Currency: Euro

GDP at market prices: 167,169.2 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 18,300 Euro (2004)

GDP growth rate: 4.2% (2004)

Inflation rate: 3.0% (2004)

Unemployment rate: 10.5% (2004)

Government debt/GDP: 110.5% (2004)

Public balance (government deficit or surplus/GDP): -6.1% (2004)

Source: Eurostat

Political Structure

Greece, officially called the **Hellenic Republic**, is a parliamentary democracy, established in December 1974 following the abolition of the Monarchy by referendum.

Legislative Power is held by a unicameral [Hellenic Parliament](#). Its 300 members are elected by means of a direct, universal, secret and compulsory ballot, which is cast by citizens with a legal right to vote. The Members of Parliament are elected every 4 years using a complex reinforced proportional representation electoral system that discourages splinter parties and ensures that the party which leads in the national vote will win a majority of seats. A party must receive 3% of the total national vote to gain representation.

Executive power is exercised by the **President of the Republic** and the **Government**. The President of the Republic, who is the Head of State, is elected every five years by the Parliament through a secret ballot in a special session, and can be re-elected once. The president performs some governmental functions in addition to ceremonial duties, but his powers are restricted and he is excluded from direct and active involvement in policy-making. Executive power thus mostly lies with the Government, headed by the [Prime Minister](#). The Government consists of the cabinet, which is made up of the prime minister and the ministers, alternate ministers, and deputy ministers. The cabinet is collectively responsible to Parliament for the general policy of the government.

The administration of the Greek state is organised on the basis of the principle of decentralisation, with 13 administrative regions run by government-appointed representatives. Greece also comprises two tiers of local government: the municipalities, which are responsible for the administration of local matters, and the prefectures (54) headed by prefectural councils and prefects who are (since 1994) elected directly by the people.

The [Constitution of the Hellenic Republic](#) came into force on 11 June 1975 and was amended twice since then (March 1986 and April 2001).

Greece became a member of the European Union on 1 January 1981

Current Head of State: Karolos Papoulias (since 8 February 2005)

Current Head of Government: Kostas Karamanlis (since 10 March 2004)

Information Society indicators

Percentage of households with Internet access: 17% (2004)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 17% (2004)

Percentage of households with a broadband connection: 0% (2004)

Percentage of enterprises with a broadband connection: 21% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 1% (2004)

Percentage of enterprises having received orders online within the previous year: 6% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 7.2%, downloading forms 2.8%, returning filled forms 2.4% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 61%, downloading forms 58%, returning filled forms 45% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Greece](#)

12 July 2005

Presentation of the draft Greek **digital strategy for the period of 2006-2013**, aimed at enabling a “digital leap” to improve productivity and quality of life by 2013. The draft will be submitted to consultations before a final proposal is submitted to the government for approval by the end of 2005. The proposed digital strategy includes more than 65 actions and is divided into two parts. The first part of the plan will be enacted by 2008, and the second one by 2013. By 2008, the government will promote the development of electronic procurement, broadband connections, digital public services for citizens and businesses, and the use of electronic signatures. After 2008, the proposed strategy includes creating one-stop e-points to serve companies, re-organising the public sector and incorporating new technologies into the education system. The digital strategy will involve possible public-private co-operations in e-government projects, and will include three key government-wide projects: the development of a national e-services portal “Hermes,” the implementation of a single authentication and transaction security system, and the development of a single interoperability system for public services. These projects will help reduce administrative burdens for businesses and improve people’s quality of life.

March 2005

Launch of a 3-year programme “**Politeia 2005-2007**” for the ‘re-establishment of Public Administration’. The objectives of the programme are to better serve all citizens by focusing on their real needs, increasing transparency in public administration, implementing e-government in all administrative levels (central and regional administration, municipalities), restructuring agencies and processes, protecting citizen’s privacy and consolidating the Rule of Law.

2004

Creation of a **Central Procedure Simplification Committee**. Its main objectives are the planning, implementation, monitoring and assessment of administrative simplifications, reform of the appropriate organisational structures for supporting the simplification policy and preplanning of activities to inform government officials on simplification methods and techniques.

23 June 2003

Greece’s “1502” Telephone Application System (call centre enabling citizens to apply for a number of certificates and administrative documents) receives the first **United Nations Public Service Award** in the category ‘Improvement of Public Service Results’ in the geographic area of Europe and North America. The 1502 call centre was first launched in February 1998 and by the end of 2001 more than 870,000 applications for administrative forms and documents had been submitted, representing almost 608 applications per day. This figure shows the success of the service, which increases the responsiveness of public administration, promotes equal and user-friendly access to public services, helps to reduce red tape and administrative costs, and contributes to a better quality of life for citizens.

02-03 May 2003

The Greek Presidency of the EU (January-June 2003) holds a Ministerial Meeting on “**Tools of e-Governance in the European Union and its South Eastern European Neighbours**”.

2002

Publication of an updated version of the White Paper [Greece in the Information Society: Strategy & Actions](#). Set against the background of what has been achieved since the

original plan was published in 1999, this update incorporates initiatives launched over the period 2000-2001.

Spring 2002

Opening of the first ten "**Citizens' Service Centres**" (KEP in Greek), one-stop administrative shops located in or near municipality and prefecture offices. The Citizens' Service Centres are meant to gradually integrate all administrative procedures through the use of information and communication technology. The number of centres is due to grow to 400 by the end of 2002 and to 1,100 by the end of 2003. The physical one-stop shops (which operate from 8am to 8pm Monday to Friday and are also open on Saturday mornings) are complemented by an Internet portal and by a free of charge telephone helpline operating seven days a week, 24 hours a day.

01 April 2001

Launch of the Government network "**SYZEFXIS**" as a pilot project, with the participation of 15 state organisations. The "SYZEFXIS" is meant to become a nationwide intranet for the Greek public sector, ultimately connecting more than 1,700 organisations nationwide. The network will offer advanced telecommunication and information services, including telephony, data and video transmission.

2001

The Greek Government creates **Information Society S.A.**, a state-owned company tasked with supporting the implementation of the Operational Programme for the Information Society (OPIS). To this end, the company will support government departments and agencies in all stages of ICT project design, implementation and follow-up. It will have economic and managerial autonomy.

2000

Adoption of the **Operational Programme for the Information Society (OPIS)**, which sets the detail of actions to be taken to achieve the objectives of the Government's White Paper on the Information Society and of the EU's eEurope 2002 Action Plan approved by the Feira European Council of June 2000. E-government is one of the key priorities of the Programme, which sets the objective of improving the quality of public services through the development of online services (including public tendering and procurement procedures) and the use of ICT to streamline and re-engineer procedures and communications within and between government bodies. The overall budget of the OPIS is € 2.83 billion over seven years, of which € 1.7bn are to be provided by the EU under the Community Support Framework (CSF) 2000-2006.

May 2000

Launch of the **POLITEIA programme for public administration reform**, which sets out a national strategy for public sector modernisation. Its main objectives are to adopt modern financial management models, to simplify administrative procedures, to recruit well-trained civil servants, to implement new technologies and adopt modern methods of administration and control, and to ensure transparency and eliminate corruption. The overall aim is to transform the Greek public administration into a modern, outward-looking administration focused on better serving citizens' needs. All ministries and regions are required to participate in POLITEIA, and to develop operational implementation strategies.

2000

Adoption of the "**ARIADNI**" programme for the improvement of public administration services delivered by regional and local administrations, in particular through the use of Internet for most transactions and communication with central government and for most interactions with citizens and businesses. The programme, to be completed over the period 2000-2006, sets the target of creating one-stop shops for administrative services in municipalities and prefectures, where citizens will be able to complete administrative transactions using a minimum of his resources (money and time to travel). The programme also includes an ambitious administrative procedures simplification project, aimed at reducing administrative burdens for citizens and businesses. The method adopted includes the mapping of existing procedures, the review of the corresponding legal framework, and the preparation of revised

legislation/regulation based on qualitative criteria (i.e. responsiveness to citizens' needs, effectiveness, transparency, applicability, and simplicity), with a view to finally digitising the reviewed and streamlined procedure. As part of "ARIADNI", a specific "ASTERIAS" programme is aimed at improving public services provided to the people of the Greek islands.

February 1999

Publication of the White Paper [Greece in the Information Society: Strategies and Actions](#), which sets out the new Greek policy for the development of the Information Society. It presents a comprehensive strategy, defines priorities and specific goals, as well as resources and mechanisms for achieving them. Ten major objectives are defined, among which the development of an 'open and effective' government.

February 1998

The Greek Government launches an innovative **call centre enabling citizens to apply for a number of certificates and administrative documents** by dialling a nationwide four-digit telephone number (1502). Citizen's requests are registered by operators who give information regarding available services and procedures and fill a standardised computer form. The form is then immediately transmitted online and by fax to the competent administration, which issues the document and sends it to the citizens by registered mail to their postal address. The competent agencies are obliged to take action within a specific time limit (10 days). If this deadline is not respected, users may apply for compensation of up to € 600 Euro.

March 1997

The Greek Government adopts a "**Strategic Plan for Administrative Reform**", which sets four main fields of action: the structure of the administrative system, its activities, its human resources, and new ICT. The introduction and use of information systems shall go hand in hand with organisational changes and functional re-organisation.

1995

Publication of the white paper '**Greek Strategy for the Information Society: A tool for Employment, Development and Quality of life**'. This strategy has four objectives to be attained over a ten to fifteen year period: to increase the use of advanced information technologies to reduce the gap between Greece and its partners and to reach international standards; to prepare Greek firms to adopt ICTs; to enable an increasing number of citizens to have access to information technologies; and to encourage electronic transactions with public administrations.

1994

Launch of "**Klisthenis**", an Operational Programme for the Modernisation of Public Administration over the period 1994-2000. Its main objective is to create the conditions of a continuous modernisation of the public sector via interventions of a technical, organisational and educational order. The introduction of new technologies in public service delivery is among its main priorities. Among the most important projects included in the programme are the development of electronic tax services and the creation of a national public administration network. The "Klisthenis" programme receives EU funding in the framework of the 2nd Community Support Framework.

eGovernment Strategy

Main strategic objectives and principles

The Greek Government's strategic approach to e-government was laid down in the White Paper [Greece in the Information Society: Strategies and Actions](#), which was published in February 1999 and [updated](#) in 2002. The White Paper places great emphasis on raising the quality of public services in order to ensure social cohesion and contribute to economic objectives in terms of living standards. The Greek e-government strategy advocates that electronic services should be characterised by ubiquity, uniqueness of reference (i.e. single point of service), de-materialisation, quality and cost-effectiveness. E-services are seen as essential business infrastructures that should only be planned and deployed as such. Key methodological steps for developing and implementing them include: identifying critical areas of service; determining business priorities and critical success factors; identifying business partners and building consensus; determining the scope of a pilot application.

With the aim of implementing the Information Society strategy in a coherent and integrated way, an [Operational Programme for the Information Society](#) (OPIS) was adopted in 2000, which covers the period 2000-2006 and is supported by the EU as part of the [Community Support Framework](#). The OPIS is an innovative horizontal programme, cutting across government departments, which aims at implementing the essential features of the Greek Government's Information Society White Paper as well as of the eEurope Action Plan.

The OPIS includes four lines of action: 'Education and Culture', 'Citizens and Quality of Life', 'Digital Economy and Employment', and 'Communications'. The priorities for e-government, which forms part of the action line "Citizens and Quality of Life", are as follows:

- Improved quality of services to citizens and enterprises by public administrations at central, regional and local level.
- Development of online applications, as well as use of Information and Communication Technologies (ICTs) to streamline and re-engineer procedures and communication within and amongst government departments, covering all of public administration and especially the fiscal area and finance, social insurance, justice, public tendering and procurement procedures, regional development and emergency services areas.
- Support the creation of geographical and environmental mapping and management information systems, linking central to regional and local government.
- Use of IT in order to promote and support a broader strategy for providing higher quality health and welfare services to all citizens, and for the reform of the management of the health sector and its budget.
- Introduction of telematics applications in land, sea and air transport ("intelligent transport").

The funds corresponding to the action line "Citizens and Quality of Life" are 879.4 million euros out of the total OPIS budget of 2,839.1 million euros.

The Greek approach to e-government can be characterised as centralised in terms of policy planning and programme management, with distributed implementation. All Ministries and regional governments have been requested to prepare actions plans for the Information Society, with a view to implement the OPIS priorities.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no dedicated e-government legislation in Greece.

Freedom of Information legislation

There is currently no dedicated freedom of information legislation in Greece. However, the [Greek Constitution](#) provides for a general right of access. Its article 5A states that: "All persons are entitled to information, as specified by law. Restrictions to this right may be imposed by law only insofar as they are absolutely necessary and justified for reasons of national security, of combating crime or of protecting rights and interests of third parties". In addition, it specifies that "All persons are entitled to participate in the Information Society. Facilitation of access to electronically handled information, as well as of the production, exchange and diffusion thereof constitutes an obligation of the State". Furthermore, article 10(3) says that a request for information shall oblige the competent authority to reply, provided the law thus stipulates.

Data Protection/Privacy legislation

Law on the Protection of Individuals with regard to the Processing of Personal Data

Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data was adopted in April 1997. It establishes the terms and conditions under which the processing of personal data is to be carried out so as to protect the fundamental rights and freedoms of natural persons and in particular their right to privacy. It also allows any person to obtain their personal information held by government departments or private entities. The Law, which was amended in 2000 and 2001, is enforced by the [Hellenic Data Protection Authority](#). It is complemented by [Law 2774/1999 on the Protection of Personal Data in Telecommunications](#), and by Law 3115/2003 that establishes the [Hellenic Authority for the Information and Communication Security and Privacy](#) in order to protect the secrecy of mailing, the free correspondence or communication in any possible way as well as the security of networks and information.

E-Commerce legislation

Presidential Decree 131/2003 on e-commerce

Presidential Decree 131/2003 of 16 May 2003 transposes Directive 2000/31 of the European Parliament and the Council on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market (Directive on electronic commerce).

E-Communications legislation

The transposition of the new EU Regulatory Framework for Electronic Communications has not yet taken place in Greece. E-Communications remain governed by the Telecommunications Law 2867/2000 of 19 December 2000.

E-signatures/E-identity legislation

Presidential Decree 150/2001 on digital signatures

Presidential Decree 150/2001 of 25 June 2001 implements the European Directive of 13 December 1999 on a Community framework for electronic signatures. It defines electronic signatures and advanced electronic signatures. It also deals with the legal consequences of electronic signatures, liability of suppliers of certification, obligation to protect personal information, terms in effect for recognised certificates and suppliers, assurance of the liability of the creation of a signature and recommendations for the verification of the signature.

E-procurement legislation

There is currently no legislation governing the use of electronic means in public procurement in Greece. The new EU public procurement directives, including their e-procurement provisions, are expected to be implemented in 2006. The implementation legislation will

provide rules applicable to communication, storage of data, use of specific procedures e.g. e-auctions; dynamic purchasing system; open, restricted and negotiated procedures; notification about tender; publication of tender; management of receipt/submission of tender; and ordering.

Re-use of public sector information

A working group has been set up in Greece to prepare the transposition of EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information. Issues addressed by the group concern the establishment of asset lists and the provision on prohibitions on exclusive rights. A public consultation is planned.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

Ministry of Interior, Public Administration and Decentralisation

The Ministry of Interior, Public Administration and Decentralisation is responsible for implementing e-government in Greece. The ministry has a long experience in managing e-government projects within the 1st and 2nd European Community Support Framework and also manages national and European funds within the Operational Programme for the Information Society (OPIS). Within the Ministry, the [General Secretariat for Public Administration and e-Government](#) is more particularly in charge of e-government issues. Beyond e-government, the overall Information Society strategy falls under the responsibility of the [Secretariat for the Information Society](#) in the Ministry of Economy and Finance.

Coordination

1. [General Secretariat for Public Administration and e-Government](#)

Part of the Ministry of Interior, Public Administration and Decentralisation.

2. [Secretariat for the Information Society](#)

Part of the Ministry of Economy and Finance.

Implementation

1. [Information Society S.A.](#)

Created in 2001, Information Society S.A. is a state-owned company tasked with supporting the implementation of the Operational Programme for the Information Society (OPIS). To this end, the company implements and manages some components of the country's e-government infrastructure, such as the SYZEFXIS government-wide network.

2. **All Government ministries and agencies**

Individual government bodies are responsible for the implementation of departmental e-projects.

Support

1. [General Secretariat for Public Administration and e-Government](#)

2. [Secretariat for the Information Society](#)

3. [Information Society S.A.](#)

The Information Society S.A. supports government departments and agencies in all stages of ICT project design, implementation and follow-up.

Audit/Assurance

Hellenic Court of Audit

The Hellenic Court of Audit is responsible for auditing expenditure and monitoring the revenue of the state, as well as local administration agencies and other public corporate bodies.

Data Protection

[Hellenic Data Protection Authority](#)

The Hellenic Data Protection Authority is an independent administrative body operating since November 1997. Its mission is to supervise the implementation of Law 2472/1997 on the Protection of Individuals with regard to the Processing of Personal Data. The Authority is answerable to the Minister of Justice.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

[Regional Administrations](#), [Prefecture Administrations](#) and [Municipalities](#)

The administration of the Greek state is organised on the basis of the principle of decentralisation, with 13 administrative regions run by government-appointed representatives. Greece also comprises two tiers of local government: the municipalities, which are responsible for the administration of local matters, and the prefectures (54) headed by prefectural councils and prefects who are (since 1994) elected directly by the people.

Coordination

No information available.

Implementation

[Regional Administrations](#), [Prefecture Administrations](#) and [Municipalities](#)

Support

1. Information Society S.A.

2. Hellenic Agency for Local Development and Local Government

The Hellenic Agency for Local Development and Local Government (EETAA) was founded in 1985, with the aim of providing local government agencies, the public sector and social agencies with the professional and technical support they require. It operates in the form of a joint-stock company, which shareholders are the Greek state (Ministry of the Interior, Ministry of the National Economy), the Union of District Government of Greece, the Consignments and Loans Fund, the [Central Union of Municipalities and Communes of Greece](#) (KEDKE), [Local Unions of Municipalities and Communes](#) (TEDK), the Technical Chamber of Greece, the Pan-Hellenic Confederation of Unions of Agricultural Co-operatives (PASEGES) and other social sector agencies.

Audit/Assurance

Hellenic Court of Audit

The Hellenic Court of Audit is responsible for auditing expenditure and monitoring the revenue of the state, as well as local administration agencies and other public corporate bodies.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Prokopis Pavlopoulos

Job title: Minister of the Interior, Public Administration and Decentralisation

Picture:



Contact details:

Ministry of the Interior, Public Administration and Decentralisation

Stadiou 27 & Dragatsaniou

101 83-Athens

Greece

Tel.: +(30210)322 35 21-29

E-mail: info@ypes.gr

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Vassilis Andronopoulos

Job title: General Secretary for Public Administration and e-Government, Ministry of the Interior, Public Administration and Decentralisation

Picture:

No picture available

Contact details:

General Secretariat of Public Administration & e-Government

Ministry of the Interior, Public Administration and Decentralisation

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GR-10674, Athens

Greece

Tel.: +(30210)3393000

E-mail: ypesdda@gspa.gr

Other e-government executives

Name: Vassilis Asimakopoulos

Job title: Special Secretary for the Information Society - Ministry of Finance & Economy

Picture:



Contact details:

Ministry of Finance & Economy

5-7 Nikis street

101 80 Athens

Greece

Tel.: +30 210 3332755

E-mail:

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Citizen Service Centre

The Citizen Service Centre (www.kep.gov.gr) is the official site of administrative one-stop shops (Citizen Service Centres or 'KEP' in Greek), where citizens can have access to public service information and to a number of standardised administrative procedures. There are currently more than 800 Citizen Service Centres spread around Greece, and the objective is to reach 1,000 in 2005. The deployment of the network forms part of the **Ariadni** programme, which has also enabled the evaluation, simplification and digitisation of more than 850 administrative procedures that can be accessed through the Centres. These centres are linked together by an IP network and use a platform called "**e-kep**" to file citizens' requests, create a relevant e-directory, electronically register KEP mail, manage citizens' requests and monitor their progress all the way through settlement. Accessible through the one-stop service centres across the country or through the Internet, the e-kep platform supports the use of certified digital signature, enabling real time on-line transactions between Citizens and Public Administration. The average service time usually does not exceed 7 days. The service is complemented by a 24 hours administrative information call centre (four-digit 1564 telephone service), and by a 'Telephone Application System' (1502) where citizens can request almost 60 different certificates. The 1564 call centre has served more than 5 million calls to date. The Citizen Service Centre Internet portal receives over 9 million visits each month.

Network

National Public Administration Network - SYZEFXIS

The Greek public sector network SYZEFXIS provides advanced telecommunication and information services, including telephony, data and video transmission, to over 1,700 public bodies through 4 Virtual Private Networks (VPNs). It is complemented by the development of "Metropolitan Area Networks" (optical rings) infrastructures in approximately 50 municipalities across Greece, aiming to interconnect "points" of public interest (such as public administration buildings, schools, tax offices, administrations) through a broadband network.

e-Identification infrastructure

There is currently no central e-identification infrastructure for e-government in Greece. In particular, no plans for e-ID cards have been issued.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Greece. The Government's objective is to introduce an operational electronic public procurement system by the end of 2007. The project is carried out by the [General Secretariat of Commerce](#) in the Ministry of Economic Development.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Greece.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems

Website: <http://www.taxisnet.gr/>

Sophistication stage: 4/4

Description: The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised electronic notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Employment and Social Protection, Greek Manpower Employment Organisation

Website: <http://www.oaed.gr/>

Sophistication stage: 3/3

Description: Fully functional job search online service.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Employment and Social Protection, Greek Manpower Employment Organisation
Website: <http://www.oaed.gr/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government, Ministry of Employment and Social Protection
Website: <http://www.ypakp.gr/>
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health and Social Solidarity
Website: <http://www.ypyp.gr/>
Sophistication stage: 1/4
Description: Information only.

d. Student grants

Responsibility: Central Government, Ministry of National Education and Religious Affairs, State Scholarships Foundation
Website: <http://www.iky.gr/>
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of Interior, Public Administration and Decentralisation
Website: <http://www.kep.gov.gr/>
Sophistication stage: 2/3
Description: Information and forms to download, enabling citizens to start the procedure to obtain a passport.

b. Driving License

Responsibility: Central Government, Ministry of Interior, Public Administration and Decentralisation
Website: <http://www.kep.gov.gr/>
Sophistication stage: 2/3
Description: Information and forms to download, enabling citizens to start the procedure to obtain a driving licence.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Interior, Public Administration and Decentralisation
Website: <http://www.kep.gov.gr/>
Sophistication stage: 2/4
Description: Information and forms to download, enabling citizens to start the procedure to register a motor vehicle.

6. Application for building/planning permission

Responsibility: Central Government, Ministry of Interior, Public Administration and Decentralisation
Website: <http://www.kep.gov.gr/>
Sophistication stage: 2/4
Description: Information and forms to start the procedure to obtain a building or renovation permission.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of Public Order
Website: <http://www.ydt.gr/>
Sophistication stage: 1/3
Description: Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Ministry of National Education and Religious Affairs
Website: <http://www.ypepth.gr/>
Sophistication stage: 1/3
Description: The website of the Ministry of National Education and Religious Affairs provides a full list of Greek libraries. The [National Library of Greece](#) offers the possibility to search for a specific title and make an electronic reservation. The [Hellenic Academic Libraries Link](#) offers the possibility to search for a specific title.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Interior, Public Administration and Decentralisation
Website: <http://www.kep.gov.gr/>
Sophistication stage: 2/3
Description: Provides information and forms to start the procedure to obtain a birth or marriage certificate.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of National Education and Religious Affairs
Website: <http://www.ypepth.gr/>
Sophistication stage: 2/4
Description: Provides general information for enrolment in higher education and universities.

11. Announcement of moving (change of address)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Greece, where there is no obligation to inform the authorities of a change of address.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health and Social Solidarity
Website: <http://www.ypyp.gr/>

Sophistication stage: 0/4

Description: No information available.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Employment and Social Protection, Social Insurance Institute (IKA)
Website: <http://www.ika.gr/>
Sophistication stage: 4/4
Description: The IKA website makes it possible to completely treat the declaration of social contributions for employees online.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems
Website: <http://www.taxisnet.gr/>
Sophistication stage: 4/4
Description: The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised electronic notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems

Website: <http://www.taxisnet.gr/>
Sophistication stage: 4/4
Description: The TAXISnet service, introduced in May 2000, provides services to individual and corporate taxpayers, including electronic submission of income tax forms, personalised electronic notification of the results of the tax return clearance process, electronic issuing of certificates by fax, electronic submission of VAT forms, and payment via banking system services. Some of these services, as well as some other general information services, are also available via the telephone call centre service.

4. Registration of a new company

Responsibility: Central Government, Ministry of Development, General Secretariat for Commerce
Website: <http://www.gge.gr/>
Sophistication stage: 2/4
Description: General information and forms to download to start the procedure to register a company. Company registration services are handled by local courts.

5. Submission of data to statistical offices

Responsibility: Central Government, Ministry of Economy and Finance, General Secretariat of National Statistical Service
Website: <http://www.statistics.gr/>
Sophistication stage: 1/3
Description: Information only.

6. Customs declarations

Responsibility: Central Government, Ministry of Economy and Finance, General Secretariat for Information Systems
Website: <http://www.taxisnet.gr/>
Sophistication stage: 4/4
Description: The TAXISnet service provides the possibility to submit customs declarations online.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry for the Environment, Physical Planning and Public Works
Websites: <http://www.minenv.gr/>
Sophistication stage: 2/4
Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government, Ministry of Development, General Secretariat for Commerce
Website: <http://www.gge.gr/>
Sophistication stage: 2/4
Description: The website of the General Secretariat for Commerce provides information about public procurement and access to call for tenders.

eGovernment in Hungary



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Hungary. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 93,029 km²

Population (1,000): 10,116.7 inhabitants (2004)

Capital: Budapest

Language: Hungarian

Currency: Forint (HUF)

GDP at market prices: 81,115.3 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 13,700 Euro (2004)

GDP growth rate: 4.2% (2004)

Inflation rate: 6.8% (2004)

Unemployment rate: 5.9% (2004)

Government debt/GDP: 57.6% (2004)

Public balance (government deficit or surplus/GDP): -4.5% (2004)

Source: Eurostat

Political Structure

Hungary is a Parliamentary Republic. Its constitution gives legislative power to a unicameral parliament ([National Assembly](#)), made up of 386 members elected for a four-year term of office (uninominal voting, in part proportional, two-round election system, ballot).

Executive power is held by the [President of the Republic](#), who is the Head of State, and the Government, headed by the [Prime Minister](#). The President is elected, with a secret ballot by a two-third majority vote, by the National Assembly, for a term of five years. The President has limited powers over policy-making, and effective executive power - government functions and the highest-level control of public administration - is exercised by the government, in which the Prime Minister plays a dominant role. The National Assembly elects the Prime Minister upon proposal of the President of the Republic, on the basis of the principle of parliamentary majority, concurrently approving the government programme. The Prime Minister selects members of his government, who are formally appointed by the President and confirmed by the National Assembly.

Local government operates in municipalities (2,868 villages, 267 towns, 1 capital city, 23 districts of the capital city and 19 counties) through an assembly of elected representatives headed by a mayor in villages, towns and districts, and a president in the counties. The obligations of municipalities include elementary education, the provision of health care and basic social benefits, the enforcement of the rights of national and ethnic minorities, establishment of local titles and awards, etc. The mayor is elected directly by the voters. Based on the new regional development concept approved in 1998, the development of a second tier of local government, consisting of seven administrative regions, is still underway.

The [Constitution of Hungary](#) is the Constitution of 1949 together with its amendments, in particular the amendment proclaimed on 23 October 1989.

Hungary became a member of the European Union on 1 May 2004

Current Head of State: President László Sólyom (elected on 7 June 2005)

Current Head of Government: Prime Minister Ferenc Gyurcsány (since 4 October 2004)

Information Society indicators

Percentage of households with Internet access: 14% (2004)

Percentage of enterprises with Internet access: 78% (2004)

Percentage of individuals using the Internet at least once a week: 21% (2004)

Percentage of households with a broadband connection: 6% (2004)

Percentage of enterprises with a broadband connection: N.A.

Percentage of individuals having purchased/ordered online in the last three months: 2% (2004)

Percentage of enterprises having received orders online within the previous year: 6% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 14.9%, downloading forms 6.9%, returning filled forms 4.0% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 34%, downloading forms 31%, returning filled forms 23% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Hungary](#)

01 November 2005

The 'act on the general rules of public administration and services' comes into force. Modifying more than 50 previous legal texts, this act is aimed at removing obstacles to the development of e-government in Hungary and at ensuring that electronic procedures have the same legal value as paper-based administration. The new legislation introduces a number of important obligations for the Hungarian public administration, such as the obligation to make services available online and the obligation for each government department to make a specific set of information – including downloadable forms – available both on its own website and on the Government Portal Magyarország.hu. The legislation also states that government bodies will no longer have the right to ask citizens to provide them with certificates, documents or any other data that are already available in a government database.

04 July 2005

The Hungarian Parliament adopts an [Act on the freedom of information by electronic means](#), which goal is the establishment of the legal environment required to create a transparent digital state. The law defines the list of specific data of public interest that must be published on the Internet, makes the publication of draft bills, laws, and - partially - the anonymous form of court decisions mandatory, and provides for the creation of a search system that makes the published data easy to find and retrieve. The law also puts an obligation on ministries and municipalities to provide a forum on their websites where users can express their opinion regarding the draft bills published on the Internet, thus allowing citizens to participate in the legislative process in an immediate manner.

01 April 2005

The Government unveils a **transactional gateway, called 'Client Gate' (Ügyfélkapu)**. This gateway allows users to securely identify themselves online and gain access to transactional e-government services. Any user who completes a temporary registration procedure online can access a number of services made available through the Client Gate, but an authenticated registration is needed to access fully transactional services such as those provided by the Hungarian [Tax and Financial Control Administration \(APEH\)](#).

18 November 2004

The Government launches the **Electronic Government Backbone (EGB, or, in Hungarian: 'Elektronikus Kormányzati Gerinchálózat', EKG)**, a secure government-wide communication network, together with a new version of its portal Magyarország.hu. A secured, monitored broadband communication infrastructure, the EGB provides an extensive countrywide IP network for the Hungarian public sector, regional operational centres and a government intranet.

22 November 2004

The Electronic Government Centre of the Prime Minister's Office introduces the [eGovernment 2005 Action Plan](#), and the programming of its strategy.

12 December 2003

The Government adopts a resolution on the implementation of the [Hungarian Information Society Strategy \(MITS\)](#), which launches the E-government Operative Committee.

10 December 2003

The Government adopts a resolution on the realisation of e-government goals.

19 November 2003

The Government adopts the [Hungarian Information Society Strategy \(MITS\)](#) that identifies electronic public services and e-democracy as key priority areas. One of the key parts of this Strategy is the new [eGovernment 2005 Strategy](#).

September 2003

Launch of a new e-government portal, [Magyarország.hu](#). Replacing eKormanyzat.hu, the new portal is at the same time an institutional portal and a services platform. It is meant to provide in the future access to more than 40 interactive services including address notification, extension of driving licence validity and birth certificate amendments.

18 July 2003

An [Electronic Government Centre \(EGC\)](#) is created within the Prime Minister's Office. The Centre replaces the 'Office of Government Information Technology and Civil Relations' and takes over responsibility for IT matters concerning central public administration.

28 December 2002

The Government adopts a resolution providing a set of recommendations for the future Hungarian Information Society Strategy (MITS). The resolution also creates the [Inter-Departmental Coordinative Committee for the Information Society](#), which will start to operate in February 2003 under the auspices of the [Ministry of Informatics and Communications](#).

18 December 2002

The Government approves the principles of a new Information Society Strategy, setting a number of orientations and future tasks and measures. A medium-term action plan for the years 2004 to 2006 and an annual plan for 2003 are also approved. The annual plans for subsequent years will then be prepared annually.

October 2002

To enable user identification, the Hungarian Government launches a range of initiatives aimed at setting up a smart card infrastructure for e-services provided by central and local administrations. The [Ministry of Interior](#), jointly with [the Ministry of Informatics and Communications](#) is responsible for creating a certification centre to manage the smart card technology.

01 July 2002

A Government decree establishes the 'Office of Government Information Technology and Civil Relations' and the [Inter-Departmental Conciliatory Committee for Government Information Technology \(KIETB\)](#) on the basis of the [Inter-Departmental Committee of Informatics](#) launched in 1991.

2002

Establishment of the [Ministry of Informatics and Communications \(IHM\)](#), which takes over responsibility for the Information Society from the Office of the Government Commissioner for Information and Communication Technology (IKB). Responsibility for e-government nevertheless remains at the Prime Minister's Office through a new 'Office of Government Information Technology and Civil Relations'.

18 December 2001

The Hungarian Parliament adopts the Act on Electronic Commerce and Information Society Services.

December 2001

The Prime Minister's Office launches Hungary's first **e-government portal**, eKormanyzat.hu, providing citizens and businesses with a user-friendly entry point to government information and services.

10 July 2001

The Office of the Government Commissioner for Information and Communication Technology (IKB) introduces the **Electronic Government Programme**. Its two main objectives are to provide citizen-friendly services and to improve the efficiency of internal operations.

June 2001

The [eEurope+ Action Plan](#) is published by the European Commission in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an information society in the accession countries, including Hungary.

29 May 2001

The Hungarian Parliament adopts the [Act on Digital Signatures](#).

May 2001

The Office of the Government Commissioner for Information and Communication Technology (IKB) issues the first version of the National Information Society Strategy (NITS). One of the priority areas of NITS is the implementation of e-government.

December 2000

The Office of the Government Commissioner for Information and Communication Technology (IKB) unveils its 'Information Society and Economic Development Programme', which is closely related to the Government's overall plan for economic development, known as the Széchenyi Plan. This Programme spells out specific tasks that need to be completed in the field of e-government and e- democracy.

30 June 2000

The Government adopts a resolution on the concept of the system of electronic public procurement and on the measures required to establish this system. This resolution foresees the gradual implementation of e-procurement starting in 2001.

23 June 2000

A Government decree establishes the proposed objectives of the upcoming National Information Society Strategy (NITS).

01 June 2000

Establishment of the **Office of the Government Commissioner for Information and Communication Technology (IKB)**. Part of the Prime Minister's Office, its mission is to improve the government's service provision capabilities and satisfy the requirements of citizens. A separate organisational unit is established within the Office, under the name 'Division of Electronic Government', to co-ordinate developments of government information systems.

31 December 1999

The Government publishes the document [Hungarian Reply to the Challenges of the Information Society](#).

1999

The Government publishes the document '**Thesis on the Information Society**'.

09 October 1995

The Government approves a Strategy for Informatics for 1995-1997.

05 July 1991

The Government establishes the [Inter-Departmental Committee of Informatics](#) and its Coordination Office at the Prime Minister's Office.

eGovernment Strategy

Main strategic objectives and principles

In November 2003 the Hungarian Government adopted a new [Hungarian Information Society Strategy \(MITS\)](#). Creating a modern e-public administration is one of the top priorities of the Strategy. Efficient and useful e-public services can indeed demonstrate the benefits of the Information Society to the whole of the country and speed up its development in a manifold and effective way.

The implementation of this priority is based on the E-Government Strategy and Programme ([eKormányzat Stratégia 2005](#)), prepared by the Electronic Government Centre of the Prime Minister's Office. This strategy establishes that the Hungarian system of public administration, public services and the administration of justice should operate on the basis of modern principles, focusing upon the needs and requirements of citizens. This should result in better quality services and a more sensible use of available resources. Serving as both an example and a model, a modern system of public administration and government action could become a force promoting the modernisation of society and the fulfilment of democracy.

Objectives

The Hungarian strategy for electronic government seeks to realise the following principal objectives in the medium and long term:

- Electronic government should help to make public administration and the working of the state **more efficient, transparent and - in the longer term - cheaper**.
- A more efficient central public administration providing better services should permit a **broadening of participatory democracy**, an increase in the confidence of citizens and business actors, and **greater participation** by people in political life. Efforts should be made to develop more open and substantial relationships between representatives of public authority and citizens.
- By providing new public forums and easier access to public services oriented towards the needs of citizens, an environment can be created in which public administrative bodies and communities can share their experiences and influence the realisation of the local and national e-government programmes. The **relationship between the state, citizens and their communities** will be laid on new foundations that meet the requirements of citizens and businesses.
- Increasingly, the state as service provider and creator of opportunities will only be able to accomplish its tasks by ensuring the **free flow of information**. The system of public administration must lead the process of consultation and of creating opportunities, and it must be able to assume an initiating role in every respect.
- The opportunities provided by electronic government are some of the most important means (but not the only means) at the disposal of the service-provider state and for the construction of such a state. Exploiting these means, Hungary could **catch up with the countries that are currently at the forefront of the development and use of electronic government services** (irrespective of whether these countries are Hungary's neighbours or lie elsewhere in the EU).
- If the state can play a leading role in the application, use and dissemination of the modern means of information and communication technology (ICT), it will be able, in addition to the success of government activities, to support the process of constructing and **developing a knowledge-based society and increase the competitiveness of society and the economy**.

The determining factors are interdependent and mutually reinforcing. The strategy complies with European standards, but is based on circumstances in Hungary and seeks to apply the findings of scientists, experts and administrators working in Hungary.

Programmes and Actions

The e-Government 2005 Strategy includes 6 overall programmes (with 19 action plans):

1. Construction of Basic Infrastructure

- Establishing the physical infrastructure through which e-government services can be accessed and institutions communicate. Including:
 - Creating the Government Backbone and connecting up government bodies.
 - Providing government electronic signature system (PKI).
 - Creating a standard government directory and mail system.
- Establishing necessary regulations.
- Training government workers in information technology.

2. Expansion of E-Regulation

- Drafting and publication of e-government guidelines, recommendations and standards.
- Review of the procedural and data protection rules and their amendment if necessary.

3. E-Efficiency Construction

- Developing the systems, contents and services supporting the operation of government.
- Integration of systems and applications within government (data-sound integration VoIP, joining up of sector systems, separating organisational independent systems from central applications).
- Support for open source developments.
- Establishing an electronic public procurement system.

4. E-Services

- Continued development of electronic public utility.
- Development of infrastructure of Customer Management Centre.
- Development of electronic payment system.
- Providing society with an electronic signature facility for e-government administration and services.
- Services guaranteeing equal opportunities and the development of supportive systems.
- Development of systems supporting the democratic participation of citizens and government transparency.

5. E-Culture

- Administering motivation programme, improving knowledge of customer management.
- Administering programmes (formation of groups) enhancing co-operation between government institutions.
- Forming institutional base of Customer Management Centre.

6. EU Integration

- Connecting the government mainframe network backbone to the EU's TESTA network.
- Participating in the e-government programmes and organisations of the EU.
- Adopting the relevant EU regulations and guidelines on e-government.
- Providing information within the government system.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no specific overall e-government law in Hungary. However, a number of e-government regulations are laid down in Government decrees passed in 2004 and 2005: [Government decree 184/2004 \(VI. 3.\)](#) on the electronic public administration and on related services; and [Government decree 44/2005 \(III. 11.\)](#) on the coordination of government informatics and related order of procedures.

Freedom of Information legislation**Act on Protection of Personal Data and Disclosure of Data of Public Interest (1992)****Act on the freedom of information by electronic means (2005)**

Act No. LXIII of 1992 on the Protection of Personal Data and Disclosure of Data of Public Interest is a combined Data Protection and Freedom of Information Act. The Act guarantees that all persons should have access to information of public interest which is defined as any information being processed by government authorities except for personal information. The [Parliamentary Commissioner for Data Protection and Freedom of Information](#) oversees the application of the 1992 Act. In July 2005 the Hungarian Parliament adopted the Act on the freedom of information by electronic means, which establishes the legal environment required to create a transparent digital state. The law defines the list of specific data of public interest that must be published on the Internet, makes the publication of draft bills, laws, and - partially - the anonymous form of court decisions mandatory, and provides for the creation of a search system that makes the published data easy to find and retrieve.

Data Protection/Privacy legislation**Act on Protection of Personal Data and Disclosure of Data of Public Interest (1992)**

Act No. LXIII of 1992 on the Protection of Personal Data and Disclosure of Data of Public Interest is a combined Data Protection and Freedom of Information Act. The Act sets rules and safeguards regarding the processing of personal data by public and private bodies. Its application is overseen by the [Parliamentary Commissioner for Data Protection and Freedom of Information](#).

E-Commerce legislation**Act on Electronic Commerce and Information Society Services (2001)**

Adopted on 18 December 2001, the Act implements EU Directive 2000/31/ EC on certain legal aspects of Information Society services, in particular electronic commerce. The Act governs the e-commerce legal relationships of individuals, legal persons and organisations without legal personality, where the service is provided for or from the territory of the Hungarian Republic.

E-Communications legislation**Act on Electronic Communications (2003)**

This Act implements the new EU Regulatory Framework for Electronic Communications.

E-signatures/E-identity legislation**Act on Electronic Signature (2001)**

The Act on Electronic Signature was adopted on 29 May 2001 and entered into force on 1 September 2001. It creates a legal framework for the provision of certified electronic communication and data transmission in business, public administration and other areas of life affected by the information society.

E-procurement legislation**Government Decree on Electronic Public Procurement (2004)**

Regulations governing the use of electronic means in public procurement are laid down in Government decree 167/2004 (V. 25.) "on the rules governing procedural acts performable

electronically in public procurement procedures and on the Electronic Public Procurement System". This decree complements the [Act on Public Procurement](#) passed on 28 December 2003, which only provides for the electronic transmission of tender notices. The Hungarian Government expects that full implementation of the new EU-public procurement directives, including their e-procurement provisions, will take place in 2005.

Re-use of public sector information

[Act on the freedom of information by electronic means \(2005\)](#)

Article 7 of the Act on the freedom of information by electronic means (which defines the Central Electronic List of Public Information and the Single Public Information Retrieval System) and its Annex (General Publication Scheme) serves the purpose of complying with Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI).

eGovernment Actors

Main roles and responsibilities for eGovernment development

NATIONAL E-GOVERNMENT

Policy/Strategy

1. [Electronic Government Centre at the Prime Minister's Office](#)

Part of the Prime Minister's Office. The Electronic Government Centre has responsibility for IT matters concerning central public administrations.

2. [Inter-Departmental Conciliatory Committee for Government Information Technology \(KIETB\)](#)

3. [Ministry of Informatics and Communications](#)

4. [Inter-Departmental Coordination Committee for the Information Society](#)

An Inter-Departmental Coordination Committee for the Information Society has been formed to provide a forum for preparing the country's Information Society and e-government policies. Responsibility for implementing these policies lies with the Ministry of Informatics and Communications, except in central government where the 'Electronic Government Centre' at the Prime Minister's Office is in charge of providing leadership for e-government efforts. The Inter-Departmental Conciliatory Committee for Government Information Technology provides forum for discussing ICT issues – including strategic issues – in central government.

Coordination

1. [Electronic Government Centre at the Prime Minister's Office](#)

2. [Inter-Departmental Conciliatory Committee for Government Information Technology \(KIETB\)](#)

3. [Ministry of Informatics and Communications](#)

4. [Inter-Departmental Coordination Committee for the Information Society](#)

The Inter-Departmental Coordination Committee for the Information Society relays the agreed policies in the different government departments. The Ministry of Informatics and Communications coordinates efforts related to ICT implementation projects, except in central government where the Electronic Government Centre at the Prime Minister's Office is in charge.

Implementation

1. [Electronic Government Centre at the Prime Minister's Office](#)

2. [Ministry of Informatics and Communications](#)

Support

1. [Electronic Government Centre at the Prime Minister's Office](#)

2. [Ministry of Informatics and Communications](#)

Audit/Assurance

[Hungarian State Audit Office](#)

The State Audit Office is an independent audit organisation established by the Hungarian Parliament. It performs its audits or public expenditure according to the criteria of legality, effectiveness and efficiency.

Data Protection

[Parliamentary Commissioner for Data Protection and Freedom of Information](#)

The Parliamentary Commissioner oversees the application of the 1992 Act on Protection of Personal Data and Disclosure of Data of Public Interest, which sets rules and safeguards regarding the processing of personal data by public and private bodies.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

1. [Ministry of Informatics and Communications](#)
2. [Inter-Departmental Coordination Committee for the Information Society](#)

Coordination

1. [Ministry of Informatics and Communications](#)
2. E-administration Subcommittee of [Inter-Departmental Coordination Committee for the Information Society](#)

Implementation

1. Regional and local authorities
2. [Ministry of Informatics and Communications](#)
3. [Ministry of the Interior](#)
4. E-administration Subcommittee of [Inter-Departmental Coordination Committee for the Information Society](#)

Support

[Ministry of Informatics and Communications](#)

Audit/Assurance

[Hungarian State Audit Office](#)

Other

1. [Hungarian National Association of Local Authorities \(TÖOSZ\)](#)

The National Association of Local Authorities is the representative body of Hungarian municipalities, promoting the interests of its members towards central government and providing them with support services.

2. [National Association of Intelligent Local Authorities \(ITOSZ\)](#)

Association dedicated to the promotion of cooperation between local authorities in the field of ICT and information management.

3. [Association of Cities of County Rank \(MJVSZ\)](#)

The Association of Cities of County Rank aims at representing the collective rights of Hungary's largest cities (cities of county rank), protecting and promoting their interests, developing the operation of local self-governments, co-operating with other national and international associations of local governments.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Péter Kiss

Job title: Minister in charge of the Prime Minister's Office

Picture:



Contact details:

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Tel.: +36 1 441-3000

E-mail: Peter.Kiss@meh.hu

Minister responsible for Informatics and Communication

Name: Dr. Kálmán Kovács

Job title: Minister for Informatics and Communication

Picture:



Contact details:

Ministry of Informatics and Communication

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1077 Budapest

Hungary

Tel.: +36 1 461-3300
E-mail: info@ihm.hu

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Dr. Ferenc Baja

Job title: Government Commissioner in charge of e-Government

Picture:



Contact details:

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Magyarország.hu

Hungary's e-government portal, **Magyarország.hu** (Hungary.hu) was launched in September 2003 in replacement of the former eKormányzat.hu (eGovernment.hu). It is at the same time an institutional portal and a services platform. It is meant to ultimately provide access to 56 interactive services including address notification, extension of driving licence validity and birth certificate requests. On 1 April 2005 the portal went fully transactional with the launch of a **transactional gateway, called 'Client Gate' (Ügyfélkapu)**. This gateway allows users to securely identify themselves online and gain access to transactional e-government services through the portal. Any user who completes a temporary registration procedure online can access a number of services made available through the Client Gate, but an authenticated registration is needed to access fully transactional services such as those provided by the Hungarian [Tax and Financial Control Administration](#) (APEH).

Network

Electronic Government Backbone (EGB)

The **Electronic Government Backbone** (EGB, or, in Hungarian: '*Elektronikus Kormányzati Gerinchálózat*', *EKG*) was launched in November 2004. It is a secure country-wide IP network for the Hungarian public sector, providing a secured and monitored broadband communication infrastructure and supporting the government Intranet. The EGB is connected to the EU's TESTA network.

e-Identification infrastructure

There is currently no central e-identification infrastructure in Hungary, but the Government has plans for an electronic ID card. In October 2002 a project to identify "Detailed requirement specification for the usage of electronic signatures and smart cards in order to ensure IT security of public administration" was launched. Requirements and [specifications](#) for the development of the Hungarian electronic ID card (HUNEID) and its prototype implementation were published in late 2004.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Hungary. Government decree 167/2004 (V. 25.) on electronic procurement foresees the implementation of an Electronic Public Procurement System. The Government's plan is to set up a fully automated electronic public procurement system within the next years. The system will cover all procurement phases: notification of tenders, publication of tenders, management of receipts/submission of tenders, evaluation of tenders and ordering, invoicing. It will support electronic catalogues, electronic auctions and dynamic purchasing in compliance with the new EU Public Procurement Directives. The responsible institution for the project is the [Council for Public Procurement](#). At the moment its website already provides access to public procurement information and to the tender notices published in the Hungarian Official Journal.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Hungary.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance, Tax and Financial Control Administration
Website: <http://www.apeh.hu/>
Sophistication stage: 3/4
Description: All forms are downloadable for supplying of data and declaration of taxes, which may be submitted both online and offline.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Employment and Labour, National Employment Service
Website: <http://www.afsz.hu/>
Sophistication stage: 2/3
Description: The website of the National Employment Service makes it possible to search amongst and apply to the positions on offer, as well as to ask for notification of the offers fitting to the applicant's needs.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Employment and Labour, National Employment Service
Website: <http://www.afsz.hu/>
Sophistication stage: 1/4
Description: Information only.

b. Family allowances

Responsibility: Central Government, Hungarian State Treasury
Website: <http://www.allamkincstar.gov.hu/>
Sophistication stage: 2/4
Description: Information is generally available about the services. Downloadable forms should be submitted offline.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, National Health Insurance Fund
Website: <http://www.oep.hu/>
Sophistication stage: 2/4
Description: Information is generally available about the services. Downloadable forms should be submitted offline.

d. Student grants

Responsibility: Central Government, Universities and the Ministry of Education, Hungarian Scholarships' Committee
Website: <http://www.om.hu/>
Sophistication stage: 1-2/4
Description: Information only. The universities generally transfer students' grants electronically, but no procedure can be initiated online.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior, [Central Office](#)
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 2/3
Description: Information is available on the request procedure. In case of having registered, citizens can set an appointment date online and even can initiate the procedure at the agency (document office) online.

b. Driving License

Responsibility: Central Government, Ministry of the Interior, [Central Office](#)
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 2/3
Description: Information and downloadable forms are available online. Requests for international licenses may be initiated online. Case handling is offline.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of the Interior, [Central Office](#)
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 2/4
Description: Information and downloadable forms.

6. Application for building/planning permission

Responsibility: Central Government, National Home and Construction Office
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 1/4
Description: Information about the procedure only.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Hungarian Police
Website: <http://www.bm.hu/police>
Sophistication stage: 1/3
Description: Information only. Declarations can however be sent via the central e-mail address police@bm.gov.hu. E-mails are filed and forwarded to the responsible officers. Reporters receive notifications. There are also downloadable forms online, as well as a forum for advices on crime prevention.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Ministry of Cultural Heritage and the National Szecsenyi Library
Website: <http://www.mek.iif.hu/> and <http://www.ki.oszk.hu/>
Sophistication stage: 0-2/3
Description: Online information is available about most public libraries, but interactive services are not generalised. The website of the Hungarian Electronic Library (MEK) provides a possibility of two way interaction.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, [Central Office](#)
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 3/3
Description: Requests for certificates, as well as a set of appointment date for the agency (document office) may be initiated online, after having registered into the system – with personal visit. Case handling is offline.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of Education, National Office for the Enrolment in Higher Education
Website: <http://www.felvi.hu/>
Sophistication stage: 2/4
Description: There are personalised interactive services and information available on the website (via postal letters, telephone, e-mail, Internet and SMS). Enrolment remains managed by higher education institutions.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, [Central Office](#)
Website: <http://www.magyarorszag.hu/>
Sophistication stage: 3/3
Description: Requests for annexes and change, also a set of appointment date to the agency (document office) can be initiated online. Case handling is offline, and procedure needs personal registration in advance.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.eum.hu/>
Sophistication stage: 1/4
Description: Only information is available online on public health administrative procedures. There is no possibility to make appointments or to ask for advice on services online yet.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government: Retirement Insurance Directorate General of the Ministry of Finance
Website: <http://www.onyf.hu/>
Sophistication stage: 2/4
Description: There are downloadable forms that have to be submitted offline.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax and Financial Control Administration
Website: <http://www.apeh.hu/>
Sophistication stage: 4/4
Description: The process relies on PKI-based chip technology with increased security. The required tools (chip card, reader) are provided by the Tax Office. There is a special emphasis on the 10,000 largest corporate taxpayers.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax and Financial Control Administration
Website: <http://www.apeh.hu/>
Sophistication stage: 2/4

Description: Information and downloadable forms are available on the website. Submissions can only be conveyed for the largest tax-paying companies (over 10,000).

4. Registration of a new company

Responsibility: Central Government: Ministry of Justice, National Office of Judicature Council

Website: <http://www.magyarorszag.hu/ugyfelkapu/>

Sophistication stage: 3/4

Description: Since September 2005 companies can submit registration requests and registration changes requests (changes in the seat, branch or field of activity of the company) electronically to the Business Court. In addition to filing registration and registration change requests, companies can also request an electronic copy the documents included in the business registries. At the moment the service is only available to large companies (limited and listed companies), which frequently need to file business registration documents, but it will be extended to all businesses in the future. Even for large companies the service is not compulsory and remains optional.

5. Submission of data to statistical offices

Responsibility: Central Government: Central Statistical Office

Website: <http://www.ksh.hu/>

Sophistication stage: 3/3

Description: Data can be submitted electronically to the Statistical Office.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Hungarian Customs and Finance Guard

Website: <http://www.vam.hu/>

Sophistication stage: 2/4

Description: There are basic interactive tools and information available online on the website. Certain forms with permission can be returned online.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment and Water Management

Websites: <http://www.kvvm.hu/>

Sophistication stage: 2/4

Description: There are downloadable forms on the [Hungarian Government portal](#) for the purpose of the declarations. They should be submitted offline, however.

8. Public procurement

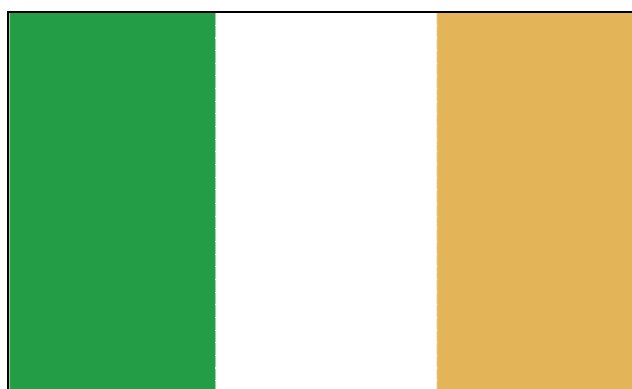
Responsibility: Central Government, Council of Public Procurement of the Prime Minister's Office

Website: <http://www.kozbeszerzes.hu/>

Sophistication stage: 2/4

Description: The website of the Council for Public Procurement provides access to public procurement information and to the tender notices published in the Hungarian Official Journal. Registered institutions may publish their calls online and can monitor the state of the tender. Notifications work via e-mailing.

eGovernment in Ireland



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Ireland. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 70,273 Km²

Population (1,000): 4,027.7 inhabitants (2004)

Capital: Dublin

Language: English, Gaelic

Currency: Euro

GDP at market prices: 148,557.5 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 31,400 Euro (2004)

GDP growth rate: 4.5% (2004)

Inflation rate: 2.3% (2004)

Unemployment rate: 4.5% (2004)

Government debt/GDP: 29.9% (2004)

Public balance (government deficit or surplus/GDP): +1.3% (2004)

Source: Eurostat

Political Structure

Ireland is a Parliamentary republic. The Parliament ([Oireachtas](#)) consists of two Houses: Dail Aireann (the Lower House, 166 elected members) and Seanad Aireann (the Senate, 60 members appointed by the government). General elections to the Lower House are held every five years on the basis of a proportional system.

The Head of State is the [President](#) of the Irish Republic, elected directly by the people for a seven-year term renewable once. The President has an essentially representative role and does not have executive or policy-making powers. Executive power is exercised by the [Government](#), led by a Prime Minister ([Taoiseach](#)) who is appointed by the President upon the recommendation of the Lower House.

There is a two-tier system of **local government** in Ireland. The country comprises 29 County Councils, which have jurisdiction or control throughout their administrative areas. In some County Council administrative areas, local government functions are shared with City, Borough or Town Councils. There are currently 5 City Councils, 5 Borough Councils, and 75 Town Councils.

The [Constitution of Ireland](#) was approved by the people in 1937, and subsequent amendments have always been submitted to a referendum.

Ireland became a member of the European Union on 1 January 1973.

Current Head of State: President Mary McAleese (since 11 November 1997)

Current Head of Government: Taoiseach Bertie Ahern (since 26 June 1997)

Information Society indicators

Percentage of households with Internet access: 40% (2004)

Percentage of enterprises with Internet access: 92% (2004)

Percentage of individuals using the Internet at least once a week: 27% (2004)

Percentage of households with a broadband connection: 3% (2004)

Percentage of enterprises with a broadband connection: 32% (2004)

Percentage of individuals having purchased/ordered online in the last three months:
10% (2004)

Percentage of enterprises having received orders online within the previous year: 19%
(2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 11.4%, downloading forms 8.7%, returning filled forms 6.3% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 60%, downloading forms 54%, returning filled forms 32% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Ireland](#)

11 October 2005

The Government introduces a **cross-departmental peer review process for major public sector IT projects**. The system will involve experts from across the public service assessing projects to prevent cost overruns and the development of systems that cannot be used. The peer review group will be based at the Department of Finance's Centre for Management and Organisation Development (CMOD), which will co-ordinate task groups examining every major ICT project at all stages of development and will review progress throughout implementation.

05 May 2005

An enhanced version of the Irish e-government portal [reachservices](#) goes live, making use of the first phase of the **Public Services Broker (PSB)** system. The deployment of the PSB represents an important milestone for the development of Ireland's e-government infrastructure and the integration and improvement of its electronic service delivery. In this first phase, the PSB includes a single identification and authentication process and a single electronic payment facility. The Personal Public Service (PPS) numbers database is used for authenticating users.

21 March 2005

The Irish Government announces the development of an **integrated smart card-based electronic ticketing system** for all public transport services in the country. The Irish Railway Procurement Agency (RPA) has been given the responsibility to achieve the implementation of such a system, which would provide users with a single smart card allowing them to use the networks of all public transport providers and of certain private operators.

15 July 2004

The Irish Government launches the [eCabinet initiative](#), aimed at making Government work more efficient. Phase 1 of the project allows all Government departments to electronically manage all stages of the process of preparing, refining and circulating Cabinet documentation among departments. With the rolling out of further project phases, the entire Cabinet decision-making process will be e-enabled, from initial drafting to decision. Based on an XML infrastructure, the system will feature touch screen terminals at the Cabinet table itself, providing Ministers with, among other things, online access to the agenda and to an electronic archive.

29 June 2004

The Irish Government establishes an expert group to introduce a standard framework for **Public Service Cards (PSC)**. Public Service Cards are cards used to identify individuals using public services (i.e. medical card, social services card, etc.). The task of the expert group is to draw up a standard framework for the development of the cards and to investigate the development of a single; multi-purpose public service card removing the need to hold multiple cards for dealing with different public services. The single card would be used in conjunction with the Personal Public Service (PPS) number, a unique identifier that is expected to become a feature of an ever-increasing number of Irish public services.

30 April 2004

The Irish Government **Cancels its plans to use electronic voting machines** countrywide for the June 2004 local and European elections. This cancellation follows the release of an [interim report by the Government-appointed Commission on Electronic Voting](#) which was

unable to recommend the use of the chosen system because of secrecy, accuracy and testing issues.

29 April 2004

Publication of the [second progress report on the 'New Connections' Information Society action plan](#). According to the report, progress in e-government has been particularly encouraging over the past year, and further qualitative and quantitative progress should be achieved with the upcoming launch of the Public Services Broker (PSB).

20 April 2004

Reach, the Government agency established to advance the e-government agenda in Ireland, announces that the **Public Services Broker (PSB)** finally enters development phase. The PSB, which procurement process has suffered long delays, is designed to provide the central infrastructure for the country's online government services. It will consist in a government-wide middleware layer and supporting infrastructure enabling seamless interoperation of government information systems and delivery of electronic services.

05 November 2003

The Information Society Commission (ISC) published the report "[eGovernment - More than an automation of Government Services](#)", calling for a re-orientation of the Irish e-government strategy. The report argues that Government must look beyond putting public services online: the use of ICT should be focused on the improvement of the overall public sector performance: more efficient internal administrative processes, better policy outcomes, higher quality services, and stronger engagement with citizens.

07 October 2003

The Irish Government launches its new e-enabled civil registration system. Called "**eEnabling Life Event Data**", the project aims at creating a national database of all life events - such as births, deaths, and marriages - which will be available at any registrar's office. The new service will also include the automatic allocation of a Personal Public Services Number (PPS number) to a child as part of the birth registration process. Among other things, it will enable faster and more efficient processing of claims for child and social benefits recipients.

June 2003

The Reach agency, in charge of piloting Ireland's e-government initiative, introduces the **Inter-Agency Messaging Service (IAMS)**, aimed at making communications and data exchange between government agencies easier and more secure and reliable, in order to provide integrated services to citizens and businesses. In the future, IAMS will eventually become part of the Public Services Broker, Ireland's central e-government infrastructure.

February 2003

Publication of the [first progress report on the 'New Connections' Information Society action plan](#). The report outlines progress in the seven policy strands set out in the Action Plan - Telecommunication Infrastructure, Legal & Regulatory Environment, e-Government, e-Business, R&D, Lifelong Learning and e-Inclusion.

December 2002

The Information Society Commission presents its report [Building the Knowledge Society](#) to the Minister of State for the Information Society. The report outlines 60 recommendations to Government and contains the views and considerations of government, industry and representative bodies with regard to building the knowledge society in Ireland.

October 2002

Following successful tests of electronic voting during the general election of May 2002 and the Referendum on the Nice Treaty in October 2002, the Cabinet decides to **extend electronic voting throughout the country** for the Local and European elections in 2004. The estimated cost of introducing the voting machines nation-wide is €33m.

June 2002

The National Disability Authority (NDA) launches the [Irish National Disability Authority IT Accessibility Guidelines](#), which provide comprehensive guidance for making electronic services widely accessible to people with disabilities.

March 2002

Publication of the Irish Government's second Information Society Action Plan: [New Connections - A Strategy to realise the potential of the Information Society](#). The document sets out the Government's strategy to ensure that the benefits of the Information Society are available to all in Ireland. It assesses progress to date, reviews priorities, and puts in place a new strategic framework to take the Information Society agenda forward.

December 2001

Launch of the Irish public sector procurement portal [E-Tenders](#), providing online access to public sector procurement opportunities.

November 2001

The Taoiseach (Prime Minister) appoints a new [Information Society Commission](#) to help shape the evolving public policy framework for the Information Society in Ireland. The Commission acts as an independent advisory body to Government, reporting directly to the Taoiseach, for three years to end 2004, drawing on high-level representation from government, the business community, and social partners.

19 October 2001

Publication of the "[Strategy for the Implementation of eProcurement in the Irish Public Sector](#)". This strategy emphasises the need for procurement management reform, and points out four aspects to implementation of e-procurement in Ireland: capacity building, training and education, aggregation, and development of e-procurement systems. The strategy contains a number of key targets to be achieved by the end of 2007.

May 2001

Launch of [BASIS](#) (Business Access to State Information and Services), Ireland's e-government portal for businesses.

April 2001

Launch of [OASIS](#) (Online Access to Services, Information and Support), Ireland's e-government portal for citizens.

September 2000

Launch of the [REACH agency](#), in charge of delivering the Public Services Broker, a new system designed to provide greater public access to a wide range of integrated public services.

February 2000

The Government agrees to the **introduction of electronic direct vote recording and counting** at elections, and the drafting of the necessary enabling legislation, with a view to the use of electronic vote counting commencing at the European Parliament/Local Elections in 2004.

July 1999

The Government establishes an [Information Society Fund](#) to facilitate progression of initiatives set out in, or consistent with, the Government's Action Plan on the Information Society. Up to end-2002, over €154m is to be made available to support Information Society and e-Government-related projects across a wide range of Departments and Agencies.

January 1999

Publication of the Irish government's first [Action Plan on implementing the Information Society in Ireland](#). The document outlines the government's approach and timetable for the implementation of the Information Society in the country.

May 1997

Launch of the [Quality Customer Service Initiative](#). This Initiative sets out a series of principles for improving customer service in the public sector.

1997

Approval of the **Public Service Modernisation Act 1997**, underpinning government modernisation process with legislative provisions requiring, among other things, all Departments and Offices to produce Strategy Statements and Annual Reports.

1996

Publication of the report [Delivering Better Government](#), setting down an integrated programme for the modernisation of the Civil Service.

1994

Launch of the **Strategic Management Initiative (SMI)**, a process to achieve excellence of service for the Government and for the public as customers and clients at all levels.

eGovernment Strategy

Main strategic objectives and principles

The Irish e-government strategy is laid down in [New Connections - A Strategy to realise the potential of the Information Society](#), which was presented in March 2002. The following paragraphs present the key e-government contents of the 'New Connections' strategy.

Vision

The technologies of the Information Society present Government with new opportunities to reshape the delivery of government services around user needs, and on a 24x7 basis. They also provide a possible competitive advantage through reduced costs, higher efficiencies, better services and opportunities to allow Irish industry to develop new applications and content around the electronic government services.

Online services can be structured around life events and their business equivalents, and need not be constrained by traditional organisational boundaries. ICTs therefore make possible new connections – both within Government itself, and between Government and the citizen and Government and the business users of its services.

The development of e-government is also central to shaping how we evolve as an Information Society. Aside from the objectives of improved service delivery and internal efficiencies, Government business processes clearly serve as key stimulus to wider engagement with ICTs – both within the business community, and among the general public. Given its key infrastructural significance, progress with e-government is increasingly seen internationally as a key indicator of wider Information Society development, and a key determinant of national competitiveness.

Progress already achieved (1999-2002)

The first Information Society Action Plan in January 1999 set out a three-stranded approach to online delivery of public services:

- Strand 1 – information services: ensuring all public service information is available online through the websites of Departments and Agencies, and at the same time as it is delivered through traditional channels
- Strand 2 – interactive services: delivery of public services online, enabling complete transactions to be conducted through electronic channels
- Strand 3 – integrated services: rearrangement of information and service delivery around user needs, and available in an integrated manner through a single point of contact with government.

It is appropriate to recognise that progress with this agenda has been significant. In an EU benchmarking exercise carried out in November 2001 to measure progress with online delivery of public services, Ireland performed strongest of all Member States. The key developments towards the objectives set out in the first Action Plan have been as follows:

1. **Website standards** – Guidelines and standards for all public sector websites were produced in November 1999, building on best practice in relation to design, search facilities and accessibility guidelines.
2. **Reach** – The Reach Agency was established during 1999 to develop a strategy for the integration of public services and the implementation of e-government.
3. **eStrategies** – Beginning in 2000, all Departments were mandated to produce e-strategies for the delivery of public services online, and to report on progress with implementation in their Annual Reports.

4. **Public Services Broker** – In May 2000, Government agreed on the Public Services Broker model as the framework for the integrated delivery of public services through multiple channels, accessible from a single point of contact.
5. **OASIS and BASIS projects** – In the context of progressing central components of the Public Services Broker, the OASIS (Online Access to State Information and Services) and BASIS (Business Access to State Information and Services) projects were initiated during 2000: the OASIS website was launched in April 2001, providing an integrated online resource of public service information based around citizen-centred life events, and available through a single point of contact (Oasis.gov.ie); the BASIS website was launched in May 2001, providing an integrated online resource of public service information based around business-centred needs, and available through a single point of contact (Basis.ie).
6. **Information Society Fund** – The Information Society Fund was established by Government to enable prioritisation of projects in the 1999 Action Plan and other initiatives consistent with its objectives. Up to end-2001, €109m was made available to support approximately 150 projects across a wide range of Departments and Agencies. The Fund has been an important catalyst in promoting successful realisation of Information Society and e-government objectives. Its flexibility as a central fund has facilitated effective responsiveness to evolving needs, and will continue to be critical in responding to the challenges and objectives of the New Connections Action plan.

Priorities for Service Delivery (2002-2005)

The Government is committed to the objective of having all public services that are capable of electronic delivery available online, through a single point of contact, by 2005.

This objective is now a central focus for all Departments and Agencies through their Statements of Strategy under the Public Services Management Act, resulting in the e-government agenda being clearly integrated with mainstream business strategy and objectives.

Government is also committed to ensuring that the benefits of integrated services will not depend on having direct access to the electronic delivery channel. Intermediated access to the Public Services Broker will be a key feature and will be facilitated through both telephone contact centres and one-stop-shops.

1. **Public Services Broker** – Delivery of all public services will be progressed through the framework of the Public Services Broker, the key features of which are as follows:
 - Integration – The Broker will provide integrated access to all services of central and local government through a single point of contact.
 - Multiple Access Channels – The Broker will make services available through multiple access channels, including online self-service, and intermediated service through both telephone contact centres and one-stop-shops.
 - Data Security – The Broker will provide protected data vaults for secure storage of the personal or business information necessary to facilitate access to public services, while making available to public service agencies only the information that is strictly necessary for the delivery of specific individual services. Provision of data to the Broker will be managed and controlled by the individual or business to whom the data relates, and will, beyond certain core basic data, be on a voluntary basis.
2. **Reach** – Reach will be the focal point for the delivery of integrated public services through the Public Services Broker. Its mission is to radically improve the quality of service to personal and business customers of Government and to develop and deploy the Public Services Broker to help agencies achieve that improvement.
3. **Reach Services Portal** – As a key step towards the delivery of a single point of contact for citizen and business users of public services, the Reach Services portal will be available online by April 2002. It will deliver the facilities to:
 - Provide citizen and business oriented information on public services
 - Register as an authenticated personal user of online public services

- Make applications for and avail of public services online
 - Accept payments for services online using debit and credit cards
4. **Reach Architecture, Components and Timelines** – Reach will develop and publish the Public Services Broker architecture and functionality, a complete programme delivery plan with timelines, and any required enabling legislation.
 5. **Integrated Services** – Best practice guidelines for the deployment of services nationally through the Public Services Broker will be developed;
 6. **Flagship Services to Citizens** – The following flagship citizen-centred services will be prioritized and progressed during 2002, consistent with the principles underpinning integrated delivery of services through the Public Services Broker: Motor Tax, Driving Licences, Road Haulage Licences, Passports, Birth, Death and Marriage certificates, Local Authority Housing (including provision for online self-assessment of eligibility), Planning Applications, Court Fines, Electoral Register, Child Benefit, Adult Education Guidance, Agriculture grants and services (area aid applications, disease eradication schemes, etc.)
 7. **Flagship Services to Business** – The following flagship business-centred services will be prioritised and progressed during 2002, consistent with the principles underpinning integrated delivery of services through the Public Services Broker: Revenue (all returns and payments), Statistical Returns, payment of Commercial Rates, Public Procurement (integrated access to all procurement opportunities, evolving towards supporting all stages of the procurement process online), Land Registration, Work Permits, filing of annual returns to the Companies Registration Office, renewal of Patents and Trademarks, application for mining prospecting licence and operation, application for forestry grants, application for vessel registration and fishing licences, notification of a change of ownership of a vehicle.
 8. **eHealth** – The future National Health Information Strategy will include an information framework to support the achievement of the goals and objectives as set out in the National Health Strategy. Consistent with the principles underpinning delivery of the Public Services Broker, this will include prioritisation of a number of pilot eHealth projects.
 9. **Departmental Projects** – The services being delivered through departmental projects will be progressed in the context of the overall objectives set out in this Action Plan, and consistent with the principles underpinning the integrated delivery of services through the Public Services Broker.
 10. **Monitoring arrangements** – To ensure the necessary momentum, progress by Departments and Agencies towards electronic service delivery targets will be the subject of quarterly reports to the Cabinet Committee on the Information Society. An eGovernment Implementation Group will monitor and promote the implementation of e-government across the Public Sector. The remit of the Implementation Group will include the development of a communications strategy for the e-government process both internally and externally.

Priorities for Government Modernisation

Developments in e-government closely support the Government modernisation programme, and will be central to issues such as further deepening of the Quality Customer Service initiative, devolving more decision-making closer to the customer, improved financial information systems, and effective mechanisms for addressing cross-cutting policy issues. A key challenge will be to ensure that the full synergies between e-government and the wider modernization process are realised.

Building on the work that is being progressed in delivering integrated services through the Public Services Broker, there is growing acceptance of the need for a greater internal e-government focus on streamlining background processes, facilitating cross-organisational collaboration, continuing to develop an organisational culture with a user-centric focus, and achieving the full benefits from the substantial investments in technology across the public service. Further development of the SMI process, including the Strategy Statement and Business Planning process, the Quality Customer Service initiative and reforms in relation to HR management and financial management, is essential to ensure that the public sector is positioned to rise to these new challenges.

The implications of this are significant for staff and management at all levels – for what they actually do, for taking ownership, for the way they work, the organisational structures within which they work, and the way they share knowledge. There are also implications for citizens, corporate citizens and other stakeholders, all of which need to be addressed.

1. **eEnabling the Public Service** – Work towards e-enablement of particular processes, including the business of Government itself through the eCabinet project, is already underway. In support of these cross-agency initiatives, the parallel creation of a knowledge-based organisation is a natural extension of the e-government process. It will necessitate a re-configuration of the ICT infrastructures across the public service to provide for greater use of intranets and extranets and a greater emphasis on sharing of services and common automated processes using web technologies. It also means a new approach to IT governance, organization and development, human resource management, leadership and support. The Department of the Taoiseach and the Department of Finance will progress further proposals during 2002 to shape developments in this area in the context of the unfolding modernisation process.
2. **eCabinet Project** – The eCabinet project will bring the application of new technologies to the Cabinet process.
3. **eLegislation Project** – Proposals are being progressed to support e-enablement of the process governing the preparation of legislation, contributing to an efficient, accurate, cost-effective and seamless delivery of Bills to Government.
4. **eProcurement Project** – The Irish public sector procurement portal was launched in December 2001 providing online access to public sector procurement opportunities (Etenders.gov.ie). Information is updated on a daily basis and is provided free of charge to all registered users. A facility enabling suppliers to reply to tenders electronically will become available during April 2002 as a further phase in a process that is underway towards fully integrated electronic procurement procedures across the public sector.
5. **Department of Finance** – Progress is underway towards e-enabling the processes through which Departments and Agencies interact with the Department of Finance in relation to the administration of the public finances, including the Estimates process and the ongoing monitoring of public expenditure.
6. **Planning Applications** – In addition to the citizen-focused aspects of the planning process, this project will facilitate electronic integration and dissemination of planning files with third party organisations and partners who contribute to the planning process. The heritage aspects of the planning process carried out by Dúchas will be included as part of this facility.
7. **Integrated Housing Package** – The exchange of information between local authorities and the Department of the Environment and Local Government will be automated through this project, which will be implemented in all housing authorities over the next three years.
8. **Communications Infrastructure** – A new VPN (Virtual Private Network) will be progressed during 2002 to enhance existing infrastructure for communications between Departments and Agencies and to support the delivery of the Public Services Broker and the e-government process.
9. **Electronic Payments Strategy** – Work towards establishing a comprehensive framework for transferring value electronically throughout the economy will be progressed during 2002 through a Steering Group under the aegis of the Department of the Taoiseach.
10. **National Spatial Data Infrastructure (NSDI)** – Work towards establishing a National Spatial Data Infrastructure (NSDI) will be progressed during 2002 as a strategic priority in the context of the overall development of the e-government process. The key focus will be the integration of spatial data (or geographically referenced information) with all wider information-management processes across Government, consistent with the principles underpinning integrated delivery of services through the Public Services Broker.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Ireland.

Freedom of Information legislation

[Freedom of Information Act \(1997\)](#)

The Freedom of Information Act was approved in 1997 and went into effect in April 1998. The Act creates a broad presumption that the public can access all information held by government bodies. Under the Act, any person can request any record held by a public body. The Act lists the government departments and bodies it covers. The Minister of Finance can by regulation add more bodies and has been slowly expanding the scope of the legislation to new organisations, now numbering around 400. It has committed to extend the application to nearly all bodies by 2005. The Act does not apply to the Garda Síochána (police). Government bodies must respond within four weeks and justify why information is withheld. It also requires that agencies provide a written explanation to individuals of decisions that affect their interests. The Act only applies to documents created after April 1998, unless they contain personal information or are necessary to understand other documents covered under the Act. There are a number of exemptions and exclusions with different harm and public interest tests. Public bodies are required to publish information relating to their structure, functions, duties, descriptions of records, and the internal rules, procedures, practices, guidelines, and interpretations of the agency. The [Office of the Information Commissioner](#) oversees and enforces the Act. Decisions of the Commissioner are binding and can be appealed only on a point of law.

Data Protection/Privacy legislation

[Data Protection Act \(1988\)](#)

The Data Protection Act was amended in 2003 to ensure full compliance with the EU data protection legislation. The [Data Protection Commissioner](#) oversees and enforces the Act.

E-Commerce legislation

[Electronic Commerce Act \(2000\)](#)

The Electronic Commerce Act 2000, which became law on 20 September 2000, implements the Electronic Signatures Directive (1999/93/EC) and, in part, the Electronic Commerce Directive (2000/31/EC). The Act provides (with some exceptions) for the legal recognition of electronic signatures, electronic writing and electronic contracts. It authorises the use of encryption and sets the rights and obligations of Certification Service Providers (CSPs). On 26 February 2003 the Minister of Enterprise Trade & Employment signed the European Communities (Directive 2000/31/ EC) Regulations 2003 to give effect to those remaining provisions of the E-Commerce Directive (2001/31/EC) not transposed into Irish law by the Electronic Commerce Act 2000.

E-Communications legislation

[Communications Regulation Act \(2002\)](#)

Ireland has transposed all the Directives under the new EU regulatory framework for electronic communications, by means of the Communications Regulation Act 2002 and of secondary legislation (a number of Statutory Instruments).

E-signatures legislation

[Electronic Commerce Act \(2000\)](#)

The Electronic Commerce Act 2000, which became law on 20 September 2000, implements the Electronic Signatures Directive (1999/93/EC). The Act provides (with some exceptions) for the legal recognition of electronic signatures, electronic writing and electronic contracts. It authorises the use of encryption and sets the rights and obligations of Certification Service Providers (CSPs).

E-procurement legislation

The new EU public procurement directives (2004/17/EC and 2004/18/EC) are expected to be implemented in 2005. The following areas of use of electronic means in the public procurement process are already regulated by national legislation: rules applicable to communication, and storage of data. With the new EU directives it is expected that the Irish government will provide that Contracting Authorities may use electronic auctions and dynamic purchasing systems and that these will be generally available.

Re-use of public sector information

[European Communities \(Re-Use of Public Sector Information\) Regulations 2005](#)

This statutory instrument (secondary legislation, S.I. No. 279 of 2005) transposes the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) into Irish Law. It came into effect on 1 July 2005.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

Department of the Taoiseach

The Department of the Taoiseach (Irish Prime Minister) is directly in charge of the Information Society and e-Government policy/strategy. Within the Department, a Minister of State has specific responsibility for advancing the Information Society and e-Government agenda across Government. The Minister for the Information Society is responsible for co-ordinating policy to ensure the continued development of the Information Society in Ireland, promoting and monitoring the implementation of national policies in this area, and representing the country at European and other international fora on Information Society issues. The Minister is assisted in this role by the **Cabinet Committee on the Information Society**, which defines, approves and monitors the Information Society strategy. The committee is convened by the Minister for the Information Society, chaired by the Taoiseach and comprised of several Ministers. The work of the Cabinet Committee on the Information Society is complemented by that of the **eStrategy Group of Secretaries General**, which addresses national e-Strategy issues. Secretariat for the Cabinet Committee on the Information Society and for the eStrategy Group of Secretaries General is provided by the **Information Society Policy Unit (ISPU)** in the Department of the Taoiseach.

Coordination

1. Minister with responsibility for the Information Society (within the Department of the Taoiseach)

2. Information Society Policy Unit (ISPU)

The Information Society Policy unit (ISPU), part of the Department of the Taoiseach, has overall responsibility for developing, co-ordinating and driving implementation of the Information Society agenda.

3. Cabinet Committee on the Information Society

Coordination at Ministers level.

4. eStrategy Group of Secretaries General

Coordination at department Secretaries General level.

5. Assistant Secretaries eGovernment Implementation Group

Coordination at department Assistant Secretaries level.

Implementation

1. Reach

The Reach Agency was established by Government decision in 1999 and, in May of 2000, was mandated by Government to build or procure the Public Services Broker. Since then, Reach has been defining the architectures and principles underlying the operation of the Broker and is now leading its development.

2. Government Departments and Agencies for departmental projects.

Support

1. Reach

2. Information Society Policy Unit (ISPU)

Audit/Assurance

Office of the Comptroller and Auditor General

The role of the Office of the Comptroller and Auditor General is to audit and report on the accounts of public bodies, establish that transactions of public bodies are in accordance with the legal authorities governing them and that funds are applied for the purposes intended, provide assurance on the system of internal financial control put in place by each body,

examine whether each body administers its resources economically and efficiently and has mechanisms in place to evaluate the effectiveness of operations.

Data Protection

[Data Protection Commissioner](#)

The Data Protection Commissioner is responsible for upholding the rights of individuals as set out in the Data Protection Act, and enforcing the obligations upon data controllers. The Commissioner is appointed by Government and is independent in the exercise of his or her functions.

Other

[Office of the Information Commissioner](#)

The main functions of the Information Commissioner are to review the decisions of public bodies in relation to Freedom of Information Act requests and, where necessary, the making of binding, new decisions; the review of the operation of the FOI Act to ensure that public bodies comply with its provisions; the fostering of an attitude of openness among public bodies by the encouragement of the voluntary publication of information above and beyond the minimum requirements of the Act; the preparation and publication of commentaries on the practical operation of the Act.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Local Councils

Coordination

No information available.

Implementation

Local Councils

Support

[Local Government Computer Services Board \(LGCSB\)](#)

The LGCSB is a public sector organisation, closely aligned with local government in Ireland. Its job is to provide local authorities with the best possible solutions to meet all their Information and Communications Technologies needs, to help local authorities develop appropriate strategies to underpin their business needs and to help them implement appropriate solutions.

Audit/Assurance

[Local Government Audit Service \(LGAS\)](#)

The Local Government Audit Service (LGAS) is an external audit service providing independent credibility to the financial stewardship function of local authorities and other bodies.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Tom Kitt

Job title: Minister of State at the Department of the Taoiseach (with special responsibility as Government Chief Whip and for the Information Society)

Picture:



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E-mail: minister.kitt@taoiseach.gov.ie

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Colm Butler

Job title: Director of Information Society Policy Unit, Department of the Taoiseach

Picture:



Contact details:

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Other e-government executives

Name: Oliver Ryan
Job title: Director of the Reach Agency
Picture:

No picture available

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Reachservices

Reachservices is Ireland's new e-government portal, providing a single point of access to informational, interactive and transactional public services. The Reachservices portal is the user-facing interface of the Public Services Broker (PSB), Ireland's central e-government infrastructure. The portal includes a single identification and authentication process and a single electronic payment facility. Thus, the enhanced version of the portal allows registered users to conduct transactions with government from one central access point at any time. Reachservices complements and is meant to replace the informational citizen portal [OASIS](#) (Online Access to Services, Information and Support), which was launched in 2001. A specific e-government portal exists for businesses: [BASIS](#) (Business Access to State Information and Services).

Network

Irish Government's Virtual Private Network (GVPN)

To improve existing infrastructure for communications between Departments and Agencies, the Irish Government has built a VPN, which will also support the delivery of the Public Services Broker and the e-government process.

e-Identification infrastructure

Public Services Broker and Personal Public Service Number

At the heart of the Irish e-Government, the Public Services Broker is meant to act as an enabler or assistant between customers and public service agencies. It provides a single mechanism for access to public services to improve service delivery through traditional means (in person and over the phone) as well as through a self-service electronic channel (the [Reachservices](#) portal). Among other things, the PSB provides identification/authentication services for online public services. To this end, the PSB makes use of the Personal Public Service Number (PPS), a common identification number for taxation and social welfare purposes, which is gradually being extended across the public service in the interest of improving customer service. In June 2004 the Irish Government established an expert group to introduce a standard framework for **Public Service Cards** (PSC), making use of the PPS number and that could be used for electronic identification and authentication purposes.

e-Procurement infrastructure

E-Tenders

E-Tenders is the central government procurement portal. It provides information and tools for electronic public procurement and advertises notices for EU and sub-EU threshold contracts for the Irish public sector including central government, local authorities, Health Boards and hospitals, universities and schools. Recent developments include an electronic "post-box" to facilitate the electronic transmission of tenders by suppliers; site forums for the different sectors involved in public procurement such as central government, local government, health and education; and more comprehensive guidance material. Other features planned for the duration of the current contract include a pilot online tender evaluation system; and a facility to conduct tender clarifications/discussions between buyers and vendors online. Ireland recently became the first EU Member State to have "national" eSender status. The etenders website indeed has a facility for the online creation and submission of OJEU notices.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Ireland.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Revenue Commissioners
Website: <http://www.ros.ie/>
Sophistication stage: 4/4
Description: Only self-assessment taxpayers, typically self-employed individuals and/or individuals with non-PAYE (Pay as you earn) income such as rental income or investment income etc., are subject to the Pay and File system. They can file their income tax return/accounts information and pay their liability on-line. Taxpayers can also view details of their Revenue account including details of returns and payments online.

2. Job Search services by labour offices

Responsibility: Central Government, National Training and Employment Authority (FAS)
Website: <http://www.fas.ie/>
Sophistication stage: 3/3
Description: The website of the National Training and Employment Authority (FAS) provides a number of services for jobseekers (job search, interactive career choices advice, training services, etc.) and for employers (searching for staff, publication of vacancies, etc.).

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Department of Social and Family Affairs
Website: <http://www.welfare.ie/schemes/unemp/>
Sophistication stage: 3/4
Description: Provides details on the main unemployment payments available from the Department. Allows users to notify unemployment and benefit claims online.

b. Family allowances

Responsibility: Central Government, Department of Social and Family Affairs
Website: <http://www.welfare.ie/schemes/families/>
Sophistication stage: 4/4
Description: Provides details on a range of family support schemes. Allows users to introduce requests for some benefits online.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Ireland, where healthcare is free at the point of delivery in public health services. Persons insured for public health in Ireland receive a medical card issued by the Health Service Executive (HSE) Area, which gives them access to a number of health services either free of charge or subsidised: GP (family doctor) services; prescribed drugs and medicines (with some exceptions); in-patient public hospital services; out-patient services; dental, optical and aural services; medical appliances; maternity and infant care services.

d. Student grants

Responsibility: Central Government/Local Government, Department of Education and Science
Website: <http://www.education.ie/>
Sophistication stage: 2/4
Description: Information concerning various support schemes for students, and downloadable forms. Applications are managed by local authorities.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Department of Foreign Affairs, Passport Office
Website: <http://foreignaffairs.gov.ie/services/passports/default.asp>
Sophistication stage: 2/3
Description: Information on passport application process and online facility to request application forms. The Passport Office has appointed a supplier to provide a full automation of the passport application process. Irish citizens will be able to file their passport applications online shortly.

b. Driving License

Responsibility: Central Government (Department of Transport)/Local Government

Website: <http://www.transport.ie/viewitem.asp?id=2709&lang=ENG&loc=1233>
Sophistication stage: 2/3
Description: Information and forms to download. An [online driving test application](#) is also available.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Revenue Commissioners
Website: <http://www.revenue.ie/>
Sophistication stage: 3/4
Description: Information and downloadable forms. An online quotation tool makes it possible to calculate vehicle tax payable.

6. Application for building/planning permission

Responsibility: Local Government
Website: <https://www.reachservices.ie/>
Sophistication stage: 2/4
Description: Information only. Most local authorities' websites offer downloadable application forms for planning and building permission.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, National Police Service
Website: <http://www.garda.ie/>
Sophistication stage: 2/3
Description: Information and Incident report form to download.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government, The Library Council
Website: <http://www.elibs.gov.ie/>
Sophistication stage: 2/3
Description: Access to library catalogues and information on availability and location of books. No online requests available at the moment.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Department of Health and Children, General Register Office
Website: <http://www.groireland.ie/>
Sophistication stage: 2/3
Description: Information and application forms to download.

10. Enrolment in higher Education/university

Responsibility: Higher education institutions, Central Applications Office (CAO)
Website: <http://www.cao.ie/>
Sophistication stage: 4/4
Description: Online application system, including submission and payment of application fees, confirmation, and offers. CAO has been delegated by higher education institutions in Ireland the task of centrally processing applications to their first year undergraduate courses. The participating institutions retain the function of making decisions on admissions.

11. Announcement of moving (change of address)

Responsibility: N.A.
Website: N.A.

Sophistication stage: N.A.

Description: This service is not relevant for Ireland, where there is no obligation to inform the authorities of a change of address.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Department of Health and Children

Website: <http://www.oasis.gov.ie/health/>

Sophistication stage: 1/4

Description: Information only. An interactive health services portal is currently under development (project HealthIreland.ie).

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Revenue Commissioners
Website: <http://www.ros.ie/>
Sophistication stage: 4/4
Description: Online submission and payment of contributions for employees (Requires prior registration).

2. Corporation tax: declaration, notification

Responsibility: Central Government, Revenue Commissioners
Website: <http://www.ros.ie/>
Sophistication stage: 4/4
Description: Online information and services for companies and professionals (including corporate tax declaration and payment).

3. VAT: declaration, notification

Responsibility: Central Government, Revenue Commissioners
Website: <http://www.ros.ie/>
Sophistication stage: 4/4
Description: Online declaration and payment of VAT.

4. Registration of a new company

Responsibility: Central Government, Companies Registration Office
Website: <http://www.cro.ie/>

Sophistication stage: 2/4

Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistics Office (CSO)

Website: <http://www.cso.ie/>

Sophistication stage: 3/3

Description: Submission of data to the statistical office can be made electronically.

6. Customs declarations

Responsibility: Central Government, Revenue Commissioners

Website: <http://www.ros.ie/>

Sophistication stage: 4/4

Description: Customs declarations can be made online.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Environmental Protection Agency

Website: <http://www.epa.ie/>

Sophistication stage: 4/4

Description: Online submission of requests for environment-related permits.

8. Public procurement

Responsibility: Central Government, Department of Finance

Website: <http://www.e-tenders.gov.ie/>

Sophistication stage: 3/4

Description: E-Tenders is the central government procurement portal. It provides information and tools for electronic public procurement and advertises notices for EU and sub-EU threshold contracts for the Irish public sector including central government, local authorities, Health Boards and hospitals, universities and schools. Recent developments include an electronic "post-box" to facilitate the electronic transmission of tenders by suppliers; site forums for the different sectors involved in public procurement such as central government, local government, health and education; and more comprehensive guidance material. Other features planned for the duration of the current contract include a pilot online tender evaluation system; and a facility to conduct tender clarifications/discussions between buyers and vendors online.

eGovernment in Italy



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Italy. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 301,333 km²

Population (1,000): 57,888.2 inhabitants (2004)

Capital: Rome

Language: Italian (French and German in certain areas)

Currency: Euro

GDP at market prices: 1,351,327.9 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 23,500 Euro (2004, forecast)

GDP growth rate: 1.2% (2004)

Inflation rate: 2.3% (2004)

Unemployment rate: 8.0% (2004)

Government debt/GDP: 105.8% (2004)

Public balance (government deficit or surplus/GDP): -3.0% (2004)

Source: Eurostat

Political Structure

Italy has been a **Parliamentary Republic** since 2 June 1946 (following a referendum that abolished the Monarchy).

Legislative power is held by a bicameral **Parliament** made up of a **Chamber of Deputies** (630 elected members) and a **Senate** (315 elected members). The members of the two Chambers are elected for a period of five years. Deputies are elected by universal and direct suffrage, and eligible are voters who have reached the age of twenty-five on election day. Senators are elected universally and directly by voters older than twenty-five, and only voters older than forty years are eligible.

The Head of State is the **President of the Republic**, elected by Parliament (joint session) and by 3 delegates from each of the 20 regions for a seven-year term. The President has a limited but highly symbolic role. He has power to block laws if he feels they are not fully financed or constitutional and can dissolve parliament in times of crisis. Executive power is exercised by the **Government**, consisting in the Prime Minister (referred to in Italy as the President of the Council of Ministers) and the Ministers jointly constituting the Council of Ministers. The President appoints the Prime Minister and, on his advice, the Ministers. The Government has to enjoy the confidence of both chambers and is answerable to Parliament. The Prime Minister conducts and is responsible for the general policy of the government. He ensures the unity of general political and administrative policies, promoting and coordinating the activities of the Ministers.

Italy is made up of 20 regions, five of which are governed according to a special autonomous statute; it includes 103 provinces and 8,101 municipalities. The regions have legislative power together with the state in matters of concurrent legislation, except for fundamental principles that are reserved to state law. The regions have exclusive legislative power with respect to any matters not expressly reserved to state law. Municipalities and provinces have regulatory power with respect to the organisation and fulfilment of the functions assigned to them.

A constitutional reform promoted by the Government and adopted by Parliament in October 2005 is intended to significantly extend the powers of the regions (devolution).

The [Constitution of the Italian Republic](#) was adopted on 22 December 1947 and entered into force on 1 January 1948. It has been amended 13 times since then.

Italy was a founding member of the European Community in 1957.

Current Head of State: President Carlo Azeglio Ciampi (since 13 May 1999)

Current Head of Government: Prime Minister Silvio Berlusconi (since 10 June 2001)

Information Society indicators

Percentage of households with Internet access: 34% (2004)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 26% (2004)

Percentage of households with a broadband connection: N.A.

Percentage of enterprises with a broadband connection: 51% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 4% (2003)

Percentage of enterprises having received orders online within the previous year: 3% (2003)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 51%, downloading forms 51%, returning filled forms 36% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Italy](#)

18 October 2005

The Ministers for Innovation and Technologies and for Public Administration issue a **directive on the quality of online services** and the measurement of users' satisfaction. The aim of the directive is to provide useful information for increasing the quality of e-services on offer, based on a better understanding of customers' needs and requirements.

12 October 2005

Launch of the [Software Re-use Portal](#), providing a wealth of useful information and resources for the re-use of software developed by or for the public sector. Among other things, the portal provides guidelines for the re-use of software, methodological tools, a [catalogue](#) of re-usable applications developed by central government, tips for carrying out feasibility studies of software re-use, and a template for drafting re-use contracts.

28 July 2005

The National Centre for IT in Public Administration (CNIPA) and the State General Accounting Department sign an agreement for the development and implementation of advanced **IT solutions for accounting** throughout government departments. Under the agreement, over 40% of the total central government spend will be managed in a full electronic manner.

31 March 2005

Adoption of Law n.43/2005, which provides for the demise of paper ID documents and their replacement by electronic ID cards by the end of 2005. As of 1 January 2006 all new ID documents issued in Italy will be electronic.

22 March 2005

Launch of the ['Cultural Internet' portal](#), providing users with access to the catalogues of 2,300 Italian libraries.

10 March 2005

Official launch of the Italian business portal [Impresa.gov.it](#), which aims to become the single point of access to all e-government services for companies and entrepreneurs. With only a few clicks users can gain access to all information and services provided online by central government, regions, provinces, and municipalities with more than 25,000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities, and chambers of commerce. The portal is launched after a long pilot phase, during which interactive services were only available to registered users from six provinces.

07 March 2005

Adoption of the Legislative Decree on the ['Digital Administration Code'](#). The Code aims at providing a clear legal framework for the development of e-government and for the emergence of an efficient and user-friendly public administration. It contains a number of rules, obligations, recommendations and targets to promote the use of ICT in the public sector. It aims at contributing to removing obstacles to further e-government development, such as "cultural difficulties" and "obsolete norms". The Code will enter into force on 01 January 2006.

04 January 2005

Adoption of a new directive on the [Guidelines for the digitisation of Public Administration](#), which sets operational priorities for 2005.

01 January 2005

Launch of the Italian **electronic health card**. Together with e-prescriptions, the e-health card is a key element of the Italian national e-health programme, which aims at controlling the public health expenses while improving communication between health professionals and delivering better services to patients. The card, which contains a magnetic stripe but no chip, also features the European e-health insurance card information on the back.

02 December 2004

An agreement signed on between the National Centre for IT in Public Administration (CNIPA) and public TV company RAI paves the way for the development a **digital TV e-government portal**. The 'Italia Utile' ('Useful Italy') DTV portal will make the public information and services offered through the web-based e-government portal Italia.gov.it available via terrestrial digital TV.

27 October 2004

The Italian Government publishes [biometric guidelines](#), aimed at providing public sector bodies with useful information regarding the integration of biometric technologies in e-government projects.

14 May 2004

The Italian Government approves plans for the creation of a '**Public Connectivity System**', a key networking and communication infrastructure designed to enable digital communications and interoperability across the whole public sector. The new system will replace the current Unitary Network of the Public Administration (RUPA), a broadband network interconnecting public administration bodies across the country, and will provide increased functionalities as well as superior quality and security standards.

12 April 2004

The Ministerial Committee for the Information Society approves a strategic **plan on the reform of central administration's back-office operations**. The strategic plan represents an investment of EUR 20 million and is expected to contribute to achieving annual savings of EUR 750 million in the operating expenses of the central administration. These expected savings would be achieved through rationalisation and management optimisation of back-office processes, a better use of information and communication technologies (ICT), the generalisation of electronic payments and the centralisation of staff and competence management.

25 March 2004

A decree is adopted by the Council of Ministers, which gives registered electronic mail the same legal status as recorded delivery letters. The decree is designed to boost the use of electronic mail in public administrations.

20 February 2004

The Council of Ministers adopts a decree on the introduction of the **National Services Card (CNS)**, a smart card for accessing e-government services. When inserted in a special reader, the CNS card will identify its holder online and allow interaction with public authorities. The CNS is meant to enable people that do not – or not yet – own an electronic ID card to securely use e-public services. Contrarily to the e-ID card, the CNS will not constitute a 'proof of identity' and will thus not be a legal identity document.

15 January 2004

The Italian Government and the National Association of Italian Municipalities (ANCI) create a **Commission for Technological Innovation**, a new body in charge of promoting and coordinating local e-government development in the country.

01 January 2004

The directive on "Administrative Transparency and the Management of Document Flows", better known as the [IT Protocol](#), comes into force. The Protocol aims at guiding the Italian public sector in its transition to the digital age, eliminating the traditional paperwork environment and generating savings as well as administrative transparency. From now on,

management and storage of all government documents should be handled electronically. Forms submitted to government offices will also be transformed into digital documents, thus enabling internal distribution and handling in electronic format. Moreover, in accordance with the national e-government strategy, the protocol will ensure the use of electronic signatures in document exchange between government offices.

18 December 2003

Adoption of a new directive on the [Guidelines for the digitisation of Public Administration](#), which sets operational priorities for 2004.

17 December 2003

The Italian Parliament unanimously approves a law aimed at facilitating access to information and communication technologies (ICT) for people with disabilities. Among other things, the new legislation will mandate all Italian government agencies to make their websites fully accessible to disabled people.

27 November 2003

The unified conference of State, Regions, Cities and autonomous local entities approves the launch of the [second phase of the Italian local and regional e-government programme](#). The objective of this second phase is a wide-ranging restructuring of the public sector, based on radical innovation in processes, services and management, and leading to huge benefits in terms of efficiency and cost savings. This second phase represents a joint commitment of all layers of Government: State, Regions, Provinces, and Municipalities. It will receive a total of EUR 209.5m allocated by central government, to be complemented with local and EU funds.

22 November 2003

The Minister for Innovation and Technologies announces that all communications within and between Italian public administrations will be carried out exclusively electronically by 2006. This innovative policy will be made official by a future directive aiming at increasing the efficiency and speed of internal communications by switching to paperless communication and information management.

29 October 2003

Adoption of a ministerial order ('directive') that sets the rules and criteria for the [development, acquisition and re-use of software by public sector bodies](#), and that officially invites them to consider open source software alternatives to proprietary solutions. This order is based on the work and recommendations of the Experts Commission on Open Source Software, which was created in October 2002 and delivered its report in June 2003.

30 July 2003

The Authority for Information Technology in the Public Administration (AIPA) is replaced by a new structure: the [National Centre for IT in Public Administration \(CNIPA\)](#). The new body is responsible for the implementation of the e-government plans devised by the Minister for Innovation and Technologies. It also absorbs the Technical Centre for the State Network, which is suppressed.

29 July 2003

The Ministerial Committee for the Information Society endorses plans for delivering **e-services through digital TV**. These include the launch of a 10 million euro pilot project for the provision of central and local e-government services through digital terrestrial television.

07-08 July 2003

The Italian Government, together with the European Commission, hosts the [Second European Ministerial eGovernment Conference](#) in Como.

12 June 2003

Publication of the [report of the Experts Commission on the use of Open Source Software in Public Administrations](#). The report recommends increasing the use of open source software in public administration, but to always base the adoption of such software on a thorough cost/benefits analysis.

13 May 2003

The Italian Government signs an agreement with nine smart card providers to adopt a new unique standard ensuring interoperability of cards distributed across the whole Italian territory. This move is designed to give a push to the diffusion of the electronic ID card and to increase the take-up of e-government services.

08 April 2003

Publication of the paper '[E-government for an efficient federalism](#)', which sets a "joint vision" for the development of e-government and the cooperation between national government, the regions and local authorities.

18 March 2003

The Ministerial Committee for the Information Society approves **10 new priority innovation projects to take Italy online**, for a total of 161 million euros. Most of these projects are e-government related: creation of an international broadband network to connect Italy with its missions abroad, creation of a business services portal, measures to encourage wider use of interactive e-government services by citizens and businesses, etc.

31 January 2003

The Cabinet approves the Presidential Decree establishing a Regulation for the implementation and coordination of electronic signatures. This Regulation completes the legislative framework for the use of e-signatures in Italy.

20 December 2002

Adoption of a new directive on the [Guidelines for the digitisation of Public Administration](#), which sets operational priorities for 2003.

06 December 2002

The Government adopts a directive on "Administrative Transparency and the Management of Document Flows", better known as the [IT Protocol](#), and which objective is to foster the widespread use of electronic documents and the online provision of services to citizens and businesses. All central government bodies are required to adopt and implement the protocol by 1 January 2004.

08 November 2002

The Government appoints an **Experts Commission on the use of Open Source Software in Public Administrations** to assess the potential role of open source in the development of e-government.

30 October 2002

[138 Regional and Local e-Government projects](#) representing over 360 million euros investment are selected to receive funding from central government (up to 50 percent of the envisaged expenditure per project) to the value of 120 million euros. A further 130 million euros will be allocated in early 2003 for projects representing 390 million euro investment.

16 October 2002

Establishment of a **National Technical Committee for ICT Security in the Public Administration**. Composed of e-security experts, this Committee is charged with elaborating a national e-security strategy and action plan.

June 2002

Publication of the "[Government Guidelines for the Development of the Information Society](#)". These guidelines establish the Government's commitment to modernise the country through the widespread use of information and communication technologies in both the public and private sectors and to boost its competitiveness by accelerating the spread of the online economy and developing a model of information society that improves the quality of life for all.

01 June 2002

Launch of the National e-Government Portal for Citizens Italia.gov.it.

10-11 April 2002

The Italian Government organises in Palermo, together with the United Nations, an international conference on '[E-government for development](#)', aiming at promoting technological cooperation based on the design and implementation of e-government projects in developing countries.

March 2002

The Minister for Innovation and Technologies and the Presidents of all 19 Regional plus 2 Autonomous Provincial Authorities agree to jointly establish a network of [Regional Competence Centres for e-government and the Information Society](#).

13 February 2002

The [Ministerial Committee for the Information Society](#) approves the Guidelines for the digitisation of Public Administration and endorses [10 strategic e-government objectives](#) to be met by the end of the legislature (2006): online provision of all essential public services, distribution of 30 million electronic ID cards, e-procurement of 50% of goods and services purchased, development of e-learning, etc.

December 2001

The Minister for Innovation and Technologies publishes the [Guidelines for the digitisation of Public Administration](#), setting priorities for the year 2002, and starts a 'Tour in the Regions' to evaluate and discuss progress on e-government across the country.

July 2001

Italy hosts the G8 Summit in Genoa, where an Action Plan to reduce the global digital divide is agreed. The Plan encourages the development of an initiative to use e-government as an instrument to reinforce democracy and the rule of law in developing countries. Italy announces the launch of the '[e-Government for Development](#)' initiative, designed to help implementing e-government projects in developing or transition countries.

July 2001

The new Italian Government appoints a [Minister for Innovation and Technologies](#), providing political leadership and holding responsibility for the country's e-policies. The Minister heads a Department for Innovation and Technologies that forms part of the Presidency of the Council of Ministers.

15-17 March 2001

The Italian Government organises in Naples, together with the OECD, a **Global Forum on e-Government**, the higher-profile international event on e-government to that date. The first Italian [electronic ID cards](#) are presented during the meeting.

25 January 2001

The Council of Ministers approves a plan to use 800 billion lira (EUR 410 million) coming from the sale of UMTS licenses (third generation of mobile telephony) for funding the e-Government Action Plan.

23 June 2000

The Government adopts an [E-government Action Plan 2000 - 2002](#). Funded with 400 million euros, this plan sets the details of the e-government actions planned for reaching the objectives of the Action Plan for the New Economy. Key priorities include the connection for all public bodies to the public sector network, the development of an electronic ID card and the use of electronic signatures.

16 June 2000

The Italian Government approves an [Action Plan for the Information Society](#), identifying e-government as a priority area for action.

April 1999

Regional and local authorities are invited to cooperate with the Information Society Forum. A [Coordination Centre for Territorial Authorities](#) is set up in Turin.

February-March 1999

The Government establishes a **new organisational structure for the Information Society**, composed of three bodies reporting directly to the Prime Minister: a Committee of Ministers for the Information Society, the Information Society Forum, and an Inter-Departmental Study and Working Group. A permanent task-force is created in the Office of the Prime Minister to support the three bodies, which are tasked with drawing up a new Action Plan for the development of the Information Society.

June 1997

The Information Society Forum presents the document '**Promotion of Information Society Development in Italy: a reference scheme**', providing general guidelines for public policy actions and for stimulating the activities of the ministries. The use of ICT in public services is one of the key priorities identified.

May 1997

Creation of the **Technical Centre for the State Network RUPA**, which provides public administrations with networking services and support.

1997

Launch of a wide-ranging administrative reform (the so-called '**Bassanini reform**'), aimed at, among other things, recasting the role of the state and decentralising numerous powers to regional, provincial and municipal administrations.

September 1996

Establishment of the **Information Society Forum**, composed of representatives from several ministries. The objective of the Forum is to promote initiatives for the development of the Information Society and to support the creation of a favourable regulatory framework.

1995

Publication of '**A Government Agenda for the Development of the Information Society**', Italy's first Information Society policy paper. This paper follows the guidelines and principles agreed at international level, within both the European Union and the G7.

1993

Creation of the **Authority for Information Technology in the Public Administration (AIPA)**.

eGovernment Strategy

Main strategic objectives and principles

STRATEGIC REFERENCE MODEL

The Government intends to reform public administration to make it more responsive to the needs of users (individual citizens or businesses), provide modern services and create "public" value while ensuring ease of access and interaction.

Ensuring the efficiency and transparency of government operations and information is above all a key factor for innovation and competitiveness in Italy. The creation of this model of e-government is based on modern "enabling" infrastructure that ensures the efficient and secure provision of a number of basic functions.

As the e-government system advances it will also become a powerful tool for stimulating citizens' involvement and participation in decision-making, sparking evolution towards innovative models of e-democracy.

These advances can only be made by coordinating all of its elements: laws, financing, organisation, procedural issues and above all human resources, which are the key factor in all major transformations.

Within this model, e-government is a fundamental innovative step, one that is part of the far-reaching transformation that all public agencies are undergoing in order to serve citizens and businesses as "customers" to be treated with the greatest possible care. The concept of "customer" does not mean that government departments will become profit-seeking bodies, but rather that their objective will be that of delivering services that meet the needs of those who use them. Satisfying service users is a key instrument for assessing service quality. It must be emphasised that "customer"-citizens must also include Italian citizens residing abroad, and in this case modern technology plays an essential role.

To implement this concept in real terms, a strategic reference model for e-government has been developed, composed of **six key elements**:

1. **Service provision** - A set of high-quality services delivered with innovative methods to user-customers (citizens and businesses). In order to focus development efforts, a number of priority services for users have been identified for inclusion in digitalisation initiatives. These services will be provided through a unified access point even when they involve more than one government department. In other words, the complexity of the public administration will not be apparent to users.
2. **Digital identification** - Techniques for user identification and secure signatures adopting the Electronic ID Card, the National Services Card and digital signatures.
3. **Access channels** - a multiplicity of innovative channels for accessing services: the Internet, call centres, cell phones, third-party networks, etc.
4. **Service provision agencies** - efficient and low-cost back office operations for service providers.
5. **Interoperability and cooperation** - establishment of standards for interfaces between departments that permit efficient and transparent communication with the outside world.
6. **Communication infrastructure** - A communication infrastructure that links all government departments.

In addition to these components, the technologies available today can also be used to increase the efficiency of internal government procedures (e.g. procurement of goods and services) and to leverage internal human resources by increasing their skills and know-how.

POLICIES

The e-government policies of the Minister for Innovation and Technologies were defined in the [Government Guidelines for the Development of the Information Society](#) published in June 2002.

In this document, the initiatives for government departments are harmonised with those for the country as a whole in order to ensure the coordinated and consistent development of all components.

The Guidelines envisage the achievement of [10 e-government objectives](#) for this Parliament (2001-2006) established by the Committee of Ministers for the Information Society in February 2002. These objectives regard the macro-areas involved in the online provision of public services, internal efficiency, human resource development, transparency and quality:

Electronic services to citizens and businesses

1. All priority services to be available online.
2. 30 million electronic ID cards and National Service Cards to be distributed.
3. 1 million electronic signatures to be distributed before year-end 2003.

Efficiency of public administration operations

4. 50% of public procurement to be carried out electronically.
5. All internal correspondence between public administrations to be done via e-mail.
6. All payments requests and orders to be managed electronically.

Valorisation of Human Resources

7. All civil servants using ICT for their daily work to receive certified training.
8. 1/3 of all civil service training to be delivered through e-learning.

Transparency

9. 2/3 of all public administration offices to be equipped with terminals enabling user access to electronic services.

Quality

10. All public administration offices delivering direct services to be equipped with a customer satisfaction information system.

These objectives mainly involve central government departments, but they can also serve as guidelines for the Regions and local authorities, who will pursue them within the framework of their local e-government initiatives.

In order to reach these 10 objectives, **annual guidelines** have been defined for each year, setting clear priorities for action ([2002](#), [2003](#), [2004](#), [2005](#)). These annual guidelines aim at stimulating and facilitating the achievement of results in the short term as well, thereby raising the visibility of the reform under way and sparking a virtuous circle of activity with all government departments.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

Digital Administration Code (2005)

Adopted as a Legislative Decree on 07 March 2005 and published in the Italian Official Gazette on 16 May 2005, the Digital Administration Code aims at providing a clear legal framework for the development of e-government and for the emergence of an efficient and user-friendly public administration. It contains a number of rules, obligations, recommendations and targets to promote the use of ICT in the public sector. It aims at contributing to removing obstacles to further e-government development, such as “cultural difficulties” and “obsolete norms”. Among other things, the proposed Code mandates public administrations to: share relevant information among them by electronic means, in order to make life easier for citizens and businesses; make a minimum set of contents and services available on their websites, including a comprehensive organisation chart, an e-mail directory, a list of e-services, the possibility to download forms, and details about administrative procedures; communicate by e-mail, namely for the exchange of documents and information; accept online payments from citizens and businesses; use the electronic ID card and the National Services Card as standard means of granting access to online services. The Code gives citizens and businesses the right to demand and obtain that public administration bodies use electronic means in their day-to-day relationship with users. The Digital Administration Code will enter into force on 01 January 2006.

Freedom of Information legislation

Law on Administrative Procedure and Access to Administrative Documents (1990)

Chapter V of Law No. 241/90 of 7 August 1990 provides for a limited right of access to administrative documents. The Law states that those requesting information must have “an interest to safeguard in legally relevant situations”. It applies to “administrative bodies of the state, including special and autonomous bodies, public entities and the providers of public services, as well as guarantee and supervisory authorities”. Public bodies must respond within 30 days but they can delay release if this would “prevent or severely impede the performance of administrative action”. Information can be withheld when it relates to a) security, national defence and international relations; b) monetary and foreign exchange policy; c) public order, prevention and repression of crime and d) privacy of third parties. Appeals can be made to a regional administrative court, whose decisions can be appealed to the Council of State. The Law also created a Committee on Access to Administrative Documents under the Office of the Prime Minister. The Committee issues an annual report and can request all documents except those subject to state secrecy. The Committee is also tasked with operating and analysing the government-wide database of information requests.

Data Protection/Privacy legislation

Data Protection Code (2003)

The Data Protection Code was adopted as a Legislative Decree on 30 June 2003 and entered into force on 1 January 2004. It replaces the previous Data Protection Law (Law N. 675/1996) as well as a number of other legislative and regulatory provisions. It is meant to update, complete and consolidate Italy's data protection legislation, introducing important innovations and conforming national legislation to European regulations, in particular Directive 95/46/EC (Data Protection Directive) and 2002/58/EC (Directive on privacy and electronic communications).

E-Commerce legislation

Legislative Decree on Electronic Commerce (2003)

The Legislative Decree n. 70 of 9 April 2003, which came into force on 14 May 2003, transposes the EU E-Commerce Directive (2000/31/EC).

E-Communications legislation

[Electronic Communications Code \(2003\)](#)

The Electronic Communications Code, adopted as a Legislative Decree on 31 July 2003, entered into force on 16 September 2003. It transposes four of the directives of the new EU regulatory framework for electronic communications, the e-privacy directive being transposed in the Data Protection Code.

E-signatures legislation

[Legislative Decree on Electronic Signatures \(2002\)](#)

Italy has been among the first EU countries to give full legal value to electronic signatures. The Law No. 59 of 15 March 1997 on the simplification of the public administration provided in its article 15 that the use of electronic means would be legally valid for administrative procedures, and rules regarding the use of electronic signatures and documents were further detailed in a series of presidential and government decrees adopted between 1997 and 2001. The Legislative Decree n. 10 of 15 February 2002 brings the electronic signature regulations into line with the EU e-signature directive (1999/93/EC).

E-procurement legislation

[Decree on e-Procurement \(2002\)](#)

The Presidential Decree n.101 of 4 April 2002 establishes a Regulation on the criteria and modalities of the use of telematic means by public administrations in the acquisition of goods and services. The decrees addresses a number of areas of use of electronic means in the public procurement process: rules applicable to communication, storage of data and use of specific procedures, e.g. e-auctions, e-catalogues and marketplaces. Other areas follow the [Decree of the President of the Republic n. 445/2000](#) on administrative documentation, technical rules on electronic advanced signatures and certificated mails. The new EU public procurement directives (2004/17/EC and 2004/18/EC), including their e-procurement provisions, are expected to be implemented in 2005.

Re-use of public sector information

Work is underway to implement the EU Directive on the re-use of public sector information into Italian law. The National Centre for IT in Public Administration (CNIPA) has launched a working group to prepare the transposition of the Directive and to investigate the actions needed to promote its effective implementation.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

Minister and Department for Innovation and Technologies

A Minister for Innovation and Technologies was appointed in July 2001 to provide leadership and assume responsibility for the Italian Government's e-policies. The Minister heads a Department that forms part of the Presidency of the Council of Ministers (Prime Minister's Office). To ensure that this leadership is backed and supported at the highest political level, a [Ministerial Committee for the Information Society](#) has been set up to devise and/or endorse the strategic action lines, involving several senior ministers and chaired by the Minister for Innovation and Technologies.

Coordination

1. Department for Innovation and Technologies

The Department for Innovation and Technologies is in charge of ensuring the coordinated implementation of e-government in the Italian central administration. This coordination work is relayed by the [Ministerial Committee for the Information Society](#), which coordinates the actions of the various government ministries and agencies.

2. National Centre for IT in Public Administration (CNIPA)

The National Centre for Information Technology in Public Administration (*Centro Nazionale per l'Informatica nella Pubblica Amministrazione* - CNIPA) was created in July 2003. It replaced the Authority for IT in Public Administration (AIPA), an independent body that had been created in 1993. CNIPA is placed under the direct authority of the Presidency of the Council of Ministers, and is responsible for the implementation of policies in the field of information technology in the public sector devised by the Minister for Innovation and Technologies. In each central administration a senior official responsible for ICT systems is the official referent of CNIPA for ICT matters. The network of all these senior officials represents an important asset to coordinate and improve ICT development in Italian central administration and ensure an adequate level of visibility on ICT activities.

Implementation

1. [National Centre for IT in Public Administration \(CNIPA\)](#) for national e-government infrastructure projects.

2. [Government departments and agencies](#) for departmental projects.

Support

1. Department for Innovation and Technologies

2. National Centre for IT in Public Administration (CNIPA)

3. Department for Public Administration

The Department for Public Administration forms part of the Prime Minister's Office and supports the modernisation of the Italian public administration. The Department promotes the reform initiatives of the administration in the direction of efficiency, effectiveness and cost reduction.

4. Formez

Formez is a non-profit association established by the State (through the Civil Service Department) and several local government associations, to develop and deliver training services to public sector staff, in particular training related to modernisation and ICT-related programmes.

Audit/Assurance

Court of Accounts

The role of the Italian Court of Accounts is to safeguard public finance and guarantee the respect of jurisdictional order. The Court pursues these two aims through two functions: the

audit function and the jurisdictional function. According to Article 100 of the Italian Constitution, the Court is responsible for "a priori" audit of the legality of Government acts, as well as for "a posteriori" audit of the State Budget's management. It also participates, in cases and conditions set by the law, in the supervision of the financial administration of those bodies funded by the State.

Data Protection

Data Protection Commissioner

The Data Protection Commissioner (*Garante Privacy*) is in charge of supervising and enforcing the application of the Data Protection Code.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Minister and Department for Innovation and Technologies

The Minister for Innovation and Technologies has undertaken to engage with Italy's regional and local authorities to devise a common strategic vision for e-government. This strategy and the cooperation it entails between all layers of government are set in the document '[E-government for an efficient federalism](#)' published in April 2003.

Coordination

Department for Innovation and Technologies

National Centre for IT in Public Administration (CNIPA)

Implementation

All Regional and Local Authorities

Support

1. **Department for Innovation and Technologies**
2. **National Centre for IT in Public Administration (CNIPA)**
3. **Formez**
4. **Regional Competence Centres for e-government**

The Regional Competence Centres were established following an agreement between the central government and the Presidents of all 19 Regional plus 2 Autonomous Provincial Authorities in March 2002. They form a network of expertise providing local public sector bodies in their areas with technical assistance, information and training activities. They support regional and local governments in their efforts to implement e-government, upgrade their IT systems and reorganise both their back-office processes and their service delivery channels. 19 Centres are currently operational, with a total of about 100 staff nationwide (about 40 of which are consultants provided by the Department for Innovation and Technologies). 25 other people work at the central coordination office in Rome. Their task is to manage and develop the network, and promote knowledge management, efficient joint working and exchange of experience.

5. **Union of Italian Provinces (UPI)**

The Union of Italian Provinces represents all Italian provinces except the autonomous provinces of Trento, Bolzano and Aosta. It promotes the interests of provinces and provides them with technical and political support in their areas of competence.

6. **National Association of Italian Municipalities (ANCI)**

ANCI represents Italian municipalities and provides them with technical and political support. In 1987 ANCI created the company [Ancitel](#), dedicated to bringing innovation and modernisation to the Italian municipalities and local authorities. Ancitel has become the main service provider of ANCI and supports and promotes the introduction of new information and communication technologies in municipalities.

Audit/Assurance

Court of Accounts - Regional Sections

The Regional Sections of the Court of Accounts are in charge of monitoring and auditing the use of public funds by public sector bodies in the regions.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Lucio Stanca

Job title: Minister for Innovation and Technologies

Picture:



Contact details:

Minister for Innovation and Technologies

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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Livio Zoffoli

Job title: President of the National Centre for IT in Public Administration (CNIPA)

Picture:



Contact details:

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Tel.: +39 6 85264206

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Name: Carlo D'Orta

Job title: Director General of the National Centre for IT in Public Administration (CNIPA)

Picture:

No picture available.

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Italia.gov.it

Italia.gov.it is an e-government portal for citizens, launched in 2002. A separate portal, Impresa.gov.it, has been built for online services to businesses, which was fully launched in early 2005.

Network

[Unitary Network of the Public Administration \(RUPA\)](#)

RUPA (*Rete unitaria della Pubblica Amministrazione*) is a broadband network interconnecting all public administration bodies across the country. It is due to be replaced in the coming years with a [Public Connectivity System](#) (*Sistema Pubblico di Connettività*), with increased quality and security standards, which is currently under development.

e-Identification infrastructure

[Electronic ID card](#)

The Italian electronic ID card (CIE) was launched in 2001. Following the successful completion of two experimental phases in 2003 and 2004, the card is now being rolled out across the country and distributed to citizens older than 15 requesting them. A Law adopted in March 2005 provides for the demise of paper ID documents by the end of 2005. As of 1 January 2006 all new ID documents will be electronic. The ultimate goal is to substitute 40 million paper ID documents over the next 5 years at a pace of eight million cards a year. The Italian electronic ID card comprises a microchip, an optical memory and an ICAO machine readable zone for the use of the card as a travel document. The card contains a set of personal data, including the holder's fiscal code and blood group, and fingerprint scans. The personal data, the biometric key and a digital signature are only stored on the card. In accordance with data protection legislation, this data is not kept on any central database and can only be released and used if the holder gives his permission by inserting a PIN code. The cardholder's fingerprint template is stored in both the microchip and the optical memory and does not allow fingerprint reconstruction. In order to enable citizens to securely access e-government services even before the widespread dissemination of electronic ID cards, the Italian Government has also developed a [National Services Card \(CNS\)](#), a smart card allowing to securely identify citizens online. Contrarily to the e-ID card, the CNS does not constitute a 'proof of identity' and is not a legal identity document nor travel document.

e-Procurement infrastructure

[Acquisti in Rete](#)

The portal Acquisti in Rete (Public Procurement Online) provides access to a fully functional e-procurement platform operated by [CONSIP](#), a company owned by the Ministry of Finance and that acts as an internal government consultancy for IT and e-procurement projects. The aim of the e-procurement platform is to improve public procurement and efficiency. The platform facilitates the use of three main tools for public e-procurement: electronic shops, reversed online auctions, and marketplace. Furthermore the platform provides information on e-procurement activities as well as newsletters, best practice cases and community on e-procurement. The system can be used by central as well as local administrations.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Italy.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Agency (*Agenzia delle entrate*)
Website: <http://fisconline.agenziaentrate.it/>
Sophistication stage: 4/4
Description: The Fisco Online service allows users to make income tax declarations and payments online.

2. Job Search services by labour offices

Responsibility: Regions & Provinces
Website: N.A.
Sophistication stage: 2/3
Description: The responsibility for job search services has recently been decentralised from the central level (Ministry of Labour) to the Regions and Provinces. Job offerings are managed by the local offices of labour (*Centri per l'impiego*). The Italian Government is currently developing a Labour Portal (*Borsa del lavoro online*). The portal will be based on the Labour Information System (*Servizio informativo del Lavoro - SIL*), linking all private and public actors of the labour market, and will offer an online job search service.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, National Institute of Social Security (INPS)
Website: <http://www.inps.it/Modulistica/compila.asp>
Sophistication stage: 4/4
Description: Users can obtain [information](#), download, fill in and submit unemployment benefits forms online.

b. Family allowances

Responsibility: Central Government, National Institute of Social Security (INPS)
Website: <http://www.inps.it/Modulistica/compila.asp>
Sophistication stage: 3/4
Description: Italian workers submit their applications for child allowances directly to their employers (the form is available on the INPS website). The employers then submit the requests to the INPS using the available [online services](#). The INPS pays child allowances to employers, who include them directly into the pay packet of the concerned workers.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Italy. Citizens do not have to request for reimbursement of medical costs. The National Health Service (SSN) is administered by the Regions and is free at the point of delivery. Citizens pay, in some case, a contribution (ticket) for care directly at the cash desk of the health organisations (hospitals, local health agencies, pharmacies, etc.), which is not refundable.

d. Student grants

Responsibility: Regional Government
Website: N.A.
Sophistication stage: 2/4
Description: Student grants are managed by Regional Organisations for the Right to Study (*Aziende regionali per il diritto allo studio*) for students in the local Universities. Downloadable forms and other services are available on the Universities' websites.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior, State Police
Website: <http://www.poliziadistato.it/pds/cittadino/passaporto/passapor.htm>
Sophistication stage: 2/3
Description: Information on passport application process and download of request form that can be filled on screen. The submission of forms and the passport delivery is made at local police stations.

b. Driving License

Responsibility: Central Government, Ministry of Infrastructure and Transport
Website: <http://www.infrastrutturetrasporti.it/sites/cosafareper/indice-patente.htm>
Sophistication stage: 2/3

Description: Information and forms to download. The request and delivery of driving licences is made at local offices of the Ministry of Infrastructure and Transport.

5. Car registration (new, used and imported cars)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Italy. Car registration is provided directly by the car dealers, which are connected by a private network to the Ministry of Transport and the Public Car Register (PRA). The network includes about 6,000 desk points across the country. All the desk points are connected to the procedures for car registration by a unified online access point (*Sportello telematico cooperante*).

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/4
Description: Applications and requests are handled by local authorities. Some municipalities provide information on the planning application process on their websites.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior (State Police) and Ministry of Defence (*Arma dei carabinieri*)
Websites: <https://www.denunceviaweb.poliziadistato.it/> & <https://sicuro.carabinieri.it/DenunciaWeb/>
Sophistication stage: 3/3
Description: The crime reporting service Denuncia vi@ Web ('Report a crime vi@ the web') enables the public to report lost or stolen property online. It is currently on trial in a number of areas, and will be extended gradually across the entire country. The aim of the service is to simplify procedures for filing crime reports, and to ensure a policing service that best meets citizens' needs.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Ministry of Cultural Heritage
Website: <http://www.internetculturale.it/>
Sophistication stage: 3/3
Description: Launched in March 2005, the 'Cultural Internet' portal provides users with access to the catalogues of 2,300 Italian libraries – offering a total of about 15 million documents – through a single, integrated platform. Users can search catalogues, find out in real-time whether a specific document is available, obtain information about the library, and make an electronic reservation. The service is based on the National Library Service (*Servizio Bibliotecario Nazionale - SBN*), a network managed by the Italian Ministry of Cultural Heritage in cooperation with Regions and Universities. The portal was developed in the framework of the Italian Digital Library and the Cultural Tourism Network initiatives. A similar project is being developed for school libraries, in order to offer online access to 350,000 documents from 500 libraries.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/3
Description: The national e-services strategy aims at reducing the use of certificates in relationships between citizens and government. A decree from 2000 (DPR 445/2000) specifies that certificates are not required anymore for administrative proceedings, and gives citizens the possibility to use self-produced declarations (*autocertificazione*) to substitute official certificates. Each administration can verify data declared by a citizen directly with the local administration involved (municipality).

10. Enrolment in higher Education/university

Responsibility: Central Government/Regional Government
Website: <http://universo.miur.it/>
Sophistication stage: 3/4
Description: Information and online application system for pre-registration on the UNlverso (Towards University) website, provided by the Ministry of Education and the Inter-University Consortium CINECA. The process of enrolment remains managed by individual universities.

11. Announcement of moving (change of address)

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/3
Description: Change of address notifications are handled by individual local authorities.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Ministry of Health)/Regional Government
Website: <http://www.ministerosalute.it/infoSalute/infoSaluteHome.jsp>
Sophistication stage: 1/4
Description: Health services are under the responsibility of the regions, but are financed by central government (Ministry of health). Appointments for care are managed directly by the local health agencies (*Aziende sanitarie locali* - ASL) and by hospitals. Local unified reservation centres (*Centri unificati di prenotazione* - CUP) are available for citizens by telephone and via Internet.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, National Institute of Social Security (INPS)
Website: <http://www.inps.it/servizi/template/servizionline.asp?ind=3>
Sophistication stage: 4/4
Description: Online submission and payment of contributions for employees (*Invio DM10*).

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Agency (*Agenzia delle entrate*)
Website: <http://fisconline.agenziaentrate.it/>
Sophistication stage: 4/4
Description: Online information and services for companies and professionals (including corporate tax declaration and payment).

3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency (*Agenzia delle entrate*)
Website: <http://fisconline.agenziaentrate.it/>
Sophistication stage: 4/4
Description: Online declaration and payment of VAT.

4. Registration of a new company

Responsibility: Chambers of Commerce
Website: <http://web.telemaco.infocamere.it/>

Sophistication stage: 4/4

Description: The Chambers of Commerce are responsible for the Italian Businesses Register. The “Telemaco” application uses electronic filing to process the registration of an organisation in the Italian Businesses Register using digital signature and electronic payment systems. It also allows communications concerning the change in businesses status (ex: address, balance, etc.) and offers the possibility to verify progress status online and easy payment for electronic registrations.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (ISTAT)

Website: <http://indata.istat.it/>

Sophistication stage: 3/3

Description: The ISTAT website offers the possibility to download statistical questionnaires. In addition, the “InData” website allows the collection of statistical data online. The website offers the possibility to submit data on main economic indicators on business sector electronically.

6. Customs declarations

Responsibility: Central Government, Ministry of Economy and Finance, Customs Agency

Website: <https://telematico.agenziadogane.it/>

Sophistication stage: 4/4

Description: Fully transactional online system for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility: Local Government

Website: N.A.

Sophistication stage: 1/4

Description: Environment-related permits are managed by different administrations. Most Municipalities have set up a unified access point to request all permits related to business activities (*Sportello unico delle attività produttive* – SUAP; or *Sportello unico delle imprese* – SUI), including environment-related permits.

8. Public procurement

Responsibility: Central Government, Ministry of Finance, CONSIP

Website: <http://www.acquistinretepa.it/>

Sophistication stage: 4/4

Description: The portal *Acquisti in Rete* (Public Procurement Online) provides access to a fully functional e-procurement platform operated by CONSIP, a company owned by the Ministry of Finance and that acts as an internal government consultancy for IT and e-procurement projects. The aim of the e-procurement platform is to improve public procurement and efficiency. The platform facilitates the use of three main tools for public e-procurement: electronic shops, reversed online auctions, and marketplace. Furthermore the platform provides information on e-procurement activities as well as newsletters, best practice cases and community on e-procurement. The system can be used by central administrations as well as local administrations.

eGovernment in Latvia



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Latvia. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 64,589 km²
Population (1,000): 2,319.2 inhabitants (2004)
Capital: Riga
Language: Latvian
Currency: Lat
GDP at market prices: 11,023.8 million Euro (2004)
GDP per inhabitant in PPS (purchasing power standards): 9,600 Euro (2004)
GDP growth rate: 8.5% (2004)
Inflation rate: 6.2% (2004)
Unemployment rate: 9.8% (2004)
Government debt/GDP: 14.4% (2004)
Public balance (government deficit or surplus/GDP): -0.8% (2004)

Source: Eurostat

Political Structure

Latvia is a Parliamentary Republic, established in 1991 following the fall of the Soviet Union.

Legislative power is held by a unicameral Parliament ([Saeima](#)), which is made up of 100 members elected every four years (proportional system; universal suffrage; 5% parliamentary threshold).

The Head of State is the [President](#), elected by parliament for a four-year term of office, and serving largely representative functions. The Head of Government is the **Prime Minister**, selected by the President. The [Cabinet](#), composed of the Prime Minister and the Ministers chosen by the Prime Minister, is approved by and accountable to Parliament.

Latvia's current [constitution](#) (*Satversme*) was adopted on February 15, 1922. The key articles of *Satversme* were renewed in May 1990 and the whole constitution came into force again in 1993.

Latvia became a member of the European Union on 1 May 2004.

Current Head of State: Vaira Vike-Freiberga (since 17 June 1999)
Current Head of Government: Aigars Kalvītis (since 2 December 2004)

Information Society indicators

Percentage of households with Internet access: 15% (2004)
Percentage of enterprises with Internet access: 74% (2004)
Percentage of individuals using the Internet at least once a week: 27% (2004)
Percentage of households with a broadband connection: 5% (2004)
Percentage of enterprises with a broadband connection: 45% (2004)
Percentage of individuals having purchased/ordered online in the last three months: 2% (2004)
Percentage of enterprises having received orders online within the previous year: 1% (2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 12.1%, downloading forms 4.2%, returning filled forms 3.6% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 38%, downloading forms 33%, returning filled forms 15% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Latvia](#)

05 October 2005

The Latvian Government adopts the '**Conception on E-procurement system**', which aim is the completion of an e-enabled public procurement system streamlining public purchases and reducing bureaucracy and the risk of corruption.

29 September 2005

The Latvian Government adopts the [e-Government Action Programme 2005-2009](#), which sets the priorities and path for the future development of state and municipal information systems and e-services.

13 September 2005

The Latvian Government decides to develop new Guidelines for the development of the Information Society in Latvia in compliance with the EU's Lisbon Strategy objectives and the European initiative [i2010](#).

15 June 2005

The Latvian Government signs an **agreement on the introduction of qualified digital signatures in Latvia** with State joint stock company Latvia Post and Lattelekom LTD. The main goals of the Latvian digital signature project are the development of the infrastructure for the use of digital signatures, the selection of reliable service providers, as well as the implementation of qualified digital signatures and of a set of e-services requiring the use of digital signatures.

02 February 2005

The Latvian Government signs a **cooperation agreement with Microsoft** on the cooperation in the use of Microsoft software in public sector. The agreement also aims at facilitating the development of education and science in Latvia.

01 January 2005

The [Secretariat of the Minister for Special Assignments for Electronic Government Affairs](#) takes over the functions of the Information Society Bureau (ISB) and becomes responsible for e-government policy development, implementation and coordination.

02 December 2004

The Latvian Parliament approves the composition of a new government, including the appointment of a **Minister for Special Assignments for Electronic Government Affairs**.

04 November 2004

The Latvian Parliament adopts the [Law on Information Society Services](#), transposing EU Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce.

28 September 2004

The [Information Society National Council](#) is established and its composition is approved. The aim of the Information Society National Council, which is chaired by the Prime Minister, is to facilitate the development of a knowledge-oriented society.

22 September 2004

The [E-government Coordination Council](#) is established, with the aim is to coordinate the implementation of Latvia's e-government programme. The Council is chaired by the director of the State Chancellery.

September 2004

The National programme "[Development and Improvement of e-Government Infrastructure Base for 2004-2006](#)" is adopted. The aim of the programme is to fill the existing gaps in the State and municipal e-government infrastructure and to provide the basis for e-government systems in rural areas, using EU structural funds.

01 May 2004

Latvia joins the European Union and connects its government data network to the pan-European administrative network **TESTA**, developed in the framework of the IDA programme.

27 January 2004

The Government adopts the conception "[Use of Information Technology in the Improvement of a Public Procurement System](#)" that defines Latvia's public e-procurement strategy. The conception has three objectives: the development of a public procurement portal with the possibility of electronic notification; the implementation of electronic catalogues and e-auctions; and the setting up of a central public procurement body. The target is to realise 33% of all public procurement procedures electronically by 2008, with a view to save EUR 1 million per year after 2008.

01 January 2004

All functions of the Ministry of Transport and Communications related to development of e-government and Information Society are taken over by the Information Society Bureau (ISB) within the State Chancellery. The ISB becomes the sole responsible entity for development of Information Society and e-government policy, as well as for coordination and monitoring of e-government implementation.

20 May 2003

An **Information Society Bureau (ISB)** is established in the State Chancellery, with responsibility for the development of information society policy and coordination of its implementation. The Head of the Bureau directly reports to the Prime Minister and to the Director of the State Chancellery.

31 October 2002

The Latvian Parliament adopts the [Law on Electronic Documents](#), transposing the EU Directive on a Community framework for electronic signatures (1999/93/EC) and defining the legal status of electronic documents and digital signatures. The Law, which comes into force in January 2003, sets an obligation for state and local government institutions to accept electronic documents from natural persons and legal persons no later than 1 January 2004.

20 August 2002

The Cabinet of Ministers adopts the [e-Government Conception](#), which sets the strategic principles and a functional model for implementing e-government in Latvia. Its main objective is to create a citizen-oriented, democratic and effective state administration.

2002

The government portal **LVonline.lv** is launched with a view to provide a single access point to government information and services.

02 May 2002

The Latvian Parliament adopts the [Law on State Information Systems](#), which provides a legal framework for the operation of state information systems and the cooperation of involved organisational units. The aim of the law is to ensure the availability and quality of the informative services provided by state and local government institutions in the state information systems.

23 May 2002

The Latvian Parliament adopts the [Law on Personal Identification Documents](#), which states that an identity card or passport is the mandatory personal identification document for all Latvia residents (citizens or non-citizens) aged 15 years or more.

06 November 2001

The Cabinet of Ministers adopts the **Conception of State Unified Libraries Information System**. The main goal of the project is to develop coordinated state and public libraries information system, to provide universal information services for readers both in information search and delivery of books, publications, references and documents from Latvia's and international information sources.

10 July 2001

The Cabinet of Ministers adopts the [Public Administration Reform Strategy 2001-2006](#), which has five broad objectives: ensure uniform, purposeful, forward-looking and future-oriented public administration; ensure stable and efficient financial and budgetary management; gain trust of citizens in public administration and achieve public involvement in state governance processes; provide high quality public services to citizens; and ensure that public administration employs motivated, highly qualified and honest (responsible and ethical) staff.

12 December 2000

The Cabinet of Ministers adopts the [Strategic Guidelines of Social Economic Programme e-Latvia](#), intended to improve the effectiveness and competitiveness of Latvia in the global economy. In addition to significant action in the areas of e-commerce and e-government, the programme is also aimed at promoting access to basic information technology knowledge. The implementation of the programme is foreseen for the period to the end of 2004.

July 2000

An [updated version of the National Programme "Informatics"](#) is approved, in particular to better take into account the priorities of the eEurope action plan adopted by EU Heads of State and Government in Feira in June 2000. The updated programme "Informatics 2000" also pays special attention to the importance of ICT as a branch of the national economy to increase the GDP and living standards, and to the training of skilled IT specialists.

16 May 2000

The Cabinet of Ministers adopts the ["Conception of Identification Cards"](#), which foresees the introduction of an electronic identification card in the country. On 11 September 2001 the Cabinet of Ministers adopts the amendments in the conception and entrusts the Ministry of Interior together with Ministry of Foreign Affairs to work out the draft law of passports and identification cards. In 2005 this conception will be revised again.

23 March 2000

The Latvian Parliament adopts the [Law on Personal Data Protection](#), due to come into force in January 2001. The law is based on standard fair information practices and is fully compliant with the EU Data Protection Directive. The aim of this Law is to protect the fundamental human rights and freedoms of natural persons, in particular the inviolability of private life, with respect to the processing of personal data.

30 March 1999

The Cabinet of Ministers adopts the [National Programme "Informatics"](#). Covering the period 1999-2005, the programme aims to develop the Information Society and to integrate Latvia more effectively into the process of globalisation. The programme comprises 13 sub-programmes and 122 individual projects. It provides a detailed analysis of the current situation, objectives of the separate sub-programmes, tasks and priorities, risk factors, and a description of the suggested course of execution of the programme. The financing needed for its execution is approximately LVL 243 million (EUR 349 million). Responsibility for coordinating its implementation lies with the Ministry of Transport and Communication, Department of Informatics (until the end of 2003).

29 October 1998

The Latvian Parliament adopts the [Freedom of Information Law](#), which purpose is to ensure public access to information held by central and local government institutions for the performance of their legal functions. This Law determines a uniform procedure by which natural and legal persons are entitled to obtain information from public bodies and to utilise it.

1998

A project of **Integrated State Significance Information System** (mega system) is developed that determines principles of integration of prime registers, state and local governments' information systems.

eGovernment Strategy

Main strategic objectives and principles

Latvia's [e-Government Action Programme 2005-2009](#), adopted by the Government on 29 September 2005, is based on [Latvia's e-Government Conception](#) and on the [Public Administration Reform Strategy 2001-2006](#). The programme is closely aligned with the [eEurope 2005 Action Plan](#) and the new EU strategy "[i2010 – A European Information Society for growth and employment](#)" adopted by the European Commission on 01 June 2005. The basic action lines of the Programme are: to improve state and municipal information technology infrastructure and collaboration between State Registers, to create new channels for government services based on the one-stop agency principle, to develop new e-services – primarily the most required by citizens and business, to improve the quality of public services using ICT solutions, to create new state information systems and to develop municipalities' information systems. The financing resources for the e-Government Action Programme are State budget resources, co-funding of EU Structural Funds and others.

The document [Latvia's e-Government Conception](#), adopted by the Cabinet of Ministers on 20 August 2002, establishes Latvia's national e-government strategy.

Vision and mission

The basis of e-government development is the vision of Latvia as a developed, dynamic and prosperous country, one of whose basic features is **a democratic and efficient state administration**, oriented towards fulfilling citizen needs and that can ensure the competitiveness of the country as well as the welfare of its inhabitants.

Taking into consideration the global movement towards the Information Society and the specific issues faced by Latvia's state administration, the Government's primary aim is to enable a steady modernisation of public administration by making use of the opportunities offered by Information and Communication Technologies (ICT) and e-business methods, an improvement of the quality and effectiveness of public services, as well as an increased civic participation in public affairs.

Objectives

The overall objectives of Latvia's e-government programme are:

- **Better government** – improvement of the quality of public services.
- **Cheaper government** – improvement of administration effectiveness and reduction of costs.
- **More democratic government** – increase of society participation in the work of state administration.

In order to reach these strategic objectives, the following specific goals have been set:

- Gradual **e-enabling** of public service provision – until 2007.
- Implementation of **e-democracy** mechanisms (elections, referendums, polls and political communication on the Internet) – until 2006.
- Integration of services according to customers' **life events**, using one-stop agencies, call centres, as well as electronic means of communication – until 2005.
- Transformation of state administration institutions into **customer-oriented organisations**, substantially improving their work efficiency – until 2005.
- Alignment of Latvia's administration institutions with European Union structures and **cooperation** with other countries – until 2005.

Principles

The development of e-government must be based on the following principles:

- Society participation in state administration.
- Orientation towards the needs of customers/citizens.
- Integration (consolidation) of services on the basis of life events.
- Multi-channel provision of services, including electronic provision.
- Equal opportunities for all.
- Concentration of public bodies on basic tasks and use of private sector expertise through outsourcing.

In September 2004 the Latvian Government adopted the **National Programme “Development and Improvement of e-Government Infrastructure Base for 2004-2006”**, which aim is to fill the existing gaps in the State and municipal e-government infrastructure and to provide the basis for e-government systems in central and local government, using EU structural funds. This programme sets a number of short-term objectives:

1. To improve the existing state information systems until their valuable functioning, ensuring the online availability of state and local government services to residents.
2. To provide state institutions, local governments, schools, libraries, archives and museums with the necessary computer engineering and computer network connections to organize their work with state and local government and specialised information systems appropriately. To improve the access infrastructure.
3. To improve the existing state and local government information systems and develop new ones, in compliance with Latvia's e-Government Conception, integrating their mutual operation in unified state system.
4. To ensure secure data information transmission and storage, continuous operation of infrastructure.
5. To develop state and local governments' electronic services, optimising administration processes and facilitating the residents' access to services.
6. To ensure the possibility for residents to receive state and local government information and services, using one-stop agencies, various telecommunication services and Internet connections, giving residents the opportunity to freely choose their preferred communication and interaction channel with public administrations.
7. To ensure the improvement of state and local government employees' ICT skills and competences for performing their tasks and duties in delivering services to citizens. To improve current training programmes and develop new ones for the improvement of employees' and residents' competence.
8. To ensure that the development of services does not fall behind the development of new information systems, but is integrated harmoniously in the newly built environment to deliver the necessary services for residents and for businesses.
9. To develop and implement in state and local governments working environment operation model oriented to the optimisation of processes, allowing several institutions to operate, coordinate their activities and perform tasks in common. It will facilitate the information exchange between institutions and will ensure the professional growth of specialists among the employees of state and local governments.

Latvia's e-government drive forms part of a wider policy for the development of the **Information Society**, which objectives and priorities were set in several official documents adopted in recent years. The **National Programme “Informatics”**, adopted on 30 March 1999 and covering the period from 1999 to 2005, sets the basis of Latvia's IT policy. Its main objective is to develop the Information society in Latvia, taking into consideration the trends of technology development in the world and in Europe as well as the specific situation and requirements of the country. The use of ICT in state administration and local government is one of the key priorities of the programme. As one of the realisation mechanisms of the National programme “Informatics”, the Government adopted on 12 December 2000 the **Strategic Guidelines of the Socio-Economic Programme e-Latvia**, which objectives correspond to those of the eEurope Action plan and aim at creating the environment required

for the development of electronic commerce and electronic government applications and transactions. On 13 September 2005 the Latvian Government took the decision to develop new Guidelines for the development of the Information Society in Latvia in compliance with the EU's Lisbon Strategy objectives and the European initiative [i2010](#).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation**Law on State Information Systems (2002)**

Adopted in May 2002, the Law on State Information Systems provides a legal framework for the operation of state information systems and the cooperation of involved organisational units. The aim of the law is to ensure the availability and quality of the informative services provided by state and local government institutions in the state information systems. Some Regulations adopted by the Cabinet of Ministers promote the implementation of the Law on State Information Systems: Regulations of Registration of the State Information Systems (2 August 2005), Technical Requirements for the State Information Systems (11 October, 2005), General Security Requirements for the State Information Systems (11 October, 2005).

Freedom of Information legislation**Law on Freedom of Information (1998)**

The Law on Freedom of Information was adopted by the Latvian Parliament on 29 October 1998 and signed into law by the State President in November 1998. It guarantees public access to all information held by State administrative institutions and Local Government institutions in "any technically feasible form" not specifically restricted by law. Public bodies must respond to requests for information within 15 days. Information can only be restricted if there is a law; the information is for internal use of an institution; it is a trade secret not relating to public procurements or information about the private life of an individual; or if it concerns certification, examination, project, tender and similar evaluation procedures. Appeals can be made internally to a higher body or directly to a court. The law was amended in 2003 to give the [State Data Inspectorate](#) oversight authority starting in January 2004.

Data Protection/Privacy legislation**Law on Personal Data Protection (2000)**

The Law on Personal Data Protection was adopted by the Latvian Parliament on 23 March 2000 and came into force on 1 January 2001. The law is based on standard fair information practices and is fully compliant with the EU Data Protection Directive (95/46/EC). The aim of this Law is to protect the fundamental human rights and freedoms of natural persons, in particular the inviolability of private life, with respect to the processing of personal data. Application of the Law is overseen by the [State Data Inspectorate](#).

E-Commerce legislation**Law on Information Society Services (2004)**

The Law on Information Society Services, transposing EU Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, was passed by the Latvian Parliament on 4 November 2004. This Law governs the procedure of provision of electronic services and conditions to be observed by e-service providers, requirements regarding protection of consumer rights, and responsibility of e-service providers.

E-Communications legislation**Law on Electronic Communications (2004)**

The new Law on Electronic Communications was adopted by the Latvian Parliament on 28 October 2004 and entered into force on 1 December 2004. The aim of this Law is to promote and regulate the provision of electronic communications services, transposing the EU's new regulatory framework for electronic communications. The law provides for forms of various electronic networks, including both public and private electronic networks. The law also provides for duties and rights of providers, subscribers, and users of electronic networks.

E-signatures/E-identity legislation

Law on Electronic Documents (2002)

The Electronic Document Law was adopted by the Latvian Parliament on 31 October 2002 and came into force on 1 January 2003. It transposes the EU Directive on a Community framework for electronic signatures (1999/93/EC) and defines the legal status of electronic documents and digital signatures. The Law sets an obligation for state and local government institutions to accept electronic documents from natural persons and legal persons no later than 1 January 2004. This requirement is not fulfilled until now due to the lack of certification service provider. However, on 15 June 2005 the Latvian Government signed an agreement with Latvia Post and Lattelekom LTD on the introduction of qualified digital signatures, which should pave the way for the development of e-services requiring the use of digital signatures.

E-procurement legislation

Public procurement is currently regulated in national legislation by the Law on Procurement for State or Local Government Needs (July 2001, amended in June 2004) and the Law on Procurement for Public Services Providers needs (October 2004). The latter implements Directive 2004/17/EC and thus regulates the use of electronic communication means in the public procurement process for the utility sector. The use of electronic communication means in public procurement is not yet regulated for the general government sector, but will be so when Directive 2004/18/EC is implemented by the end of 2005.

Re-use of public sector information

Legislation implementing Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information is expected to be adopted in 2005.

eGovernment Actors*Main roles and responsibilities***NATIONAL E-GOVERNMENT****Policy/Strategy****Minister for Special Assignments for E-Government Affairs**

The Minister for Special Assignments for Electronic Government Affairs was appointed in the new Latvian Government approved by Parliament in December 2004. The Minister holds political responsibility for the development and implementation of the state policy in the field of electronic government and Information Society. He is also in charge of organising the activities related to the implementation of information technologies in state administration to ensure the modernisation and effectiveness of state administration. On 1 January 2005, the Secretariat of the new Minister took over the functions of the Information Society Bureau (ISB) and became responsible for e-government policy development, implementation and coordination. The Secretariat is also in charge of providing organisational arrangements for the work of the **Information Society National Council**, chaired by the Prime Minister, of monitoring the implementation of the Council's decisions, and of preparing reports to the Prime Minister and the Cabinet of Ministers.

Coordination**1. Secretariat of the Minister for Special Assignments for E-Government Affairs**

The Secretariat of the Minister for Special Assignments for Electronic Government Affairs is responsible for e-government, information society and information technology policy development, implementation and coordination. The Secretariat is facilitating and coordinating the development of local governments electronic services and represents the country's interests in relevant international organisations and EU institutions. The Secretariat also has responsibility to ensure the operation of the Information Society National Council and the Electronic Government Coordination Council, and to coordinate the cooperation of state administration and local government institutions in the development of electronic services.

2. Information Society National Council

The Information Society National Council, chaired by the Prime Minister, is established to provide high-level leadership on e-government and Information Society issues and to coordinate and promote all related development processes. The Council is formed by the Cabinet of Ministers and the representatives of Latvia's Local Governments Association and other institutions or councils. It is a consultative institution and coordinating institution, which aim is to facilitate the development of the Information Society in Latvia and to favour the inclusion of the country in the global and European knowledge economy.

3. E-Government Coordination Council

The aim of the e-Government Coordination Council is to facilitate the implementation of e-government strategic guidelines and the realisation of e-government projects. The Council, which is chaired by the Minister for Special Assignments for Electronic Government Affairs, comprises representatives of all ministries, Latvia's Local Governments Association, State Revenue Service and Latvia's Large Cities Association.

Implementation**1. State Information Network Agency (VITA)**

The State Information Network Agency was set up in 1997 to fulfil the need for improved data availability in national information systems. Since then, the Agency has been in charge of implementing and operating key components of the country's e-government infrastructure such as the 'State-Significant Data Transmission Network' (VNDPT), a nationwide network serving government and municipal institutions throughout Latvia. The Agency provides data networking and security services to government institutions, local governments, as well as private enterprises.

2. Central Government and bodies

As in most countries, the different ministries and agencies hold responsibility for the implementation of their own ICT projects.

Support

1. [Secretariat of the Minister for Special Assignments for E-Government Affairs](#)
2. [State Information Network Agency \(VITA\)](#)

Audit/Assurance

[State Audit Office of the Republic of Latvia](#)

The State Audit Office is the Supreme Audit Institution of the Republic of Latvia. Its mandate is wide and covers all public bodies, at national and local level. The State Audit Office is required by law to submit a report on the execution of the state and local government budgets, and provides an annual opinion about the correctness of the financial statements of the ministries, central state institutions and local governments.

Data Protection

[State Data Inspectorate](#)

The State Data Inspectorate supervises personal data protection in Latvia. It also controls the observation of information systems security requirements concerning of personal data processing, and maintains a register of systems processing personal data.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

[Minister for Special Assignments for E-Government Affairs](#)

The Minister for Special Assignments for Electronic Government Affairs holds political responsibility for the development and implementation of the state policy in the field of electronic government and Information Society, at national as well as at local level.

Coordination

1. [Secretariat of the Minister for Special Assignments for E-Government Affairs](#)
2. [Information Society National Council](#)
3. [E-Government Coordination Council](#)

Implementation

1. [Ministry of Regional Development and Local Governments](#)

The Ministry of Regional Development and Local Governments is responsible for the implementation of the Local Governments Unified Information System's project.

2. [Local and Regional Governments](#)

Local and regional authorities hold responsibility for the implementation of their own ICT projects.

Support

1. [State Information Network Agency \(VITA\)](#)

The State Information Network Agency provides data networking and security services to government institutions as well as local governments and private enterprises.

2. [Latvian Association of Local and Regional Governments \(LALRG\)](#)

The Latvian Association of Local and Regional Governments (LALRG) represents local and regional governments of the Republic of Latvia on a voluntary basis. Its members currently include: all 60 towns and cities of the country, all 26 districts (rajons), 391 out of 444 rural municipalities (pagasts), and 22 of 26 amalgamated municipalities (novads). The LALRG has the authority to represent local and regional governments in the negotiations with central government.

Audit/Assurance

[State Audit Office of the Republic of Latvia](#)

The mandate of the State Audit Office covers all public bodies, at national and local level.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Ina Gudele

Job title: Minister for Special Assignments for Electronic Government Affairs

Picture:



Contact details:

Kr. Valdemāra iela 33

Rīga, LV-1010

Latvia

Tel.: +371 7114730

E-mail: ministrs@eps.gov.lv

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Viesturs Krievans

Job title: Head of the Secretariat of the Minister for Special Assignments for E-Government Affairs

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Latvia does not currently have an e-government services portal. A State Portal (LVonline.lv) had been launched in 2002 to provide a single access point to government information and services, but its development then had to be stopped due to lack of funding. Work on a new e-government portal (Latvia.lv) started in the spring of 2005.

Network

State-Significant Data Transmission Network (VNDPT)

Set up and operated by the State Information Network Agency (VITA), the VNDPT is a nationwide network serving government and municipal institutions and organisations throughout Latvia. The VNDPT is based on 32 network nodes, located in each of the country's territorial districts, as well as in the capital city of Riga and the towns of Jurmala and Sigulda. VNDPT is a multifunctional, vertically integrated voice and data transmission network. The network guarantees clients excellent connection speed and provides dedicated lines and dynamically adjustable bandwidth customised to serve different networks in each government institution. The part of VNDPT intended for public access provides government institutions and municipal organisations with a means to display information of public interest.

e-Identification infrastructure

There is currently no central e-identification infrastructure for e-government in Latvia, but the Government is working on an electronic ID card project. The [Law on Personal Identification Documents](#) adopted by the Latvian Parliament on 23 May 2002 states that an identity card or passport is the mandatory personal identification document for a citizen of Latvia or a non-citizen who lives in Latvia and has reached 15 years of age. Identity cards shall be issued on the basis of Population Register data (every Latvian resident gets a unique registration number) and they shall include a set of personal information (name, personal identity number, nationality, gender, date of birth, place of birth, photograph, and signature). Identity cards and passports shall contain a machine-readable zone. In April 2004 the Cabinet of Ministers adopted a Regulation [On the citizen's identity cards, non-citizens identity cards, citizen's passports, non-citizens passports and stateless person's travel documents](#), which among other things provides for the inclusion of electronic chips in future identity cards. The chip will contain the holder's personal identity number, name, sex and digital picture, as well as an electronic signature. The issuance of electronic identity cards is due to start from 1 January 2006.

e-Procurement infrastructure

At the moment there is no central infrastructure for e-procurement in Latvia. The [Procurement Monitoring Bureau](#), supervised by the Ministry of Finance, is the administrative authority in charge of monitoring the conformity of procurement procedures with legal and regulatory requirements. It also provides methodological assistance and consultations and organises training for institutions (contracting authorities), for suppliers of goods, providers of services and performers of construction work. Its website provides access to calls for tenders, supports online notification of tenders and limited interaction (online filling of forms). In January 2004 the Latvian Government adopted an e-procurement strategy ("[Use of information technology in the improvement of a public procurement system](#)") that foresees the implementation of electronic catalogues and electronic auctions, as well as of a public procurement portal. It is projected that one third of all public procurement procedures will be done electronically by 2008.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Latvia.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, State Revenue Service

Website: <http://www2.vid.gov.lv/>

Sophistication stage: 1/4

Description: The Electronic Declaration System is designed to enable Latvian taxpayers to submit tax returns, declarations and other documents via Internet by filling in appropriate web form or by transferring XML file containing corresponding data. PIN codes and passwords are used to authenticate users, and information exchange is secured by SSL protocol. All the necessary checks of declarations data are performed and users are informed of the results of these checks online and by e-mail. 50 different types of declarations can technically be submitted via Internet, but as the regulations concerning the procedure of elaboration, processing, storage and circulation of electronic documents have not yet been adopted, these documents still have to be submitted also in paper form and the Electronic Declaration System is still in demo version. It is planned that it will become fully functional and transactional in 2005.

2. Job Search services by labour offices

Responsibility: Central Government, State Employment Agency

Website: <http://www.nva.lv/index.php?id=139>
Sophistication stage: 3/3
Description: The State Employment Agency's Online Job Market enables job seekers to put their CVs in database, as well as to view the vacancies placed by employers. Employers can access the CVs database, as well as register their vacancy and place the information about the needed employees.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, State Social Insurance Agency
Website: <http://www.vsaa.lv/vsaa/content/?cat=678>
Sophistication stage: 2/4
Description: Information and application forms available for download.

b. Family allowances

Responsibility: Central Government, State Social Insurance Agency
Website: <http://www.vsaa.lv/>
Sophistication stage: 4/4
Description: Family allowances applications can be submitted and processed online.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Compulsory Insurance State Agency
Website: <http://www.voava.lv/>
Sophistication stage: 2/4
Description: The tasks of health insurance in Latvia are to cover the costs of health services provided to insured persons, to prevent and cure diseases, to finance the certain part of medicines and medical products. There is no refund system in Latvia. If the health service provider has a contract with the Agency, all costs incurred are directly reimbursed by the Agency. The patient should pay only the amount of own contribution – the patient fee.

d. Student grants

Responsibility: Central Government, Ministry of Education and Science
Website: <http://www.izm.gov.lv/>
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Office of Citizenship and Migration Affairs
Website: <http://www.ocma.gov.lv/>
Sophistication stage: 1/3
Description: Information only.

b. Driving License

Responsibility: Central Government, Road Traffic Safety Directorate
Website: <http://www.csdd.lv/default.php?pageID=1090928610>
Sophistication stage: 1/3
Description: Information only.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Road Traffic Safety Directorate
Website: <http://www.csdd.lv/default.php?pageID=1087882596>
Sophistication stage: 1/4
Description: Information only.

6. Application for building/planning permission

Responsibility: Local Government
Website: <http://www.em.gov.lv/em/2nd/?cat=56>
Sophistication stage: 1/4
Description: The Website of the Ministry of Economics provides information related to planning and construction permits. Applications are handled by local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, State Police
Website: <http://www.vp.gov.lv/>
Sophistication stage: 1/3
Description: Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Ministry of Culture
Website: <http://www.km.gov.lv/UI/Main.asp?id=115>
Sophistication stage: 1/3
Description: The Ministry of Culture's website provides information about public libraries and links to the websites of the different libraries, many of which have their own electronic catalogues. A National Unified Library Information System is currently being implemented, which will link Latvia's around 2,000 public libraries through a single network and produce a unified library catalogue. Users will be able to search the catalogue and order the necessary print works, which will be delivered through the library that is closest to their place of residence. The unified system is already in place in eight libraries that are deemed to be of national importance. All other libraries will be linked to the single network by the year 2007.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government (Ministry of Justice) and Local Government, General Registry Offices
Website: <http://www.tiesas.lv/eng/category.asp?catID=1049>
Sophistication stage: 1/3
Description: Information only. General Registry Offices are institutions that belong to the judicial system and register civil status – marriage, birth and death. Establishment of a General Registry Office is within the competence of local authorities.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of Education and Science, Universities
Website: <http://www.aip.lv/saites.htm>
Sophistication stage: 1/4
Description: There is no centralised enrolment in higher education institutions or universities. The regulations of each university can be slightly different, and information about the admission procedure is available

on the websites of each university. Some universities have application forms for download and offer electronic registration to individual courses. Some universities also offer electronic registration form for taking part in admission tests that can be submitted electronically.

11. Announcement of moving (change of address)

Responsibility: Local Government
Website: http://www.pmlp.gov.lv/?_p=426&menu_id=146
Sophistication stage: 2/3
Description: Declaration forms are available for download on the Website of the Office of Citizenship and Migration Affairs. In case of change of place of residence, the person has to declare it in the respective local government institution where the new place of residence is located in one month's time. Legislation is currently being considered to enable residents to declare their change of address by post or electronically directly with the Office of Citizenship and Migration Affairs.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.vm.gov.lv/>
Sophistication stage: 1/4
Description: Information only. In 2004 the Government adopted [Basic Guidelines on e-Health](#), which foresee the implementation of health care information systems and of electronic health records, the development of telemedicine, and the development of a centralised healthcare portal.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, State Revenue Service
Website: <http://www2.vid.gov.lv/>
Sophistication stage: 1/4
Description: The Electronic Declaration System enables Latvian taxpayers to submit tax returns and social contributions declarations online. It is technically possible to submit 50 different declarations and statements electronically, but as the regulations concerning the procedure of elaboration, processing, storage and circulation of electronic documents have not yet been adopted, these documents still have to be submitted also in paper form and the Electronic Declaration System is still in demo version. It is planned that it will become fully functional and transactional in 2005.

2. Corporation tax: declaration, notification

Responsibility: Central Government, State Revenue Service
Website: <http://www2.vid.gov.lv/>
Sophistication stage: 1/4
Description: The Electronic Declaration System enables Latvian taxpayers to submit tax returns and social contributions declarations online. It is technically possible to submit 50 different declarations and statements electronically, but as the regulations concerning the procedure of elaboration, processing, storage and circulation of electronic documents have not yet been adopted, these documents still have to be submitted also in paper form and the Electronic

Declaration System is still in demo version. It is planned that it will become fully functional and transactional in 2005.

3. VAT: declaration, notification

Responsibility: Central Government, State Revenue Service
Website: <http://www2.vid.gov.lv/>
Sophistication stage: 1/4
Description: The Electronic Declaration System enables Latvian taxpayers to submit tax returns and social contributions declarations online. It is technically possible to submit 50 different declarations and statements electronically, but as the regulations concerning the procedure of elaboration, processing, storage and circulation of electronic documents have not yet been adopted, these documents still have to be submitted also in paper form and the Electronic Declaration System is still in demo version. It is planned that it will become fully functional and transactional in 2005.

4. Registration of a new company

Responsibility: Central Government, Register of Enterprises
Website: <http://www.ur.gov.lv/>
Sophistication stage: 2/4
Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Bureau
Website: <http://www.csb.gov.lv/>
Sophistication stage: 3/3
Description: Forms of statistical reports are available, and companies can complete and submit statistical questionnaires electronically through the e-questionnaire system.

6. Customs declarations

Responsibility: Central Government, State Revenue Service
Website: <http://www.vid.gov.lv/>
Sophistication stage: 4/4
Description: Customs declaration forms are available for download. Entrepreneurs have to use the Computerised Transit Control System (NCTS) to submit their customs declarations. The permit to use the Entrepreneurs Module of the NCTS system is issued after signing the contract with the Customs Board of State Revenue Service.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of Environment, Regional Environmental Boards
Websites: <http://www.varam.gov.lv/>
Sophistication stage: 2/4
Description: Information only. Some Regional Environmental Boards have forms to download on their websites. The functions of Regional Environmental Boards include the issuance and coordination of permits (licences) for the use of natural resources and for performing the polluting activities.

8. Public procurement

Responsibility: Central Government, Procurement Monitoring Bureau

Website: <http://www.iub.gov.lv/>

Sophistication stage: 3/4

Description: The Procurement Monitoring Bureau, supervised by the Ministry of Finance, is the administrative authority in charge of monitoring the conformity of procurement procedures with legal and regulatory requirements. It also provides methodological assistance and consultations and organises training for institutions (contracting authorities), for suppliers of goods, providers of services and performers of construction work. Its website provides access to calls for tenders, supports online notification of tenders and limited interaction (online filling of forms). The implementation of electronic catalogues and electronic auctions, as well as of a public procurement portal, is foreseen for the coming years.

eGovernment in Lithuania



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Lithuania. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 65,300 km²

Population (1,000): 3,445.9 inhabitants (2004)

Capital: Vilnius

Language: Lithuanian, Polish, Russian

Currency: Litas

GDP at market prices: 17,926.3 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 10,700 Euro (2004)

GDP growth rate: 6.7% (2004)

Inflation rate: 1.1% (2004)

Unemployment rate: 10.8% (2004)

Government debt/GDP: 19.7% (2004)

Public balance (government deficit or surplus/GDP): -2.5% (2004)

Source: Eurostat

Political Structure

Lithuania is the largest of the three Baltic Republics, having declared independence from the USSR on 11 January 1990. According to the terms of the Constitution (approved by referendum in 1992), Lithuania is a Parliamentary Republic. The unicameral Parliament ([Seimas](#)) is elected every 4 years. The electoral system is mixed. 71 of the 141 members are directly elected by popular vote by single-member constituencies, and 70 are elected by proportional representation.

The Head of State is the [President of the Republic](#), elected every five years (universal suffrage). Executive power is held by the [Government](#), headed by the Prime Minister. The Prime Minister is appointed by the President and approved by the Parliament, and Ministers are appointed by the President on the nomination of the Prime Minister.

The **Constitution of the Republic of Lithuania** was adopted by referendum on 25 October 1992.

Lithuania became a member of the European Union on 1 May 2004.

Current Head of State: President Valdas Adamkus (elected on 27 July 2004)

Current Head of Government: Prime Minister Algirdas Brazauskas (since 3 July 2001)

Information Society indicators

Percentage of households with Internet access: 12% (2004)

Percentage of enterprises with Internet access: 81% (2004)

Percentage of individuals using the Internet at least once a week: 26% (2004)

Percentage of households with a broadband connection: 4% (2004)

Percentage of enterprises with a broadband connection: 50% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 1% (2004)

Percentage of enterprises having received orders online within the previous year: 5% (2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 8.9%, downloading forms 5.7%, returning filled forms 5.5% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 63%, downloading forms 60%, returning filled forms 30% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Lithuania](#)

08 June 2005

The Government approves the [Strategy of Information Society Development](#), which sets out the main tasks and of the state for the development of the information society in Lithuania.

02 May 2005

The State Tax Inspectorate announces that **20% of tax returns** for 2004 have been submitted online using the electronic tax declaration system ([Elektroninio Deklaravimo Sistema - EDS](#)) introduced in 2004, vs. only 5% a year earlier.

21 February 2005

The Government approves the [Implementation plan 2005–2006 of the Long Term Strategy of Public Administration Development till year 2010](#). Electronic service delivery represents a key aspect of the plan.

January 2005

The Information Society Development Committee starts using mobile phone-based secure electronic signatures for its own internal usage. In case the experiment is successful the technology will be extended to other administrations.

14 December 2004

The Lithuanian Parliament endorses the [Programme of the Government of the Republic of Lithuania for 2004-2008](#). One of its key aims is to “encourage the development of the IT and telecommunications sector and to put the Lisbon strategy and e-action plan into practice”. It also intends “to arrange for e-government services to be provided for both private individuals and legal entities and to link state registers and information systems into a secure public institution network”.

09 August 2004

Research commissioned by the Information Society Development Committee reveals that approximately 50% of all public services for citizens and business are provided via Internet. The most developed services are in the field of tax declaration, employment issues, social contributions, customs declarations, and statistical data presentation.

15 July 2004

The Lithuanian Parliament passes a [Law on Amending the Law on State Registers](#). This Law establishes: the setting up, management, reorganisation and liquidation of state registers; the system of state registers and the general principles of interaction between state registers; rights and duties of leading state register management bodies, state register management bodies, state register supervisory institutions, state register managers, state register data suppliers and recipients.

27 May 2004

The Information Society Development Committee publishes ["The Model of Electronic Public Services"](#), which aim is to provide a model for the implementation of the country's e-government strategy (the 'Concept') and for the transfer of all public administration services to a digital environment.

May 2004

A "[Pilot Project of Electronic Signature Implementation in the Public Institutions](#)" is launched, aimed at evaluating solutions for secure electronic document exchange within and between public administrations and to boost e-government progress in Lithuania.

28 April 2004

The Government adopts a "[Strategy on the Development of the Public Administration Sector until the year 2010](#)". The use of Information Communication Technologies is one of the key aspects of the plan.

15 April 2004

The Lithuanian Parliament adopts a [Law on Electronic Communications](#), which main aim is to regulate electronic communications services and networks, associated facilities and services, use of electronic communications resources as well as radio equipment, terminal equipment and electromagnetic compatibility.

21 January 2004

The Information Society Development Committee unveils the 'E-Gate of the Government', an Internet portal that can be found at www.govonline.lt, www.evaldzia.lt, www.epaslaugos.lt. The aim of the project is to unify all Lithuanian state institutions into one universal system of administration of official information, and by doing so to provide easier and faster access to information-related activities of state institutions and to start delivering public services over the Internet.

25 November 2003

The Government approves the [Implementation plan of the Position Paper on e-Government \(the 'Concept'\)](#). The implementation plan comprises various projects, to be implemented by various state institutions. These measures will help achieve the goals of the Concept – to increase transparency of the decision making process of executive bodies, to deliver high quality public services and to provide information to natural and legal persons more effectively using digital technologies – and its main objective – that public services which are delivered to natural and legal persons ought to be delivered via digital technologies as of 2005 (Internet, mobile phones, etc.).

30 June 2003

The Government approves the **Implementation plan of the Strategy on Creation of Integrated System of the State Registers.**

31 December 2002

The Government approves the [Position Paper on e-Government](#) (the 'Concept').

22 August 2002

The Government approves the **Strategy on Creation of Integrated System of the State Registers.**

12 November 2002

The Lithuanian Parliament approves the **Long-term Development Strategy of the State.** This strategy clearly emphasises the role of e-government as one of the main strategic axes for the development of public administration.

August 2001

The Government approves the **Strategic Plan for the Development of the Information Society** for the period 2001-2004. The plan identifies four priority areas: 1. skills of Lithuanian citizens; 2. public administration; 3. electronic business; 4. Lithuanian culture and Lithuanian language.

June 2001

The [eEurope+ Action Plan](#) for the development of the Information Society in the EU accession countries (including Lithuania) is published by the European Commission.

28 February 2001

The Government approves the **National Concept of Development of the Information Society**, which reinforces the importance of e-government.

22 December 2001

The Government approves a resolution ['On the Approval on the State Information Technology Security Strategy' and it's Implementation Plan.](#)

2001

The Government sets up the [Information Society Development Committee](#), with responsibility for regulation of information technologies and telecommunications, and coordination of the development of the Information Society.

2000

Responsibility for the State Information Policy is transferred from the Ministry of Public Administration Reforms and Local Authorities to the [Ministry of the Interior](#) (in particular its Department of Information Policy).

eGovernment Strategy

Main strategic objectives and principles

The Lithuanian e-government strategy is laid down in the [Position Paper on e-Government](#) adopted by the Government on 31 December 2002.

GOALS AND OBJECTIVES

- The goal is to improve transparency of the decision making process of the executive bodies of the Republic of Lithuania, to efficiently deliver high quality public services and provide information to the public, businesses and institutions and for this purpose to use possibilities offered by information technology.
- The main objective is to deliver public services, as from 2005, to the public and to the businesses of the Republic of Lithuania via digital technologies (internet, mobile phones, etc.) in the context of public services defined in the programme documents of the European Union.
- Migration of public services onto the Internet will be completed in four gradually maturing phases:
 - The first level - public online information services. An institution provides public information via the Internet.
 - The second level - partial transactions. An institution provides to a user partially automated forms and questionnaires which may be filled in and printed by a user (i.e. to provide data to the institution).
 - The third level - partially interacting level. A user's identity is established within a system. A user may present questions, and the institution upon a receipt of an electronic query provides answers. The service (i.e. the form), however, is delivered by non-electronic channels.
 - The fourth level is fully interactive. The e-government project is completed. A user will submit a request by electronic means and will be provided with a valid electronic service.
- The objective is to bring e-government up to the fourth level; however, in the initial phases lots of projects will be run on a lower level due to financial, organisational and logistical reasons.
- By 2005, all public services, which are administered by State institutions, will have to be transposed into the Internet at the aforementioned third level or be delivered by other remote means (except for public services which cannot be delivered by remote means, i.e. the public services which can only be provided in the presence of a civil servant).
- "One-stop" principle means that both natural and legal persons will be no longer concerned with public administrative procedures as this will be carried out via public information system with no direct participation of individuals or businesses. "One-stop" principle in practice will not mean the establishment of a centrally run public information pool.
- Though relatively rare in Lithuania, the practice of phone service already exists, i.e. when phone service operators register orders, queries, etc., identify a user and deliver the service requested; telephone communication is common and will, therefore, continue to be acceptable to the population, and especially those individuals who will have no possibilities or skills to use the internet. Therefore delivery of public services via telephone lines should be developed simultaneously with other remote access technologies ("distance services", "electronic means" or "internet technologies" will include, where possible, delivery of public services by phone).
- In developing new delivery methods for public services, the already existing and broadly accepted methods of public service delivery should remain in place, however

it should be guaranteed that with a growing number of online users, the expenditure for servicing customers by common methods should be cut.

- Common methods of service delivery may be entirely abandoned only if all existing and potential public service users have a possibility and are knowledgeable (or otherwise capable) to benefit from new methods of public service delivery.
- Public information services should focus on information users. In developing new delivery methods of public services all project documents should be available within the system of information processing and submission to customers.
- Queries from individuals and institutions received via electronic mail shall have the same status as posted mail, i.e. these queries have to be subject to similar procedures. A query can be left with no response provided there is no possibility to identify a sender. An applicant, upon his or her request, should be guaranteed of receiving a response via electronic mail.
- In developing new public services by institutions, methods of distance service delivery should be thought over beforehand. No legal acts to be approved shall impede virtual transactions (i.e. no actual (physical) signature required and no other restrains).

RANGE AND PRIORITIES

- The e-government vision will be implemented across institutions on all governmental and municipal levels.
- The implementation of e-government projects will be accompanied by simultaneous enforcement of public administration reforms. This will help avoid ineffective management automation process.
- In implementing e-government conception a paramount attention will be given to e-government projects across those institutions that carry out the functions predetermining presently and in the future the activities of other institutions or businesses as regards transposition of public services into the Internet.
- Each e-government project has to strive at long term and medium term objectives. The institutions aiming at these objectives have to report on medium term results to the institution authorised by the Government of the Republic of Lithuania and responsible for e-government project coordination and monitoring. If e-government projects financed from the budget fail to reach medium term objectives, their status and financing could be reconsidered and changed by the coordinating institution.
- Great attention will be given to management and control over the development and enforcement of the prioritised projects. Planning and financing of projects like these will strictly depend on the results, i.e. their implementation calendar and functional application.
- Among information technology projects the priority will be given to those projects which aim at developing and operating national system of integrated registers.
- Integration of information systems of the State Tax Inspectorate under the Ministry of Finance and the Board of the State Social Insurance Fund will be completed thereby making the administration and integration of social insurance contributions operational; the customs integrated information system will be installed and further developed.
- Identification systems for natural and legal persons will be developed. This will enable to establish personal identity and to communicate with the institutions with the help of information technologies.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Lithuania. However, there is a [Law on State Registers](#) which establishes: the setting up, management, organisation and liquidation of state registers; the system of state registers and the general principles of interaction between state registers; rights and duties of leading state register management bodies, state register management bodies, state register supervisory institutions, state register managers, state register data suppliers and recipients. The list of state registers is available at www.registrai.lt.

Freedom of Information legislation

1. Law on Provision of Information to the Public

Adopted in 1996 and amended in December 2000, the Law on Provision of Information to the Public establishes the procedure for obtaining, processing, and disseminating public information and the rights and responsibility of public information producers, disseminators, owners and of journalists.

2. Law on the Right to Obtain Information from State and Local Government Institutions

Enacted in January 2000, the Law on the Right to Obtain Information from State and Local Government Institutions sets a right for persons to get information from State and municipal institutions and the conditions for exercising this right. Requests must be in writing and include the name and address of the individual asking for information. Requests must be acted on within 14 days.

Data Protection/Privacy legislation

Law on Legal Protection of Personal Data

Adopted on 11 June 1996, and last amended on 21 January 2003. The main purpose of this Law is protection of an individual's right to privacy with regard to the processing of personal data. It is fully compliant with the EU Data Protection Directive (95/46/EC).

E-Commerce legislation

Order No. 119 On Rendering Certain Information Society Services, In Particular Electronic Commerce, in the Internal Market

Adopted by the Minister of Economy on 10 April 2002, this Order formally transposes the provisions of the EU e-commerce Directive (Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce, in the Internal Market).

E-Communications legislation

Law on Electronic Communications

Adopted in April 2004, the Law on electronic communications regulates electronic communications services and networks, associated facilities and services, use of electronic communications resources as well as radio equipment, terminal equipment and electromagnetic compatibility. The Law transposes the EU's new regulatory framework for electronic communications.

E-signatures legislation

Law on Electronic Signature

Passed on 11 July 2000, the Law on Electronic Signature regulates the creation, verification, and validity of electronic signatures, the rights and obligations of signature users', the requirements for certification services and certification services providers, and the rights and functions of the institution of electronic signature supervision. It is compliant with the EU Directive on a Community framework for electronic signatures (1999/93/EC).

E-procurement legislation

[Law on Public Procurement](#)

Public procurement procedures in Lithuania are regulated by the Law on Public Procurement of December 2002, which came into force on 1 March 2003. This Law establishes the procedure for public procurement, the rights, obligations and responsibility of participants in the procurement procedures, as well as the procedure for the control of public procurement and settling of disputes. The Law contains provisions regulating the use of electronic means in public procurement procedures, in particular data communication and storage for electronic notification and submission of tenders. The use of e-auctions or dynamic purchasing systems is not regulated by the legislation, but will be regulated when the new EU public procurement directives (Directives 2004/17/EC and 2004/18/EC) are transposed. This implementation of the new directives is expected in 2006.

Re-use of public sector information

Legislation implementing Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) has been prepared by a working group comprising representatives of ministries and other concerned institutions. The provisions of the [Law on State Registers](#) concerning dissemination of the data of state registers comply with the provisions of the PSI Directive. On the contrary the [Law on the Right to Obtain Information from State and Local Government Institutions](#) needs amendment, and in February 2005 the working group agreed on the draft of a revised version, incorporating the requirements of the PSI directive. The procedure of coordination and submission to Government for approval is ongoing. The revised Law will then be submitted to Parliament for ratification.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy****Ministry of the Interior**

The Ministry of the Interior holds responsibility for formulating the state's information policy and information infrastructure strategy, as well as for coordinating IT security in the state institutions, coordinating e-government projects and supervising electronic service delivery. The [Information Policy Department](#) is the unit of the Ministry in charge of these different tasks.

Coordination**1. [Information Policy Department](#) in the Ministry of the Interior****2. [Information Society Development Committee](#)**

The Information Society Development Committee under the Government of the Republic of Lithuania designs, arranges and co-ordinates processes aimed at the development of the Information Society in Lithuania.

Implementation**1. [Information Society Development Committee](#) for national infrastructure projects.****2. [Ministries and other State Institutions](#) for departmental projects.****Support****1. [Information Policy Department](#) in the Ministry of the Interior****2. [Information Society Development Committee](#)****3. [Infostruktūra](#)**

Infostruktūra is a State-owned company created in 1992, which provides IT infrastructure and services to central and local government. In particular, Infostruktūra has created and maintains the computer network of State institutions (VIKT).

Audit/Assurance**National Audit Office of the Republic of Lithuania**

The mission of the National Audit Office of the Republic of Lithuania is to help the Nation manage and use property, funds and other resources wisely, to assist Parliament in the execution of Parliamentary control, to promote the highest standards in financial management in the public sector, and to promote efficient public services.

Data Protection**State Data Protection Inspectorate**

The Inspectorate promotes data protection, supervises processing of personal data and contends with violations, strives to ensure protection of the rights of a data subject and forms propitious conditions for individuals to appeal to the Inspectorate, when they would like to complain about the actions of the data controller or to consult on the rights of data subject.

REGIONAL & LOCAL E-GOVERNMENT**Strategy**

Strategic responsibility for e-government at regional and local level lies with individual County and Municipal Authorities.

Coordination**Ministry of the Interior**

Implementation

All 10 Counties and 60 Local Authorities of the Republic of Lithuania.

Support

1. [Information Society Development Committee](#)

2. [Association of Local Authorities in Lithuania \(ALAL\)](#)

The Association of Local Authorities in Lithuania (ALAL) is a non-profit organisation, having the rights of a legal person, representing the common interests of its members - local authorities - in all institutions of state authorities and government, as well as foreign and international organisations of local authorities.

Audit/Assurance

[National Audit Office of the Republic of Lithuania](#)

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Gintaras Jonas Furmanavičius

Job title: Minister of the Interior

Picture:



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Head of e-government

(i.e. head of e-government agency/directorate)

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Picture:

No picture available

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Other e-government executives

Name: Aurimas Matulis

Job title: Director, Information Society Development Committee

Picture:



Contact details:

Information Society Development Committee

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Lithuania

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal**E-Gate of the Government**

Launched in January 2004, the Lithuanian e-government portal offers a one-stop shop to public information and services for citizens and businesses. It is accessible at www.govonline.lt, www.evaldzia.lt, www.epaslaugos.lt.

Network**VIKT - Secure Computer Network of the State Institutions**

Secure State Data Communication Network (SSDCN) is developed on the basis of VIKT. State enterprise 'Infostruktūra', supervised by the Ministry of the Interior, is a service provider for VIKT and SSDCN, which currently covers all Lithuania and connects about 100 public bodies including the Seimas (Parliament), President office, Prime Minister office, ministries, departments, counties and local communities, state tax inspectorate offices etc. Infostruktūra's SSDCN is the national network (national domain) for the EU's pan-European administrative network TESTA.

e-Identification infrastructure

There is currently no central e-identification infrastructure in Lithuania. However, the Government's Position Paper on e-Government (the 'Concept'), adopted in December 2002, foresees the development of an electronic identification and authentication system. A group of experts has been initiated to develop a strategy for an electronic identification system which is likely to include electronic ID cards for citizens containing personal data, social insurance details and medical records.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Lithuania, where public procurement is organised on a decentralised basis. An official central database of public procurement is maintained by the [Public Procurement Office](#), enabling public bodies to register and introduce notices electronically. A central electronic public procurement portal is currently under development, which functionalities will comply with the requirements of the new EU public procurement directives. The first phase of the portal will include fundamental portal functionality (user authorisation system, content management, statistical and analytical functionality), notifications and tender information publishing, and e-catalogues. Further development phases will follow, and the portal is expected to reach full functionality by 2008.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Lithuania.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, State Tax Inspectorate
Website: <http://deklaravimas.vmi.lt/>
Sophistication stage: 4/4
Description: An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Social Security and Labour, Lithuanian Labour Exchange
Website: <http://www.ldb.lt/>
Sophistication stage: 3/3
Description: The Lithuanian Labour Exchange website enables job seekers and employers to advertise and browse CVs and job vacancies.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Social Security and Labour, Lithuanian Labour Exchange
Website: <http://www.ldb.lt/>
Sophistication stage: 1/4
Description: Information only.

b. Family allowances

Responsibility: Central/Local Government, State Social Insurance Fund Board, Local Authorities
Website: <http://www.sodra.lt/>
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Lithuania. There is no need for Lithuanian residents to ask for any reimbursement. Costs for some medicine are covered by mandatory health insurance and Lithuanian residents pay only part of cost for such medicine, which is not reimbursed. Pharmacies register every such purchase and provide appropriate information to the [State Patient Fund](#) and are directly reimbursed.

d. Student grants

Responsibility: Central Government, Higher education institutions
Website: <http://www.aikos.smm.lt/>
Sophistication stage: 2/4
Description: Information and forms to download. Students get grants from their higher education institutions through the banks directly without filling any forms. Supported students can get social grants by filling an application (some higher education institutions present an application forms in their website) and bringing appropriate documents.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior, Migration Department
Website: <http://www.migracija.lt/>
Sophistication stage: 2/3
Description: Information and forms to download. Passport applications are handled by local police branches. The Ministry of the Interior, together with the Migration Department, the Residents' Register Service, the Personalisation of Identity Documents Centre and the Klaipeda municipality, is implementing a project on "the transfer of the service for personal documents (passport) to an electronic environment" (feasibility study), which is supported by EU Structural funds and will last until the 2nd quarter of 2006.

b. Driving License

Responsibility: Central Government, State enterprise "Regitra"
Website: <http://www.regitra.lt/>
Sophistication stage: 1-2/3
Description: Information only. Driving licence applications are processed by "Regitra", which then passes applications to police branches that issue driving licences.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, State enterprise "Regitra"
Website: <http://www.regitra.lt/>
Sophistication stage: 1/4
Description: Information only. State enterprise "Regitra" is implementing a project on "the integration and transfer of car registration services to an electronic environment" (feasibility study), which is supported by EU Structural funds and will last until the 1st quarter of 2006.

6. Application for building/planning permission

Responsibility: Central Government/Regional authorities/Local authorities
Website: <http://www.vtpsi.lt/>
Sophistication stage: 1/4
Description: Information only. A Building/Planning Permission and Construction Supervision Information System will be designed, implemented and legalised for issuing building/planning permissions electronically by the end of 2007.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Police Department
Website: <http://www.policija.lt/>
Sophistication stage: 1/3
Description: Information only. Electronic notification is available via e-mail, but then the declaration must be re-filled in writing at the police station. An electronic notification system for illegal internet/digital activities is available on the website of the [Cyber Police](#).

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Regional authorities/Local authorities
Website: <http://www.libis.lt/>
Sophistication stage: 3/3
Description: The Lithuanian Integral Library Information System enables users to search and request books. It is still being developed and will involve more and more Lithuanian public libraries in counties and municipalities.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local authorities
Website: N.A.
Sophistication stage: 1-2/3
Description: Information mostly. Some municipalities offer forms for download. The Ministry of the Interior, together with the Residents' Register Service and the Jurbarkas municipality, is implementing a project on "the transfer of the service for certificates (birth, marriage) to an electronic environment" (feasibility study), which is supported by EU Structural funds and will last until the 2nd quarter of 2006.

10. Enrolment in higher Education/university

Responsibility: Central Government, higher education institutions
Website: <http://www.lamabpo.lt/>
Sophistication stage: 2/4
Description: General information about the application procedure to enter one of the 16 Lithuanian universities, and forms to download.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Migration Department
Website: <http://www.migracija.lt/>
Sophistication stage: 2/3
Description: Information and forms to download. The Ministry of the Interior, together with the Residents' Register Service and the Jurbarkas municipality, is implementing a project on "the transfer of the service for announcement of moving (change of address) to an electronic environment" (feasibility study), which is supported by EU Structural funds and will last until the 2nd quarter of 2006.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.sam.lt/>
Sophistication stage: 1/4
Description: Information only. There is no centralised system of health related online services, but some health institutions provide online services such as appointment bookings. The Ministry of Health has prepared a project 'Doctors advice via telephone' which is being tested.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, State Social Insurance Fund Board
Website: <http://www.sodra.lt/>
Sophistication stage: 3/4
Description: The State Social Insurance Fund Board has developed an application based on open source software, which helps companies to build up a report about their employees' social contributions. Reports are sent by e-mail and are struck automatically into a central database.

2. Corporation tax: declaration, notification

Responsibility: Central Government, State Tax Inspectorate
Website: <http://deklaravimas.vmi.lt/>
Sophistication stage: 4/4
Description: An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

3. VAT: declaration, notification

Responsibility: Central Government, State Tax Inspectorate

Website: <http://deklaravimas.vmi.lt/>
Sophistication stage: 4/4
Description: An electronic declaration system is available in Lithuania since 2004. This fully transactional system enables electronic filing of all tax returns: income tax returns, corporate tax returns, VAT returns, etc. Its key features include: multiple ways to fill-in and submit declarations, notification about the status of declarations, multiple authentication methods, centralised archive, data exchange with other systems, new designs of return forms, declaration process monitoring and management.

4. Registration of a new company

Responsibility: Central Government, State Enterprise Centre of Registers
Website: <http://www.kada.lt/>
Sophistication stage: 2/4
Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Lithuanian Department of Statistics (Statistics Lithuania)
Website: <http://www.std.lt/>
Sophistication stage: 3/3
Description: The website of the Lithuanian Department of Statistics provides electronic forms for the submission of statistical data.

6. Customs declarations

Responsibility: Central Government, Lithuanian Customs
Website: <http://www.cust.lt/>
Sophistication stage: 4/4
Description: An electronic declaration system operates in the biggest territorial customs of Lithuania. It makes it possible for traders to deliver declarations via the Internet by making a contract with territorial customs.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Environmental Protection Agency
Websites: <http://aaa.am.lt/>
Sophistication stage: 1/4
Description: Information only.

8. Public procurement

Responsibility: Central Government, Public Procurement Office
Website: <http://www.vpt.lt/>
Sophistication stage: 2/4
Description: Information available. Registered users can publish tenders in the website of the Public Procurement Office. A central electronic public procurement portal is currently under development, which will be introduced in phases.

eGovernment in Luxembourg



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Luxembourg. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 2,586 km²
Population (1,000): 451.6 inhabitants (2004)
Capital: Luxembourg
Language: Luxembourgish, German, French
Currency: Euro
GDP at market prices: 25,663.5 million Euro (2004)
GDP per inhabitant in PPS (purchasing power standards): 49,700 Euro (2004, forecast)
GDP growth rate: 4.5% (2004)
Inflation rate: 3.2% (2004)
Unemployment rate: 4.8% (2004)
Government debt/GDP: 7.5% (2004)
Public balance (government deficit or surplus/GDP): -1.1% (2004)

Source: Eurostat

Political Structure

The Grand Duchy of Luxembourg is a Constitutional Monarchy. The Head of State, the **Grand Duke**, has no political or institutional powers. Legislative power is in the hands of the unicameral Parliament (**Chamber of Deputies**), with 60 members elected for 5 years. Parliament's task is to approve bills put forward by the **Government** after consultations with the **Council of State**, an advisory body and judicial committee comprising 21 members appointed by the Grand Duke.

The **Constitution of Luxembourg** was adopted on 17 October 1868 and was amended around ten times since then. The latest constitutional revision was made in 1999.

Luxembourg was a founding member of the European Community in 1957.

Current Head of State: Grand Duke Henri (since 7 October 2000)

Current Head of Government: Prime Minister Jean-Claude Juncker (since 20 January 1995)

Information Society indicators

Percentage of households with Internet access: 59% (2004)
Percentage of enterprises with Internet access: 90% (2004)
Percentage of individuals using the Internet at least once a week: 59% (2004)
Percentage of households with a broadband connection: 16% (2004)
Percentage of enterprises with a broadband connection: 48% (2004)
Percentage of individuals having purchased/ordered online in the last three months: 32% (2004)
Percentage of enterprises having received orders online within the previous year: 11% (2004)
Percentage of individuals using the Internet for interacting with public authorities: obtaining information 35.6%, downloading forms 28.8%, returning filled forms 21.2% (2004)
Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 64%, downloading forms 63%, returning filled forms 26% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Luxembourg](#)

13 June 2005

The Luxembourg government presents a new [e-Government Master Plan](#), aimed at accelerating e-government progress in the country.

February 2005

As part of its project [QUAPITAL](#), the Luxembourg government decides to adopt [Hermes](#), an ICT project management methodology developed and used by the Swiss federal public administration. The QUAPITAL project aims at professionalizing the management of public sector ICT projects in order to improve both project efficiency and the quality of outcomes. QUAPITAL integrates a number of standards, rules, guidelines and good practices to be followed by all the actors of government ICT projects.

29 November 2004

The Luxembourg government launches a [Business Portal](#) aimed at making life easier for companies and entrepreneurs by progressively delivering a range of information and services through a single and convenient one-stop online shop. The portal offers general business information, advice for each of the phases of a company's lifecycle, details about a number of relevant procedures, and downloadable forms.

04 March 2003

Creation of the Economic Interest Grouping [LuxTrust](#), a public-private partnership tasked with managing the development of a common Public Key Infrastructure (PKI) to secure e-commerce and e-government in Luxembourg. Partners include the State (through the Ministry of Economy) and several banks.

01 February 2001

Presentation of the [eLuxembourg Action plan](#), a national plan for reaching the objectives of eEurope approved by the European Council in June 2000. E-government is one of the axes of the eLuxembourg programme.

30 June 2000

Creation of the **National Commission for the Information Society (CNSI)**, in charge of devising and driving the implementation of the government's policy for the Information Society.

November 1996

The Info 2000 Committees publishes a report on "[The Role of the State in the Information Society](#)".

June 1996

Publication of a parliamentary report on "[The Information Society in Luxembourg](#)".

1995

Creation of the "**Info 2000 Committee**", tasked with identifying the challenges of the Information Society in Luxembourg and the role the State shall play to address them.

eGovernment Strategy

Main strategic objectives and principles

The Luxembourg e-government strategy was initially set in the [eLuxembourg Action Plan](#) presented in February 2001. In June 2005 the government presented a specific [e-Government Master Plan](#), aimed at accelerating e-government progress in the country.

The new document sets out the strategic objectives of “e-governance”, which are government **transparency**, citizen **inclusion and participation**, public sector **efficiency**, increased **competitiveness** of both the public and private sectors, as well as an increase of the general level of **knowledge** and know-how in Luxembourg.

With the new Master Plan, the government intends to create a coherent framework for the different aspects of state computerisation. In this respect, the new strategy and action plan make a distinction between three main categories of projects:

- **Short term Internet projects**, such as for example the creation of an online service for VAT returns or the development of an e-procurement platform.
- **Short term administrative management projects**, such as the setting up of an integrated system for the management of housing grants.
- **Medium and long term strategic projects**, such as infrastructure, interoperability, and service integration projects, as well as initiatives for the organisational reform of public administration.

The new e-government master plan will be implemented according to a “**step-by-step**” **approach**, according to which new electronic services will be presented and put online as soon as possible, even if the project is not entirely completed. Among other services, the action plan foresees the launch of an e-health portal in two phases (2005 and 2006), a cultural portal (2006), a sports portal (2006), and a **citizen portal**, i.e. an online one-stop shop providing citizens with centralised access to all relevant government services (2006). The coherence of the multiple government websites will be ensured by a “**Public Service Framework**” initiative, which will include a number of projects related to standards and functional architecture. Other important infrastructure initiatives will include for instance cross-departmental workflow management and identity management projects. Among other initiatives, the action plan also calls for the development of a **pilot Internet voting project** for the legislative elections of 2009.

In order to ensure that the challenges of e-government implementation are tackled in a coherent and efficient way, **the government has established a renewed management structure for its e-government drive**. The [Ministry of the Civil Service and Administrative Reform](#), which is in charge of coordinating Luxembourg’s e-government policy, has created a [Coordination Committee for State Modernisation](#). The Committee, chaired by the Minister for the Civil Service and Administrative Reform and composed of representatives from different ministries, reports directly to the council of ministers. Drawing both on the technical expertise of the [Informatics Centre of the State](#) and on the conceptual and administrative work developed by the [e-Luxembourg service](#), the Committee works closely with ministries and other government bodies that manage specific e-government projects.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Luxembourg.

Freedom of Information legislation

There is currently no specific freedom of information legislation in Luxembourg.

Data Protection/Privacy legislation

Data Protection Act (2002)

The Data Protection Act of 2 August 2002 governs the processing and use of personal data in Luxembourg. It implements the EU Data Protection Directive (95/46/EC). The Act goes beyond the framework of the Directive by covering not only natural, but also moral, persons; it contains specific provisions on the processing of medical data by health services, the processing of personal data for surveillance purposes and in the workplace. The Act also creates a new data protection authority (the [National Commission for Data Protection](#) or CNPD).

E-Commerce legislation

E-Commerce Act (2000)

The E-Commerce Act of 14 August 2000 transposes the EU e-commerce Directive (2000/31/EC).

E-Communications legislation

Luxembourg has not yet transposed the new EU regulatory framework for electronic communications. Draft legislation has been prepared but not yet passed and enacted. Electronic communications thus remain governed by the [Telecommunications Law of 1997](#), amended in 1998 and 2001.

E-signatures legislation

E-Commerce Act (2000)

The E-Commerce Act of 14 August 2000 transposes the EU Directive on Electronic Signatures (1999/93/EC). It is complemented by a regulation of 1 June 2001 on electronic signatures and electronic payments.

E-procurement legislation

Public Procurement Act (2003)

The Public Procurement Act of 30 June 2003 and the implementing regulation of 7 July 2003 allow for the use of electronic means in the public procurement process: electronic publication of call for tenders, electronic submission of offers. Implementation of the new EU public procurement directives (2004/17/EC and 2004/18/EC), including their provisions related to e-procurement, is expected to take place in 2006.

Re-use of public sector information

Transposition of the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) is expected to take place by secondary legislation (*règlement grand-ducal*). A draft regulation is currently being prepared.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

[Ministry of the Civil Service and Administrative Reform](#)

The Ministry of the Civil Service and Administrative Reform is responsible for e-government policy/strategy in Luxembourg.

Coordination

1. [Ministry of the Civil Service and Administrative Reform](#)

The Ministry of the Civil Service and Administrative Reform coordinates e-government developments across government. To this end, it is assisted by a Coordination Committee for the Modernisation of the State, composed of several ministers and chaired by the Minister for the Civil Service.

2. [eLuxembourg Task Force](#)

The eLuxembourg Service is in charge of the conceptual and administrative work supporting Luxembourg's e-government and Information Society drive.

Implementation

1. [Informatics Centre of the State](#)

The Informatics Centre of the State is in charge of developing and maintaining Luxembourg's national e-government infrastructure, such as the RACINE network connecting government entities.

2. [Government ministries and administrations](#)

Support

1. [eLuxembourg Task Force](#)

2. [Informatics Centre of the State](#)

Audit/Assurance

[Court of Accounts](#)

The Court of Accounts monitors the legality and regularity of the State income and spending, and controls the use of public funds.

Data Protection

[National Commission for Data Protection](#)

The National Commission for Data Protection (CNPD), created in December 2002, is an independent agency whose task is to control the processing of personal data in Luxembourg and ensure the compliance with data protection regulations.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

[Municipalities](#)

Coordination

[Inter-Communal Informatics Management Centre](#)

The Inter-Communal Informatics Management Centre (SITI) is an IT services provider set up by Luxembourg municipalities to develop common systems and promote the exchange and re-use of solutions and good practices.

Implementation

[Municipalities](#)

Support

1. [Inter-Communal Informatics Management Centre](#)

2. [Association of Luxembourg cities and communes](#)

The Association of Luxembourg cities and communes (Syvicol) is the representative body of Luxembourg municipalities. It promotes their interests to central government and provides them with technical support in a number of areas, including public management and reform.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Claude Wiseler

Job title: Minister for the Civil Service and Administrative Reform

Picture:



Contact details:

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B.P. 1807

L-1018 Luxembourg

Tel.: +352 478 31 30

E-mail: info@mfp.ra.public.lu

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Pierre Schilling

Job title: Director of the eLuxembourg Service, Ministry for the Civil Service and Administrative Reform

Picture:

No picture available

Contact details:

Service eLuxembourg

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E-mail: Pierre.Schilling@sel.etat.lu

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

There is currently no e-government services portal for citizens in Luxembourg. A one-stop portal based on life-cycle events is however under development, and is expected to go live in 2006. A [Business Portal](#) already exists, aimed at providing a single and convenient one-stop online shop for delivering a range of information and services for companies and entrepreneurs. The portal offers general business information, advice for each of the phases of a company's lifecycle, details about a number of relevant procedures, and downloadable forms.

Network**RACINE**

RACINE is the name of the network connecting all State institutions in Luxembourg. It is set up and maintained by the [Informatics Centre of the State](#).

e-Identification infrastructure

There is currently no central e-identity infrastructure in Luxembourg or plans for the establishment of a national electronic ID card in the near future. In March 2003 the **LuxTrust** Economic Interest Grouping (a form of public-private partnership) was created to manage the development of a common Public Key Infrastructure (PKI) for e-commerce and e-government.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Luxembourg. However, a project has been launched to build a central e-public procurement portal, which should be launched in 2005. The portal will include an informational part on legal issues as well as a platform for publication of calls for tender, tender documents and of terms of reference, electronic submission of tenders, electronic catalogues, electronic auctions, etc. The portal will be implemented in phases, with the first phase only allowing electronic publication of tender notices.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Luxembourg.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Administration
Website: <http://www.impotsdirects.public.lu/>
Sophistication stage: 2/4
Description: Information and forms to download.

2. Job Search services by labour offices

Responsibility: Central Government, Employment Administration (ADEM)
Website: <http://www.adem.public.lu/>
Sophistication stage: 1-2/3
Description: The website of the Employment Administration includes a search facility for employers (researching in the jobseekers database).

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Employment Administration (ADEM)
Website: <http://www.adem.public.lu/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government, National Fund for Family Allowances (CNPF)
Website: <http://www.cnpf.lu/>
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Health Insurance Funds
Website: <http://www.secu.lu/>
Sophistication stage: 4/4
Description: Reimbursement claims can be filed and processed electronically.

d. Student grants

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website: <https://e-aidefi.cedies.lu/>
Sophistication stage: 3/4
Description: Online application system for student grants.

4. Personal Documents (passport and driving licence)**a. Passport**

Responsibility: Central Government, Ministry of Foreign Affairs
Website: <http://www.mae.lu/MAE.taf?ldNav=329>
Sophistication stage: 1/3
Description: Information only. Applications are handled by local authorities.

b. Driving License

Responsibility: Central Government, Ministry of Transport
Website: <http://www.tr.etat.lu/>
Sophistication stage: 1/3
Description: Information only.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, National Society for Technical Control (SNCT)
Website: <http://www.snct.lu/>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/4
Description: Building permission requests are handled by local authorities. Most municipalities offer information on their websites.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, National Police
Website: <http://www.police.public.lu/>
Sophistication stage: 1/3
Description: Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government, National Library
Website: <http://www.bibnet.lu/>
Sophistication stage: 3/3
Description: Online catalogue of 20 public libraries across the country, with online request facility.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: <http://www.ecp.public.lu/>
Sophistication stage: 1/3
Description: Information only. Certificates requests are handled by local authorities.

10. Enrolment in higher Education/university

Responsibility: Central Government, Documentation and Information Centre on Higher Education (CEDIES)
Website: <http://www.cedies.public.lu/>
Sophistication stage: 1/4
Description: Information on enrolment in the [University of Luxembourg](#) (which was established in 2003) and in higher education institutions abroad.

11. Announcement of moving (change of address)

Responsibility: Central Government/Local Government
Website: N.A.
Sophistication stage: 1/3
Description: Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information about the procedure on their websites.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.ms.etat.lu/>
Sophistication stage: 1/4
Description: Information only. The launch of an integrated and interactive health portal is foreseen for 2006. Its services will be based on the [HealthNet](#) secure telematic network for healthcare professionals in Luxembourg.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Social Security Common Centre (CCSS)
Website: <http://www.ccss.lu/>
Sophistication stage: 4/4
Description: The SecuLine system enables all communications with the Social Security Common Centre (CCSS) to be made electronically in a secure environment, including for the payment of social contributions.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Administration
Website: <http://www.impotsdirects.public.lu/>
Sophistication stage: 2/4
Description: Information and forms to download.

3. VAT: declaration, notification

Responsibility: Central Government, Registration and Estate Administration
Website: <https://saturn.etat.lu/etva/>
Sophistication stage: 4/4
Description: Online declaration and payment of VAT.

4. Registration of a new company

Responsibility: Central Government, Commercial and Companies' Register
Website: <http://www.rcsl.lu/>

Sophistication stage: 2/4

Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistics Service

Website: <http://www.statec.public.lu/>

Sophistication stage: 2/3

Description: Information and forms to download.

6. Customs declarations

Responsibility: Central Government, Customs Administration

Website: <http://www.do.etat.lu/>

Sophistication stage: 4/4

Description: An electronic Customs Declaration system has been in operation in Belgium for several years, called SADBEL (*Système Automatisé de Dédouanement pour la BElgique et le Luxembourg*). The system enables businesses to submit their declarations by communicating directly with the central computer of the Customs Administration by modem/telephone line. The Customs Administration has also implemented a web-based application called WEB-NCTS for managing transit operations, based on the EU's New Computerised Transit System (NCTS).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

Website: <http://www.environnement.public.lu/>

Sophistication stage: 2/4

Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government

Website: N.A.

Sophistication stage: 2/4

Description: A project has been launched to build a central e-public procurement portal, which is due to be launched in 2005. The portal will include an informational part on legal issues as well as a platform for publication of calls for tender, tender documents and of terms of reference, electronic submission of tenders, electronic catalogues, electronic auctions, etc. The portal will be implemented in phases, with the first phase only allowing electronic publication of tender notices.

eGovernment in Malta



March 2006

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Malta. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 316 km²

Population (1,000): 399.9 inhabitants (2004)

Capital: La Valletta

Language: Maltese, English

Currency: Maltese lira

GDP at market prices: 4,276.9 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 15,800 Euro (2004)

GDP growth rate: 0.4% (2004)

Inflation rate: 2.7% (2004)

Unemployment rate: 7.3% (2004)

Government debt/GDP: 75.0% (2004)

Public balance (government deficit or surplus/GDP): -5.2% (2004)

Source: Eurostat

Political Structure

Malta – whose territory includes the island of Malta, the islands of Gozo and Comino, and other minor islands – is a Parliamentary Republic. It was a British colony from 1800 until its independence on 21 September 1964. The Republic was proclaimed on 13 December 1974.

Legislative power is held by a unicameral [Parliament](#) (House of Representatives), made up of 65 members elected for five years. This single member constituency system permits a plurality premium.

The Head of State is the [President](#), elected by the House of Representatives for a five-year term and who has an essentially ceremonial and symbolic role. Executive power lies with the [Prime Minister](#) and his Cabinet. The Prime Minister, appointed by the President for a five-year term, is the leader of the majority party or of a majority coalition in Parliament. Ministers are appointed by the President on the advice of the Prime Minister.

The **Constitution of Malta** was adopted in 1964 and substantially amended in 1974 and again in 1987.

Malta became a member of the European Union on 1 May 2004.

Current Head of State: President Edward Fenech-Adami (since 4 April 2004)

Current Head of Government: Prime Minister Lawrence Gonzi (since 23 March 2004)

Information Society indicators

Percentage of households with Internet access: N.A.

Percentage of enterprises with Internet access: N.A.

Percentage of individuals using the Internet at least once a week: N.A.

Percentage of households with a broadband connection: N.A.

Percentage of enterprises with a broadband connection: N.A.

Percentage of individuals having purchased/ordered online in the last three months: N.A.

Percentage of enterprises having received orders online within the previous year: N.A.

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information N.A., downloading forms N.A., returning filled forms N.A.

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Malta](#)

30 September 2005

Malta's Central Information Management Unit (CIMU), which was in charge of coordinating the development and implementation of government information management standards and procedures, ceases to exist as a separate department within the Office of the Prime Minister. Following an ICT policy review undertaken by the government earlier in the year, CIMU functions are migrated to the Ministry for Investment, Industry and Information Technology (ICT strategy, planning and coordination), the Department of Information (management of the Government Portal and of the Public Service Intranet) and the government-owned IT services company Malta Information Technology and Training Services (MITTS) Ltd (all other functions previously assigned to CIMU – including ICT governance across government, the information security function, and all corporate ICT programmes).

July 2005

Launch of the **MAGNET II network**, partly replacing the Malta Government Network (MAGNET) that was implemented in 1995. MAGNET II is a state-of-the-art wide area network (WAN) that provides enhanced bandwidth per site, offers better reliability through strict service level agreements (SLAs), guarantees 99.8% minimum site availability, and is fully secure through extensive encryption. The network is being provided for government's own private and exclusive use, enabling the government to make use of the latest ICT technologies. Another major benefit of MAGNET II is the network's ability to transport Voice over IP (VoIP) calls efficiently and effectively between all connected organisations.

30 June 2005

The [Maltese Passport Office](#) launches an online service that allows citizens to order their passport online, at anytime and from anywhere. The service can be used by any Maltese citizen over 18 years of age who holds a valid Maltese ID card. Service users must previously register with the e-Passport service and own a Government-issued Electronic Identity (e-ID).

March 2005

The Maltese government's Central Information Management Unit (CIMU) publishes key deliverables of its data management policy framework programme, aimed at enhancing the **semantic interoperability of e-services** across the public sector: the first version of the Register of Standard Data Elements, and the Policy and Standard on Metadata for Information Resources.

August 2004

The [Maltese Inland Revenue](#) (Tax Administration) launches an **online payment system**, allowing taxpayers to pay tax and social security contributions over the Internet. The online payment facility is based on the Government's [Electronic Payment Gateway](#) (ePG), one of the cornerstones of the country's e-government programme. Created in 2002 to provide a central payment platform to Government departments, the ePG has inbuilt security features that safeguard the confidentiality of users' personal information and of credit or debit card data used for payment.

15 April 2004

The Maltese Government launches [e-procurement website](#) for desktop hardware and software. The system aims at increasing transparency, reducing the cost of doing business for both Government and suppliers, bringing about more efficient purchasing and increasing the ability to capture strategic information on procurement such as purchasing patterns.

18 March 2004

The Ministry for Investment, Industry and Information Technology launches the **Electronic Identity** (e-ID), a secure network key providing a means for Maltese citizens to securely access a number of interactive and transactional e-services, such as income tax or VAT payments, and registration for social services. Citizens can apply for an electronic identity by presenting themselves at any District Office of the Department of Social Security with a copy of their paper ID card and a valid e-mail address. An officer registers their details and submit them to the Electronic Identity Administrator, which performs validity checks and sends the applicants a first-time password through their registered e-mail address and an activation number by post. These password and activation number enable citizens to activate their electronic identity and services account.

11 November 2003

A new [police website](#) is launched, featuring an **online crime reporting service**. The website enables citizens to report small crimes and lost property, request information from the Police or provide information about criminal activities or other public safety concerns. People notifying a crime are provided with a reference number and a password that enable them to track the progress of their request online. Information and claimants are undisclosed and kept confidential unless otherwise required during court proceedings.

24 September 2003

The Maltese government officially launches the first draft of the [national ICT strategic plan](#) at the first introductory meeting of the National Council for Information Society.

July 2003

The **Data Protection Act** comes into force.

07 April 2003

The Government launches a set of mobile government services. This marks the coming into life of '[m-Government](#)', a programme to give access to government services via mobile phones and other mobile devices.

03 April 2003

A **government-wide Intranet** is launched, available to all public officers who use computers connected to the Malta Government network (MAGNET). The intranet allows document exchange and sharing across Ministries and Departments.

March 2003

The Government sets up an **Internet phone box service** offering access to public e-services.

30 January 2003

The Maltese Government launches an online application allowing the public to order Public Registry civil status **certificates** over the Internet, including birth, marriage and death certificates (www.certifikati.gov.mt).

November 2002

The Maltese Government launches a **customer service website**, www.servizz.gov.mt, enabling any individual to send a complaint or a request for information to government departments and agencies, as well as to submit suggestions on how a government service may be improved.

17 May 2002

The Government of Malta launches its new portal at www.gov.mt, which is the official entry point to online services and which links to all Government bodies.

15 June 2001

The [eEurope+ Action Plan](#) is published by the European Commission. This plan is designed to foster the development of an Information Society in the Central and East European accession countries, including Malta.

January 2001

The [White Paper on the Vision and Strategy for the Attainment of E-Government](#) becomes the official e-government strategy for the country.

October 2000

The Government releases a [White Paper on the Vision and Strategy for the Attainment of E-Government](#). The paper establishes the principles and the strategic framework for the development of e-government. It also identifies the architecture, integrated services and related business change that need to be implemented in order to realise thee-government vision.

February 1999

Creation of the [Central Information Management Unit \(CIMU\)](#) within the Office of the Prime Minister. CIMU is tasked with providing leadership and vision for ICT in the Public Service, promoting policies and standards on the use and application of ICT in the Public Service, ensuring compliance to such policies and standards and carrying out value for money reviews of ICT investments.

November 1998

The Maltese Government adopts a three-year (1999-2001) [Information Systems Strategic Plan for the Public Service](#) (ISSP).

eGovernment Strategy

Main strategic objectives and principles

The Maltese government's [White Paper on the Vision and Strategy for the attainment of e-Government](#), presented in October 2000, sets the basis of a comprehensive programme aimed at acting as a catalyst for transforming Malta into an advanced Information Society. It establishes the principles that underpin e-government in Malta, creates a strategic framework and identifies the required changes and drivers for its implementation. These include:

- Setting up an Information Society and Economic Commission.
- Undertaking a nation-wide capacity building exercise.
- Setting up or reviewing relevant organisational structures within the public service.
- Adopting a three-tier technology architecture and related infrastructure to ensure security, privacy, service integration and scalability.
- Restructuring of Government web sites with the creation of a user-friendly e-services web site; and the adoption of multiple service delivery channels.

In 2001 Malta adopted the eEurope+ Action Plan as its roadmap and included its principles in its two major Information Society initiatives, namely the [e-Malta vision](#) and the [e-Government programme](#).

Key principles of the e-Government Programme include the following:

- E-government services should be easy to access in terms of speed, entry points, and multi-channel provision.
- There has to be universality of access to e-government services in order to ensure social inclusion. Universality of access shall be ensured by the delivery of e-government services across multiple channels, which shall not exclude conventional channels.
- E-government services should be widely affordable.
- Data submitted by users shall not be used without their prior consent.
- Services shall be focused towards customer needs and not government requirements.
- Users shall be able to access the services at all times and on all days (24/7 access).
- E-government services shall be faster, more efficient and effective and have a higher quality than conventional services. Parameters relative to service quality in respect of each service shall be established and made public.
- E-government services shall be more economic and cost-effective than conventional services, thereby ensuring more efficient use of taxpayers' money.
- E-government services shall be consistent, in terms of content and quality, across different delivery channels.
- Feedback mechanisms shall be available to all users in respect of all services.
- Feedback mechanisms shall be used to promote e-democracy.
- E-government shall enable the 'seamless' provision of public services – across the entire the public sector and public enterprises.
- E-government shall not consist in simply moving conventional services online but shall entail service integration and rationalisation.
- The architecture and technology to be adopted for the implementation of e-services shall be scalable and common across delivery channels wherever possible. It shall also entail minimal disruption to current back-office processes.
- New back-office information systems shall be designed with a view to the provision of electronic services to the public.
- E-services shall be provided through a central portal.

- There shall be one distinct corporate image of Government as the provider of e-services.

In order to extend the development of e-government to the local government level, a [national electronic policy in Local Councils](#) was adopted in early 2002 on the basis of an agreement between the Government agencies on one side – namely the eMalta Commission and the Department of Local Councils – and the Local Councils on the other.

The partnership aims at empowering Local Councils, providing them with the necessary capacity and a framework for action that will position them as centres of ICT-excellence in their locality and to play a pivotal role in four areas: digital inclusion and digital divide; best value service delivery; e-democracy; and ICT take-up.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Malta.

Freedom of Information legislation

There is currently no specific freedom of information legislation in Malta.

Data Protection/Privacy legislation**[Data Protection Act](#)**

The Data Protection Act was passed on 14 December 2001 and came into force in July 2003. Government is committed to conform to the Data Protection Act. The Office of the Prime Minister (OPM) is responsible to ensure that Data Protection compliance is achieved in all Government Departments. Subsequently, a collaboration agreement was signed between the OPM and the state-owned IT services company MITTS. A project team was established between OPM and MITTS to co-ordinate, advise and assist as necessary in the implementation of the data protection requirements in the Public Service, so as to bring all Government Departments in compliance with the Data Protection Act.

E-Commerce legislation**[Electronic Commerce Act](#)**

Adopted on 16 January 2001.

E-Communications legislation

Malta has not yet implemented the new EU regulatory framework for electronic communications. E-communications in the country are still governed by the [Electronic Communications \(Regulation\) Act](#) adopted in 1997 and amended several times since then.

E-signatures legislation**[Electronic Commerce Act](#)**

Adopted on 16 January 2001.

E-procurement legislation

The use of electronic means for communication in the public procurement process is currently not regulated by national legislation ([Public Contracts Regulation of 2003](#)). The new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their provisions related to e-procurement, are expected to be implemented in Malta in 2006. With the new EU directives the Maltese government expects to provide that Contracting Authorities may use electronic auctions and dynamic purchasing systems.

Re-use of public sector information

No information available.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

[Ministry for Investment, Industry and Information Technology](#)

The responsibility for e-government implementation was transferred from the Ministry for Justice and Local Government to a new Ministry for Investment, Industry and Information Technology after the general elections of April 2003. Following an ICT policy review undertaken by the government, the Ministry inherited in September 2005 responsibilities of the former Central Information Management Unit (CIMU) in the field of ICT strategy, planning and coordination for the whole of government and the wider public sector, as well as the development of information management standards and procedures. Allocation of funding will be managed through a Core ICT Advisory Committee (CITAC), which includes representation from various stakeholders.

Coordination

[Ministry for Investment, Industry and Information Technology](#)

The Ministry for Investment, Industry and Information Technology coordinates the development and implementation of the e-government policy.

Implementation

1. [Malta Information Technology and Training Services Ltd \(MITTS\)](#)

MITTS is a Government-owned company supplying IT systems and services to Government departments. Following the closing down of the Central Information and Management Unit (CIMU) in September 2005, MITTS inherited a number of functions previously assigned to CIMU, including ICT governance across government, the information security function, the management of the government networks MAGNET and MAGNET II, and the implementation of all corporate ICT programmes.

2. [Department of Information](#)

Following the closing down of the Central Information and Management Unit (CIMU) in September 2005, the Department of Information inherited the management of the Government Portal and of the Public Service Intranet.

2. [Government Ministries and departments](#) for departmental projects

Support

1. [Malta Information Technology and Training Services Ltd \(MITTS\)](#)

MITTS is a Government-owned company supplying IT systems and services to Government departments.

2. [Management Efficiency Unit \(MEU\)](#)

The Management Efficiency Unit is the in-house management consultancy organisation of the Government of Malta. It is constituted as a separate organisational entity within the Office of the Prime Minister and is primarily tasked with assisting Government Ministries and Departments in the development and implementation of effective change management strategies intended to lead to the improvement of Government Services. The MEU helped draft the e-Government Vision and Strategy under the direction of the Central Information Management Unit. The MEU also helps various Government Departments to re-engineer their business processes in order to start providing their services online.

Audit/Assurance

[National Audit Office of Malta](#)

The National Audit Office mandate covers full annual financial and compliance audit of all Government Offices and other public entities, independent advisory and investigative powers, examination of any financial matter concerning use of public funds, and Performance/Value

for Money evaluation audits of Government Offices and public entities and companies where Government is a majority shareholder.

Data Protection

[Office of the Commissioner for Data Protection](#)

The Office of the Commissioner for Data Protection is tasked with ensuring respect for the individual's right to privacy with regard to personal information, and enforcement of relevant legislation in the field.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Local Councils

Coordination

[Department of Local Councils of the Ministry of Justice](#)

The Local Councils Department ensures Local Councils have the legislative authority to respond to local needs and offers management and administrative support along with statutory funding to 68 Local Councils. It also acts as a stimulant to the devolution and decentralisation processes.

Implementation

Local Councils

Support

[Department of Local Councils of the Ministry of Justice](#)

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Dr Austin Gatt

Job title: Minister for Investment, Industry and Information Technology

Picture:



Contact details:

Ministry for Investment, Industry and Information Technology

168, Triq id-Dejqa

Valletta - CMR 02

Malta

Tel.: +356 21226808

E-mail: austin.gatt@gov.mt

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Mr Claudio Grech

Job title: Head of eGovernment

Picture: N/A

Contact details:

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168, Triq id-Dejqa

Valletta - CMR 02

Malta

Tel.: +356 21226808

E-mail: claudio.grech@gov.mt

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

www.gov.mt

The Government of Malta's portal is at the same time an institutional site and the official entry point to electronic public services. It provides access to information as well as to a number of interactive and transactional services.

Network

MAGNET and MAGNET II

MAGNET is the Maltese Government Network, which connects all Government Ministries, Departments, Agencies, Local Councils, Schools, Police Stations, Libraries, Hospitals, Health Centres, Social Services offices and Embassies. A government-wide intranet is available to all entities connected to MAGNET. A new network, MAGNET II, was launched in July 2005 and will progressively supersede MAGNET. This new state-of-the-art network presents a number of benefits for users compared with its predecessor. In particular, it provides enhanced bandwidth per site, offers better reliability through strict Service Level Agreements (SLAs), 99.8% minimum site availability, and is fully secure through extensive encryption. MAGNET II also transports Voice over IP (VoIP) calls efficiently and effectively between all connected organisations.

e-Identification infrastructure

Electronic Identity

The Maltese Government in March 2004 launched its Electronic Identity, a secure network key enabling citizens to access a number of interactive and transactional e-services requiring strong identification. Citizens can apply for an electronic identity by presenting themselves at any District Office of the Department of Social Security with a copy of their paper ID card and a valid e-mail address. An officer registers their details and submit them to the Electronic Identity Administrator, which performs validity checks and sends the applicants a first-time password through their registered e-mail address and an activation number by post. These password and activation number enable citizens to activate their electronic identity and services account on the government portal.

e-Procurement infrastructure

E-procurement portal

In April 2004 the government launched a central electronic public procurement portal. The portal, which is developed and maintained by CIMU, is seen as the foundation for e-public procurement. The portal enables public officers to acquire IT hardware and software below a certain threshold. The e-Procurement system will be enhanced in the future to include other functionalities including a payment gateway.

Knowledge Management infrastructure

Intranet for the Public Service

Launched in April 2003, the 'Intranet for the Public Service', allows document exchange and sharing across Ministries and Departments. Since September 2004 the Intranet entered in a second development phase, which includes the creation of secure, reserved areas that allow user groups to share restricted documents such as presentations, minutes and news items. These communities of practice in certain cases span horizontally across government.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Inland Revenue Malta
Website: <http://www.ird.gov.mt/>
Sophistication stage: 4/4
Description: Online submission application and an online payment system for tax and social security contributions.

2. Job Search services by labour offices

Responsibility: Central Government, Employment and Training Corporation
Website: <http://www.etc.gov.mt/>
Sophistication stage: 3/3
Description: ETC Online Vacancy Database System.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry for the Family and Social Solidarity
Website: <http://www.msp.gov.mt/>
Sophistication stage: 1/4
Description: Information only.

b. Family allowances

Responsibility: Central Government, Ministry for the Family and Social Solidarity
Website: http://www.msp.gov.mt/services/sif/service_index.asp?cluster=family
Sophistication stage: 2/4
Description: Information, forms for download and online calculator.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Malta. The Maltese health service is entirely free at the point of delivery and funded from general taxation.

d. Student grants

Responsibility: Central Government, Ministry of Education, Youth and Employment
Website: <http://www.education.gov.mt/edu/smgb.htm>
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)**a. Passport**

Responsibility: Central Government, Ministry for Justice and Home Affairs, Department of Civil Registration, Maltese Passport Office
Website: <http://www.passaporti.gov.mt/>
Sophistication stage: 3/3
Description: In June 2005 the Maltese Passport Office launched an online service allowing citizens to order their passport online, at anytime and from anywhere. The service can be used by any Maltese citizen over 18 years of age who holds a valid Maltese ID card. Service users must previously register with the e-Passport service and own a Government-issued Electronic Identity (e-ID).

b. Driving License

Responsibility: Central Government, Malta Transport Authority
Website: <http://www.maltatransport.com/>
Sophistication stage: 1/3
Description: Information only. Online renewal of driving license is among the e-government services which development is foreseen in Malta.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Malta Transport Authority
Website: <http://www.maltatransport.com/>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Central Government, Malta Environment and Planning Authority
Website: <http://www.mepa.org.mt/>
Sophistication stage: 2/4
Description: Information and forms to download.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Maltese Police
Website: <http://www.pulizija.gov.mt/>
Sophistication stage: 3/3
Description: Since November 2003 the website of the Maltese police allows the general public to report small crimes and lost property, request information from the Police or provide information about criminal activities or other public safety concerns. People submitting a report through [Pulizija.gov.mt](http://www.pulizija.gov.mt/) are provided with a reference number and a password that enable them to track the progress of their request online. Information and claimants are undisclosed and kept confidential unless otherwise required during court proceedings.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Ministry of Education, Youth and Employment, Libraries & Archives Department
Website: <http://opac.library.gov.mt/>
Sophistication stage: 3/3
Description: Online catalogue search and reservation system.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry for Justice and Local Government
Website: <http://www.certifikati.gov.mt/>
Sophistication stage: 3/3
Description: Public Registry civil certificates, including birth, marriage and death certificates, can be ordered and paid online from the [Certifikati.gov.mt](http://www.certifikati.gov.mt/) website.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of Education, Youth and Employment
Website: <http://www.education.gov.mt/edu/schools/tertiary.htm>
Sophistication stage: 2/4
Description: Information and forms to download.

11. Announcement of moving (change of address)

Responsibility: N.A.
Website: N.A.
Sophistication stage: 0/3
Description: N.A.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health, the Elderly and Community Care
Website: <http://www.gov.mt/servicecluster.asp?s=4&l=2>
Sophistication stage: 1/4
Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Inland Revenue Malta
Website: <http://www.ird.gov.mt/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for tax and social security contributions.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Inland Revenue Malta
Website: <http://www.ird.gov.mt/>
Sophistication stage: 4/4
Description: Online submission application and an online payment system for tax and social security contributions.

3. VAT: declaration, notification

Responsibility: Central Government, VAT Department
Website: <http://www.vat.gov.mt/>
Sophistication stage: 4/4
Description: Online VAT Return/Declaration system.

4. Registration of a new company

Responsibility: Central Government, Malta Financial Services Authority
Website: <http://registry.mfsa.com.mt/>

Sophistication stage: 2/4

Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, National Statistics Office

Website: <http://www.nso.gov.mt/>

Sophistication stage: 2/3

Description: Information and forms to download.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance

Website: <http://www.ces.gov.mt/>

Sophistication stage: 4/4

Description: Customs declarations can be submitted online (only for imports at the moment).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Malta Environment and Planning Authority

Website: <http://www.mepa.org.mt/>

Sophistication stage: 2/4

Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government, Ministry of Finance, Department of Contracts

Website: <http://www.contracts.gov.mt/>

Sophistication stage: 1/4

Description: Information and notification of contract awards. An [e-procurement portal](#) was launched in April 2004, which at the moment enables public authorities to acquire IT hardware and software below a certain threshold. The e-procurement system will be enhanced in the future to include other functionalities including a payment gateway.

eGovernment in the Netherlands



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in the Netherlands. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 33,882 Km²

Population (1,000): 16,258.0 inhabitants (2004)

Capital: Amsterdam

Language: Dutch (Frisian in some areas)

Currency: Euro

GDP at market prices: 488,642.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 27,900 Euro (2004, forecast)

GDP growth rate: 1.7% (2004)

Inflation rate: 1.4% (2004)

Unemployment rate: 4.6% (2004)

Government debt/GDP: 55.7% (2004)

Public balance (government deficit or surplus/GDP): -2.5% (2004)

Source: Eurostat

Political Structure

The Netherlands is a constitutional monarchy.

Legislative power is held by a bicameral **Parliament**. The First House (**Eerste Kamer** or Senate) has 75 members, who are appointed for a four-year term by the 12 Provincial Councils. The Second House (**Tweede Kamer** or House of Representatives) has greater legislative power and is made up of 150 members elected every four years on the basis of a proportional system.

The Head of State is the **Monarch** (currently the Queen), whose function is largely ceremonial though also influential. Executive power is exercised by the **Government**. Based on parliamentary election results, the Monarch appoints the **Prime Minister**, who then chooses the members of the Council of Ministers or Cabinet. The Council of Ministers plans and implements government policy. The Ministers, collectively and individually, are responsible to Parliament.

Local government in the Netherlands consists of 12 provinces and 467 municipalities. Each province is formally headed by a queen's commissioner appointed by the Crown, but is governed by a locally elected provincial council and a provincial executive appointed by members of the provincial council. The municipal council is the highest authority in the municipality. Its members are elected every four years. The day-to-day administration of the municipality is in the hands of the municipal executive (*college van burgemeester en wethouders*, abbreviated to *B en W*), made up of the mayor and aldermen.

The **Constitution of the Netherlands** was adopted in 1815 and amended several times since then (the last time in 2002).

The Kingdom of the Netherlands was a founding member of the European Community in 1957.

Current Head of State: Queen Beatrix (since 30 April 1980)

Current Head of Government: Prime Minister Jan Peter Balkenende (since 22 July 2002)

Information Society indicators

Percentage of households with Internet access: 71% (2004)

Percentage of enterprises with Internet access: 88% (2004)

Percentage of individuals using the Internet at least once a week: N.A.

Percentage of households with a broadband connection: 34% (2004)

Percentage of enterprises with a broadband connection: 54% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 24% (2004)

Percentage of enterprises having received orders online within the previous year: 17% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 17.2%, downloading forms N.A., returning filled forms N.A. (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 43%, downloading forms 39%, returning filled forms 27% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Netherlands](#)
A brief history of e-government in the Netherlands can also be found on the website of the [Dutch e-Government Knowledge Centre](#).

12 September 2005

The Dutch Government announces the creation of an '**Electronic Child File**' for all children in the Netherlands. From 1 January 2007 each baby born in the country will be assigned a unique identifying number and an electronic file. The file will initially contain information about the child's health and domestic situation, but as the child grows a number of institutions will be able to add information to the e-record, including school, social services and the police. Once the system is in operation, all previously issued paper files relating to Dutch children will be digitised. The initiative is aimed at improving the effectiveness of the country's youth policy.

09 June 2005

The Second progress report on the ICT and Administrative Burden (ICTAL) programme is submitted to Parliament. Two new initiatives are started: the **e-forms project**, which has the aim to create a coherent approach for developing, processing and managing electronic forms; and the establishment of a **standardisation council and forum** which will decide on standards to be used in the exchange of information between government, businesses and citizens.

06 June 2005

The [follow-up of the national ICT Agenda 'Better performance with ICT'](#) is released. It contains seven priorities: once-only data provision, electronic identification, faster on Internet, trust and security, standardisation, consumer policy and ICT in the (semi) public domain.

May 2005

A progress report on electronic government is sent to Parliament, providing an insight into the situation concerning the realisation of the cabinet's objectives.

March 2005

Release of the progress letter on administrative burden for businesses, indicating first and second phase proposals for reductions (including e-government solutions), inevitable increases, interdepartmental projects and involvement of businesses.

February 2005

The Dutch government adopts a [metadata standard for public sector websites](#). The 'Overheid.nl webmetadata', based on the Dublin Core metadata standard, is aimed at making it easier for users to find and access the information they need across the more than 1,200 separate government websites in the Netherlands.

01 January 2005

Launch of the Dutch **Digital Identity service DigiD**. DigiD provides citizens with a centralised online authentication solution for accessing e-government services, based on user ID and password. To obtain a user ID and a password, citizens need to register with the service online. After completing a form with their personal details (including name, national insurance number, and street address), users receive a user ID and an activation code by postal mail. This code allows them to activate their registration online and to choose a personal password. The move towards a common, cross-government e-authentication system is aimed at **boosting the take-up of e-services** and thus contributing to the country's goal of e-enabling at least 65% of all central, provincial and local government services by 2007.

October 2004

The public water management authorities of two Dutch provinces conduct the **world's largest Internet election** so far. 2.2 million citizens were called to elect the boards of the public water management authorities by either postal voting or Internet voting and. A total of 403,279 votes were cast, of which 70% were received by postal mail and 30% were cast through the Rijnland Internet Election System (RIES). According to its promoters, use of RIES for other types of elections, including political elections, could be envisaged at reasonable terms. This would however require changes to the Dutch electoral legislation, to which the water management authorities are not submitted and that does not permit distance voting.

14 September 2004

With the launch of the **C2000 digital radio network**, the Netherlands becomes the first country in the world to have a single encrypted digital radio network connecting all its public order and safety authorities.

01 September 2004

The Dutch Government starts **biometric passports and ID cards pilots** in 6 municipalities. Trials will last for six months, during which the adequacy of the prototype documents - featuring facial and fingerprint digital scans as biometric identifiers - will be tested. In addition to technical issues, the trials will assess the impact of the biometric elements in the lifecycle of passports and ID cards, from document request to delivery and use by the holder.

11 August 2004

The Dutch Government launches a project to build the world's first government-sponsored **mobile alert system** based on cell broadcast (CB) technology, an existing functionality of the GSM technology. The mobile alert system will allow the Government to provide instructions (in case of natural disasters, accidents, smog alerts, etc) to citizens in a specific location or area.

14 June 2004

The Government publishes the policy statement [Towards the Electronic Government](#), a further elaboration of the main outlines laid down in the Modernising Government Programme and the national ICT Agenda. The statement offers an overview of the joint agenda for electronic government covering the coming years. It sets out seven domains, listing the essential components of these domains and the action required to proceed to their full implementation.

27 May 2004

The First progress report on the ICT and Administrative Burden (ICTAL) programme is submitted to Parliament.

May 2004

The Government approves plans for the creation of a **unique identification number for Dutch residents**. The ['Citizen Service Number'](#), to be introduced in 2006, will be assigned to each individual resident in the Netherlands. The introduction of this new identifier is aimed at simplifying the identification of individuals in their dealings with public bodies, including for accessing e-government services. This will improve the delivery of government services, facilitate data sharing and help fight fraudulent access to public services.

23 February 2004

The Government publishes [The ICT Agenda of the Netherlands: Better performance with ICT](#). This nationwide ICT agenda describes how to make better use of the possibilities offered by ICT and realise improved economic and social returns. ICT can boost productivity growth, improve access to government services, enhance quality in the healthcare sector, help to create a safer living environment and make the learning process more attractive in education. This Dutch ICT agenda is based on the European ICT agenda, with specific national additions and adaptations. The ambition of the Dutch Government is to be among the frontrunners in Europe.

02 December 2003

The Government adopts the ['Modernising Government' programme](#), a wide-ranging government modernisation programme that follows up from the previous B4 programme and increases the government's commitment to implementing e-government. The action plan, covering the period 2003-2007, involves central government working in cooperation with provinces and municipalities and aims at creating a more effective and efficient system of government. Key priorities are making smart use of ICT, diminishing administrative burden for citizens and businesses, improving quality of services, reducing the amount of regulations and reconsidering government tasks.

November 2003

The Netherlands becomes one of the first countries in Europe where all local authorities (communes) have an Internet presence. To further advance e-government at local level, the Association of Dutch Communes (VNG) launched an **'e-Communes' project** (*e-Gemeenten, Egem*), which aims to encourage the exchange of best practices as well as the development of common local e-government standards and projects.

25 June 2003

The Dutch Government unveils an [open source software exchange platform](#), enabling public sector bodies to access, share and exchange open source software programs. It forms part of the programme for Open Standards and Open Source Software in Government ([OSOSS](#)), designed to stimulate the adoption and use of open source software in the Dutch public sector.

24 March 2003

Launch of a new version of the **e-government portal** [Overheid.nl](#). The site has been completely re-vamped in order to provide citizens, businesses and public administrations with an easier and more convenient access to an increased amount of information and services. Amongst the new features is an electronic counter ([Overheidsloket](#)), meant to become a one-stop shop for interactive and transactional services organised around citizen's needs.

March 2003

The Government establishes an [E-government Knowledge Centre](#), aimed at centralising information on the different programmes and projects related to e-government running in the country. The Knowledge Centre will provide insight, advice and guidance to government bodies and local authorities on e-government issues. It will also organise e-government training and events.

January 2003

Launch of the [ICT and Administrative Burden \(ICTAL\) programme](#). The task of the ICTAL programme, which is the organisational responsibility of the Ministry of Economic Affairs, is to develop and implement ICT tools and instruments with the aim to significantly reduce administrative burdens for companies. The programme will end in 2006.

December 2002

Launch of the [B4 programme](#) (**Beter Bestuur voor Burger en Bedrijf** or '**Better Government for Citizens and Businesses**'), in line with the new policy objectives of solving lingering social problems, reducing bureaucracy and decreasing government spending. The new programme no longer sees e-government as a purpose in itself, but as a means to achieve a more efficient government capable of effectively tackling economic and social challenges.

April 2001

The Ministry of Internal Affairs and Kingdom Relations creates the [ICT Unit \(ICTU\)](#), a new body in charge of coordination ICT developments in Government. ICTU's goal is to contribute to the structural development of e-government. ICTU executes [programmes and projects](#) which implement e-government policy.

May 2000

Publication of '[Contract with the future: A vision on the electronic relationship between government and citizen](#)', setting out the Dutch Government's vision of e-government and of the new relationship between government and citizens in the digital age.

June 1999

Publication of '[Digital Delta – The Netherlands Online](#)', a policy document for the further development of the Information Society in the Netherlands, covering issues like skills and competences, access, legislation, telecommunications infrastructure, knowledge and innovation. The use of ICT in the public sector is one of the key priorities of the policy.

1999

Launch of the **government information and services portal** [Overheid.nl](#).

December 1998

Launch of the [Electronic Government Action Programme](#), setting the way the Dutch government intends to use the potential of ICT to deliver better and more effective public services to citizens and businesses while saving money on the provision of these services. This action programme sets the objective of making 25% of public services available on the Internet by the end of 2002.

1996

Launch of the **Public Counter 2000 project** (Overheidsloket 2000 or OL2000). OL2000 aims to deliver a reference model and toolkit for integrated public service delivery through an electronic counter providing a 'one stop shop' for citizen interactions with public administrations.

1994

Adoption of the **National Action Programme on Electronic Highways**. It lays out a framework for several government initiatives within a set of six action lines – including example projects in the public sector – designed to give the Netherlands a leading position in the area of Information and Communication Technology (ICT).

eGovernment Strategy

Main strategic objectives and principles

The current Dutch e-government vision and policy is a key component of the Government's wide-ranging ['Modernising Government' programme](#), launched in December 2003, and of the national ICT Agenda **'Better performance with ICT'**, launched in February 2004. Electronic service delivery is seen as one of the main pillars of modernisation, besides legislative changes and new arrangements between national and local government levels. Improving services is driven by the political target of 25% administrative burden reduction in 4 years time, and e-government is seen as the key driver to achieve this. One-off data provision is an important principle.

The **'Modernising Government'** programme sets out the lines along which the government should be modernised, and serves as the starting point for dramatic changes in the relationship between government and civil society and the way in which government carries out its tasks. The main objective of the programme is to make government and public services simpler, more effective and more efficient for the benefit of citizens and businesses, by focusing on core competences and re-organising service delivery around customer needs.

To reach this objective, the programme has **four action lines**:

1. **Improve service provision to the citizen**
2. **Regulate less and better**
3. **Re-organise government to make it more efficient**
4. **Reform relations between central government and provinces and municipalities**

The main e-government elements of the 'Modernising Government' programme are set out in [The ICT Agenda of The Netherlands](#) (February 2004) and are further detailed in the policy statement ['Towards the Electronic Government'](#) published in September 2004. The statement provides an overview of the joint agenda for e-government over the coming few years. It sets out seven domains, and lists the essential components of those domains and the actions required achieving their complete implementation:

1. Electronic access to government.
2. Electronic authentication.
3. Unique identification numbers for citizens and businesses.
4. Key registers.
5. Electronic personal identification (chip cards).
6. Electronic information exchange.
7. Fast connections between government organisations.

In addition to improving electronic service provision, the domains and relevant resources will help to reduce the administrative burdens for both citizens and businesses. The action proposed is primarily concerned with those measures that can be implemented jointly and centrally and addresses the implementation of a number of basic services and systems.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in the Netherlands. Specific legislation is under preparation concerning certain e-government building blocks, e.g the Citizen Service Number, the key registers on Natural Persons, Companies, and Plots, and the eNIK electronic Identity card (for further information see section on eGovernment Infrastructure).

Freedom of Information legislation

[Government Information \(Public Access\) Act \(1991\)](#)

Freedom of information legislation was first adopted in the Netherlands in 1978, which was replaced by the Act of 31 October 1991 on public access to government information. Under the 1991 Act, any person can demand information related to an administrative matter if it is contained in documents held by public authorities or companies carrying out work on behalf of a public authority. The authority has two weeks to respond. Exceptions exist for documents that would endanger the unity of the Crown, damage the security of the state, international relations or the economic or financial interest of the state, for documents that relate to information on companies and manufacturing processes that were provided in confidence, or documents that would endanger the investigation of criminal offences, inspections by public authorities or personal privacy. Appeals can be made to an administrative court, which has the final decision.

Data Protection/Privacy legislation

[Personal Data Protection Act \(2000\)](#)

The Personal Data Protection Act was adopted by the Dutch Parliament in July 2000 and came into force on 1 September 2001. It sets the rules for recording and using personal data and implements the EU data protection legislation. The Act is overseen and enforced by the [Data Protection Authority \(CBP\)](#).

E-Commerce legislation

[E-Commerce Act \(2004\)](#)

In May 2004 the Parliament passed a law on e-commerce implementing the EU E-Commerce Directive (2000/31/EC). Unlike most other EU Member States, this transposition does not take the form of a horizontal e-commerce law but of a series of amendments to existing laws and regulations.

E-Communications legislation

[Telecommunications Act \(2004\)](#)

The new Telecommunications Act entered into force on 19 May 2004. This Act transposes in Dutch law the five directives constituting the new EU regulatory framework for electronic communications: the framework directive, the access directive, the universal services directive, the authorisation directive and the privacy directive. Its application is overseen by the national regulatory authority [OPTA](#).

E-signatures legislation

[Electronic Signature Act \(2003\)](#)

The Electronic Signature Act was published on 8 May 2003 and became effective on 21 May 2003. The new act ensures the transposition in Dutch law of the European Directive 1999/93/EC on a Community framework for electronic signatures, and provides a firm legal basis for the deployment and use of electronic signatures in e-commerce and e-government.

E-procurement legislation

The use of electronic means in the public procurement process is not currently regulated by national legislation. Implementation of the new EU Directives on public procurement

(2004/17/EC and 2004/18/EC), including their e-procurement provisions, is expected to take place in 2005.

Re-use of public sector information

Work is in progress to implement the EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) into national law. The draft implementing legislation, was approved by the Cabinet in July 2005 and was sent to Parliament for ratification.

eGovernment Actors*Main roles and responsibilities*

Within the state, political-administrative co-ordination takes place in the E-Government ministers consultation (Government Reform and Kingdom Relations, Economic Affairs, Finance, Social Affairs and Employment).

To ensure administrative harmonisation between the state and the municipalities, the ICT and government co-ordination group has been set up.

The e-Provinces steering group exists for the administrative harmonisation between the state and the provinces.

Two support programmes have been set up by the Ministry of the Interior and Kingdom Relations, together with the Association of Netherlands Municipalities and the provinces, to support the municipalities and provinces in realising their part in electronic government: [EGEM](#) (Electronic Municipalities) and [e-Provinces](#) (Electronic Provinces).

An E-Government planning review has been developed to safeguard the cohesion of the key services and to clarify for organisations when they can connect to these services. In order to be able to ensure cohesion, as well as giving organisations direction for their own activities, the [Ministry of the Interior and Kingdom Relations](#) will monitor the results of the government's electronic services. Following on from developments in the field of electronic services, a new monitor is being developed in which the realisation of once-only data provision (including via E-Government building blocks) in the services will be measured.

In order to increase government bodies' knowledge of the possibilities of ICT, a number of departments and implementing bodies have set up the academy for information management, which provides both basic courses in administration and customised courses for management. The [Electronic Government Knowledge Centre](#) will also provide information about electronic government in a systematic way.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Alexander Pechtold

Job title: Minister for Government Reform and Kingdom Relations

Picture:



Contact details:

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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Harry van Zon

Job title: Director Innovation and Information Policy for the Public Sector (DIIOS)

Picture:



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Other e-government executives

Name: Siep Eilander

Job title: Director of the Government ICT Unit (ICTU)

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Overheid.nl

The Dutch e-government portal provides citizens, businesses and public administrations with an easy and convenient access to an increasing amount of information and services. Amongst its features is a search engine allowing users to search in the more than 1,200 existing government websites. It also provides an e-Counter ([Overheidsloket](#)), acting as a one-stop shop for a number of interactive and transactional services organised around citizen's needs.

Network

The Hague Ring

The Secretary-General of Defence, through the Council of Secretaries-General, is the puller of the Modernising Government programme project bundle for an ICT (network) infrastructure. The part that is being tackled as a priority concerns the realisation of the communication infrastructure between the departments' (main) locations, the so-called 'Hague Ring'. It will be operational as of January 2006.

RYX

RYX (*Rijksoverheidsintranet*) is the Dutch Government's Intranet, complementary to departmental systems. RYX connects 14 ministries and provides 150,000 government employees with internetworking and knowledge sharing tools.

e-Identification infrastructure

DigiD and eNIK

Authorities can use a government-wide authentication service (DigiD) for their electronic services, to determine electronically whether a particular identity is valid. By 1 January 2006, at least 50 municipalities and 6 implementing bodies will be connected and there will be a minimum of 75,000 users. It is expected that a minimum of 200,000 authentications will be carried out in 2005. Apart from a user name/password for citizens (basic level), a DigiD authentication method for businesses is being worked out in co-operation with the Chambers of Commerce, which should be available by the end of 2005. Further, in a trial project, Internet banking methods (medium level) will be used for electronic identification and signature. It has been concluded that a start can be made on introducing the electronic identity card (eNIK). The intended introduction date for the e-ID card is 28 August 2006, in line with decision-making concerning the travel documents contract, as introducing the e-ID card at the same time as biometry on passports will result in considerable cost savings.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure for the public sector in the Netherlands. The Dutch government is currently preparing for the implementation of the new EU Directives on public procurement. Following these preparations, the government intends to develop a strategy for the introduction of operational electronic public procurement. In this respect, full migration in public procurement to electronic means is considered a realistic and desirable goal within a timeframe of 10 years.

Knowledge Management infrastructure

No information available.

Other

E-dossier: customised electronic services

The government is looking at services that will have one electronic counter for citizens and one counter for companies, in a way that is familiar through various existing organisations, such as electronic banking. Building on this general service, a decision-making process will take place during 2005 about a service in which government products that are linked to

citizens' and companies' life events are provided in an interrelated way. A study is presently being carried out into the way in which this type of service should be set up. An initial version of this could be operational in 2006.

E-forms

In December 2004, an investigation was carried out into the possibilities of realising an e-forms machine in the Netherlands on the basis of experiences in Denmark, as a step on the way to once-only data provision in a reasonable period of time. This will allow citizens and companies to fill in forms online, whereby one set of questions from one or more implementing bodies will suffice to serve multiple chains. The re-use of data is promoted because the chain partners can pre-enter known data in the e-form and data can be obtained from the key registers (such as the Municipal Personal Records Database and the key register of companies). The study led to the e-forms project which should deliver its results by the end of 2006.

Business Support Desk

The aim of the Business Support Desk project is to improve electronic services to companies by making relevant information available from services and government bodies. In the first version of the Business Support Desk, companies can find answers to questions about legal and regulatory matters carried out by the Chambers of Commerce and the Tax and Customs Administration. As the number of participants increases, to include government departments and municipalities, the content of the Business Support Desk will also be expanded, as linking government information (www.overheid.nl) with information from the business support desk will widen the information available. The support desk will thereby be able to provide an increasing range of information to companies.

Uniform numbers for individuals and companies

Uniform use of data requires the allocation of a unique number. The Citizen Service Number (CSN) and the Companies and Institutions Number (CIN) will be differentiated. The aim is that the government will use only one unique number in its contact with citizens and companies, as well as in the exchange of data between authorities. The Council of Ministers sent the bill on the general provisions of the CSN to the House of Representatives in September 2005, to enable the introduction of the CSN system on 1 January 2006. A unique identifying number has also been drawn up for companies, namely the CIN. It is proposed that the existing Register of Companies number is used as the CIN. To achieve this, certain elements of the existing procedures, concerning issuance and administration, must be sharpened up and made uniform. The CIN will be realised as part of the development and legislative course of the key register of companies.

Key registers

For the interpretation of the principle of once-only data provision, a system of six key registers is being worked on: Natural Persons, Companies, Plots, Addresses, Buildings and Maps Registers. On the basis of a commitment to the House of Representatives, legislation for and use of the six proposed key registers are still on schedule, namely:

Key register	Legislation submitted	Register ready for use
Natural Persons	End 2005	January 2007
Companies	Mid 2005	End 2006
Plots	January 2006	March 2007
Addresses	July 2006 (establishing act) March 2007 (amended act)	Mid 2009
Buildings	July 2006 (establishing act) March 2007 (amended act)	Mid 2009
Geographic map	January 2006	March 2007

Three new key registers were initiated in early July 2005: register for Income and Wealth (Tax and Customs Administration), register for vehicles (RDW Centre for Vehicle Technology and

Information), and register for Social Security Records (UWV employee insurance schemes implementation body), and three additional were indicated as potential registers: registration of Non-residents, Large-scale Basic Map of the Netherlands (HSPE) and Data and Information on Netherlands Underground (TNO/NITG Netherlands Institute of Applied Geosciences).

Electronic information exchange***Data routing: Government Transaction Portal***

The GTP (Government Transaction Portal) is the government electronic post office. The GTP has two forms, one that works through rented lines (GTP closed channel) and one that works through the internet (GTP open channel). The first is operational and is already handling a number of report streams. In the case of the second, two pilots have been set up and a number of prospects have been identified. The tax and customs administration is temporarily managing the GTP, and it is intended that this will be incorporated in the Government Shared Services for ICT.

Standardisation

The wider use of open standards allows systems and applications in chains and networks to communicate with each other and costs to be reduced (multiple data use). Efforts are being made to set up a standardisation council (with government officials) and a standardisation forum (with business and government experts). The objective of the council and the forum is to promote the interoperability of electronic data exchange between the different government departments and services and between these and citizens and companies, through the administration, use and, if necessary, development of open (semantic) standards, and to bring about harmonisation of query reports and query moments. It is intended that the formal start of the standardisation council and forum will take place late 2005.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Agency
Website: <http://www.belastingdienst.nl/>
Sophistication stage: 4/4
Description: Online tax declaration, highly automated processing of returns. The user can download/receive a form that can be electronically filled in and returned either via Internet or diskette through the postal system. Multi-channel service – paper forms also accepted.

2. Job Search services by labour offices

Responsibility: Central Government, Centre for Work and Income
Website: <http://www.cwinet.nl/>
Sophistication stage: 3/3
Description: National database for job search. The user is able to set up a profile with curriculum vitae and competences. After that the site matches the profile with the available jobs in the database. The user is notified of opportunities.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Social Insurance Benefits Agency
Website: <http://www.uwv.nl/>
Sophistication stage: 1/4
Description: Information and downloadable forms are available from the website. Citizens do not apply for unemployment benefit independently; they must first register with the CWI (Centre for Work and Income), which passes the data on to the UWV. The UWV then contacts the citizen. Employers can exchange data with UWV digitally.

b. Family allowances

Responsibility: Central Government, Social Insurance Bank
Website: <http://www.svb.nl/>
Sophistication stage: 4/4
Description: Child benefit is payable for people up to 18 years old. Child allowance process is started the moment the Authorities (via the Municipality) are notified of the child's birth (which must currently be done in person). Municipalities then electronically notify the Social Security Organisation (SVB), which contacts the parents. Notification forms are available online through the SVB Internet Service Counter but must be delivered in person. Calculation simulators are also available online.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Ministry of Social Affairs and Employment
Website: <http://www.szw.nl/>
Sophistication stage: 1/4
Description: Information only. Reimbursement is mainly settled by private health insurance companies. Few health insurance companies offer online submission of declarations, although information and reimbursement forms are available from most healthcare websites.

d. Student grants

Responsibility: Central Government, Informatiebeheer Groep
Website: <http://www.ib-groep.nl/>
Sophistication stage: 3/4
Description: The Informatiebeheer Groep is commissioned by the Ministry of Education, Culture, and Science for administering student loans. Several study enrolment procedures are combined with the procedures for applying for a student loan. Students can manage their own information and communicate changes in study and/or personal situation online. Monthly payment of the loan is an integrated service.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government (delivery by Municipalities)
Website: <http://www.paspoortinformatie.nl/>
Sophistication stage: 2/3
Description: Citizens must apply for a passport from at local Municipality. Information about the procedure is available on most Municipal websites. Citizens must personally visit an office of the Municipality to obtain their passports and cannot apply online, though in some cases the appointment can be booked online.

b. Driving License

Responsibility: Central Government (delivery by Municipalities)
Website: <http://www.rijbewijs.nl/>
Sophistication stage: 1/3
Description: Information only. Citizens must visit the office of their Municipality in person to obtain a driving license, after passing the required tests and obtaining the required certificates. Information about the process is supplied on most Municipality websites.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Centre for Vehicle Technology and Information (RDW)
Website: <http://www.rdw.nl/>
Sophistication stage: 1/4
Description: Information only. Most car dealers have electronic access to RDW using tailor-made software and a PKI solution using certificates linked to an existing register of certified garage companies. Real-time checks are made with the Central Drivers Licenses Register (also maintained by the RDW) for purposes of verification. Individuals buying cars from other individuals need to require registration by post.

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 2/4
Description: Building permission applications are handled by local authorities. Most municipal websites provide information and forms to download.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Local Police branches
Website: <http://www.politie.nl/>
Sophistication stage: 2-3/3
Description: Electronic notification of certain crimes is available in some regions.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government, Netherlands Association of Public Libraries (NBLC)
Website: <http://www.bibliotheek.nl/>
Sophistication stage: 2-3/3
Description: Online catalogue of public libraries across the country. Online requests possible in some cases.

9. Certificates (birth, marriage): request and delivery

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1-2/3
Description: Civil certificates requests are handled by local authorities. Most of them provide information and forms to download and some even have online request applications.

10. Enrolment in higher Education/university

Responsibility: Central Government, Informatiebeheer Groep

Website: <http://www.ib-groep.nl/>
Sophistication stage: 3/4
Description: Each higher education institution is responsible for its own admissions. Applications are usually made directly to the University. In certain circumstances, the Informatiebeheer Groep (student financing) also arranges applications, but only for selected courses. In such cases, the IB Group can take care of a student's place at University and their financing at the same time. Their website offers a web-programme allowing prospective students options for searching their database, finding courses, and applying for some of them.

11. Announcement of moving (change of address)

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1-2/3
Description: Change of address notifications are handled by individual local authorities. Citizens must register a change of address with their local municipality. Most of them provide information and forms to download on their websites, and some even have online notification applications.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for the Netherlands.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Social Insurance Benefits Agency
Website: <http://www.uvw.nl/>
Sophistication stage: 4/4
Description: Online submission and payment of contributions for employees, requiring prior registration. Employers must register each new employee with the Social Insurance Benefits Agency (UWV). Forms are available for download from the UWV website. Once registration is complete, data can be exchanged electronically.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Agency
Website: <http://www.belastingdienst.nl/>
Sophistication stage: 4/4
Description: Electronic program for submission of corporate tax returns can be downloaded from the Tax Agency website. Once companies have selected the electronic option, they cannot submit anything by paper. From 2005, electronic exchange will be compulsory for employers.

3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency
Website: <http://www.belastingdienst.nl/>
Sophistication stage: 2/4

Description: Information and forms to download. Electronic VAT returns are due to be launched in 2005.

4. Registration of a new company

Responsibility: Central Government, Chambers of Commerce (supervised by the Ministry of Economic Affairs)

Website: <http://www.kvk.nl/>

Sophistication stage: 2/4

Description: Information and forms to download. Forms must then be printed out, filled in, signed, and returned to the Chamber of Commerce by post.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Bureau for Statistics (CBS)

Website: <http://www.cbs.nl/>

Sophistication stage: 3/3

Description: Submission of data to the statistical office can be made electronically.

6. Customs declarations

Responsibility: Central Government, Tax Agency

Website: <http://www.belastingdienst.nl/9229237/v/index.htm>

Sophistication stage: 4/4

Description: Customs declarations can be made online. Customs will respond electronically with information about the next step (which varies according to the particular declaration). Businesses must first contact the Customs department to obtain software (or information about suitable software), licences, and maybe a subscription to a network service (depending upon the type of software chosen).

7. Environment-related permits (incl. reporting)

Responsibility: Central Government/Local Government (depending on the type of permit required)

Website: <http://www.milieuloket.nl/>

Sophistication stage: 1/4

Description: Environmental information is available through the Environment Counter, as well as links to relevant authorities for permits. The level of online service sophistication depends on the permit and the organisation issuing it.

8. Public procurement

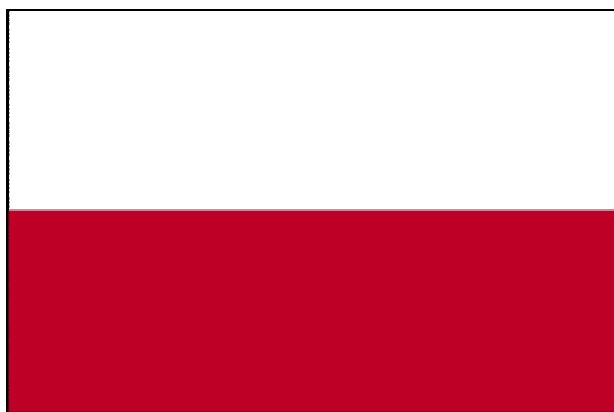
Responsibility: Central Government

Website: N.A.

Sophistication stage: 2/4

Description: There is currently no central e-procurement infrastructure for the public sector in the Netherlands. The Dutch government is currently preparing for the implementation of the new EU Directives on public procurement. Following these preparations, the government intends to develop a strategy for the introduction of operational electronic public procurement. In this respect, full migration in public procurement to electronic means is considered a realistic and desirable goal within a timeframe of 10 years.

eGovernment in Poland



November 2005

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Poland. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 312,685 km²

Population (1,000): 38,190.6 inhabitants (2004)

Capital: Warsaw

Language: Polish

Currency: zloty

GDP at market prices: 195,205.5 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 10,500 Euro (2004)

GDP growth rate: 5.3% (2004)

Inflation rate: 3.6% (2004)

Unemployment rate: 18.8% (2004)

Government debt/GDP: 43.6% (2004)

Public balance (government deficit or surplus/GDP): -4.8% (2004)

Source: Eurostat

Political Structure

Poland is a Parliamentary Republic based on the Constitution of 1997.

The **bicameral Parliament** is elected every 4 years. The Lower House or Diet ([Sejm](#)) is made up of 460 members elected by proportional system (5% threshold for parties; 8% for blocks). The Upper House or Senate ([Senat](#)) is made up of 100 elected members (majority voting system).

Poland's Head of State is the [President of the Republic](#), elected for a five-year term (universal suffrage; ballot system) and allowed to serve for two consecutive terms. The President of the Republic appoints the [Prime Minister](#) and, upon recommendations of the Prime Minister, appoints and revokes the Ministers who constitute the Government. The Government and its programme then need to receive votes of confidence by an absolute majority of the Parliament. Once in place, the Government is responsible for conducting the Republic's internal and external policy.

Poland has a three-tier structure of local government, with 16 regions or 'voivodeships' (*Województwa*), 315 counties or districts (*powiaty*), and around 2,500 municipalities (*gminy*). Local government is carried out by councils elected every 4 years at every level. A regional Governor (*Voivode*) represents the government and the state administration in each voivodeship. Governors act as "supervisors" of regional government but real power belongs to elected assemblies and to their chairmen who are the regions' chief executives.

The [Constitution of the Republic of Poland](#) was adopted on 2 April 1997 and took effect on 17 October 1997.

Poland became a member of the European Union on 1 May 2004.

Current Head of State: President Aleksander Kwasniewski (since December 1995, due to be replaced by Lech Kaczynski, elected on 23 October 2005)

Current Head of Government: Prime Minister Kazimierz Marcinkiewicz (nominated on 20 October 2005)

Information Society indicators

Percentage of households with Internet access: 26% (2004)

Percentage of enterprises with Internet access: 85% (2004)

Percentage of individuals using the Internet at least once a week: 22% (2004)

Percentage of households with a broadband connection: 8% (2004)

Percentage of enterprises with a broadband connection: 28% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 3% (2004)

Percentage of enterprises having received orders online within the previous year: 4% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 11.9%, downloading forms 5.6%, returning filled forms 3.5% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 57%, downloading forms 47%, returning filled forms 68% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Poland](#)

20 April 2005

The Polish Ministry of Finance unveils **plans for the introduction of e-tax filing services**. Priority will be given to corporate taxpayers, which will be able to file tax returns and pay taxes online as of 2006. The full implementation of e-tax services for citizens is planned in 2012 only.

18 February 2005

The Sejm (lower chamber of Parliament) adopts the **Act on Computerisation of the Operations of the Entities Performing Public Tasks**. The Act sets up horizontal/infrastructure programmes for all sectors of public administration and establishes a common interoperability framework for IT systems in the Polish public sector. The Act came into force on 21 July 2005.

26 October 2004

The Council of Ministers adopts [e-Government Action Plan for 2005-2006](#), aimed at implementing e-government in Poland, both at central and regional level.

29 January 2004

A new [Law on Public Procurement](#) is adopted, enabling the development of e-procurement systems for Polish public administrations and allowing the use of electronic auctions for contracts up to € 60.000.

13 January 2004

The Council of Ministers adopts [ePoland - The Strategy on the Development of the Information Society in Poland for the years 2004-2006](#), prepared by the Ministry of Science and Information Society Technologies.

23 December 2003

The Council of Ministers adopts the [National Strategy for the Development of Broadband Access to the Internet for the years 2004-2006](#), prepared jointly by the Ministry of Infrastructure and the Ministry of Science and Information Society Technologies.

01 July 2003

Launch of the [Public Information Bulletin \(BIP\)](#) (official electronic journal on public information) in accordance with the Act on Access to Public Information.

June 2003

Deployment of CELINA, a **customs declaration entry processing system** supporting communication between businesses and Customs Administration. The system provides fully electronic custom procedure and enables the submission of electronic declarations. It is nominated for the European eGovernment Awards at the Como Conference in July 2003.

01 April 2003

Establishment of the [Ministry of Science and Information Society Technologies](#). The new Ministry takes over from the previous State Committee for Scientific Research and is responsible for Information Society and e-government.

21 December 2002

Launch of the [Polish Internet Library](#), providing online access to over 10,000 books of Polish literature.

18 December 2002

Publication of the **e-government document [Wrota Polski](#)** ('Gateway to Poland'), which proposes the creation of an integrated platform for the provision of public services online.

18 July 2002

Adoption of the **Act on Providing Services by Electronic Means**.

05 July 2002

Adoption of the **Act on the Protection of Certain Services provided by electronic means**. This act implements Directive 98/84/EC on legal protection of services based on or consisting of conditional access.

01 July 2002

The Minister of Science becomes responsible for the information technology sector.

14 June 2002

Adoption of a manifesto entitled **[Polski eGovernment 2005](#)** (Polish eGovernment 2005). The document calls for giving increased political priority to the development of e-government in the country and proposes a set of 10 targets to be achieved by the end of 2005.

18 September 2001

Adoption of the **[Act on Electronic Signatures](#)**.

11 September 2001

The Council of Ministers adopts the **[ePoland Action Plan for the Information Society Development in Poland for the years 2001-2006](#)**. The plan provides the detail of the actions to implement in order to reach the objectives of the Information Society strategy and of the eEurope+ Action Plan. E-government is one of the main elements of the action plan.

06 September 2001

Adoption of the **Act on Access to Public Information**.

15 June 2001

Publication of the **[eEurope+ Action Plan](#)** for the development of the Information Society in the EU Candidate Countries. The plan was prepared by the Candidate Countries with the assistance of the European Commission.

28 November 2000

Publication of the strategy document **[Aims and Directions of the Information Society Development in Poland](#)**. One of the strategic objectives consists in using ICT to help establishing open, transparent, citizen-friendly structures of public administration and ensure greater efficiency of the public sector.

eGovernment Strategy

Main strategic objectives and principles

The Polish e-government strategy and action plan are laid down in the documents [Aims and directions of Information Society Development in Poland](#) of November 2000, [ePoland - The Strategy on the Development of the Information Society in Poland for the years 2004-2006](#) adopted in January 2004, and [e-Government Action Plan for 2005-2006](#) adopted in October 2004.

The Objectives of the ePoland strategy 2004-2006 are:

- to provide affordable, fast, and secure Internet access to all citizens and businesses.
- to develop broad and valuable range of on-line content and services.
- to achieve widespread ICT literacy.

To reach these objectives, four priorities have been set:

1. Provision of broadband Internet for all schools.
2. Development of the 'Gateway to Poland' - an integrated platform for e-government services.
3. Development of Polish content on the Internet.
4. Universal access to ICT training.

The monitoring reports on the implementation of the ePoland Information Society strategy show insufficient progress of the development of electronic services in Poland. According to the fifth benchmarking survey conducted for the European Commission in Autumn 2004, the level of sophistication of online public services reached 37% in Poland, and full availability reached 8%, which leaves Poland in the end of the EU-25 ranking.

The e-government document [Wrota Polski \('Gateway to Poland'\)](#), published in December 2002, announces the creation of an integrated information system supporting the provision of electronic public services. The Gateway to Poland was updated with a concept of e-PUAP in 2005.

The Ministry of Science and Information Society Technologies signed Framework Agreements with the regional authorities of Podlasie, Malopolska, Opole and Pomerania for the development of regional gateways. The Malopolska Gateway already offers 50 services online, and the number will reach 100 by the end of 2005. At the beginning of 2005 the electronic signature was implemented in the Malopolska Gateway.

Thanks to the Public Information Bulletin, public information of communities, provinces, city offices, and central administrations will be available on the Internet. Thanks to already functioning regional projects of 'Gateways', citizens can settle procedures electronically as well as use data resources and find information about events taking place in their region.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

Act on Computerisation of the Operations of the Entities Performing Public Tasks

The Act was adopted by the Sejm (lower chamber of Parliament) on 17 February 2005 and came into force on 21 July 2005. The Act sets up horizontal/infrastructure programmes for all sectors of public administration and establishes a common interoperability framework for IT systems in the Polish public sector.

Freedom of Information legislation

Act on Access to Public Information

The Law on Access to Public Information was adopted on 6 September 2001 and went into effect in January 2002. The Act allows anyone to demand access to public information held by public bodies, private bodies that exercise public tasks, trade unions and political parties. The bodies must respond within 14 days. There are exemptions for official or state secrets, confidential information, personal privacy and business secrets. Appeals are made to a court. Parliament is currently discussing amendments that would create an independent commission to enforce the Act. Public bodies are required to publish information about their policies, legal organization, principles of operation, contents of administrative acts and decisions, and public assets. The law requires that each create a Public Information Bulletin to allow access to information via computer networks.

Data Protection/Privacy legislation

Act on the Protection of Personal Data

Adopted on 29 August 1997 and subsequently amended.

E-Commerce legislation

Act on Providing Services by Electronic Means, adopted on 18 July 2002

Act on Protection of Certain Services Provided by Electronic Means, adopted on 5 July 2002

Act on Electronic Payment Instruments, adopted on 12 September 2002

E-Communications legislation

Telecommunications Law

The new Telecommunications Law, transposing the new EU regulatory framework for electronic communications, was adopted in July 2004 and came into force on 3 September 2004. A significant amount of secondary measures that are needed to ensure full transposition and effective application of the directives remains to be adopted, and are currently being prepared by the Ministry of Infrastructure.

E-signatures legislation

Act on Electronic Signatures

Adopted on 18 September 2001, the Act on Electronic Signatures is compliant with the EU Directive on a Community framework for electronic signatures (1999/93/EC).

E-procurement legislation

Act on Public Procurement

The new Law on Public Procurement was adopted on 29 January 2004 and entered into force on 4 March 2004. Among other things, the new Law enables the development of e-procurement systems for Polish public administrations, allows the use of advanced electronic signatures in submission of tenders and the use of electronic auctions for contracts up to € 60,000. The new EU public procurement directives (2004/17/EC and 2004/18/EC) are expected to be implemented in the second half of 2005.

Re-use of public sector information

Poland has notified full transposition of EU Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) into national law.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy****Ministry of Science and Information Society Technologies**

As part of its responsibility for public administration, the Ministry of Science and Information Society Technologies is responsible for devising the Polish e-government policy/strategy and for overseeing its implementation. The Ministry is responsible for the development and management of central ICT infrastructure, networks and systems in public administration, as well as for establishing of IT standards and supervising and supporting IT projects in central and local government. The Ministry is responsible for co-ordination with regards to implementation of the structural funds in the field of Information Society, programming of the structural funds, promotion of the Information Society and support for the creation of digital contents on the Internet.

Coordination**Ministry of Science and Information Society Technologies****Implementation**

1. **Ministry of Science and Information Society Technologies** for national e-government infrastructure projects.
2. **Ministries** and Governmental **Agencies** for departmental projects.

Support**1. Ministry of Science and Information Society Technologies**

As of July 2005, the Ministry of Science and Information Society Technologies is responsible for the **Public Information Bulletin** (*Biuletyn Informacji Publicznej – BIP*), the official electronic journal providing access to public information. It operates on the basis of the Act on Access to Public Information. Information is distributed through system of web information pages of central and local administration authorities, designed in a uniform layout and with common content guidelines. The BIP was launched on 1 July 2003 and its content scope is increasing. The Ministry of Interior and Administration is also responsible for the exploitation of the PESEL Register (General Census Electronic System), which is the main reference database of data about individuals. The Law on the census (registration of inhabitants) and identity cards in Poland regulates all aspects of collecting, storing and distribution of data from PESEL system.

2. Ministry of Infrastructure

The Ministry of Infrastructure is responsible for the design and implementation of the state telecommunication policy and broadband strategy. It covers a range of economic aspects, including the development of the market for needs of the Information Society, policy of standardisation associated with telecommunication technology and necessary legislation.

Audit/Assurance**Supreme Chamber of Control**

The Supreme Chamber of Control (NIK) is the organ of state audit in Poland. It monitors the execution of the state budget and the monetary policy guidelines, and undertakes audits on order of the Parliament or its bodies.

Data Protection**Inspector General for the Protection of Personal Data**

The duties entrusted to the Inspector General for The Protection of Personal Data comprise, in particular, supervision over ensuring the compliance of data processing with the provisions on the protection of personal data; issuing administrative decisions and considering complaints with respect to the enforcement of the provisions on the protection of personal

data; keeping the register of data filing systems and providing information on the registered data files, as well as initiating and undertaking activities to improve the protection of personal data.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Regional and local authorities

Regional strategies regarding development of e-government services are designed at the regional level in accordance with the national strategy.

Coordination

Ministry of Science and Information Society Technologies

The Ministry of Science and Information Society Technologies is responsible for the co-ordination of actions undertaken at regional level.

Implementation

Regional and local authorities

Support

Ministry of Science and Information Society Technologies

The Ministry of Science and Information Society Technologies provides support to the implementation through trainings, seminars and consultations.

Audit/Assurance

Supreme Chamber of Control

Audit of local and regional authorities is provided by the Supreme Chamber of Control (NIK).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Note: this page presents the situation before the change of government due to take place in November 2005.

Minister responsible for e-government

Name: Michał Kleiber

Job title: Minister of Science and Information Society Technologies

Picture:



Contact details:

Ministry of Science and Information Society Technologies

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Tel.: +48 22 628-19-44

E-mail: minister@mii.gov.pl

Name: Włodzimierz Marciński

Job title: Under-Secretary of State

Picture:



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Poland

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Fax: +(48 22) 529 2682

E-mail: w.marcinski@mii.gov.pl

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Marek Słowikowski

Job title: Acting Director of the Department of Information Systems in Public Administrations, Ministry of Science and Information Society Technologies

Picture:

No picture available

Contact details:

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Tel.: +48 22 621-60-24

E-mail: dia@mii.gov.pl

Other key e-government executives

Name: Dariusz Bogucki

Job title: Director of the Department of Information Society, Ministry of Science and Information Society Technologies

Picture:



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eGovernment Infrastructure*Main eGovernment infrastructure components***Portal**

There is currently no central e-government portal in Poland, but the creation of such a portal providing access to public sector information and services for both citizens and businesses is a key project under development. The **e-PUAP** will consist of an integrated platform supporting a number of interactive services, with user identification/authentication, electronic case handling and e-payments when needed. The 'e-PUAP' project is the first attempt of practical accomplishment of European Union recommendations, stated in the programme 'eEurope 2005'. The aim of e-PUAP is to turn the concept of 'Gateway to Poland' adopted in 2002 into a precise and systematic plan to introduce a full functionality of electronic service delivery at national level. The project assumes availability of 19 services for citizens and 9 for companies. To use these services the electronic signature will be needed. According to the estimates of the Ministry of Science and Information Society Technologies, the cost of the project will amount to 1 billion PLN (approximately EUR 250 million).

Network

A nationwide network linking central government departments, offices and agencies, and local government, is under development.

e-Identification infrastructure

There is currently no central e-identification infrastructure in Poland. The development of a 'Multifunctional Personal Document' (MPD) which could be used as an intelligent, PKI-ready smart card to replace the current plastic ID card is being studied. The electronic ID would be based on existing identification numbers and reference databases (PESEL for individuals and REGON for business). The Ministry of Interior and Administration is responsible for the MPD project. Necessary legislative changes form part of an identification documents development strategy.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Poland. At present public tenders are published on the website of the [Office of Public Procurement](#). In the future, the integrated information system for e-government service delivery ('Gateway to Poland') will include an e-procurement platform.

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Poland.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance
Website: <http://www.mf.gov.pl/>
Sophistication stage: 2/4
Description: Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of e-tax filing services. The introduction of interactive and transactional tax e-services for corporate taxpayers is due to start in 2006, while for citizens the system is to be fully operational by the end of 2012.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Economic Affairs and Labour
Website: <http://www.praca.gov.pl/>
Sophistication stage: 2/3
Description: The Labour Information Portal provides information for job seekers and employers. It provides access to a database of job opportunities across the country (system [e-PULS](#)).

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Social Policy, Social Insurance Institution (ZUS)
Website: <http://www.zus.pl/>
Sophistication stage: 2/4
Description: Information and forms to download. The issues of unemployment are split between the Ministry of Economic Affairs and Labour and the Ministry of Social Policy, with some benefits covered by the Social Insurance Institution (ZUS). The Ministry of Economic Affairs and Labour manages the Labour Fund handling benefit claims in case of employer's insolvency or bankruptcy. Registration and benefits are administered and paid by county labour offices.

b. Family allowances

Responsibility: Central/Local Government,
Website: <http://www.zus.pl/>
Sophistication stage: 1/4
Description: Information only. Registration for family allowances and payments for eligible persons (based upon family's monthly net income per capita) are managed by local offices of government agencies or by employers, depending on the status of the claimant. Besides basic allowance there are various other benefits (e.g. for care of handicapped child or family member). The payments are done by employers or social insurance agencies.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health, National Health Fund
Website: <http://www.nfz.gov.pl/>
Sophistication stage: 2/4
Description: The National Health Fund was created under the law of 23 January 2003 on universal health insurance. It centralises the financial management of healthcare services. Persons covered by the general health insurance (on the compulsory or voluntary basis) are entitled to free healthcare services from healthcare providers who have signed contracts with the regional branches of the National Health Fund. The difference of prices of prescribed medicines purchased for a lump-sum or for 30/50% of the price of a medicine is settled between the health administration and pharmacies.

d. Student grants

Responsibility: Central Government, Ministry of National Education and Sport
Website: <http://www.menis.gov.pl/>
Sophistication stage: 0/4
Description: Student grants (social, scientific, etc.) are managed by higher education institutions.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Minister of Internal Affairs and Administration
Website: http://www.mswia.gov.pl/spr_oby_pas.html
Sophistication stage: 1/3
Description: Information only.

b. Driving License

Responsibility: Central Government, Ministry of Infrastructure, Department of Road Transport
Website: <http://www.mi.gov.pl/>
Sophistication stage: 1/3
Description: Information only.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Infrastructure, Department of Road Transport
Website: <http://www.mi.gov.pl/>
Sophistication stage: 1/3
Description: Information only.

6. Application for building/planning permission

Responsibility: Central Government/Regional and Local authorities
Website: <http://www.mi.gov.pl/>
Sophistication stage: 1/4
Description: Information only. Applications are handled by regional and local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, of Internal Affairs and Administration, Police Headquarters
Website: <http://www.policja.gov.pl/>
Sophistication stage: 1/3
Description: Information only. Police forces are supervised by the Ministry of Internal Affairs and Administration. The scope of information and content varies between regional police forces.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Regional and Local authorities
Website: <http://www.mk.gov.pl/>
Sophistication stage: 1/3
Description: There is no centralised information and booking system for Polish public libraries. Only the National Library in Warsaw, State Archives and the biggest university libraries are equipped with electronic catalogues and search tools. A [Polish Internet Library](#) was launched in December 2002, which aim is to provide access to digitised copies of all the masterpieces of ancient Polish literature, graphics and paintings as well as scientific publications and special editions for the blind by the end of 2008.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Local authorities
Website: <http://www.mswia.gov.pl/>
Sophistication stage: 1/3
Description: Information mostly. Some municipalities offer forms download.

10. Enrolment in higher Education/university

Responsibility: Central Government, higher education institutions
Website: <http://www.menis.gov.pl/>

Sophistication stage: 1/4 (4/4 for some universities)

Description: Information only. Some of the biggest universities have implemented enrolment and registration systems for courses and exams. The Ministry of National Education and Sport is working on a national system for registering high school final marks and making them available for enrolment systems of universities.

11. Announcement of moving (change of address)

Responsibility: Central Government/Regional and Local authorities

Website: <http://www.mswia.gov.pl/>

Sophistication stage: 1/3

Description: Information only. Some local authorities provide forms for download.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.mz.gov.pl/>

Sophistication stage: 1/4

Description: Information only. The [National Health Fund](#) has implemented a public information system of waiting list length and waiting times for health services at healthcare providers – available in all regional branches of the National Health Fund. Some healthcare providers have implemented appointment systems (mostly semi-interactive: the hospital has to call back the person who has filled in the form).

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Social Insurance Institution (ZUS)
Website: <http://www.zus.pl/>
Sophistication stage: 4/4
Description: Online system using Public Key Infrastructure for sending social security monthly declarations – mandatory for all entities employing more than 5 persons

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance
Website: <http://www.mf.gov.pl/>
Sophistication stage: 2/4
Description: Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of e-tax filing services. The introduction of interactive and transactional tax e-services for corporate taxpayers is due to start in 2006.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance
Website: <http://www.mf.gov.pl/>
Sophistication stage: 2/4
Description: Information and forms to download. In April 2005 the Ministry of Finance unveiled plans for the introduction of e-tax filing services.

The introduction of interactive and transactional tax e-services for corporate taxpayers is due to start in 2006.

4. Registration of a new company

Responsibility: Central Government, Ministry of Justice, National Court Register
Website: <http://www.ms.gov.pl/>
Sophistication stage: 1/4
Description: Information only.

5. Submission of data to statistical offices

Responsibility: Central Government, Central Statistical Office (GUS)
Website: <http://www.stat.gov.pl/>
Sophistication stage: 3/3
Description: The submission of data to regional statistical offices can be done using downloaded client program and on-line forms of national and INTRASTAT system.

6. Customs declarations

Responsibility: Central Government, Customs Service
Website: http://www.mf.gov.pl/sluzba_celna/
Sophistication stage: 4/4
Description: Data for the INTRASTAT and EXTRASTAT relating to the trading of goods within the EU and with non-member countries are collected through the Single Administrative Document (SAD) using online forms. SAD documents can be submitted using [CELINA](#) WEB-CEL (for standard procedures) and [CELINA](#) OPUS (for simplified procedures) subsystems, both constituting the customs gateway.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment
Websites: <http://www.cios.gov.pl/>
Sophistication stage: 1/4
Description: Information only.

8. Public procurement

Responsibility: Central Government, Office of Public Procurement
Website: <http://www.uzp.gov.pl/>
Sophistication stage: 3/4
Description: The website of the Office of Public Procurement provides an official Public Procurement Bulletin with search engine (simple and advanced search), database of contract awards and online tender publication system. Tenders announcements may be uploaded onto the website by public administration.

eGovernment in Portugal



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Portugal. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 91,906 km²

Population (1,000): 10,474.7 inhabitants (2004)

Capital: Lisbon

Language: Portuguese

Currency: Euro

GDP at market prices: 142,433.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 17,100 Euro (2004, forecast)

GDP growth rate: 1.0% (2004)

Inflation rate: 2.5% (2004)

Unemployment rate: 6.7% (2004)

Government debt/GDP: 61.9% (2004)

Public balance (government deficit or surplus/GDP): -2.9% (2004)

Source: Eurostat

Political Structure

Portugal is a Parliamentary Republic. The legislative power is held by a unicameral [Parliament](#) made up of 230 members elected for a four-year term of office (universal suffrage). Portugal is divided into eight regions that include 308 municipalities.

Executive power is held by the [National Government](#), led by the [Prime Minister](#). The Head of State is the [President of the Republic](#), who is elected by popular vote for a maximum of two consecutive five-year terms. The President has mainly a ceremonial role, but can dissolve Parliament. The President appoints the Prime Minister (the head of the leading party) as well as the other members of Government (Ministers and State Secretaries) presented by the Prime Minister.

The [Constitution of the Portuguese Republic](#) was adopted on 2 April 1976 and amended for the sixth time in 2004.

Portugal became a member of the European Union on 1 January 1986.

Current Head of State: President Jorge Sampaio (since January 2001)

Current Head of Government: Prime Minister José Socrates (since February 2005)

Information Society indicators

Percentage of households with Internet access: 26% (2004)

Percentage of enterprises with Internet access: 77% (2004)

Percentage of individuals using the Internet at least once a week: 25% (2004)

Percentage of households with a broadband connection: 12% (2004)

Percentage of enterprises with a broadband connection: 49% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 3% (2004)

Percentage of enterprises having received orders online within the previous year: 6% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 10.3%, downloading forms 7.6%, returning filled forms 7.6% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 51%, downloading forms 47%, returning filled forms 50% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Portugal](#)

30 July 2005

Launch of [LigarPortugal](#) ('ConnectPortugal'), a new action programme for the information and knowledge society. Among other things, the new programme aims to create a transparent, modern and efficient public administration. To this end, it defines a number of policy priorities, such as increasing the use of open source software by public sector bodies, generalising the use of Voice over Internet Protocol (VoIP) telephony, providing ICT training to every civil servant, and creating a central e-procurement website to advertise all public call for tenders of both central government and local authorities. In addition, the programme also states that all 'basic' public services should be available online and free-of-charge by 2009. LigarPortugal forms part of the Portuguese Government's Technological Plan to promote the development of the Portuguese information society and improve the country's competitiveness, commonly called the '**Technological Shock**'.

29 July 2005

The Council of Ministers approves a resolution mandating Portuguese public administration to **fully switch to electronic invoicing by 31 December 2006**.

28 April 2005

The Portuguese government approves the **citizen card project**. The multi-use citizen card will combine ID, tax, social security, health insurance and electoral information, thus enabling citizens to carry one single card instead of five different ones. Distribution of the card is expected to start in 2006.

20 February 2005

Two polling place e-voting systems and a remote Internet voting solution are tested during the Portuguese legislative elections. The objectives of the non-binding pilots are to test the use of electronic technologies throughout the whole voting process, from the identification and authentication of voters to the counting of electronic ballots.

12 January 2005

Launch of the [national e-procurement portal](#) ('Portal de Compras'). Developed in the framework of the National e-Procurement Programme, the portal – which complies with the guidelines of W3C's Web Accessibility Initiative – aims to become the new standard for public procurement in order to promote the following policy objectives: generate substantial savings for public sector purchasing; rationalise the procurement process to increase its efficiency and transparency; encourage the modernisation of suppliers and the adoption of e-commerce, thereby increasing the productivity and competitiveness of Portuguese businesses.

January 2005

Presentation of the [Operational Programme for Public Administration 2004-2006](#). This programme, supported by the EU as part of the third Community Support Framework, is intended to support projects and investments to modernise the Portuguese public administration. The programme has a budget of 139.3 million euro, of which 104.5 million are provided by the EU.

January 2005

Launch of a new [Operational Programme Knowledge Society \(POS_C\)](#). This programme, due to run until the end of 2006, revises and includes the former POSI, the Operational Programme on the Information Society. POS_C is aimed at improving the effectiveness of the programme and its articulation with the Action Plan for the Information Society adopted by the

government in 2003. The financing of POS_C for 2005-6 includes the amounts coming from the former POSI plus an additional budget of 110 million euro, from the Community Support Framework reserve. Improving public administration quality and efficiency and strengthening citizenship and public participation are among the main objectives of the POS_C programme. Electronic Government – better services for citizens and companies – is one of its priority axes.

26 November 2004

The Portuguese Government announces its intention to introduce **electronic medical prescriptions** in the country. Following a local pilot due to start in January 2005, the electronic prescription system will be progressively phased-in throughout the Portuguese territory during 2005.

10 November 2004

Presentation of [Information and Knowledge Society 2005-2006](#), the Portuguese government's new strategy for the development of the Information and Knowledge Society. The objective of the new strategy is to advance the Information and Knowledge Society in Portugal in order to contribute to the country's development. Aiming at improving public services, reducing bureaucracy, increasing productivity and fostering innovation, the strategy will have an impact on public administration, government structures, and civil society. It will be implemented through a number of initiatives, including several new e-government projects. In order to reinforce the national commitment towards the development of an Information and Knowledge Society, the Mission Unit for Innovation and Knowledge (UMIC) – a temporary body created in November 2002 – is renamed [Agency for the Knowledge Society](#) and becomes a permanent Government agency.

17 March 2004

Launch of the new [Citizen's Portal](#) ('Portal do Cidadão'). The new e-government portal replaces the previous "Infocid" and is the result of a joint effort by about 120 public and private entities. Despite its name, the new portal targets businesses as well as citizens – with a separate section for each category of users – and will, in a second development phase, also feature services for civil servants and a user registration facility.

17 January 2004

Presentation of [Future 2010 - Operational Programme for the Knowledge Society](#), also known as the 'knowledge and innovation' initiative. The aim of this strategic initiative is to foster the development of a true knowledge society in Portugal. Among other things, the initiative will promote public sector reform through further use of information and communication technologies and development of e-services.

July 2003

The Council of Ministers approves the strategic lines of a large-scale [Public Administration Reform](#), aimed at building a more outcome-oriented and flexible public sector in order to enhance development and improve productivity. The new public administration organisational model is based on: defining roles and objectives; more flexible structures; a slimmed-down decision-making chain and less bureaucracy; encouraging systematic cooperation between government departments; knowledge-sharing; and proper information management.

26 June 2003

The Portuguese Government adopts a [National e-Procurement Programme](#). The programme's aim is to help save between 10% and 20% on public procurement costs between 2003 and 2006 thanks to the deployment of e-procurement systems across government.

26 June 2003

The Government officially approves the [Action Plan for the Information Society](#) and the [e-Government Action Plan](#). The e-Government Action Plan is an integral part to the Action Plan for the Information Society, which becomes the main instrument for the strategic and operational coordination of information society policies in Portugal. The ultimate strategic goal of the Portuguese e-government plan is to transform public sector bodies into client-focused

organisations, thereby placing the public sector among the country's best service providers. This strategic vision is to be implemented through the creation of high-quality, efficient public services supported by comprehensive technology solutions.

20 November 2002

Creation of the [UMIC \(Innovation and Knowledge Mission Unit\)](#). Part of the Office of the Prime Minister, UMIC is tasked with coordinating and providing focus for the Government's activities in the field of Information Society, Electronic Government and Innovation. Among other things, UMIC is in charge of preparing, together with the different ministries, the national action plans, initiatives and programmes for the Information Society and e-government.

February 2001

INFOCID is re-launched as the Portuguese Government's citizen portal, providing a single entry point to public information and services for citizens and businesses. The portal provides access to the 'Direct Public Service' application, which enables users to request birth, marriage, death, building and commercial certificates online.

September 2000

Adoption of the [Operational Programme for the Information Society \(POSI\)](#). Supported by the EU as part of the [Community Support Framework](#), the programme covers the period 2000-2006 and represents an investment of 625 million euro. It has the following strategic goals: develop ICT skills across society, help the transition to a Digital Portugal, and move public services online.

August 2000

The Government launches the '[Internet Initiative](#)', which establishes as a strategic priority the rapid increase in the use of the Internet by schools, households, enterprises and public administration. An Inter-ministerial Commission for the Information Society is created, comprising delegates from all ministries and tasked with coordinating and monitoring Information Society policies.

2000

Innovation and the Information Society are key priorities of the **Portuguese Presidency of the EU** (January-June 2000). During this presidency the EU adopts both the **Lisbon Strategy** for economic renewal and competitiveness (at the Lisbon European Council of 23-24 March 2000) and the **eEurope Action Plan** (at the Feira European Council of 19-20 June 2000).

2000

The Programme [Digital Cities](#) is extended. It becomes a national five-years programme funded with 300 million euro provided by the Portuguese Government and the European Union Structural Funds. The programme is to be developed through 20 to 25 large projects, covering all the country and stimulating regional innovation.

1998

Launch of the Programme for [Digital Cities](#), designed to foster the development of a digital culture on a local and regional level. The purpose is to get local administration and services closer to people, enhance local and regional competitiveness and improve the quality of life of the populations. The programme initially starts with pilot projects in 5 small and mid-sized cities (Aveiro, Bragança, Guarda, Marinha Grande, Castelo Branco) and 2 rural regions (Trás-os-montes and Alentejo).

17 April 1997

The Council of Ministers approves the [Green Paper on the Information Society in Portugal](#). The Green Paper contains a set of recommendations aimed at the development of the Information Society. It outlines 72 measures in 11 priority areas. Following the publication of the Green Paper, several task forces are set up to develop operational implementation plans.

1996

The Portuguese Government launches a **National Initiative for the Information Society**, structured around four main themes: school (IT in education); enterprise (electronic business) enterprise); local and regional public administration (open administration); knowledge (libraries, museums, databases, R&D institutions). A **Mission for the Information Society (MSI)** is created under the Ministry of Science and Technology, which is tasked with advancing cross-government initiatives and preparing a Green Paper on the development of the Information Society in Portugal.

1991

Creation of **INFOCID**, the Interdepartmental Information System for the Citizen. INFOCID is a public network of all State organisations dealing with citizens, which aim is to provide Portuguese citizens with an easier way of interacting with public administrations. It is an integrated database sponsored by the Secretary of State for Public Administration under the Prime Minister's Office and coordinated by an inter-departmental Steering Committee.

eGovernment Strategy

Main strategic objectives and principles

The Portuguese e-government strategy is exposed in the [e-Government Action Plan](#) presented in February 2003 and approved by the Government in June 2003. The e-Government Action Plan is an integral part to the [Action Plan for the Information Society](#), which is the main instrument for the strategic and operational coordination of Information Society policies in Portugal.

The Action Plan for the Information Society comprises seven pillars:

1. An information society for all.
2. New capabilities.
3. Quality and efficiency of public services.
4. Better citizenship.
5. Health for everyone.
6. New ways of creating economic value.
7. Attractive content.

The e-Government Action plan thus corresponds to the third pillar of the Information society Plan.

The strategic goal of the Portuguese e-government plan is to transform public sector bodies into client-focused organisations, thereby placing the public sector among the country's best service providers. This strategic vision is to be implemented through the creation of high-quality, efficient public services supported by comprehensive technology solutions.

The key **objectives** of e-government in Portugal are to:

- Increase citizen satisfaction with public services (24/7 services delivered through several channels).
- Achieve increased efficiency while reducing costs for both government and taxpayers. This objective involves process reengineering.
- Increase the transparency of the bureaucratic structure, thereby increasing citizen trust in public services.
- Promote citizen participation in the democratic processes through better dissemination of information.
- Promote the development of the information and knowledge society through an innovative public sector.
- Achieve international recognition of the quality of Portuguese e-government, thereby making citizens proud of the country's public services.

In order to achieve the core objectives, the Portuguese e-government strategy is based on **seven priority principles**:

1. Citizen-focused public services.
2. A public administration that is modern and efficient.
3. New technological capabilities.
4. Rationalisation of communication costs.
5. Efficient management of public procurement.
6. Public services that are closer to citizens.
7. Interactive public services.

The e-Government Action Plan points out that, in order to reach the strategic objectives of e-government in Portugal, all stakeholders must fulfil their missions:

- **The Government** should promote the delivery of interactive e-government services and the participation of citizens in the democratic processes. Part of its mission will be to define strategies and policies and to provide public entities with the necessary resources.
- **Public organisations** should deliver integrated, customer-focused services, with more quality and efficiency.
- **Citizens and businesses** should adopt the new e-government services and proactively take advantage of the new possibilities in order to increase their quality of life.

According to the Portuguese e-government strategy, the development of e-government services is ultimately meant to generate positive impacts across the country. The Portuguese government therefore hopes that:

- The quality of life of **citizens** will improve thanks to the higher quality of public services. Moreover, savings generated by lower cost e-services may be re-invested by the government in other priority areas.
- **Businesses** will also benefit from better public services and from a better relationship with the public administration. They will therefore become more efficient, and e-commerce will be stimulated.
- Advantages to citizens and business will mean that **Portugal** will become more competitive and thus more attractive for foreign investment. More specifically, the national ICT industry should also benefit from e-government progress.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Portugal.

Freedom of Information legislation**[Law on Access to Administrative Documents \(1993\)](#)**

The Law of Access to Administrative Documents was adopted in August 1993 and amended in March 1995 and July 1999. It allows any person to demand access to administrative documents held by state authorities, public institutions, and local authorities in any form. Requests must be in writing. Government agencies must respond no later than 10 days after receiving a request. The Act also provides greater access for parties with an interest in a proceeding. Limitations exist for documents not drawn up for an administrative activity (e.g. minutes of meetings of the Council of Ministers or personal notes and sketches), documents relating to internal or external security and secrecy of justice, documents containing personal information, or documents containing commercial, industrial or company secrets in danger or which disclosure would violate copyrights or patents. Those denied access to documents can appeal to the [Commission for Access to Administrative Documents \(CADA\)](#), an independent Parliamentary agency. The Commission can examine complaints, provide opinions on access, review practices and decide on classification of systems. CADA's decisions are not binding so if an agency continues to deny access, further appeal can be made to an administrative court.

Data Protection/Privacy legislation**[Law on the Protection of Personal Data \(1998\)](#)**

Law on the Protection of Personal Data was adopted on 26 October 1998. It governs the collection and processing of personal data and allows any person to access and correct their personal information held by a public or private body. It is enforced by the [National Data Protection Commission](#).

E-Commerce legislation**[Decree-Law on Electronic Commerce \(2004\)](#)**

The Decree-Law n. 7/2004 was published in the Portuguese Official Gazette on 7 January 2004. It transposes into internal law the EU Directive on electronic commerce (Directive 2000/31/EC).

E-Communications legislation**[Law on Electronic Communications \(2004\)](#)**

Published on 10 February 2004, Portugal's new Law on Electronic Communications transposes most of the EU new regulatory package on electronic communications.

E-signatures legislation**[Decree-Law on Electronic Signatures \(2003\)](#)**

The Decree-Law on Electronic Signatures of 3 April 2003 aims to align the legal regime for digital signatures established in a previous Decree-Law (Decree-Law no. 290-D/99 of 2 August 1999) to Directive 1999/93/EC of the European Parliament and of the Council of 13 December 1999, on a Community framework for electronic signatures.

E-procurement legislation**[Decree-Law on e-Procurement \(2002\)](#)**

The Decree-Law on e-Procurement of April 2002 complements the [Decree-Law on Public Procurement](#) of June 1999. It provides for the use of electronic means in public procurement by some public bodies and encompasses rules applicable to communication and the storage of data. The Portuguese Government is currently preparing the transposition of the new EU

public procurement directives (2004/17/EC and 2004/18/EC), including their e-procurement provisions.

Re-use of public sector information

Transposition of European Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information is currently under preparation in Portugal. It is expected that implementation will take the form of altering already existing access legislation (namely Law n. 65/93 on access to public documents).

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

1. [Ministry of Finance and Public Administration](#)

In the new Portuguese Government appointed in February 2005, political responsibility for public administration matters – including public sector modernisation and e-government – has been transferred to the Ministry of Finance, renamed Ministry of Finance and Public Administration. The Ministry oversees the [Directorate General for Public Administration](#)

2. [Ministry of Science, Technology and Higher Education](#)

In the new Portuguese Government appointed in February 2005, political responsibility for Information Society matters has been attributed to the Ministry of Science, Technology and Higher Education.

3. [Agency for the Knowledge Society \(UMIC\)](#)

Created in November 2002 as a temporary body, the Innovation and Knowledge Mission Unit (UMIC) became a permanent Government agency in November 2004. UMIC is tasked with coordinating and providing focus for the Government's activities in the field of Information Society, Electronic Government and Innovation. UMIC played a leading role in the preparation of the Portuguese Information Society and e-Government Action Plans. UMIC is now overseen by the Ministry of Science, Technology and Higher Education

Coordination

1. [Agency for the Knowledge Society \(UMIC\)](#)

2. [Intersectoral Commission for IT in Public Administration \(CITIAP\)](#)

Commission responsible for the coordination of IT developments in central Government.

Implementation

1. [Agency for the Knowledge Society \(UMIC\)](#)

The Agency is in charge of implementing some components of the country's e-government infrastructure, such as the Citizen's portal.

1. Individual Government [Ministries](#) and agencies

Support

1. [Agency for the Knowledge Society \(UMIC\)](#)

2. [Government Network Management Centre \(CEGER\)](#)

The Government Network Management Centre (CEGER) is a service of the Prime Minister's Office providing support to government bodies in the field of information technology.

3. [Institute for Informatics](#)

The Institute for Informatics is a service of the Ministry of Finance and Public Administration that has managerial autonomy and legal personality. It supports the Ministry and other government departments in the development and implementation of information systems.

Audit/Assurance

[Court of Accounts](#)

The Portuguese Court of Auditors is in charge of auditing public funds, public revenue and expenditure and public assets, with a view to ensuring that the administration of those resources complies with law and principles of financial responsibility.

Data Protection

[National Commission for Data Protection](#)

The National Commission for Data Protection is an independent body, with powers of authority throughout national territory. It is endowed with the power to supervise and monitor compliance with the laws and regulations in the area of personal data protection, with strict

respect for human rights and the fundamental freedoms and guarantees enshrined in the Constitution and the law.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Regions and Municipalities

Coordination

Ministry for Internal Administration Services

The Ministry for Internal Administration Services has responsibility for the coordination of central government policies with local authorities.

Implementation

Regions and Municipalities

Support

National Association of Portuguese Municipalities (ANMP)

The National Association of Portuguese Municipalities (ANMP) is the representative body of Portuguese municipalities. It promotes their interests and provides them with support services in different areas, including ICT and public management.

Audit/Assurance

No information available.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for e-government

Name: Teixeira dos Santos

Job title: Minister for Finance and Public Administration

Picture:



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Name: João Figueiredo

Job title: Secretary of State for Public Administration

Picture:



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Fax: (+351) 218 862 360

E-mail: relacoes.publicas@sgmf.pt

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Luís Magalhães

Job title: President, Agency for the Knowledge Society (UMIC)

Picture:

No picture available

Contact details:

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Taguspark

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Other e-government executives

Name: João Catarino Tavares

Job title: Chairman of the Executive Board of the Informatics Institute, Ministry of Finance

Picture:

No picture available

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Citizen's Portal

Launched in March 2004, the Citizen's Portal is the result of a joint effort by about 120 public and private entities and currently provides access to over 700 services (20% of which are fully transactional). Despite its name, the portal targets businesses as well as citizens and will in a second development stage also offer services to civil servants.

Network

The creation of an Intranet for the Portuguese administration is foreseen for 2005.

e-Identification infrastructure

There is currently no central e-identification infrastructure for e-government in Portugal. However, in April 2005 the new Portuguese Government announced plans for the creation of a multi-purpose **citizen card**. The high-tech card will combine ID, tax, social security, health insurance and electoral information, thus enabling citizens to carry one single card instead of five different ones. Distribution of the card is expected to start in 2006.

e-Procurement infrastructure

National e-procurement portal

Launched in January 2005, the portal aims to become the new standard for procurement across government. Developed in the framework of the Portuguese National e-Procurement Programme, the portal is at this stage mainly an information tool, but will offer transactional services such as e-auctions in the future. Call for tenders are published in the [Electronic Official Journal \(DRE\)](#).

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Portugal.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation
Website: <http://www.e-financas.gov.pt/>
Sophistication stage: 4/4
Description: Fully transactional online submission and assessment system. Users can also consult their tax files, statistics and conduct simulations.

2. Job Search services by labour offices

Responsibility: Central Government, Institute of Employment and Vocational Training
Website: <http://www.iefp.pt:8081/IEFP/index.htm>
Sophistication stage: 3/3
Description: Job database featuring search facilities for jobseekers and employers.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Social Security and Labour

Website: <http://www.seg-social.pt/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government, Ministry of Social Security and Labour
Website: <http://www.seg-social.pt/>
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Portugal. Healthcare services are free at the point of delivery local Health Centres part of the National Health Service. Expenses outside the National Health Service are not refundable.

d. Student grants

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education
Website: <http://www.asocialensinosuperior.pt/>
Sophistication stage: 2/4
Description: Information, forms to download and interactive grant simulator.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government
Website: <http://www.portaldocidadao.pt/>
Sophistication stage: 3/3
Description: Passport applications can be submitted online.

b. Driving License

Responsibility: Central Government, Directorate-General for Traffic - DGV
Website: http://www.dgv.pt/condutores/modelo_b.asp
Sophistication stage: 2/3
Description: Information and forms to download.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Justice, Directorate for Registration and Notaries
Website: <http://www.dgrn.mj.pt/autom/infoauto.asp>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Local Government
Website: <http://www.portaldocidadao.pt/>
Sophistication stage: 1/4
Description: Information only.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Public Security Police
Website: <http://www.psp.pt/>
Sophistication stage: 1/3
Description: Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government
Website: <http://www.porbase.org/>
Sophistication stage: 1/3
Description: National database of bibliographical information.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Directorate for Registration and Notaries
Website: <http://certidoes.portaldocidadao.pt/>
Sophistication stage: 3/3
Description: Online request of civil certificates.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of Science, Technology and Higher Education, Directorate-General for Higher Education
Website: <http://www.acessoensinosuperior.pt/>
Sophistication stage: 1/4
Description: Provides information and a simulator allowing users to find out whether or not they would be accepted for enrolment in a particular university/area.

11. Announcement of moving (change of address)

Responsibility: Central Government
Website: <http://www.portaldocidadao.pt/>
Sophistication stage: 2/3
Description: Centralised service that communicates the user's change of address to a number of institutions. Currently, the downloadable form still has to be signed and delivered offline.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.portaldocidadao.pt/>
Sophistication stage: 3/4
Description: The Citizen's portal provides a wide range of information about public healthcare.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Social Security and Labour
Website: <http://www.seg-social.pt/>
Sophistication stage: 4/4
Description: Online declaration and payment of social contributions for employees.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation
Website: <http://www.e-financas.gov.pt/>
Sophistication stage: 4/4
Description: Allows registered businesses to file their taxes online. They can also consult their online files, statistics and conduct simulations.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate General for Taxation
Website: <http://www.e-financas.gov.pt/>
Sophistication stage: 4/4
Description: Allows registered businesses to file their VAT returns online.

4. Registration of a new company

Responsibility: Central Government, Centre for Corporate Procedures (CFE)
Website: <http://www.cfe.iapmei.pt/>
Sophistication stage: 4/4
Description: Information and online registration system.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)
Website: <http://www.ine.pt/>
Sophistication stage: 0/3
Description: Service not available.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate for Customs and Excise Duties
Website: <http://www.e-financas.gov.pt/de/jsp-dgaiec/main.jsp>
Sophistication stage: 4/4
Description: Online declaration for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Environment Institute
Website: <http://www.iambiente.pt/>
Sophistication stage: 2/4
Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government
Website: <http://www.compras.gov.pt/>
Sophistication stage: 3/4
Description: Launched in January 2005, the public procurement portal is at this stage mainly an information tool, but will offer transactional services such as e-auctions in the future.

eGovernment in Slovakia



March 2006

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Slovakia. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 49,035 Km²

Population (1,000): 5,380.1 inhabitants (2004)

Capital: Bratislava

Language: Slovak

Currency: Slovak crown (SKK)

GDP at market prices: 33,118.9 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 11,600 Euro (2004)

GDP growth rate: 5.5% (2004)

Inflation rate: 7.4% (2004)

Unemployment rate: 18.0% (2004)

Government debt/GDP: 43.6% (2004)

Public balance (government deficit or surplus/GDP): -3.3% (2004)

Source: Eurostat

Political Structure

Slovakia is a democratic Parliamentary republic, founded on 1 January 1993 following the dissolution of Czechoslovakia.

Legislative power is held by a unicameral Parliament, known as the [National Council](#), which is made up of 150 members elected every four years by universal suffrage. The proportional voting system is accompanied by a threshold ruling requiring parties to obtain more than 5% electoral support in order to be seated.

The Head of State is the [President of the Slovak Republic](#), elected every five years by universal suffrage. The president formally approves legislation but wields little domestic political power. Executive power is exercised by the [Government](#), headed by the **Prime Minister**.

The country is divided into eight regions, comprising 79 districts, themselves subdivided into 138 towns and 2883 municipalities.

The [Constitution of the Slovak Republic](#) ratified on 1 September, 1992 and amended in 1998 and 1999.

Slovakia became a member of the European Union on 1 May 2004

Current Head of State: President Ivan Gašparovič (since 15 June 2004)

Current Head of Government: Prime Minister Mikuláš Dzurinda (since 30 October 1998)

Information Society indicators

Percentage of households with Internet access: 23% (2004)

Percentage of enterprises with Internet access: 71% (2004)

Percentage of individuals using the Internet at least once a week: 40% (2004)

Percentage of households with a broadband connection: 4% (2004)

Percentage of enterprises with a broadband connection: 25% (2004)

Percentage of individuals having purchased/ordered online in the last three months:
6% (2004)

Percentage of enterprises having received orders online within the previous year: 6%
(2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 20.9%, downloading forms 12.9%, returning filled forms 4.9% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 42%, downloading forms 41%, returning filled forms 18% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Slovakia](#)

06 June 2005

The Slovak government unveils plans to introduce an electronic, 'pay as you drive' road user charging system for trucks in mid-2006.

13 April 2005

The government approves a [National Strategy for Broadband Connection in the Slovak Republic](#). The Strategy aims to reach the level of leading European countries in terms of broadband availability and penetration in the next 5 to 8 years. Identified priorities include local loop unbundling in the fixed line market, effective use of national frequency spectrum and wider use of the state-owned communication infrastructure.

April 2005

The Slovak government introduces new passports with greater security features than the previous travel documents and which are 'biometric-ready'— although they do not yet include biometric identifiers. According to Interior Ministry, a digital facial image of the holder will be included in the passports starting in September 2006, and a fingerprint scan will also be added from March 2008.

31 March 2005

Slovakia's **first tax e-filing season** ends. 44 individual and corporate taxpayers declared their income tax electronically over the Internet using a Guaranteed Electronic Signature. There was also a possibility of online tax declaration for non-holders of the electronic signature, requiring a prior visit to local tax office. This alternative found no users.

07 March 2005

The Tax Directorate of the Slovak Republic launches a **national tax portal eTax** built to serve all citizens' and businesses' tax information and servicing needs. The portal provides access to secure online transactions for some tax administration processes (e.g. VAT and income tax declaration).

01 January 2005

All businesses with more than 20 employees are required to transmit regular monthly social contributions forms to the [Social Insurance Agency](#) (SIA) electronically. The new electronic data exchange systems covers 85% of all SIA-insured persons. Some temporary exceptions are accepted in case the employer does not have an adequate electronic infrastructure.

15 December 2004

The government adopts a 'National Lisbon Strategy'. The [Competitiveness Strategy for the Slovak Republic until 2010](#), which provides for the attainment of the EU Lisbon objectives in Slovakia, identifies ICT deployment as one of the main priorities to increase the country's competitiveness.

16 November 2004

The Slovak Government appoints Mr Miroslav Kukucka as **Plenipotentiary for the Information Society**. The role of the Plenipotentiary is to act as a national co-coordinator for the implementation of Information Society policies in the Slovak Republic. His office is integrated in the Ministry of Transport, Posts and Telecommunications.

21 January 2004

The government approves a [Strategy and Action Plan for the Development of the Information Society](#). The document is derived from the objectives and actions set in the eEurope+ and eEurope 2005 Action Plans. E-government is a key aspect of the plan.

22 April 2003

Launch of [Obcan.sk](#) (Citizen.sk), the national public administration portal. The main objective of the portal is to provide a one-stop shop to information on public services offered by the Slovak state administration and relevant independent organisations.

03 July 2002

The [Act No. 428/2002 on Personal Data Protection](#) is passed. This piece of legislation corresponds to the EU's Data Protection Directive (95/46/EC). Coming into force in September 2002, this Act established a new [Personal Data Protection Office](#) and strengthens the independence of the Commissioner for the protection of personal data.

01 May 2002

The [eSlovakia](#) initiative is launched, designed to boost Internet access, literacy and use in the country. Carried out in partnership between the government and [Slovak Telecom](#), the programme goal is the long-term and strategic support for the development of the Information Society in Slovakia. The three main pillars of the project are: connecting schools to the Internet, educating users, and creating content.

15 March 2002

The [Act No. 215/2002 on Electronic Signatures](#) is passed. Entering into force in May 2002, this Act defines the conditions for use of electronic signature as legally equivalent to hand-written signature.

15 June 2001

The [eEurope+ Action Plan](#) is published by the European Commission in conjunction with the Central and East European accession countries. The goal of this plan is to foster the development of an information society in the accession countries, including Slovakia.

13 June 2001

The [Policy for the Development of the Information Society in the Slovak Republic](#) is adopted and declared a priority by the government. This document identifies the challenges for building up an Information Society in the country, and proposes a number of measures designed to unleash the full potential of ICT for the benefit of all segments of the society. Together with e-Learning and e-Commerce, e-Government is one of the main priorities identified.

17 May 2000

The Slovak Parliament approves [Act No. 211/2000 on Free Access to Public Information](#), which will come into force on 1/1/2001. This law defines the term 'public information' and declares the principle of free and unlimited access.

18 August 1999

The Government adopts a '[Strategy of Public Administration Reform in the Slovak Republic](#)'. Besides defining the starting points for and the principles of the decentralisation process, the Strategy deals with related reform measures in such areas as deregulation, public administration financing, education, management, public administration control and informatisation of public administration.

14 November 1995

[Act No. 261/1995 on State Information Systems \(SIS\)](#) is approved. The act provides a framework for the development of information systems of public authorities.

eGovernment Strategy

Main strategic objectives and principles

Slovakia's overall e-government strategic objectives are set in the [Strategy and Action Plan for the Development of the Information Society](#) adopted in January 2004. According to this document, strategic objectives of public administration computerisation are:

- to ease and widen citizens' participation in public affairs through the computerisation of public services;
- to ease communication between businesses and public administration;
- to increase the effectiveness of public administration through digitisation;
- to prepare Slovak public administration for smooth integration into EU structures.

To achieve these objectives, the government is committed to:

- ensure creation, updating and integration of relevant digital information and services for citizens;
- ensure Slovakia's participation in the EU computerisation programmes
- ensure accessibility of public information for citizens and businesses 24 hours a day, 365 days a year, at affordable price;
- re-assess and re-design existing processes of public administration from the computerisation point of view;
- create and further develop public administration's integrated information systems;
- build public administration information systems using cost-effective solutions (e.g. open software standards), re-use customised software, enhance the cost-effectiveness of the information system development process;
- create an environment for the electronic identification of citizens in public information systems, registries, social services and healthcare systems;
- introduce a personal digital ID to enable secure access to integrated e-services;
- build a public access network enabling citizens who do not own a computer to use e-services;
- wide-spread the usage of e-services in public procurement;
- ensure continuous monitoring of the EU pre-accession and structural funding in the computerisation field, and ensure the effective use of these funds;
- ensure coordinated development of the publicly accessible digital information resources (e.g. libraries), digitisation of the national cultural and scientific heritage.

The Action Plan sets a number of targets, including the following:

- 2005: Introduce electronic ID cards.
- 2005: Create national database for geographical information systems.
- 2005: Introduce digital TV services.
- 2004-2008: Include info-communication technologies into educational programmes on all levels of the educational system.
- 2005-2008: Ensure internet access for all primary schools.

The [Competitiveness Strategy for the Slovak Republic until 2010](#) adopted in December 2004 (and otherwise known as the National Lisbon Strategy) stresses the role of e-government for increasing the country's competitiveness. The primary objective of the computerisation of public administration, the document says, is a more effective provision of various services for citizens and the private sector and the use of the saved time for other productive activities. To this end it is necessary to:

- interconnect the basic information systems of the public administration in an effective, reliable and secure way, to define the standards and interfaces for data exchange between the public administration bodies;
- gradually make the services for citizens and especially for undertakings, which would be using these services most, accessible at a central public portal;
- improve the functioning of all public registers and databases through their complete computerisation and migration to online services;
- make the process of introducing information technology in the public sector more effective on the basis of an audit of spending resources on information and communication technologies and public administration services, to introduce concepts and monitor the concrete project results, to consider the possibilities of joint public procurement;
- ensure a high-quality information and communication technology equipment in the public administration and IT literacy of employees;
- introduce secure electronic identification cards, which are necessary for transactions within an e-government.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Slovakia. However, the [Act No. 261/1995 on State Information Systems \(14 November 1995\)](#) provides a framework for the development of information systems of public authorities. A new and more complete act on **Public Administration Information System** is being prepared and is expected to come into force on 1 January 2006.

Freedom of Information legislation

Act No. 211/2000 on Free Access to Public Information (17 May 2000)

The Act on Free Access to Information, which went into force on 1 January 2001, defines the term 'public information' and establishes a general principle of free and unlimited access. Under the Act, any person or organisation can request information held by state agencies, municipalities and private organisations that are making public decisions. The body must respond no later than 10 days after receipt of the request and must keep a registry of requests. Costs are limited to reproduction and can be waived. There are a number of exemptions, e.g. for information classified as a state or professional secret, personal information, trade secrets, etc., which can be withheld. Appeals are made to higher agencies and can be reviewed by a court.

Data Protection/Privacy legislation

Act No. 428/2002 on Personal Data Protection (3 July 2002)

This piece of legislation implements the principles set in the EU's Data Protection Directive (95/46/EC). Under the Act, individuals can access and correct person information held by public and private bodies. The Act is enforced by the [Office for Personal Data Protection](#).

E-Commerce legislation

Act No. 22/2004 on Electronic Commerce (3 December 2003)

The Act on Electronic Commerce, which came into force on 1 February 2004, regulates (i) relationships between providers of information society services and their recipients arising during their long-distance communication, during connection of electronic equipment via an electronic communication network and consisting of electronic processing, transmission, storage, search or collection of data including text, sound and picture, (ii) supervision over compliance with this Act, and also (iii) international co-operation in electronic commerce.

E-Communications legislation

Act No. 610/2003 on Electronic Communications (3 December 2003)

The Act on Electronic Communications, which entered into force on 1 January 2004, transposes in Slovak Law the EU's New Regulatory Framework for electronic communications: Directive No. 2002/58/EC on Privacy and Electronic Communication, Authorisation Directive No. 2002/20/EC, Access Directive No. 2002/19/EC, Universal Service Directive No. 2002/22/EC and Framework Directive No. 2002/21/EC.

E-signatures legislation

Act No. 215/2002 on Electronic Signatures (15 March 2002)

The Act on Electronic Signatures, which came into effect on 1 July 2002, transposes Directive 1999/93/EC on a Community framework for electronic signatures. It requires the use of advanced electronic signatures for communication with government bodies.

E-procurement legislation

There is currently no specific legislation on e-procurement in Slovakia. General legal provisions for public procurement are set in the [Act No. 523/2003 on Public Procurement](#) (24 October 2003), which does not address e-procurement. The use of electronic means for communication in the public procurement process is thus regulated by Act No. 610 of

December 2003 on Electronic Communication (see above), which contains the rules applicable to e-communication in Slovakia. The Slovak government expects to be ready to implement the new EU Directives on public procurement, including their provisions relating to e-procurement, in 2006. With this transposition, the government will provide the possibility for contracting authorities to use electronic auctions and dynamic purchasing systems.

Re-use of public sector information legislation

Slovakia has notified full transposition of Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information (PSI Directive).

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy****1. Ministry of Transport, Posts and Telecommunications**

In 2003 responsibility for Information Society policies was moved from the Ministry of Education to the Ministry of Transport, Posts and Telecommunications. Consequently, the Ministry of Transport, Posts and Telecommunications is responsible for the implementation of the Action Plan adopted with the National Strategy for Information Society.

2. Ministry of Finance

The Ministry of Finance holds responsibility for the [National Lisbon Strategy](#), including its e-government aspects.

Coordination**Office of the Plenipotentiary for the Information Society**

The Office of the Plenipotentiary of the Slovak Government for the Information Society, established within the [Ministry of Transport, Posts and Telecommunications](#), is in charge of coordinating activities in the field of information society and ICT.

Implementation

1. [Ministry of Transport, Posts and Telecommunications](#) for general infrastructure projects

2. [The Slovak Government Office](#) for certain national infrastructure projects (Obcan.sk portal, GovNet Network). The Office of the Government of the Slovak Republic is a central body of state administration of the Slovak Republic. It controls the fulfilment of state administration tasks and the use of funds allocated to fulfilment of state administration tasks as well as administration of petitions, announcements and proposals. The Office also fulfils tasks connected with professional, organisational and technical aspects of the activity of the Government and its advisory bodies.

3. [Government ministries and bodies](#) for departmental projects.

4. [The Social Insurance Agency](#) for e-services within the pension system.

Support**1. Ministry of Transport, Posts and Telecommunications****2. Institute of Public Administration**

The Institute of Public Administration provides professional training for permanent, temporary and preparatory positions within the civil service. It also provides consultancy, methodology and information on training for public administration.

Audit/Assurance**Supreme Audit Office**

The Supreme Audit Office of the Slovak Republic is an independent authority auditing the management of public funds and properties. These auditing activities extend to central, regional and local authorities, as well as to legal entities established by them.

Data Protection**Office for Personal Data Protection**

The Office for Personal Data Protection is responsible for the privacy of individuals with respect to the processing of their personal data.

Other**1. National Security Authority**

Responsible for the Guaranteed Electronic Signature infrastructure.

2. Office for Public Procurement

The Office for Public Procurement is a central state administration authority for public procurement and concessions, which is actively involved in the development and introduction of electronic public procurement in the country.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

Ministry of the Interior, Section of Public Administration

The Ministry of the Interior is responsible for decentralisation and re-organisation of the public administration (both central/regional state administration and administration of the self-governing regions).

Coordination

Government Plenipotentiary for the Decentralisation of Public Administration

Acts as an advisor to the government in a wide range of task concerning public administration reform, including e-government.

Implementation

1. Ministry of the Interior, Section of Public Administration

2. Self-governing regions: [Banská Bystrica](#), [Bratislava](#), [Košice](#), [Nitra](#), [Prešov](#), [Trenčín](#), [Trnava](#), [Žilina](#)

Support

IVeS - Organisation for the Public Administration Informatics

Provides software solutions to cover specific needs of public administration bodies.

Audit/Assurance

Supreme Audit Office

The Supreme Audit Office of the Slovak Republic is an independent authority auditing the management of public funds and properties. These auditing activities extend to central, regional and local authorities, as well as to legal entities established by them.

Other

Association of Towns and Municipalities of Slovakia (ZMOS)

The Association initiated the creation and development of [ISOMI](#), an Internet information system for towns and municipalities. The project is designed to host and integrate municipal websites in order to support municipalities in providing citizens with information and e-services.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Pavol Prokopovič

Job title: Minister of Transport, Posts and Telecommunications

Picture:



Contact details:

Ministry of Transport, Posts and Telecommunications

Námestie slobody 6

810 05 Bratislava

Slovakia

Tel.: +421 2/5273 1438

E-mail: info@telecom.gov.sk

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Miroslav Kukučka

Job title: Plenipotentiary of the Slovak Government for the Information Society, Ministry of Transport, Posts and Telecommunications

Picture:



Contact details:

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810 05 Bratislava
Slovakia
Tel.: +421 2/5244 2309
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Other e-government executives

Name: Denisa Zilakova

Job title: Director of the Department of Information Society, Ministry of Transport, Posts and Telecommunications

Picture:



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Tel.: +421 2/ 5949 4442
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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal**[Obcan.sk](#)**

The Obcan.sk (Citizen.sk) portal provides up-to-date information on public services offered by the state administration, self-governing regions and relevant independent organisations. In its present format, the site presents services around real-life situations and offers users the possibility to locate local public authorities that may be of use to them. Obcan.sk, developed by the [Slovak Government Office](#), is an interim solution. A new central public administration portal, currently at the design stage, will offer more transactional e-services.

Network**GovNet**

GovNet is a project to build a physical network among public administration bodies, which was launched in the early 1990s. The so-called Small GovNet phase began in 1993 with the selection of a provider of an open, TCP/IP-based system running over modems on analogous lines, providing computers with office software connected through modems via leased lines. A major upgrade project was started in 2002 for extending secure Internet connectivity and services to all network users and to extend the network to regional and local authorities. However, the project was stopped in 2002, due to legal disagreements between the government and the selected private supplier. Strategic decisions still have to be made as to whether to build and own a state government network, or to have services provided by one or more service providers.

e-Identification infrastructure

There is currently no central e-identification infrastructure in Slovakia, but the Government has plans to introduce high-tech ID cards and passports, which will most likely feature one or more biometric identifiers. Electronic ID cards will incorporate advanced electronic signatures, which are required by the Act on Electronic Signatures for communication with government bodies. The definition of accreditation schema to guarantee interoperability of electronic signatures, the accreditation of certification authorities (CA), and the confirmation of certified technical devices and software tools for use with government bodies falls under the responsibility of the [National Security Authority \(NBU\)](#). So far, the use of e-signatures by public sector bodies remains limited.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Slovakia. The Slovak government has not yet established a central electronic public procurement portal or marketplace. There is no specific strategy for introducing or implementing e-public procurement, though electronic catalogues, electronic auctions and dynamic purchasing systems are being tested. The [Office for Public Procurement](#), a central state administration authority for public procurement and concessions, has elaborated standard forms of public procurement notices, which will be sent by contracting authorities to the Office for Public Procurement electronically.

Knowledge Management infrastructure

No information available.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website: <http://www.drsr.sk/>
Sophistication stage: 4/4
Description: Information, downloading of forms. Holders of a Guaranteed Electronic Signature may declare tax online, but usage of such e-signatures remains limited. However, there is a limited possibility (still requiring some paperwork) to declare tax online for non-holders of e-signature also.

2. Job Search services by labour offices

Responsibility: Central Government, Ministry of Labour, Social and Family Affairs, Central Agency of Labour, Social and Family Affairs
Website: <http://www.upsvar.sk/>
Sophistication stage: 1/3
Description: General information on the job search process and services provided to applicants. No job offerings available online.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Ministry of Labour, Social and Family Affairs, Social Insurance Agency
Website: <http://www.socpoist.sk/>
Sophistication stage: 2/4
Description: Information and forms to download.

b. Family allowances

Responsibility: Central Government, Ministry of Labour, Social and Family Affairs, Central Agency of Labour, Social and Family Affairs
Website: <http://www.upsvar.sk/>
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry of Health
Website: <http://www.health.gov.sk/>
Sophistication stage: 1/4
Description: Information only. Slovak citizen do not pay for medical services covered by the mandatory insurance system. Independent health insurance agencies reimburse the cost of services used directly to the doctor or hospital. Some insurance agencies provide authorised online access to individual medical costs accounts.

d. Student grants

Responsibility: Central Government, Ministry of Education, Higher education institutions
Website: N.A.
Sophistication stage: 0/4
Description: Students who qualify for the "social stipend" (family income is the main criteria) apply for the grant directly with higher education institutions (HEI). Financial resources are distributed to the HEIs by the Ministry of Education. Some faculties HEIs have specific online services for grant applicants, but others don't. About 10% of students receive social stipends. This system is about to radically change in the near future as part of a complex reform of higher education.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of Interior
Website: <http://www.minv.sk/>
Sophistication stage: 1/3
Description: Information only.

b. Driving License

Responsibility: Central Government, Ministry of Interior
Websites: <http://www.minv.sk/>, <http://www.obcan.sk/>
Sophistication stage: 1/3
Description: Information only.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of Interior
Website: <http://www.minv.sk/>, <http://www.obcan.sk/>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Local government, Municipalities
Website: <http://www.obcan.sk/>
Sophistication stage: 1/4
Description: The Government portal Obcan.sk provides information only. Some municipalities have specific online services for applicants, others have not.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of Interior, Slovak Police
Website: <http://www.minv.sk/POLICIA/policia.htm>, <http://www.obcan.sk/>
Sophistication stage: 1/3
Description: Information only.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government & Local government
Website: <http://www.infolib.sk/>
Sophistication stage: 1/3
Description: Information only. Major libraries like the [University Library in Bratislava](#) or the [State Scientific Library in Banská Bystrica](#) offer sophisticated online services.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government (Ministry of Interior) and Local Government (Municipalities)
Website: <http://www.obcan.sk/>
Sophistication stage: 1/3
Description: Information only.

10. Enrolment in higher Education/university

Responsibility: Central Government, Ministry of Education, Higher education institutions
Website: <http://www.minedu.sk/>
Sophistication stage: 1/4
Description: Information only.

11. Announcement of moving (change of address)

Responsibility: Central Government (Ministry of Interior) and Local Government (Municipalities)
Website: <http://www.obcan.sk/>
Sophistication stage: 1/3
Description: Information only.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health

Website: <http://www.health.gov.sk/>
Sophistication stage: 1/4
Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Labour, Social and Family Affairs, Social Insurance Agency
Website: <http://www.socpoist.sk/>
Sophistication stage: 4/4
Description: All businesses with more than 20 employees are required to submit regular monthly social contributions forms via the web-based data intake system. However, it is still necessary to deliver one part of the form physically. All forms are downloadable from the website.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website: <http://www.drsrc.sk/>
Sophistication stage: 4/4
Description: Information, downloading of forms. Holders of the Guaranteed Electronic Signature may declare tax online. There is a limited possibility (still requiring some paperwork) to declare tax online for non-holders of e-signature also.

3. VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website: <http://www.drsrc.sk/>

Sophistication stage: 2/4

Description: Information and forms to download.

4. Registration of a new company

Responsibility: Central Government, Ministry of Justice, Trade Registry

Website: <http://www.justice.gov.sk/>

Sophistication stage: 2/4

Description: Information and forms to download.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistical Office of The Slovak Republic

Website: <http://www.statistics.sk/webdata/edc2000/www/index.html>

Sophistication stage: 2/3

Description: Custom-made software eDC2000 contains electronic forms and automatically sends them to the Statistical Office via e-mail. Software is downloadable from the Office's website.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration

Website: <http://www.colnasprava.sk/>

Sophistication stage: 1/4

Description: Information only. The Customs Administration is working on a system for electronic data intake.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment, local environment offices

Websites: <http://www.enviro.gov.sk/>

Sophistication stage: 1/4

Description: Information only.

8. Public procurement

Responsibility: Central Government, Office for Public Procurement

Website: <http://www.uvo.gov.sk/>

Sophistication stage: 2/4

Description: The website of the Office for Public Procurement provides information about public procurement and access to call for tenders.

eGovernment in Slovenia



April 2006

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Slovenia. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 20,273 km²
Population (1,000): 1,996.4 inhabitants (2004)
Capital: Ljubljana
Language: Slovene; Italian and Hungarian in some areas
Currency: Slovenian tolar (SIT)
GDP at market prices: 26,146.3 million Euro (2004)
GDP per inhabitant in PPS (purchasing power standards): 17,600 Euro (2004)
GDP growth rate: 4.6% (2004)
Inflation rate: 3.6% (2004) **Unemployment rate:** 6.0% (2004)
Government debt/GDP: 29.4% (2004)
Public balance (government deficit or surplus/GDP): -1.9% (2004)

Source: Eurostat

Political Structure

Slovenia is a parliamentary republic.

Legislative power is held by a unicameral parliament, the [National Assembly](#), which has 90 members (88 elected representatives of the parliamentary parties and one representative each from the Italian and Hungarian national communities). Apart from the National Assembly, the Constitution also provides for a [National Council](#), which comprises 40 members elected for five years and is mainly an advisory organ without full lawmaking powers.

The Head of State is the [President of the Republic](#) (elected for a maximum of two, five-year terms by direct elections). Executive power is exercised by the Government, which consists of the [Prime Minister](#) and other Ministers. The government and the ministers are independent within the framework of their jurisdiction, and responsible to the National Assembly.

The **Constitution of Slovenia** was adopted in December 1991.

Slovenia became a member of the European Union on 1 May 2004.

Current Head of State: President Janez Drnovšek (since December 2002) **Current Head of Government:** Prime Minister Janez Janša (since 9 November 2004)

Information Society indicators

Percentage of households with Internet access: 47% (2004)
Percentage of enterprises with Internet access: 93% (2004)
Percentage of individuals using the Internet at least once a week: 33% (2004)
Percentage of households with a broadband connection: 10% (2004)
Percentage of enterprises with a broadband connection: 62% (2004)
Percentage of individuals having purchased/ordered online in the last three months: 4% (2004)
Percentage of enterprises having received orders online within the previous year: 15% (2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 11.7%, downloading forms 7.0%, returning filled forms 2.9% (2004)
Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 46%, downloading forms 43%, returning filled forms 36% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Slovenia](#)

May 2006

The portal for e-services (eSJU) will be launched in May 2006 and will gather at one place all application forms from all public institutions. Citizens will be able to seek proper application form using different attributes or with using life events on the portal e-administration. It will be possible to electronically sign the documents, send them and pay the tax. On the other hand all institutions will have the opportunity to hand the final documents to the citizens in electronic form.

23 March 2006

The [State Portal of Administrative Units](#) is re-launched. The enhanced portal offers various information concerning 58 administration units.

06 March 2006

Launch of the MRVL – register of the motor vehicles and documents. The main aim is to simplify the process of the registration of the vehicles.

01 January 2006

Launch of the [The Programme of Measures for Reduction of Administrative Burdens](#) project. All acts proposals have to be checked if they implement any new administrative barriers. Citizens can send their proposals for better administration on the new e-mail address oao.predlogi@gov.si.

23 August 2005

[E-services for local administration](#) support full electronic handling of administrative forms (form delivery and guidance through/on the portal).

01 July 2005

Launch of the [e-VEM portal](#), Slovenia's online one stop shop for business entities. The e-VEM portal is the front-end of the wider VEM ("One stop shop") system, which aims at allowing faster and cheaper start-up for enterprises through the provision of efficient information and support services. The VEM system is made up of three elements: info points; support points; and registration points (e-VEM points).

03 May 2005

The **Electronic Central Register** starts to operate. The Electronic Central Register is a reference electronic population register enabling authorised administrations to access the population registry electronically.

03 December 2004

As a result of the appointment of a new Government, responsibility for e-government is transferred from the Ministry of Information Society, which ceases to exist, to a new [Ministry of Public Administration](#). The new Ministry also takes over duties of the [Government Centre for Informatics](#) (GCI), which was in charge of developing the country's e-government infrastructure and of supporting, controlling and coordinating departmental ICT projects.

07 June 2004

Citizens can apply for certificates of (no) criminal record and notify crimes to the police electronically via the [e-Government - State Portal](#).

27 May 2004

The [Land Register](#) is made accessible online. It provides insight into geodetic data (real estate data, data about real estate in possession of an individual user, and data for registered users).

06 April 2004

[Life events for businesses](#) are made available on the [e-Government - State Portal](#).

17 March 2004

The [Register of Companies](#) becomes available to all registered users of the [e-Government State Portal](#). The Register of Companies provides data on companies and their legal representatives.

19 December 2003

The [e-Government - State Portal](#) is re-launched (the first State Portal was launched in 2001). The enhanced portal offers various services to citizens, legal persons and public employees. Among the novelties is the Electronic Administrative Affairs application (EAA or Elektronske upravne zadeve - [EUZ](#)), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by residents equipped with qualified digital certificates valid in Slovenia.

December 2003

The Tax Administration of the Republic of Slovenia (DURS) launches the [eDavki](#) (eTaxes) portal, enabling all legal and natural persons to conduct business with the Tax Office electronically. As of 01 March 2004, taxpayers can use it to submit their income tax returns online.

10 November 2003 The Slovenian Time Stamping Authority [SI-TSA](#) starts to operate. It is an issuing authority for trusted electronic time stamps, intended mostly for applications used by public administration institutions.

16 October 2003

The Slovenian Government adopts a "[Policy for the development, introduction and use of open-source software and solutions](#)". The document is designed to provide clear strategic guidance on the use of Open Source Software (OSS) to government institutions and bodies, but also the wider public sector and beyond.

13 February 2003

The Government adopts "[Republic of Slovenia in the Information Society](#)", a strategy paper for the development of the Information Society in the country.

October 2002

Sight Demand of Personal Data (SDPD) enabled citizens access to their personal data stored in the Register of Population by using a SIGEN-CA digital certificate.

04 October 2002

The Government adopts the [Action Plan for e-Government up to 2004](#), which defines the objectives, e-services, and tasks for establishing e-government up to the end of 2004. The Action Plan derives from the Strategy of E-Commerce in Public Administration 2001-2004 (SEP), as well as from analysis of clients' needs and EU guidelines and activities for the development of e-government.

June 2002

The first electronic service for notaries: Electronic Register of Books of Resolutions and issuing of electronic books or resolutions.

February 2002

The project PDII-MLFSA (Pension and Disability Insurance Institute – Ministry of Labour, Family and Social Affairs) was the first G2G project. It enabled direct access to data from the Central Register of Population and exchange of data among administrative bodies.

20 December 2001

Electronic Administrative Affairs (EAA)

The first G2C system which allowed certificates from the Register of Marriages, Births and Deaths to be applied for electronically.

15 June 2001

The [eEurope+ Action Plan](#) is published by the European Commission. This plan is designed to foster the development of an Information Society in the Central and East European accession countries, including Slovenia.

09 July 2001

The Slovenian General Certification Authority [SIGEN-CA](#) starts to operate. SIGEN-CA is the issuer of qualified digital certificates for legal and natural persons in the Republic of Slovenia.

March 2001

The [e-Government – State Portal](#) is launched.

07 February 2001

The Slovenian Government adopts an e-government strategy document, entitled "[Strategy for E-Commerce in Public Administration for the Period 2001-2004](#)". The document serves as a foundation for all efforts, projects, activities, and tasks for the development of electronic government by the end of 2004.

19 January 2001

The [Ministry of Information Society](#) is created to provide increased leadership for Information Society policies.

17 January 2001

The Slovenian GOVERNMENTAL Certification Authority [SIGOV-CA](#) starts to operate. SIGOV-CA certificates are used by public administration employees.

June 2000

The Electronic Commerce and Electronic Signature Act (ECESA) provided legal bases for the beginning of the development of e-government in Slovenia.

January 1993

Establishment of the [Government Centre for Informatics](#), a body in charge of developing the infrastructure for ICT in public administration and to support government departments' ICT projects.

eGovernment Strategy

Main strategic objectives and principles

The strategic framework for the development of e-government in Slovenia is comprised of six key documents:

- The **Strategy of E-government of the Republic of Slovenia for the period 2006-2010**, accepted by the Government on 20 April 2006.
- The [Strategy of E-Commerce in Public Administration for the Period 2001-2004](#), adopted by the Government on 7 February 2001.
- The [Action Plan for e-Government up to 2004](#), adopted on 3 October 2002 and updated and reported to the Government on a monthly basis.
- The [Strategy of the Republic of Slovenia in the Information Society](#) (RSVID), adopted on 13 February 2003.
- The [Strategy of Electronic Commerce in the Local Communities](#) (SEPLS), adopted in February 2003.
- The [Action Plan of Electronic Commerce of the Local Communities](#) (draft version), which was presented on 25 November 2004.

The Slovenian Government conceives the development of the information society and of e-government as essential to enhance its position in Europe. Slovenia indeed aims at becoming one of the most competitive and dynamic knowledge-based economies in Europe. Its strategic vision for the Information Society is to use Information and Communication Technologies (ICTs) to continuously improve both quality of life and economic performance and to support democracy. In terms of e-government, this means e-enabling both services for citizens and businesses and internal procedures within administrations.

The overall objectives for e-government implementation are as follows:

- To provide citizens with a simple, fast and cheap access to quality public information and services. This should bring the public administration closer to citizens. Information should be accessible online and citizens should not be required to know the internal administrative procedures in order to retrieve specific information.
- To ensure that citizens will not be requested to provide the same information several times to different government agencies (new or amended data shall be collected only once and distributed to relevant organizations instead of being duplicated in various data repositories).
- To enable access to all public data that are not explicitly protected by law and are meant for the public at large.
- To make public administrations more responsive to citizens and to create e-public services that by their performance contribute to improving general standards of quality of life.
- To rationalise the operations of the Slovenian public administration.
- To accelerate the transition of Slovenia to an Information Society.
- To promote e-democracy and civic participation.

To achieve these objectives, the following priorities have been identified:

- To accelerate the development and the introduction of e-services for residents or citizens, business subjects, and other associations in key areas of Slovenian public administration.
- To stimulate all public bodies in accelerating the introduction of e-services, particularly those bodies where computerisation activities are unrolling slower and with lower priority.
- To ensure professional bases for decision-making on possible changes, additions, or (other) connections of existing programmes or projects.
- To ensure and consolidate cooperation and coordination between ministries and other responsible administrative bodies and institutions competent for the development of e-

- government.
- To comply with EU recommendations and orientations with regard to the introduction of e-services in priority areas.
 - To comply with EU recommendations and orientations with regard to the European Interoperability Framework (EIF) for e-government services.
 - To consolidate and optimise the expenditure of financial and other resources for the computerisation of public administration functions.
 - To perform quantitative and qualitative benchmarking of developments achieved with other EU countries and Candidate Countries, based on internationally harmonised indicators (deriving from e-Europe).
 - To define control points and indicators to monitor progress and to take corrective or adaptation measures if necessary.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Slovenia. However, an Act on Interconnection of Public Registers is in preparation, which will set a framework for the development and implementation of e-public services.

Freedom of Information legislation

Act on the Access to Information of Public Character (ZDIJZ)

The Act on the Access to Information of Public Character was adopted by the Slovenian Parliament on 25 February 2003 and came into force on 22 March 2003. It provides that “everyone” has a right to information of public character held by state bodies, local government agencies, public agencies, public contractors and other entities of public law. The bodies must respond within 20 days. There are exemptions for classified data, business secrets, personal information that would infringe privacy, confidentiality of statistics information, public archives, tax procedure, criminal prosecutions, administrative or civil procedures, pre-decisional materials that would lead to a misunderstanding, nature conservation, and internal operations. The Act establishes an independent body – the [Commissioner for access to public sector information](#), competent for deciding on an appeal against the decision by which the body dismissed or refused the request for access to public information. Fines can be imposed for destruction of information or failure to disclose without authorisation. An [Act amending the Act on the Access to Information of Public Character](#) was passed on 15 July 2005. With newly implemented changes, Slovenia now ranks among the most open and transparent countries in the world, as the new Act now also introduces the public interest test as the highest form of judging the access to public information available to a particular country. The public interest test lies at the very core of the Act on access to public information. The test can reveal even the most hidden faults and irregularities taking place in the public sector and thus greatly enhance public sector transparency and public trust in government institutions. With the adoption of this Act, the following EU directives are also implemented into the Slovenian legal system: Directive 2003/4/ES of the European parliament and of the Council, of 28 January 2003 on public access to environmental information and Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information.

Information Commissioner Act

The Information Commissioner Act was adopted in November 2005 and came into force on 30 December 2005.

Data Protection/Privacy legislation

Personal Data Protection Act (ZVOP)

The new Personal Data Protection Act was adopted in July 2004 and came into force on 1 January 2005. It replaces a previous version of the act, adopted in 1999. The main goal of the Act is to prevent any illegal and unwarranted violations of personal privacy in the course of data-processing, and to ensure the security of personal databases and of their use. The [Inspectorate for Personal Data Protection](#) is in charge of overseeing the application of the Act.

E-Commerce legislation

Act on Electronic Commerce and Electronic Signature (ZEPEP)

The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using e-signatures and developing e-services in Slovenia. The Act was amended in April 2004 by a new [Act amending Act on Electronic Commerce and Electronic Signature](#), which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.

General Administrative Procedure Act

The General Administrative Procedure Act, which was amended by the Act amending the General Administrative Procedure Act which was adopted in December 2005 and came into force 12.01.2006. Its aim is to enable e-commerce among government institution and between Government and citizens and government and business.

Decree on administrative operations

The Decree on administrative operations was adopted by the Government in February 2005 and came into force 04.03.2005. It has been amended twice: by the Decree amending Decree on administrative operations in November 2005 and by the Decree amending Decree on administrative operations in March 2006. Main aim of all these three decrees is to enable e-commerce in government and between government and citizens and government and business.

E-Communications legislation**[Electronic Communications Act \(ZEKom\)](#)**

The Electronic Communications Act was adopted in March 2004 and came into force on 1 May 2004. Its aim is to establish effective competition in the electronic communications market, to maintain effective use of the radio frequency spectrum and of the number space, to ensure universal services and to protect user's rights.

E-signatures legislation**[Act on Electronic Commerce and Electronic Signature \(ZEPEP\)](#)**

The Act on Electronic Commerce and Electronic Signature was adopted by the Slovenian Parliament on 13 June 2000 and came into force on 22 August 2000. It provides the legal basis for using e-signatures and developing e-services in Slovenia. The Act was amended in April 2004 by a new [Act amending Act on Electronic Commerce and Electronic Signature](#), which defines more precisely the responsibilities of providers of information society services and sets the conditions for the realisation of the electronic identity card project.

E-procurement legislation**[Public Procurement Act](#)**

The current version of the Public Procurement Act was adopted in January 2004 and replaces an earlier version adopted in 2000. The amended Act aims at removing administrative barriers by streamlining public contracting procedures, introducing e-operations and the option of centralising procurement and public contracting procedures. One of the key amendments is the introduction of an e-procurement system, including the establishment of an information portal. The following aspects of use of electronic means in public procurement are also regulated: rules applicable to communication, storage of data and use of specific procedures, e.g. e-auctions. The new EU Directives on public procurement (2004/17/EC and 2004/18/EC), including their provisions related to e-procurement, are expected to be implemented in Slovenia in 2006.

Re-use of public sector information

Directive 2003/98/EC of the European Parliament and of the Council of 17 November 2003 on the re-use of public sector information (PSI) was implemented into the Slovenian legal system through the [Act amending the Act on the Access to Information of Public Character](#), which was passed in July 2005. The Act contains provisions on PSI licensing, transparency on contracts, penal provisions, and consolidation of general and specific principles on access. The Decree amending the Decree on Re-use of Information of Public Character, adopted on 27 August 2005, defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using the information of public character (including price and other conditions of such use), as well as reporting about assurance of the access to the information of public character.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT**Policy/Strategy****Ministry of Public Administration**

The Ministry of Public Administration, established in December 2004, holds responsibility for the development and implementation of e-government in Slovenia. In particular the [E-Government Development Section](#) within the Ministry's [Directorate for e-Government and Administrative Processes](#) supports the development of the e-government strategy, and prepares and monitors the implementation of the strategy and action plan.

Coordination**Ministry of Public Administration**

The Ministry of Public Administration is also in charge of coordinating e-government initiatives and developments across government.

Implementation**1. Directorate for e-Government and Administrative Processes**

The Directorate for e-Government and Administrative Processes, within the Ministry of Public Administration, is in charge of developing the country's e-government infrastructure at an operational level, and to support, control and coordinate departmental ICT projects.

2. Government Ministries and bodies for departmental projects**Support****Ministry of Public Administration (Directorate for e-Government and Administrative Processes)****Audit/Assurance****Court of Audit**

The Court of Audit is the body in charge of supervising the state accounts and all public spending in Slovenia. The Court of Audit is independent in the performance of its duties, which are set in the Constitution and law.

Data Protection**Inspectorate for Personal Data Protection**

The Inspectorate for Personal Data Protection was founded in July 2001 and is a body of the Ministry of Justice. Its work primarily consists in performing inspections of databases containing personal data, either following individuals' complaints or preventively. In addition to these inspections and ensuring uniform application of data protection legislation, the Inspectorate also works with ministries to prepare regulations on data protection, and with other inspectorates, administrative bodies, organisations, institutes, associations and other organisations on all issues relevance to data protection. From 1 January 2006 responsibility for data protection supervision will be transferred to the [Commissioner for access to public sector information](#).

REGIONAL & LOCAL E-GOVERNMENT

Strategy

[Ministry of Public Administration](#)

Coordination

1. [Ministry of Public Administration](#)

The Ministry of Public Administration is responsible for coordinating the work of all stakeholders involved in the implementation of the [Strategy of Electronic Commerce in the Local Communities](#) (SEPLS).

2. [Government Office for Local Self-Government and Regional Policy](#)

Among other tasks, the Government Office for Local Self-Government and Regional Policy performs the following: preparing system regulations in the field of organisation, functioning and financing of municipalities; coordinating work with the ministries and other bodies in the preparation of system solutions and regulations in the field of organization, functioning and financing of municipalities, preparing system analyses of local self-government.

Implementation

1. [Ministry of Public Administration](#)

2. **Local authorities**

Support

1. [Ministry of Public Administration](#)

2. [Government Office for Local Self-Government and Regional Policy](#)

3. [Association of Municipalities and Towns \(SOS\)](#)

Comprising 131 municipalities. SOS is the biggest representative association of local communities in Slovenia. The representative status allows it to be an 'official' representative of interests of municipalities in relation to state institutions.

4. [Association of Municipalities \(ZOS\)](#)

ZOS comprises 58 municipalities.

Audit/Assurance

[Court of Audit](#)

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Dr Gregor Virant

Job title: Minister of Public Administration

Picture:



Contact details:

Ministry of Public Administration

Tržaška cesta 21

1000 Ljubljana

Slovenia

Tel.: + 386 1 478 8330

E-mail: gp.mju@gov.si

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Franc Tomažič

Job title: Acting General Director, Directorate for e-Government and Administrative Processes, Ministry of Public Administration

Picture:



Contact details:

Ministry of Public Administration

Tržaška cesta 21 1000 Ljubljana

Slovenia

Tel.: + 386 1 478 8651

E-mail: franc.tomazic@gov.si

Other key e-government executives

Name: Dušan Kričej

Job title: Deputy Director, Directorate for e-Government and Administrative Processes, Ministry of Public Administration

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal**e-Uprava**

The e-Government portal e-Uprava was launched in March 2001 and re-launched in December 2003. The enhanced portal supports G2C, G2B and G2G interactions and offers various services to citizens, legal persons and public employees. The portal provides access to the Electronic Administrative Affairs application (EAA or Elektronske upravne zadeve -[EUZ](#)), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia. In addition, the e-Uprava portal includes the [e-VEM](#) service, which allows for online registration of entrepreneurs as well as registration of their tax and insurance data.

Network**HKOM (Fast Communications Network)**

Most government bodies have internet/intranet facilities and are linked to a government-wide network HKOM (Fast Communications Network), connecting more than 1,600 local computer networks.

e-Identification infrastructure

A Public Key Infrastructure (PKI) has been deployed in Slovenia and four certification authorities have been accredited: the [Ministry of Public Administration](#) (SIGOV-CA for government communications and SIGEN-CA for the general public), HALCOM-CA, AC NLB, and POŠTA CA. Slovenia also launched an electronic ID card project.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in Slovenia. However, the new Public Procurement Act adopted in January 2004 provides for the establishment of an e-procurement portal that will enable contracting authorities to publish public procurement notices and suppliers to submit tenders electronically. In the meantime the project was changed and now the tender is preparing for the portal which will include "eNotification".

Knowledge Management infrastructure

There is currently no government-wide knowledge management infrastructure in Slovenia.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Administration
Website: <http://edavki.durs.si/>
Sophistication stage: 4/4
Description: The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, taxpayers can use it to submit their income tax returns online. 23,792 taxpayers submitted their income tax returns online in 2005, 42 % more than in 2004.

2. Job Search services by labour offices

Responsibility: Central Government, Employment Service
Website: <http://www.ess.gov.si/>
Sophistication stage: 3/3
Description: It is possible to consult databases with job offerings and to subscribe to a weekly electronic supply of pre-selected jobs related to the given profile of the job searcher. Persons can register as job seekers. It is also possible for employers to consult databases of candidates.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Employment Service

Website: <http://www.ess.gov.si/>
Sophistication stage: 2/4
Description: Information about unemployment benefits (conditions, terms, duration, stagnation, cessation) and form to download.

b. Family allowances

Responsibility: Central Government, Ministry of Labour, Family and Social Affairs, Centres for Social Work
Website: <http://www.sigov.si/mddsz/>
Sophistication stage: 2/4
Description: There are 62 [Centres for social work](#) operating in Slovenia. It is possible to obtain information and to download forms from the websites of the Ministry's or of individual Centres for Social Work.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Institute of Health Insurance
Website: <http://www.zzzs.si/>
Sophistication stage: 1/4
Description: Information only.

d. Student grants

Responsibility: Central Government, Ministry of Higher Education, Science and Technology
Website: <http://www.mvzt.gov.si/>
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior
Website: <http://www.mnz.gov.si/>
Sophistication stage: 1/3
Description: Passports are issued by the administrative units (in urgent cases they can also be issued directly by the Ministry of the Interior). Information about the application process is available on the [Administrative Units Portal](#) and on the website of the Ministry of the Interior.

b. Driving License

Responsibility: Central Government, Ministry of the Interior
Website: <http://upravneenote.gov.si/>
Sophistication stage: 2/3
Description: Driving licenses are issued by the administrative units. Information about the application process and downloadable forms are available on the [Administrative Units Portal](#) and on the website of the Ministry of the Interior.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: <http://upravneenote.gov.si/>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Administrative Units
Website: <http://upravneenote.gov.si/>
Sophistication stage: 3/4
Description: Planning/building permissions are issued by the administrative units. The Administrative Units Portal provides information about the process and forms to download. The service also enables the extension of building permits online.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Slovenian Police
Website: <http://e-uprava.gov.si/>, <http://www.policija.si/>
Sophistication stage: 3/3
Description: Since June 2004 citizens can report crimes to the police electronically via the e-Government - State Portal.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government, Institute of Information Science (IZUM)
Website: <http://cobiss.izum.si/>
Sophistication stage: 3/3
Description: Central search and booking system.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: <http://euz.gov.si/>
Sophistication stage: 3/3
Description: Birth or marriage certificates can be requested and obtained online through the Electronic Administrative Affairs application (EAA or Elektronske upravne zadeve - EUZ), which supports full electronic handling of administrative forms registered in a centrally maintained registry of procedures. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia.

10. Enrolment in higher Education/university

Responsibility: Central Government, Central Application Office
Website: <http://www.vpis.uni-lj.si/>
Sophistication stage: 4/4
Description: Online application for enrolment in higher education.

11. Announcement of moving (change of address)

Responsibility: Central Government, Ministry of the Interior, Administrative Units
Website: <http://www.mnz.gov.si/>
Sophistication stage: 1/3
Description: Information only.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government, Ministry of Health
Website: <http://www.gov.si/mz/>
Sophistication stage: 1/4
Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Ministry of Finance, Tax Administration
Website: <http://www.durs.gov.si/>
Sophistication stage: 0/4
Description: Service not available.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Administration
Website: <http://edavki.durs.si/>
Sophistication stage: 4/4
Description: The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online.

3. VAT: declaration, notification

Responsibility: Central Government, Tax Administration
Website: <http://edavki.durs.si/>
Sophistication stage: 4/4
Description: The eDavki (eTaxes) portal enables all legal and natural persons to conduct business with the Tax Office electronically. Since 2004, taxpayers can use it to submit VAT returns online.

4. Registration of a new company

Responsibility: Central Government, Ministry of Economy, Chamber of Commerce and Industry of Slovenia
Website: <http://evem.gov.si/>
Sophistication stage: 4/4

Description: The e-VEM portal was launched in July 2005 to provide a one stop shop allowing faster and cheaper start-up for enterprises through the provision of efficient information and support services. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in the Republic of Slovenia. Entrepreneurs applying for registration receive the decision about the registration electronically and digitally signed.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistical Office
Website: <http://www.stat.si/>
Sophistication stage: 3/3
Description: Enterprises can submit statistical data online.

6. Customs declarations

Responsibility: Central Government, Ministry of Finance, Customs Administration
Website: <http://carina.gov.si/>
Sophistication stage: 2/4
Description: Information and forms to download.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment and Spatial Planning, Environmental Agency
Website: <http://www.arso.gov.si/>
Sophistication stage: 2/4
Description: Information and forms to download.

8. Public procurement

Responsibility: Central Government, Ministry of Finance, Public Procurement Sector
Website: <http://www.gov.si/mf/slov/javnar/javnar.htm>
Sophistication stage: 2/4
Description: Information and forms to download.

eGovernment in Spain



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Spain. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 505,790 km²

Population (1,000): 42,345.3 inhabitants (2004)

Capital: Madrid

Language: Spanish, Catalan, Galician, Basque, Valencian

Currency: Euro

GDP at market prices: 837,557.0 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 22,000 Euro (2004, forecast)

GDP growth rate: 3.1% (2004)

Inflation rate: 3.1% (2004)

Unemployment rate: 11.0% (2004)

Government debt/GDP: 48.9% (2004)

Public balance (government deficit or surplus/GDP): -0.3% (2004)

Source: Eurostat

Political Structure

Spain is a hereditary constitutional monarchy.

Legislative power is held by a bicameral parliament (**Cortes Generales**) comprising a Lower House (**Congress of Deputies**) and an Upper House (**Senate**). The Congress has 350 members elected by proportional representation and a Senate of 256 members, 48 of whom are regional representatives.

The Head of State is the hereditary **Monarch**, who has a mostly ceremonial function but a strong symbolic role for national unity. Following legislative elections, the leader of the majority party or the leader of the majority coalition is usually proposed as **President of the Government** (Prime Minister) by the Monarch and elected by the Congress. Ministers are appointed by the Monarch on the proposal of the President of the Government.

According to the terms of the 1978 Constitution, Spain adopted a highly decentralised system with 17 autonomous regions – known as Autonomous Communities – with self-government rights with regard to local affairs, plus two autonomous cities. These Communities elect their own Parliaments which, in turn, nominate local governments.

The **Constitution of the Kingdom of Spain** was adopted in December 1978 and amended in 1992.

Spain became a member of the European Union on 1 January 1986.

Current Head of State: King Juan Carlos I (since 22 November 1975)

Current Head of Government: President of the Government José Luis Rodríguez Zapatero (since 16 April 2004)

Information Society indicators

Percentage of households with Internet access: 34% (2004)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 31% (2004)

Percentage of households with a broadband connection: 15% (2004)

Percentage of enterprises with a broadband connection: 72% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 5% (2004)

Percentage of enterprises having received orders online within the previous year: 2% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 22.0%, downloading forms 11.6%, returning filled forms 6.7% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 48%, downloading forms 45%, returning filled forms 32% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Spain](#)

04 November 2005

The Government adopts the [Plan AVANZA](#) for the development of the Information Society and the convergence with Europe and between Autonomous Regions. The development of e-government is one of the main pillars of Plan AVANZA.

01 August 2005

The Ministry of Industry, Tourism and Trade and the Spanish Federation of Municipalities and Provinces (FEMP) sign an agreement that will give 2,400 Spanish municipalities access to the [PISTA Administración Local](#) e-government platform over the next two years. Launched in January 2005, PISTA Administración Local is an ICT platform designed to help small and medium-sized municipalities offer e-government services to citizens. Access to PISTA Administración Local is made available free of charge to municipalities and, according to the project's initial agreement, FEMP is in charge of maintaining and promoting the platform as well as of providing technical assistance and training to participating municipalities. Ultimately, the platform should allow all Spanish municipalities to have a web presence and offer transactional e-government services.

07 July 2005

The Higher Council for Electronic Administration adopts the '[Proposal for recommendations to the General State Administration on the use of free and open source software](#)'. The document provides guidelines and recommendations for open source adoptions within public agencies. Their aim is to contribute to improve the procurement, development, maintenance and operation of open source software in the State administration.

June 2005

The Higher Council for Electronic Administration adopts version 2.0 of the [MAGERIT risk analysis and management methodology for information systems](#). The Council recommends the use of this methodology as a response to the growing dependence of Public Administrations (and of society as a whole) on information technology. The MAGERIT methodology follows the OECD Guidelines for systems and network security, in particular concerning risk evaluation.

20 May 2005

A decree is adopted to restructure the management framework for e-government. Among other things, the Higher Council for Informatics and for the Impulsion of Electronic Administration (CIAE) changes name and becomes the [Higher Council for Electronic Administration](#). The Council is an inter-ministerial organism chaired by the Ministry of Public Administrations and tasked with the preparation and development of the e-government strategy and policy for the Spain's central administration.

11 January 2005

Signature of a Framework Agreement between the Ministry of Industry, Tourism and Trade and the Spanish Federation of Municipalities and Provinces, for the development of e-government in local entities. The Agreement includes provisions about the development of e-government applications and services for local entities, financial aspects and dissemination of results.

01 December 2004

The Spanish Government adopts a **revised schedule for the planned introduction of electronic ID cards** in the country. According to the revised schedule, a pilot will be launched

in the beginning of 2006 in a medium-size city, while countrywide distribution of the new biometric identity documents will start in late 2007 or early 2008. A new e-ID inter-ministerial committee will be in charge of driving the project forward, defining the first e-services to be supported by e-ID, organising a communication campaign, and providing technical support to users.

29 September 2004

The Spanish Government launches the “Public Administration Technological Modernisation Plan 2004-2007”, otherwise known as [Plan Conecta](#). This new e-government plan aims at bringing public administration closer to citizens by reducing bureaucracy, simplifying procedures and eliminating unjustified delays. One of the plan’s targets is the suppression of 80% of the certificates requested from citizens by public bodies, through the establishment of an electronic system for the secure interchange of data between administrations. The new plan makes EUR 84 million available for 43 projects, including the introduction of the electronic ID card or the launch of a new e-government portal, Ciudadano.es (“Citizen.es”).

08 September 2004

The Spanish Government announces the preparation of legislation that would mandate public administrations to digitise their data and processes. The aim of the planned legislation would be to “force” public bodies to communicate electronically so that, in the long term, 80% of all government transactions become paperless.

30 June 2004

Use of the Spanish **e-tax filing service** hits a new high. Over 2.2m income tax returns were submitted over the Internet in 2004, representing a 30% increase over 2003 and close to 15% of all returns submitted by Spanish taxpayers.

24 June 2004

Publication of the [security, standardisation and conservation criteria for applications used by state administrations](#). These criteria address the need for organisational and technical measures for security, interoperability and preservation of information to satisfy legal requirements of validity and efficiency of administrative procedures through electronic means.

13 February 2004

The Spanish Council of Ministers officially approves the creation and distribution of new **electronic ID cards** containing biometric identifiers. Among other things, the new card will provide secure identification and authentication allowing citizens to securely access transactional electronic services. The e-ID card will be implemented in phases, with several pilot tests to be held in 2004 and large-scale issuance and distribution expected to start in 2005.

February 2004

The Federation of Municipalities and Provinces (FEMP), together with the Ministry of Industry, Tourism and Trade, launch the ‘[PISTA – GEOPISTA Geo-referential Territorial Information System](#)’ initiative.

11 December 2003

The Ministry of Public Administrations announces the deployment of **360 'virtual offices'** throughout the country in a move designed to provide citizens with free public access to e-government services. The virtual offices will be installed in the premises of central and local administrations.

11 December 2003

The Spanish Parliament approves a **new law on electronic signatures**, aimed at promoting a more widespread use of digital signatures for e-commerce and e-government. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation, and establishes a legal framework for the future development of a national electronic ID card.

22 October 2003

The Spanish Government launches a [secure electronic notification service](#), designed to enable public administrations to communicate notifications to citizens and businesses electronically. With the new service, each citizen or business user that requires it will be attributed a unique e-mail address to receive administrative notifications that will have the same legal value as paper notifications. The new service is at the same time: personalised, each citizen or enterprise having its own secure mailbox; voluntary, as customers will only receive the notifications that he/she has chosen; confidential, as customers will have a unique key to decrypt the messages received; and secure, as the access to the mailbox will require a digital certificate.

10 September 2003

The Spanish Government and the Federation of Municipalities and Provinces (FEMP) launch the '[PISTA-Administración Local](#)' initiative, aimed at enabling small and medium-size municipalities to deliver services online. The project consists in the development of a standardised software application designed to enable the simple deployment of basic online information and services, which small local authorities will be able to use for free.

September 2003

The Government launches a [Digital Cities programme](#), designed to support the development of the Information Society at local level. The programme, covering the period to 2007, is supported by the European Regional Development Funds (ERDF).

11 July 2003

The Spanish Government approves the [new Information Society action plan 'España.es'](#). Covering a two-year period (2004-2005), the new plan replaces the previous plan Info XXI, launched in 2000 and that did not deliver the expected results. 'España.es' is partly based on the recommendations of an expert commission on the Information Society ('Soto' Commission), published in April 2003. The new programme incorporates the action plan for e-government unveiled in May 2003.

June 2003

Creation of the [Higher Council for Informatics and for the Impulsion of Electronic Administration \(CIAE\)](#), a new inter-ministerial structure in charge of leading and coordinating the implementation of e-government. The CIAE includes over 30 representatives from various government ministries and agencies.

26 May 2003

The Government approves the [security, standardisation and conservation criteria for applications used by state administrations](#). These criteria aim at providing an **interoperability, security and record management framework** for the use and development of information systems and applications in Spain's central administration.

08 May 2003

Publication of the [Action Plan for the Promotion of Electronic Administration in Spain](#), outlining 19 measures to be taken into four main areas: facilitating user access to electronic public services, promoting the development of these services, facilitating information exchange between public administrations, and supporting internal re-organisation of public administration procedures.

01 April 2003

Publication of the [recommendations of the Experts Commission for the Development of the Information Society](#). The report calls for the definition of a new overall action plan for the Information Society, designed to replace Info XXI, and for a renewed commitment to the development of electronic government.

21 February 2003

Adoption of [Royal Decree 209/2003](#), regulating the use of telematic registries and notifications, as well as the use of the Internet to provide administrative certificates for citizens.

November 2002

The government creates an [Experts Commission for the Development of the Information Society](#) to identify the challenges and barriers to the development of the Information Society in Spain and to make recommendations to address them.

2001

The **Electronic National Identity Document (DNI)** project is initiated in order to develop the use of electronic signatures and digital identities. This project aims to facilitate interaction between citizens and the administrations, particularly over the Internet, by contributing to the development of electronic signatures and new, secure electronic services.

November 2001

Adoption of [Royal Decree 1317/2001](#), extending the role of FNMT (National Mint) regarding security, validity and efficiency of electronic transactions with public administrations.

04 September 2001

Launch of the Citizen Portal [Administracion.es](#), providing an online gateway to public information and services.

2001

Creation of the [Spanish Certification Authority \(CERES\)](#), part of the National Mint (FNMT). CERES is in charge of assigning digital identities to facilitate electronic transactions between citizens and public institutions. The main objective of CERES is to validate the identity of participants in electronic transactions and to ensure the integrity and confidentiality of the information transmitted.

19 January 2001

Presentation of the [Action Plan Info XXI](#) for the development of the Information Society. This action plan covers the period 2001-2003 and focuses on the promotion of the telecommunication and information technology sectors, the development of electronic administration and the provision of access to the Information Society for everyone.

July 2000

Adoption of **Royal Decree 1372/2000**, expanding the role of the Ministry of Public Administration, and in particular stating that the Secretary of State for Public Administration will be in charge of catalysing and managing the Ministry's responsibilities regarding the use of information and communication technologies in the public sector and the development of the government's information strategy.

February 2000

The Ministry of Public Administration publishes the [white paper on the improvement of public services](#), titled 'A New Administration in the Service of the Citizens'. This white paper stresses the important role of information technology in the improvement of the public services.

23 December 1999

The Spanish Council of Ministers approves the [Info XXI initiative for the development of the Information Society](#). This initiative aims to promote the development of new information and communication technologies and their adoption by citizens, businesses, and public administrations. The initiative outlines a number of strategic priorities and success factors, and identifies concrete actions required to reach the objectives of the initiative.

September 1999

Adoption of [Royal Decree-Law 14/1999 on electronic signatures](#). This Decree seeks to encourage user trust in new services and systems related to the transmission of official documents and the use of electronic signatures, ensuring their introduction and rapid dissemination. This Decree also aims to establish clear regulations for the use of these services and the registration of service providers.

1997

Launch of the Programme for the Promotion and Identification of Emergent Services in Advanced Technology (**PISTA**). Its main objective is to support the efficient introduction of multimedia services in public administration and services of public interest, based user needs.

February 1996

Publication of [Royal Decree 263/1996](#), which regulates the use of electronic and telematic techniques in public administration. The Decree states that these methods should be used, in particular, to support the interaction between citizens and public bodies. The Decree also outlines the general regulations, requirements and calls for the ministerial departments to define the general criteria for development and action.

eGovernment Strategy

Main strategic objectives and principles

The Spanish Government's current e-government strategy is laid down in the '**Public Administration Technological Modernisation Plan 2004-2007**', otherwise known as '[Plan Conecta](#)', which was presented in September 2004.

Plan Conecta is designed to improve the quality of services provided by Spain's central administration and to bring it closer to citizens and businesses by using new technologies, reducing bureaucracy, simplifying procedures and eliminating unjustified delays.

The key **mission** of the Plan is to help modernise public administration on the basis of e-government, process redesign, inter-administrative coordination and cooperation, multi-channel service delivery to citizens, and training of civil servants.

To achieve this mission, a number of objectives have been defined, which are specific, measurable, realistic, viable, and limited in time. The **11 objectives** are as follows:

1. Elimination or reduction of queues.
2. Elimination or reduction of paper-based documentation.
3. Development and promotion of electronic administration.
4. Development and promotion of electronic procurement.
5. Improvement of Spain's standing in eEurope 2005 benchmarking rankings.
6. Widespread introduction of electronic signatures.
7. Reduction of processing times for administrative transactions.
8. Improvement of interoperability within and among public administrations.
9. Re-use of applications and solutions.
10. Improvement of communications in public administrations.
11. Training of civil servants.

To reach these objectives, the Plan Conecta provides for a series of measures concerning central government, Autonomous Communities, local authorities, and companies when contracting and communicating with the administration. The plan has a budget of EUR 84 million to 2007, to be spent on **43 projects in five key areas** ('metaprojects'):

1. **CERTIFICA (2004-2005)**
The Plan aims at developing information systems supporting **electronic interaction between public administrations and citizens**. One key target is the suppression of 80% of the paper certificates currently requested by public bodies to citizens for providing certain services. These will be replaced by legally valid e-certificates through the establishment of an electronic system for the secure interchange of data between administrations. The need for citizens to produce documents repetitively to multiple organisations will thus be eliminated. In addition to the switch to e-certificates, key projects in this area include the set up of an integrated online service for address change notification and the further development of the [secure electronic notification service](#), designed to enable public administrations to communicate official notifications to citizens and businesses electronically.
2. **eDNI (2004-2005)**
Implementation of the electronic national identity document (**e-ID card**), which will substitute the current one. The e-ID card will incorporate an electronic signature and will make it possible to digitally sign electronic documents and contracts, and to identify and authenticate citizens in a digital environment. Specific projects include the development of a common platform to validate electronic signatures, of a single sign-on and time-stamping infrastructure, the accreditation of certification authorities and the distribution of e-ID cards.

3. **CIUDADANO.ES (2004-2005)**
A **new citizen portal** will be set up in order to bring the administration closer to the citizen. The portal will provide access to interactive and transactional services and a set of new services for communicating with public administrations. Key projects include the development of electronic public sector information, the organisation of unified information management centres, the integrated management of grants and subsidies, the establishment of a payment gateway connecting public organisations, the launch of a single administrative contact centre for citizens, and the further development of the civil servants' portal.
4. **SIMPLIFICA (2004-2007)**
Simplification and rationalisation of public management, with a view to reduce costs and service processing and delivery times. Key projects include the development of electronic procurement, of geographical information systems, of human resources information systems, the completion of the administrative intranet linking central, regional and local administrations, and the establishment of an observatory of electronic administration.
5. **MAP.ES (2004-2007)**
Improvement of the IT infrastructure of the Ministry of Public Administrations. Unification and improvement of web pages of the State administration. Key projects include the implementation of a multi-services corporate network for the Ministry, of videoconferencing, the use of electronic signatures for internal processes and the development of e-learning in the Ministry.

The key **principles** for the implementation of Plan Conecta are: administrative legality, efficiency, productivity, security, data quality, and guarantee of access to own data. The **values** to be promoted are: dialog and participation instead of authority, respect for diversity, support for administrations with insufficient resources, promotion of innovation, willingness to change, commitment to quality, search for excellence, flexibility and adaptability, clarity and transparency.

Plan Conecta has been included as a key element of – and should help implement – the 'Decalogue for good administration' presented by the Ministry of Public Administrations in November 2004. The Decalogue comprises the set of rules that should guide public administrations in their everyday tasks.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Spain. However, a number of decrees are regulating generic aspects of the development of e-government in the country, in particular [Royal Decree 263/1996 of 16 February 1996](#) on the use of electronic and telematic techniques in the state administration (modified by Royal Decree 209/2003 of 21 February 2003 on the use of telematic registers and notifications and of electronic certificates) and [Royal Decree 589/2005 of 20 May 2005](#) on the organisations in charge of electronic administration.

Freedom of Information legislation

Law on Rules for Public Administration (1992)

The November 1992 Law on Rules for Public Administration provides for access to government records and documents by Spanish citizens. It also includes rules for access of persons in administrative proceedings. The provisions on access were included to implement the 1990 EU Access to Environmental Information Directive. The documents must be part of a file which has been completed. Agencies must respond in three months. Documents can be withheld if the public interest or a third party's interest would be better served by nondisclosure or if the request would affect the effectiveness of the operations of the public service. Access can also be denied if the documents refer to government actions related to constitutional responsibilities, national defence or national security, investigations, business or industrial secrecy or monetary policy. Access to documents that contain personal information is limited to the persons named in the documents. There are also restrictions for information protected by other laws including classified information, health information, statistics, the civil and central registry, and the law on the historical archives. Denials can be appealed administratively. The [Ombudsman](#) can also review cases of failure to follow the law.

Data Protection/Privacy legislation

Law on the Protection of Personal Data (1999)

The Organic Law 15/1999 of 13 December 1999 on the Protection of Personal Data brought Spanish law in line with the EU Data Protection Directive (1995/46/EC). It regulates the processing of personal data by the public and private sectors. The law establishes the right of citizens to access and correct records about themselves held by public and private bodies. Personal information may only be used or disclosed to a third party with the consent of the individual and only for the purpose for which it was collected. Additional protections are provided for sensitive data. The Law is enforced by the [Data Protection Agency](#).

E-Commerce legislation

Law on Information Society Services and Electronic Commerce (2002)

The Law 34/2002 on Information Society Services and Electronic Commerce of 11 July 2002 implements the EU E-Commerce Directive (2000/31/EC).

E-Communications legislation

Law on Telecommunications (2003)

The General Telecommunications Law 32/2003, of 3 November 2003, implements in Spanish law the new EU regulatory framework for electronic communications. Transposition was completed with the adoption of the new [Regulation on electronic communication markets](#) in December 2004.

E-signatures legislation

Law on Electronic Signature (2003)

The Law 59/2003 of 19 December 2003 on Electronic Signature replaced a Royal Decree of 1999 on Digital Signatures. It transposes the European Directive 1999/93/EC on a Community framework for electronic signatures, and is aimed at promoting a widespread use

of digital signatures for e-commerce and e-government. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation, and establishes a legal framework for the future development of a national electronic ID card.

E-procurement legislation

Order on the use of electronic means in public procurement (2005)

The Ministerial Order EHA/1307/2005 of 29 April 2005 regulates the use of electronic means in the procurement process of central administrations. It modifies the [Law on public administration contracts of 2000](#) and the [General Regulation of public administration contracts of 2001](#), and implements the e-procurement provisions of the new EU Directives on public procurement (2004/17/EC and 2004/18/EC).

Re-use of public sector information

Work is underway to implement the EU Directive on the re-use of public sector information into Spanish law. A draft law is being prepared by a working group composed of representatives of the ministries involved, and the implementation is expected to take place in 2005.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

1. [Ministry of Public Administrations](#)

The Ministry of Public Administrations is responsible for steering the development and implementation of e-government in Spain's central state administration. These tasks are carried out by the Directorate General for Administrative Modernisation in the Ministry's General Secretariat for Public Administrations.

2. [Higher Council for Electronic Administration](#)

The Higher Council for Electronic Administration was created by the Royal Decree of 20 May 2005 restructuring the management framework for e-government. It replaces the previous Higher Council for Informatics and for the Impulsion of Electronic Administration. The Council is an inter-ministerial organism comprising senior officials representing all ministries and central administrations, and is chaired by the Ministry of Public Administrations. It is tasked with the preparation and development of the e-government strategy and policy for the Spain's central administration.

Coordination

1. [Higher Council for Electronic Administration](#)

The Higher Council for Electronic Administration is in charge of leading, coordinating and monitoring the implementation of e-government across central government.

2. Ministerial Commissions for Electronic Administration

Created by the Royal Decree of 20 May 2005 restructuring the management framework for e-government, the Ministerial Commission for Electronic Administration are in charge of coordinating ICT and e-government developments within the different ministries. According to the provisions of the Decree, all ministries will have to prepare and implement pluri-annual strategic departmental plans for ICT and e-government.

Implementation

1. [Ministry of Public Administrations](#) for cross-departmental and infrastructure projects

2. [Ministry of the Interior](#) for the electronic ID card project

3. [Individual Government Ministries and Agencies](#) for departmental projects

Support

1. [Higher Council for Electronic Administration](#)

2. [Directorate General for the Development of the Information Society](#)

Part of the State Secretariat for Telecommunications and the Information Society in the Ministry of Commerce, Industry and Tourism.

3. [Red.es](#)

Red.es is a state-owned company which role is to encourage, support and monitor the use of information and communication technologies in Spain, including in the public sector.

Among other things, Red.es maintains an [Observatory of Telecommunications and the Information Society](#) and provides consulting and support services to central and local administrations.

4. [ASTIC](#)

ASTIC is the professional association of IT managers of the State Administration. It provides support and information services to its members for the development and implementation of their e-government projects.

Audit/Assurance

[Court of Audit](#)

The Court of Audit is tasked with controlling the collection and use of public funds. In addition to this audit function it also has a jurisdictional function, consisting in the prosecution of the

accounting responsibility that incur those who are responsible for the handling of goods, monies or public effects.

Data Protection

[Data Protection Agency](#)

The Spanish Data Protection Agency is in charge of controlling observance and implementation of the data protection legislation by central administrations as well as by the private sector.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

[Autonomous Communities](#) (Regions), Provincial Authorities (County Councils) and Municipalities

Coordination

No information available.

Implementation

[Autonomous Communities](#) (Regions), Provincial Authorities (County Councils) and Municipalities

Support

Local level: **[FEMP- Spanish Federation of Municipalities and Provinces](#)** and **[Red.es](#)**.

Audit/Assurance

Regional level: Regional Audit Offices

Autonomous Communities (Regions) have their own Audit Offices, tasked with controlling the collection and use of public funds within their jurisdictions.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Jordi Sevilla Segura

Job title: Minister for Public Administrations

Picture:



Contact details:

Ministry of Public Administrations
Paseo de Castellana, 3
28046 Madrid
Spain
Tel.: + 34 91.586.11.39/10.00
E-mail: portal@map.es

Head of e-government

(i.e. head of e-government agency/directorate)

Name: Domingo Laborda Carrión

Job title: Director General of Administrative Modernisation, Ministry of Public Administration

Picture:



Contact details:

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Paseo de Castellana, 3
28046 Madrid
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Tel.: + 34 91.586.11.39/10.00
E-mail: domingo.laborda@map.es

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Administracion.es

Launched in September 2001 and revamped in May 2003 the portal Administracion.es provides an online gateway to public information and services for citizens and businesses, as well as a guide to public administration and a directory of public bodies. Since October 2003 it also provides access to a [secure electronic notification service](#), designed to enable public administrations to communicate notifications to citizens and businesses electronically. As part of its 'Plan Conecta' for the development of e-government over the period 2004-2007, the Spanish Government intends to set up a new e-government portal, Ciudadano.es ("Citizen.es"), aimed at bringing the administration closer to the citizen. The new portal will provide access to interactive and transactional services and a set of new services for communicating with public administrations.

Network

[Government Intranet](#)

Spain's government intranet, administered by the Ministry of Public Administrations, interconnects 16 ministries, 17 regional governments and a number of local entities. The design, architecture, technologies, services, and security of this IP-based backbone are very similar to EU's pan-European TESTA network. A master plan for the government intranet was prepared in 2000, and the implementation of the intranet backbone began in 2002, on the basis of the TESTA II network.

e-Identification infrastructure

The Spanish Government has set up a [Public Certification Authority](#) (*CERTificación Española* or CERES), operated by the *Fábrica Nacional de Moneda y Timbre* (National Mint), which issues digital certificates for use in electronic administrative transactions. The Government plans to introduce electronic cards containing electronic signatures as of 2006. The Spanish e-ID card will make it possible to digitally sign electronic documents and contracts, and to identify and authenticate citizens in a secure digital environment. The e-ID card will also include biometric identifiers. It will be implemented in phases, with pilot tests to be held in early 2006 and countrywide distribution to start in late 2007 or early 2008. An e-ID inter-ministerial committee is in charge of driving the project forward, defining the first e-services to be supported by e-ID, organising a communication campaign, and providing technical support to users. The Ministry of the Interior and the National Police are in charge of the project's implementation.

e-Procurement infrastructure

[Centralised Procurement System](#)

The centralised procurement system was developed and is operated by the Sub-Directorate General of Procurement in the Directorate General for Patrimony of the Ministry of Economy and Finance. It provides access to catalogues of generic products and services used by multiple public bodies. The system can be used by central, regional and local administrations to purchase online from any computer with a login and an advanced e-signature. Moreover, the system can deliver at any moment a picture of the advancement of ordered goods and services. Currently, 2,200 public institutions have access to this system, which also enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products etc.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Spain.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Tax Agency (AEAT)
Website: <https://aeat.es/>
Sophistication stage: 4/4
Description: Fully transactional online submission and assessment system.

2. Job Search services by labour offices

Responsibility: Central Government (State Public Employment Service INEM)/Regional Government
Website: <http://www.inem.es/>
Sophistication stage: 2/3
Description: Information and forms to download.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, State Public Employment Service (INEM)
Website: <http://www.inem.es/ciudadano/desempleo/desempleo.html>
Sophistication stage: 2/4
Description: Information and downloadable forms.

b. Family allowances

Responsibility: Central Government, Social Security
Website: http://www.seg-social.es/inicio/?Mlval=cw_usr_view_Folder&ID=10967
Sophistication stage: 2/4
Description: Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Spain. Medical treatment is free at the point of delivery in the public health service, and costs outside the public health service are not reimbursed.

d. Student grants

Responsibility: Central Government, Ministry of Education and Science
Website: <http://www.mec.es/>
Sophistication stage: 2/4
Description: Information and forms to download.

4. Personal Documents (passport and driving licence)**a. Passport**

Responsibility: Central Government, Ministry of the Interior
Website: <http://www.mir.es/sites/mir/pasaport/index.html>
Sophistication stage: 1/3
Description: Information only. Passport applications are handled by local police branches.

b. Driving License

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic
Website: http://www.dgt.es/indices/dgtHtm_Conductores_es.html
Sophistication stage: 1/3
Description: Information only. Driving license applications are handled by local traffic offices.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic
Website: http://www.dgt.es/indices/dgtHtm_Vehiculos_es.html
Sophistication stage: 1/4
Description: Information only.

6. Application for building/planning permission

Responsibility: Local Government
Website: N.A.
Sophistication stage: 1/4
Description: Applications and requests are handled by local authorities.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of the Interior, Police Directorate

Website: <https://www.policia.es/denuncias/>
Sophistication stage: 3/3
Description: The Virtual Office for Police Declarations allows users to make police declarations online for certain types of crime.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government (Ministry of Culture)/Regional Government
Website: <http://www.mcu.es/bibliotecas/>
Sophistication stage: 3/3
Description: Online catalogue of all public libraries across Spain.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice
Website: <http://www.justicia.es/>
Sophistication stage: 3/3
Description: Online request and delivery of civil certificates.

10. Enrolment in higher Education/university

Responsibility: Central Government/Regional Government
Website: N.A.
Sophistication stage: 2-3/4
Description: Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services.

11. Announcement of moving (change of address)

Responsibility: Central Government/Regional Government/Local Government
Website: N.A.
Sophistication stage: 1/3
Description: Change of address notifications are handled by individual government bodies and local authorities.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: Central Government (Ministry of Health and Consumer Protection)/Regional Government
Website: <http://www.msc.es/>
Sophistication stage: 1/4
Description: Information only.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Social Security
Website: http://www.seg-social.es/inicio/?Mlval=cw_usr_view_Folder&ID=5011
Sophistication stage: 4/4
Description: Information and online declaration system ([RED System](#)).

2. Corporation tax: declaration, notification

Responsibility: Central Government, Tax Agency (AEAT)
Website: <https://aeat.es/>
Sophistication stage: 4/4
Description: Allows registered businesses to file their taxes online.

3. VAT: declaration, notification

Responsibility: Central Government, Tax Agency (AEAT)
Website: <https://aeat.es/>
Sophistication stage: 4/4
Description: Allows registered businesses to file VAT returns online.

4. Registration of a new company

Responsibility: Central Government/Regional Government/Local Government, Chambers of Commerce
Website: <http://www.ventanillaempresarial.org/>
Sophistication stage: 4/4

Description: Information and online registration application.

5. Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)

Website: <http://www.ine.es/>

Sophistication stage: 3/3

Description: Electronic submission available.

6. Customs declarations

Responsibility: Central Government, Tax Agency (AEAT)

Website: <https://aeat.es/aeatse.html?https://aeat.es/aduanet/aduanaie.html>

Sophistication stage: 4/4

Description: Online declaration and payment for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Ministry of the Environment

Website: <http://www.mma.es/proce/index.htm>

Sophistication stage: 2/4

Description: Information and downloadable forms for environment-related permits.

8. Public procurement

Responsibility: Central Government, Ministry of Economy and Finance

Website: <http://catalogopatrimonio.meh.es/>

Sophistication stage: 4/4

Description: The centralised procurement system provides access to catalogues of generic products and services used by multiple public bodies. The system can be used by central, regional and local administrations to purchase online from any computer with a login and an advanced e-signature. Moreover, the system can deliver at any moment a picture of the advancement of ordered goods and services. Currently, 2,200 public institutions have access to this system, which also enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products etc.

eGovernment in Sweden



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Sweden. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 449,964 km²

Population (1,000): 8,975.7 inhabitants (2004)

Capital: Stockholm

Language: Swedish

Currency: Swedish crown

GDP at market prices: 279,007.7 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 25,900 Euro (2004)

GDP growth rate: 3.6% (2004)

Inflation rate: 1.0% (2004)

Unemployment rate: 6.3% (2004)

Government debt/GDP: 51.2% (2004)

Public balance (government deficit or surplus/GDP): +1.4% (2004)

Source: Eurostat

Political Structure

Sweden is a constitutional monarchy, but the King has no political power. The political system is that of a parliamentary democracy.

Legislative power is held by a unicameral parliament ([Riksdagen](#)). The Parliament has 349 members, elected for a four-year term on the basis of universal direct suffrage. 310 of the seats in the Parliament are allocated to the 29 constituencies and 39 are adjustment seats distributed at a national level in order to obtain a nationally proportional result. A party must gain 4% of the national vote or 12% of a constituency vote to enter parliament. Minority governments and coalitions are the norm.

Executive Power is held by the [Government](#), headed by the [Prime Minister](#) and responsible to the Riksdag.

The [Swedish Constitution](#) was adopted on 6 June 1974 and amended in 2003.

Sweden became a member of the European Union on 1 January 1995.

Current Head of State: King Carl XVI Gustav (since 1973)

Current Head of Government: Prime Minister Göran Persson (since 1996)

Information Society indicators

Percentage of households with Internet access: N.A.

Percentage of enterprises with Internet access: 96% (2004)

Percentage of individuals using the Internet at least once a week: 75% (2004)

Percentage of households with a broadband connection: N.A.

Percentage of enterprises with a broadband connection: 75% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 30% (2004)

Percentage of enterprises having received orders online within the previous year: 20% (2004)

Percentage of individuals using the Internet for interacting with public authorities:
obtaining information 35.8%, downloading forms 20.2%, returning filled forms 11.3% (2004)

Percentage of enterprises using the Internet for interacting with public authorities:
obtaining information 90%, downloading forms 87%, returning filled forms 53% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Sweden](#)

01 October 2005

Sweden becomes the second European country to start issuing **biometric passports** compliant with the standard recommended by the International Civil Aviation Organization (ICAO). In addition, Sweden also introduces **biometric ID cards** valid as travel documents across the Schengen area. The new passport has an RFID (Radio Frequency Identification) microchip embedded in its polycarbonate data page, containing a digital photo and personal information of the holder. The new national ID card also complies with ICAO standards for biometric travel documents. In addition to a contactless chip containing a digital picture of the holder, it also has a traditional chip that may be used to securely access e-government services in the future.

30 June 2005

The Swedish Government presents a [new ICT policy](#), aimed at enabling the country to reclaim its position as a global Information Society leader. The proposed new ICT policy is contained in a Government bill entitled "From an IT policy for society to a policy for an information society". The bill is aimed at succeeding the 1999 bill "An Information Society for All", which formed the basis of the Swedish ICT policy to date.

31 May 2005

The Swedish Agency for Public Management presents [a new model for measuring the progress and performance of e-government in public authorities](#), aimed at accelerating the pace of e-government development in the country as well as at improving the governance of this development. The purpose of the new model is to make it easier for the government to follow-up and control e-government developments in public authorities. The assessment model captures not only on the effects and results obtained, but also on how these results and effects are achieved. The focus is less on technical issues and more on service provision, openness and efficiency for the citizens, emphasising that the focus should be on customer satisfaction when it comes to e-services.

22 February 2005

The Swedish Government presents an '[Action Plan to reduce administrative burden for enterprises](#)'. The Action Plan contains 291 actions to be carried out by 8 ministries and 46 agencies. Some actions are general and affect most enterprises, while others are more specific and only affect certain industries. E-government is a key enabler of this 'better regulation' plan.

October 2004

The Swedish Agency for Public Management issues a **guide for cost-benefit analysis of ICT projects**, developed in co-operation with the National Financial Management Authority. The guide recommends a standard cost-benefit analysis adapted to government conditions regarding the handling of social – citizens' and business' – costs and benefits versus government budget costs and benefits and the special financial arrangements of the Swedish government agencies.

25 October 2004

The Swedish Government launches **new e-government portal**, [Sverige.se](#). The new portal replaces the previous SverigeDirekt.se site. While SverigeDirekt was merely a directory of public agencies, the new portal is intentions-based. However, it is still not intended to become a single entry point to the public sector but to serve as an orientation portal, a starting point for people looking for public sector information and services.

05 April 2004

The Swedish Government launches a [framework agreement on infrastructure services](#) (or 'Infra Services'), which objective is to provide government agencies with a set of standard e-infrastructure services. Instead of investing in developing their own systems, government agencies – which enjoy a high degree of managerial autonomy – can use key infrastructure solutions and functions from a service provider on a pay-per-use or subscription basis. The Infra Services framework agreement provides agencies with third-party operator functions, meeting a demand for enhanced e-services by the development of standards and interoperable solutions. The framework consists of 3 building blocks: basic services (e-identification and secure messaging); additional services (identity and access management, case management and customer support); and support services (design and implementation, connection and operations, integration with business processes, feasibility studies, project management, and support for operations and development).

January 2004

The [Government Interoperability Board](#) is established with the mandate to issue common standards and guidelines for electronic information exchange within government. The Board consists of directors general and deputy directors general of the main government agencies. The GIB can issue regulations that are mandatory for all agencies, as well as non-mandatory guidelines.

September 2003

A new [24/7 Agency website](#) is set up to provide increased visibility for the Swedish e-government drive.

June 2003

A [24/7 Agency Delegation](#) is appointed by the Government. The task of the Delegation is to stimulate the development and use of electronic services in the public sector. It is to focus particularly on e-services capable of generating major benefits for the public and businesses, and of making the public sector more efficient. The Delegation will report continuously to the Government on the progress of its work.

June 2003

The Government appoints an [IT Policy Strategy Group](#). The group will advise the Government on issues concerning IT Policy, but is also to play a proactive role to achieve the policy goal of an Information Society for all.

December 2002

The [Patent and Registration Office](#) is the first public agency to receive cases on-line, by means of the new electronic signatures.

May 2002

The [Swedish Agency for Public Management](#) signs a framework agreement with suppliers who will offer **citizens certificates for e-signatures**. The e-signature is a prerequisite for using electronic services. The certificates will be supplied by six of the largest banks in Sweden, with a total of 2.5 million customers, as well as by the Swedish Post and telecommunications company Telia.

January 2002

The Government initiates a review of laws and regulations to remove unnecessary obstacles to e-communication and electronic handling of documents and cases. The wording is changed in a couple of thousand paragraphs to enshrine the validity of electronic documents. The revision shall be completed by December 2002.

Spring 2001

About 20 Agency offices in different counties participate in a project to make their e-services more visible. Information about the services available, the expected time frame for handling cases submitted on-line, and invitations to citizens to give their opinion; are published on the Agencies web sites and in brochures. The project will run for two years.

December 2000

The organisation [Carelink](#) is established, with the purpose of developing the use of IT in healthcare. It is founded by the Federation of County Councils, the Swedish Association of Local Authorities, the state-owned pharmacy chain Apoteket, and the Association of Private Care Providers. Its role is to facilitate cooperation between the relatively independent counties concerning the use of IT in healthcare, and to initiate development in the field.

September 2000

The "[Public e-forum](#)", a cooperation council for government agencies, is created. It consists of board members from the different agencies, and is to be a forum for discussion about strategies and the development of e-government.

July 2000

The government presents an action programme entitled '[A public administration in the service of democracy](#)', stating that services to citizens and businesses should be provided through the Internet. The programme promotes the concept of the **24/7 Agency**, implying round-the-clock accessibility to public services independent of time and geographical location. A person or company should, as far as possible, have a single point of entry to receive and submit all information relevant to a certain situation irrespective of how the responsibility for the information is divided between government agencies or other public organisations.

04 May 2000

Publication of the report '[The 24/7 Agency - Criteria for 24/7 Agencies in the Networked Public Administration](#)', which proposes a four-stage approach towards fulfilling the aim of enhancing accessibility and providing service round the clock, seven days a week.

28 March 2000

Adoption of the initiative '[An Information Society for all](#)', designed to consolidate Sweden as an Information Society leader and to use ICT potential to stimulate growth, employment, regional development, democracy, fair treatment, quality of life, equality, and efficient public administration.

1998

Presentation of '[Central Government Administration in the Citizens' Service](#)', a strategy for the modernisation of public administration and management. This strategy outlines the need for a more citizens-oriented administration and identifies ICT as the most important tool for improving public services.

1997

The Swedish Government launches the [Government eLink \(GeL\)](#) project. Government eLink (SHS in Swedish) is a concept and standard for the secure exchange of information between Government agencies and between them and their customers. It consists in a set of specifications defining a number of generic services, which can be used to build interoperable "information exchange servers" on the basis of bilateral agreements. When widely installed, these servers constitute a "distributed middleware infrastructure" enabling seamless and secure interoperation between public sector bodies while leaving them full autonomy regarding their own deployment. The GeL platforms can be used for information exchange within a public agency, between different agencies and between enterprises and public agencies.

eGovernment Strategy

Main strategic objectives and principles

24-hour access to public information and services

Public information and services should, as far as possible, be available electronically 24 hours a day seven days a week. This is the goal of the Swedish Government Policy for developing a 24-hour Public Administration - the Swedish model for e-Government.

The notion of a 24-hour Public administration encompasses much more than offering better services to citizens and enterprises by new electronic channels for information and service delivery.

An important aim is also to strengthen democracy by enhanced transparency and citizen participation in the policy-making and decision-making processes.

Different needs and conditions must be taken into account so that no citizens are excluded from the new opportunities offered by e-government. A multi-channel approach should be offered, so that citizens can choose between different service channels - Internet, face to face and telephone. Websites must have a design and a language that facilitate access for everyone.

A citizen-focused public administration must build on a close co-operation between the different government authorities and levels of government.

High penetration of personal computers and Internet

Internationally, Sweden is one of the leading countries in the use of personal computers and the Internet.

More than two thirds of the population between 18 and 64 years have a computer at home. More than 80 per cent have access to the Internet from home, at work or at school.

An important driving force has been the PC tax reform which was initiated 1998 by the Government. Amendments were made to the Swedish tax legislation, removing the tax charge on the benefit of the use of an employer's computer equipment for private purposes. This means that employees can lend a computer for private purposes from their employers without having to pay tax for the benefit; and neither does the employer have to pay social security contributions.

The high penetration means good opportunities for a rapid development of e-Government in Sweden.

Visitors to public websites increasing dramatically

Today, almost all public agencies have websites and all public officials can be reached by e-mail. The number of visitors on the public websites has more than doubled in the last three years. In April this year, nearly half of all Internet users visited a public website. The most popular agency websites are the National Labour Market Board for job-seekers and the National Tax Board for tax-payers. For the first time this year almost half a million Swedes used the Internet to deliver their income tax return forms electronically.

Implementing the 24-hour Public Administration

The strategy for delivery is based on the Swedish decentralised model for public administration. Sweden has small policy ministries and a large number of relatively

autonomous agencies which are responsible for implementing government policies. The agencies are managed by a system of performance management, where the Government sets targets, allocates resources, appoints managers and follows up and evaluates the results. Public agencies have thus been given substantial freedom in deciding how to use their resources in order to produce the desired services and results.

In line with this 'light touch' strategy the Government has when it comes to e-government limited its role to set the overriding goals, remove obstacles in the form of, for example, legal barriers and support the agencies by providing guidelines and methods; and ensuring that the necessary common infrastructure for e-government comes into place.

Measures taken

As an initial step the Government commissioned the Agency for Public Management to stimulate and support the development of the 24-hour Public Administration. The work is carried out in close co-operation with all agencies concerned and includes the development of methods, guidelines and agreements as well as the implementation of projects of common interest.

To ensure high security in the electronic communication the Government has also commissioned the National Tax Board to co-ordinate the administration of certificates for electronic identification and electronic signatures. A framework agreement has been reached with several banks and other actors offering services for electronic signatures. The strategy is to establish an open solution in co-operation with the private market. The final aim is to offer the citizen a single electronic identity for all kinds of e-services.

To remove unnecessary obstacles for electronic communication the Government has also decided on a review of all legislation prescribing written procedures with the aim of promoting the use of electronic documents and electronic signatures.

The way ahead

The main responsibility for the development of the 24-hour Public Administration must rest on the agencies themselves as they have the best knowledge of their customers needs.

However, more co-ordinated efforts are needed to establish the common rules, infrastructure and basic functions necessary for the joined-up services based on net-worked agencies which is the final goal for a citizens focused administration.

The Government will therefore take further measures to step up the development of the 24-hour Public Administration in the years ahead. Some of these measures are:

- to set more explicit targets for the agencies e-service development;
- to stimulate the development of e-services of great benefit for citizens and enterprises, but not cost-efficient for the separate agencies;
- to decide on a minimum of binding rules and standards necessary for a well functioning electronic communication within the public administration and with its customers;
- to provide a supporting set of basic functions as a common infrastructure for the communication and co-operation between the different public agencies;
- to deepen the co-operation between state, regional and local government in the development of public e-services;
- to provide a common entrance and guide - based on life events and business situations - to all electronic information and services offered by the different parts of the Public Administration.

The Swedish e-government efforts will be consolidated with the **establishment of an 'Agency for Public Development' on 1 January 2006**. The new Agency will be a vital part in the ambition to modernise the Swedish public administration, and will contribute to the development of public administration in several key areas:

- e-government;
- organisational development and quality management;
- business intelligence
- strategies to connect citizens and authorities;
- systems and methods to follow-up improvements;
- strategies for implementation;
- identifying the needs and wants of the citizen;
- collecting examples and creating knowledge about best practices;
- training and education;
- coordinating public procurement in the area of information and communication technology (ICT).

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in Sweden.

Freedom of Information legislation

[Freedom of the Press Act \(1949\)](#)

Sweden was the first country in the world to introduce a Freedom of Information legislation (Freedom of the Press Act) in 1766, which was reviewed in 1949 and last amended in 1998. Chapter 2 on the Public Nature of Official Documents decrees that "every Swedish subject shall have free access to official documents". Public authorities must respond immediately to requests for official documents. Requests can be in any form and can be anonymous. Each authority is required to keep a register of all official documents and most indices are publicly available. There is currently an effort to make the registers available electronically. Decisions by public authorities to deny access to official documents may be appealed internally. They can then be appealed to general administrative courts and ultimately to the Supreme Administrative Court. Complaints can also be made to the Parliamentary Ombudsman, who can investigate and issue non-binding decisions.

Data Protection/Privacy legislation

[Personal Data Act \(1998\)](#)

The Personal Data Act (1998:204) came into force on 24 October 1998, replacing the Swedish Data Act from 1973. The Personal Data Act is based on Directive 95/46/EC which aims to prevent the violation of personal integrity in the processing of personal data.

E-Commerce legislation

[Act on Electronic Commerce and Other Information Society Services \(2002\)](#)

The Act lays down the obligations of service providers to their customers, and the treatment of information submitted online.

E-Communications legislation

[Act on Electronic Communication \(2003\)](#)

The purpose of the legislation is to give citizens and public authorities access to safe and efficient e-communications, by promoting competition. It also aims to ensure that e-communication services are available to citizens in all regions.

E-signatures legislation

[Act on Qualified Electronic Signature \(2000\)](#)

This Act, which implements the EU Directive on Electronic Signatures (1999/93/EC), was voted by the Swedish Parliament in November 2000 and entered into force on 1 January 2001.

E-procurement legislation

[Act on Public Procurement \(1992\)](#)

The Act on Public Procurement, adopted in 1992 and amended since then, already regulates some aspects of the use of electronic means in the public procurement process: rules applicable to electronic communication, storage of data and use regarding security (such as electronic signatures). A committee and experts has been appointed to prepare a new public procurement legislation implementing the new EU public procurement directives (2004/17/EC and 2004/18/EC). The new legislation is expected to be finalised during 2005 and to come into force in 2006.

Re-use of public sector information

Sweden has notified full transposition of EU Directive on the re-use of public sector information through legislation amendment. No new legislation has been adopted.

eGovernment Actors

Main roles and responsibilities

NATIONAL E-GOVERNMENT

Policy/Strategy

Ministry of Finance

The Ministry of Finance holds political responsibility for e-government in Sweden.

Coordination

1. 24/7 Agency Delegation

The 24/7 Agency Delegation, established in June 2003, is tasked with stimulating the development and use of electronic services in the public sector. Bringing together members from central and local government, industry and academia, the Delegation is tasked with providing innovative thinking, promoting and increasing cooperation between the state, county councils and local authorities. It focuses particularly on e-services capable of generating major benefits for the public and businesses, and of making the public sector more efficient.

2. Government Interoperability Board

Established in January 2004, the Government Interoperability Board consists of directors general and deputy directors general of the main government agencies. Its task is to define common standards and guidelines for electronic information exchange within government. The Board can issue regulations that are mandatory for all agencies, as well as non-mandatory guidelines.

3. Swedish Agency for Public Management

The Swedish Agency for Public Management provides support to the Government and to government bodies. Its task is to conduct studies and evaluations at the request of the government and to modernise public administration through the use of IT.

Implementation

1. Swedish Agency for Public Management for national infrastructure projects
2. **Individual Government departments and bodies** for departmental projects

Support

National Post and Telecom Agency

The Mission of the National Post and Telecom Agency (PTS) is to ensure that everyone in Sweden has access to efficient, affordable and secure communication services. PTS is a public authority reporting to the Ministry of Industry, Employment and Communications, and is managed by a board appointed by the Government.

Audit/Assurance

Swedish National Audit Office

The two main tasks of the Swedish National Audit Office are to carry out annual audits of government agencies' accounts and administration – financial audit – and to audit the effectiveness and efficiency of government operations – performance audit.

Data Protection

Swedish Data Inspection Board

The Data Inspection Board is tasked with protecting individuals' privacy in the information society without unnecessarily preventing or complicating the use of new technology.

REGIONAL & LOCAL E-GOVERNMENT

Strategy

County Councils and Municipalities

Coordination

[The Platform for Co-operative Use](#)

The platform for Co-operative Use is a cooperation platform for local authorities. Its purpose is to exchange best practices and speed up the development of e-government in the municipalities. Today there are 30 municipalities collaborating, and 5 pilot projects underway to identify, design and introduce common systems architecture, technical platform and basic functions for e-services in the municipalities.

Implementation

County Councils and Municipalities

Support

[Swedish Association of Local Authorities and Regions \(SALAR\)](#)

From 1 January 2005, The Swedish Association of Local Authorities (SALA) and the Federation of Swedish County Councils (FCC) have formed a new headquarter with joint administrative units - The Swedish Association of Local Authorities and Regions (SALAR). In 2007 the two organisations (SALA and FCC) will merge and form a new, joint federation. The Swedish Association of Local Authorities and the Federation of Swedish County Councils represent the governmental, professional and employer-related interests of Sweden's 290 local authorities, 18 county councils and two regions. The Association and Federation strive to promote and strengthen local self-government and to create the best possible conditions for the work of their members.

Audit/Assurance

Swedish county and local councils elect political auditors that are in charge of contracting external professional auditors to carry out audit activities.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Sven-Erik Österberg

Job title: Minister for Local Government and Financial Markets, Ministry of Finance

Picture:



Contact details:

Ministry of Finance

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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Anders L. Johansson

Job title: Director General, Statskontoret (Swedish Agency for Public Management)

Picture:



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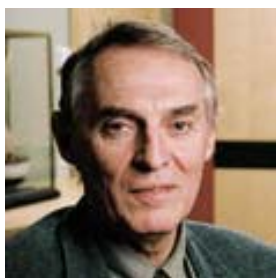
Other e-government executives

Name: Eva Fernvall
Job title: Chairperson, 24/7 Delegation
Picture:



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Name: Alf Nilsson
Job title: Director General of the Swedish Tax Agency and Chairman of the Government Interoperability Board
Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Sverige.se

Launched in October 2004, the e-government portal Sverige.se replaces the previous SverigeDirekt.se site. While SverigeDirekt was merely a directory of public agencies, the new portal is intentions-based. However, it is still not intended to become a single entry point to the public sector but to serve as an orientation portal, a starting point for people looking for public sector information and services. It provides links and contacts for Swedish parliament, government, county councils, municipalities and authorities, social insurance offices and universities.

Network

There is currently no government-wide network in Sweden, but the Swedish Agency for Public Management has carried out a feasibility study and is expected to propose the creation of a Government Secure Intranet.

e-Identification infrastructure

On 01 October 2005 the Swedish government introduced an official an **“official” electronic ID card** containing biometric data. The new ‘national identity card’ (*nationellt identitetskort*) is not compulsory and does not replace previous paper ID cards. It can be used as a proof of identity and citizenship and as a valid travel document within the Schengen area. It complies with ICAO standards for biometric travel documents, is issued by the passport offices and manufactured by the same supplier as the e-passport (also introduced on 01 October 2005). In addition to the contactless chip containing a digital picture of the holder, it also has a traditional chip that may be used to securely access e-government services in the future. So far Swedish citizens can use non-official **electronic ID Cards** issued by the Swedish Post and based on standards approved in 1998 by the Swedish Standards Institute to access some e-government services, as well as software-based electronic IDs (in particular the **BankID** developed by the largest Swedish banks).

e-Procurement infrastructure

The Swedish government has not implemented a central electronic public procurement portal as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. **Opic** and **Ajour**). However, a **Public Procurement information portal** is maintained by the Swedish Agency for Public Management and provides information on general framework agreements for suppliers and authorities (government agencies, regions and municipalities).

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Sweden.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, Swedish National Tax Board
Website: <http://www.skatteverket.se/>
Sophistication stage: 4/4
Description: Fully functional online submission, assessment and payment system. Most Swedish taxpayers receive a pre-filled and pre-calculated version of their tax return, that they can file online using a 'soft electronic ID' (PIN and password provided by the Tax Board) or simply confirm by using the Tax Board's telephone service or via SMS. Citizens with more complex income declarations can also file their returns electronically if they have an electronic ID (provided by the Swedish Post or one of the major Swedish banks). Over 2.1 million taxpayers filed or cleared their income tax declarations electronically in 2005, vs. 1m in 2004.

2. Job Search services by labour offices

Responsibility: Central Government, Swedish National Labour Market Administration
Website: <http://www.ams.se/>
Sophistication stage: 3/3

Description: Fully functional job search facility. Job seekers can browse offers and post their CVs, employers can post offers and browse applicants' CVs.

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, Unemployment Insurance Funds
Website: <http://www.samorg.org/>
Sophistication stage: 4/4
Description: The Swedish unemployment insurance scheme has two components: a fixed basic benefit for all workers, administered by the [ALFA fund](#), and a voluntary income-related benefit administered by non-governmental, non-profit Unemployment Insurance Funds. There are 37 funds in Sweden, sometimes linked to workers' unions, which have 3.8 million members (both employees and self-employed workers). Most funds have online application and benefits cards systems.

b. Family allowances

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Sweden. Child allowances are paid automatically by the [Social Insurance Agency](#) as soon as the child is born and until he/she reaches the age of 16.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Sweden. Patients do not pay the full cost of healthcare treatment but only a non-refundable patient charge. The [Social Insurance Agency](#) compensates healthcare professionals directly for the remaining costs.

d. Student grants

Responsibility: Central Government, Swedish National Board of Student Aid
Website: <http://www.csn.se/>
Sophistication stage: 2/4
Description: The Swedish National Board of Student Aid (CSN) is the national authority that handles financial aid for students –grants and loans – in Sweden. Its website provides information and application forms to download, as well as access to personal account (payments, debt etc.). An online application system is currently being implemented.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, National Police Board
Website: <http://www.polisen.se/>
Sophistication stage: 1/3
Description: Information only. Applications are handled by local police branches.

b. Driving License

Responsibility: Central Government, Swedish Road Administration
Website: <http://www.vv.se/>
Sophistication stage: 2/3
Description: Information and forms to download.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Swedish Road Administration
Website: <http://www.vv.se/>
Sophistication stage: 4/4
Description: The e-services offered are: vehicle registration, information about vehicles (owner), order of registration plate and certificate, damage report.

6. Application for building/planning permission

Responsibility: Local Government
Website: <http://www.skl.se/artikel.asp?C=2063&A=5052>
Sophistication stage: 2/4
Description: Most municipalities offer information and forms for download.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, National Police Board
Website: <http://www.polisen.se/>
Sophistication stage: 2/3
Description: The national police portal provides information about crime reporting, and the Police Departments in three regions (Östergötland, Uppsala and Örebro) provide online reporting applications. A new system for reporting crime through an online service is currently being developed and tested at the Uppsala police department. If the service works well, it could be introduced in all police districts in Sweden in 2006.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government
Website: <http://www.bibliotek.se/>
Sophistication stage: 3/3
Description: The website Bibliotek.se offers search tools for all public libraries in Sweden. It is based on [LIBRIS](#), a national library system providing bibliographic services, such as search facilities, cataloguing and interlibrary lending.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Swedish National Tax Board
Website: <http://www.skatteverket.se/>
Sophistication stage: 3/3
Description: The National Tax Board is in charge of managing the National Population Register. Birth certificates can be ordered online. They are either downloaded directly from the Internet for users equipped with an e-ID, or sent by mail to the user's registered address. Forms for ordering marriage and registered partnership certificates are available online, but have to be sent by mail.

10. Enrolment in higher Education/university

Responsibility: Central Government, National Agency for Services to Universities and University Colleges
Website: <http://www.vhs.se/>
Sophistication stage: 4/4
Description: The Agency is commissioned to conduct coordinated admissions to educational programmes at universities and university colleges.

11. Announcement of moving (change of address)

Responsibility: Posten (Swedish Postal Agency)
Website: <http://www.adressandring.se/>
Sophistication stage: 3/3
Description: Change of address and forwarding of mail can be ordered and paid for on-line through the service *Adressändring*, provided by the Swedish Post.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for Sweden. However, an [online service](#) has been developed by the Government and the County Councils (which are responsible for healthcare services) to provide information about waiting times for treatments in different hospitals. Most regional authorities offer patients the opportunity to ask for health advice by e-mail. Some health centres in the regions also accept appointments and cancellations online.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, Swedish National Tax Board
Website: <http://www.skatteverket.se/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for tax and social security contributions.

2. Corporation tax: declaration, notification

Responsibility: Central Government, Swedish National Tax Board
Website: <http://www.skatteverket.se/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for corporate tax.

3. VAT: declaration, notification

Responsibility: Central Government, Swedish National Tax Board
Website: <http://www.skatteverket.se/>
Sophistication stage: 4/4
Description: Online submission application and online payment system for VAT.

4. Registration of a new company

Responsibility: Central Government, Swedish Companies Registration Office
Website: <https://www.foretagsregistrering.se/>

Sophistication stage: 4/4

Description: Joint online service from the Swedish Companies Registration Office and the National Tax Board. Registration forms can be filled in and sent electronically, with e-identification.

5. Submission of data to statistical offices

Responsibility: Central Government, Statistics Sweden

Website: <http://www.scb.se/>

Sophistication stage: 3/3

Description: Information and forms related to inquiries are available online. Data for some inquiries can be submitted online.

6. Customs declarations

Responsibility: Central Government, Swedish Customs

Website: <http://www.tullverket.se/>

Sophistication stage: 4/4

Description: The "Virtual Customs Office" offers a wide range of [e-services](#), among others electronic application for export subsidies, e-services for small businesses who want to export or import, web forms for clearance and other authorisations.

7. Environment-related permits (incl. reporting)

Responsibility: Local Government

Website: <http://www.skl.se/artikel.asp?C=2063&A=5052>

Sophistication stage: 2/4

Description: Most municipalities offer forms for environment-related permits online, but they have to be handed in as paper copies. The [Environmental Protection Agency](#) also provides relevant information.

8. Public procurement

Responsibility: Central Government, Swedish Agency for Public Management and Public Procurement Board

Website: <http://www.avropa.nu/>

Sophistication stage: 4/4

Description: Portal maintained by the Swedish Agency for Public Management and providing information on tenders and tender procedure for suppliers and authorities (government agencies, regions and municipalities). Documents and forms are available for download. The Swedish government has not implemented a central electronic public procurement transactional platform as this is deliberately left up to private operators. Several privately owned and operated portals exist instead, some of which concentrate on public procurement (e.g. [Opic](#) and [Ajour](#)).

eGovernment in the United Kingdom



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in the United Kingdom. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic data

Area: 243,820 Km²

Population (1,000): 59,673.1 inhabitants (2004)

Capital: London

Language: English (Welsh and Gaelic in some areas)

Currency: British pound

GDP at market prices: 1,715,059.1 million Euro (2004)

GDP per inhabitant in PPS (purchasing power standards): 26,500 Euro (2004, forecast)

GDP growth rate: 3.2% (2004)

Inflation rate: 1.3% (2004)

Unemployment rate: 4.7% (2004)

Government debt/GDP: 41.6% (2004)

Public balance (government deficit or surplus/GDP): -3.2% (2004)

Source: Eurostat

Political Structure

The United Kingdom is the oldest constitutional monarchy in Europe.

Legislative power is held by the [Parliament](#), made up of the [House of Commons](#) and the [House of Lords](#). The House of Commons has 659 members, who are elected by pure majority vote and remain in office for a maximum of 5 years. The House of Lords has 699 members (92 hereditary positions, 545 lifetime positions, 27 Judges of the High Court and 25 Bishops). Laws are approved by a double reading mechanism. The procedure foresees that the House of Lords cannot block approval of the laws indefinitely, but only delay it.

The Head of State is the hereditary [Monarch](#), who has a mostly ceremonial role. Executive power is exercised by the Government, headed by the [Prime Minister](#) and his Cabinet. The Government is answerable and accountable to the House of Commons. By constitutional convention, Ministers are chosen largely from among Members of Parliament (members of the Commons). The Prime Minister is usually the leader of the largest party in the House of Commons and is commissioned by the monarch to form a government based on his or her ability to command the support of the Commons.

The United Kingdom became a member of the European Union on 1 January 1973

Current Head of State: Queen Elizabeth II (since 1952)

Current Head of Government: Prime Minister Tony Blair (since 2 May 1997)

Information Society indicators

Percentage of households with Internet access: 56% (2004)

Percentage of enterprises with Internet access: 87% (2004)

Percentage of individuals using the Internet at least once a week: 49% (2004)

Percentage of households with a broadband connection: 16% (2004)

Percentage of enterprises with a broadband connection: 44% (2004)

Percentage of individuals having purchased/ordered online in the last three months: 28% (2004)

Percentage of enterprises having received orders online within the previous year: 27% (2004)

Percentage of individuals using the Internet for interacting with public authorities: obtaining information 19.5%, downloading forms 6.9%, returning filled forms 3.4% (2004)

Percentage of enterprises using the Internet for interacting with public authorities: obtaining information 31%, downloading forms 27%, returning filled forms 11% (2004)

Source: Eurostat

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News – United Kingdom](#)

02 November 2005

Presentation of '[Transformational Government - Enabled by Technology](#)', the UK's new e-government strategy. Developed and agreed by the [Chief Information Officer Council](#) (CIO Council), the document sets the UK Government's strategy for transforming public services using information and communication technology. It outlines how effective use of technology designed around citizens' and businesses' needs can make a real difference to people's daily lives.

August 2005

The UK government signs a contract for the delivery of '[Zanzibar](#)', an online e-procurement hub that will streamline public e-procurement processes. The Zanzibar XML-based 'purchase to pay' solution will include a data warehouse and electronic hub that will allow potential suppliers to search available contracts, bid, submit invoices, and receive payments. The Zanzibar hub is aimed at making public procurement more efficient, opening the public procurement market to smaller suppliers, and generating considerable savings for government by facilitating the uptake of lower-cost e-procurement practices among public bodies.

05 July 2005

The UK government launches the procurement process for the establishment of a Shared Service Centre for the provision of human resources (HR) services to several government departments. In addition, a Corporate Services Transformation Programme is set up to foster cross-department **shared services** initiatives. These developments signal a wider shift towards shared services across the public sector aimed at achieving efficiency gains.

31 May 2005

The UK Passport Service (UKPS) publishes the results of its large-scale biometrics enrolment trial, which show that biometric technologies are still not foolproof and suggest that large-scale issuance of biometric identity and travel documents would inevitably run into some glitches.

25 May 2005

The UK Government re-introduces an **ID Cards Bill** in Parliament. The first Identity Cards Bill, introduced in November 2004, was passed by the House of Commons on 10 February 2005, but the House of Lords was unable to vote it before the general elections of 5 May 2005.

24 May 2005

An agreement is established between the e-Government Unit (eGU) and the Office of Government Commerce (OGC), which sets the details of their collaboration to drive the development and effective use of IT across Government. The eGU will lead on strategic, architectural, technical and operational delivery as well as performance issues, while the OGC will lead the definition of commercial, financial and contractual delivery processes. The two organisations will closely work together to deliver the most appropriate and effective support for public sector organisations.

01 April 2005

The UK Government launches a new national [Digital Strategy](#), aimed at tackling the persistent digital divide and low uptake of e-government services by citizens. The document sets a number of goals and a set of actions to reach them: making the UK a world leader in digital excellence, constructing a robust strategy to achieve the digital vision, and tackling

social exclusion and bridging the digital divide. A new e-government strategy will be prepared, driven by a vision of how to modernise services to citizens and to business in such a way as to make a difference to their daily lives.

21 March 2005

The UK Government launches '[Government Connect](#)', a new service aimed at helping local authorities improve their efficiency and connect more effectively with their customers, with each other and with central government. Government Connect brings together a range of essential tools, from technical solutions to practical advice, which will enable local authorities to take advantage of their investment in electronic service delivery. Local councils across the country are invited to become members of Government Connect and to implement the system in a phased rollout. The ultimate aim is that all local authorities will use the system by the end of 2007, achieving efficiencies in service delivery and costs.

27 January 2005

The UK e-Government Unit issues the [Service Design and Delivery Guide](#), providing strategic guidance to help government bodies achieve high take-up of e-services, cost savings, and better quality public services.

07 January 2005

A '[CIO Council](#)' is created. Composed of 30 Chief Information Officers (CIOs) drawn from central government, local authorities and other public agencies such as the police and the National Health Service, the CIO Council is aimed at promoting the role of CIOs in the public sector and at increasing the success rate of Government IT projects. It will meet three times a year and produce a new **IT strategy for Government** for the period beyond 2005.

01 January 2005

The UK Freedom of Information (FOI) Act comes fully into force, requiring public sector bodies to make information more readily available to the general public. Under the new legislation, anyone, of any nationality, and living anywhere in the world, can send a written request for information to any UK public body. Public bodies have 20 working days to respond to FOI requests and must disclose the requested information unless an exemption applies. Placing more information in the public domain, the Freedom of Information Act is meant to ensure greater transparency and trust and to widen participation in policy debates.

29 November 2004

The UK Government publishes its **Identity Cards Bill**, setting out proposals for a national ID cards scheme. Plans to combine biometric identity cards with passports and driving licences have been dropped, and ID cards will be issued to all UK nationals as a stand-alone document.

28 October 2004

The UK Government releases an [updated policy for the use of Open Source Software \(OSS\)](#) in the public sector. On the same day, the Office of Government Commerce (OGC) publishes a [report presenting the findings from a series of OSS trials](#), which shows that OSS provides government with a viable and credible alternative to proprietary software packages, including for desktops.

September 2004

The Office of the e-Envoy is replaced by an [eGovernment Unit](#) in the Cabinet Office. The Unit is led by a **Head of e-Government**.

12 July 2004

Publication of the [Independent Review of Public Sector Efficiency](#) (otherwise known as the 'Gershon Review'). Identifying potential for efficiency gains in government operations with a view to releasing resources for frontline service delivery, the review outlines the role of e-government as key to the UK Government's efficiency drive. Building on the results of this review, the Government announces the launch of an [Efficiency Programme](#) aimed at cutting administration costs in real terms by significantly reducing the number of civil servants investing massively in modern IT systems and management processes.

15 June 2004

The Home Office announces the rollout of a **biometric border control system** in a number of key airports across the country, with a view to improve immigration control. Dubbed IRIS (for Iris Recognition Immigration System), the system uses iris recognition technology to increase security while speeding up immigration control procedures. The first major output of the UK Government's e-Borders programme, IRIS will store and verify the iris patterns of specially selected groups of travellers – foreign nationals who live permanently in the UK, are regular travellers or work permit holders and have a track record of complying with the country's immigration laws – with a view to provide confirmation of their identity upon arrival in the UK. It is expected that within five years more than a million people will be enrolled to use IRIS.

29 April 2004

The Office of the Deputy Prime Minister (ODPM) publishes the [Priority Outcomes for Local e-Government](#). The guidance is aimed at focusing local e-government implementation – and use of central government capital grant money for local e-government implementation – on a series of key priority outcomes, with a view to help all local councils reach the 2005 target for full electronic service delivery capability.

26 April 2004

The UK Government publishes a **draft ID Cards Bill**, setting out the proposed legal framework for the incremental introduction of a national biometric ID card scheme. The draft will be subject to public consultation before being introduced to Parliament.

April 2004

Launch of a **large-scale trial of biometric technology**. Run by the UK Passport Service (UKPS), the trial will test facial, iris and fingerprint recording and recognition. The UKPS hopes to enrol 10,000 volunteers in the trial, which results will help inform the Government's plans to introduce biometric passports, driving licences, and identity cards.

01 March 2004

Launch of the first phase of [Directgov](#), the UK Government's new online portal bringing together a wide range of public services for citizens. Directgov will replace the UK online portal to become the primary access point for e-government in the UK.

February 2004

The district council of Shepway in Kent becomes the first UK local authority to connect to the [Government Gateway](#), the central government's middleware infrastructure providing authentication and transaction facilities for e-government services.

05 February 2004

An upgraded version of the **Government Secure Intranet (GSI)** goes live, providing over 280,000 users in central and local government with restricted-level access to better services and functionalities. Meant to become a central infrastructure for e-government countrywide, the new GSI could be extended to organisations such as the National Health Service and the Ministry of Defence, and may ultimately link a million users.

03 February 2004

Further to successful trials, the UK Government adopts a new common, open-standard IT language - dubbed **UKGOV XML** - to deliver interoperable e-procurement solutions to public institutions and their suppliers.

17 November 2003

Launch of the e-government portal for businesses [BusinessLink.gov.uk](#), providing access to government information and services for businesses, business owners and managers.

11 November 2003

The Home Office announces the introduction of an **ID card scheme** over several years to tackle issues like illegal working, immigration abuse, fraud, terrorism and organised crime. ID

cards, however, will not be made compulsory before 2013, and only after a decision by the Cabinet and a vote in Parliament. The card will contain basic personal details, including a unique number, which will appear on the face of the card. The card will feature a secure encrypted chip containing the holder's personal details in electronic format and a personal biometric identifier, which may consist in facial recognition, iris scans or fingerprints. ID cards will be linked to a new and secure **national identity database**.

30 September 2003

The Office of the e-Envoy (OeE) publishes a document providing [advice to government departments for developing strategies designed to improve the take-up of their e-services](#). The document seeks to identify key drivers and blockers and share best practices to drive up demand. The take-up of on-line government services indeed remains low in the UK and the Treasury's 2002 spending review set a requirement for the development of departmental take-up strategies.

09 October 2003

The UK Government launches of a series of **open source software (OSS) trials** to test the efficiency of open source solutions across both central government departments and the wider public sector and to promote increased competition in the public sector software market.

August 2003

The Parliamentary Office of Science and Technology (POST) publishes a **report on 'Government IT Projects'** analysing the reasons for public sector IT problems. The report aims to improve the success rate of public sector IT projects, highlighting common issues and pitfalls and ways to overcome them.

15 July 2003

The UK Treasury announces that it is to **halt the use of the private finance initiative (PFI) for information technology projects**. It notes that while the PFI has a role in delivering cost-effective investment in public services such as social housing, urban regeneration, waste management and prisons, it is not the best way to deliver large-scale IT projects. The best approach for driving more efficient procurement in areas such as IT is thus to use conventional procurement methods.

29 May 2003

The Office of the e-Envoy publishes a [draft policy framework to promote a mixed economy \(private/public sector\) supply of online public services in the UK](#). The framework suggests the establishment of 'e-intermediaries' who will supplement direct government channels to citizens with additional services built around the needs of citizens. It is expected that such a mixed economy will help provide customers with greater choice and a better customer experience, resulting in an increased uptake of e-government services in the long term.

01 May 2003

Large-scale and legally-binding **e-voting trials** are held during local elections in England, with 6.5 million voters in 17 areas eligible to vote by text message, through the Internet, at electronic kiosks, and for the first time through digital television. Around 21% of voters in e-voting pilot areas effectively cast their vote using these new methods. There are no reported security problems, but these new methods do not appear to have a significant impact on the overall participation.

27 November 2002

Launch of the [National Strategy for Local e-Government](#). This strategy provides a framework to transform local council services, joining them up with other public services and offering greater choice, convenience and accessibility for customers - and greater cost-effectiveness for councils. Among other things, the strategy will be implemented through a series of [National Projects](#) bringing several partners together to develop proven, cost effective, standard products, services and implementation roadmaps for the benefit of all local authorities.

19 November 2002

At the international **e-Summit** organised by the Office of the e-Envoy in London, Prime Minister Tony Blair announces a £6 billion (EUR 9bn) investment in ICT over three years to transform government services - including over £1bn (EUR 1.5bn) for providing key public sector organisations with broadband connectivity. This comprises the £3bn (EUR 4.5bn) outlined in the Government Spending Review in July 2002 and the combined £3bn (EUR 4.5bn) earmarked for ICT spend by Health and Education services over the period.

23 July 2002

The Office of the e-Envoy publishes a policy document on [Open Source Software use within UK Government](#). The policy states that the UK government will consider OSS solutions alongside proprietary ones in IT procurements. Contracts will be awarded on a value for money basis.

16 July 2002

Launch of a [consultation on a policy for e-Democracy](#). The consultation paper sets out the government's aim of using new technologies to promote, strengthen and enhance civic participation in the digital world. Government action is proposed in two main areas, e-participation and e-voting.

03 July 2002

The Home Office launches a six-month consultation on the introduction of [entitlement cards](#). The aim of the consultation is to gauge public opinion on whether an entitlement card would be useful to access services and combat illegal immigration. The paper sets out practical proposals and options for entitlement cards which include using existing photocard driving licences and UK passports to avoid duplicating documents. One potential use would be as a proof of age card.

11 June 2002

Publication of [Delivering 21st century IT support for the NHS](#), setting a national strategic programme for IT in the National Health Service. The programme aims to connect delivery of the NHS Plan with the capabilities of modern information technologies to support the patient and the delivery of services designed around the patient, support staff through effective electronic communications, better learning and knowledge management, and improve management and delivery of services by providing good quality data. The programme will deliver: an Electronic Care Records Service to ensure clinicians and health care professionals can access patient information, whenever and wherever it is needed; an Electronic Booking Service to make it easier and faster for GPs and other primary care staff to book hospital appointments for patients; a system for the Electronic Transmission of Prescriptions; and an IT infrastructure with sufficient connectivity and broadband capacity to meet current and future NHS needs. With a budget of £6.2billion (EUR 9.32bn) over 10 years, this [National Programme for IT \(NpfiT\)](#) is the world's largest civil IT programme.

25 April 2002

The National Audit Office (NAO) publishes the report [Government on the Web II](#). A follow-up to the 1999 Government on the Web report, this report surveys progress in implementing e-government in central and local government. It stresses that Government needs to place maximisation of take-up of electronic services at the heart of the e-government agenda.

11 April 2002

Publication of the report [Privacy and data-sharing: The way forward for public services](#) by the Performance and Innovation Unit (PIU). The report pushes data efficiency up the Government agenda and creates the twin objectives of enhancing privacy and making better use of personal data to deliver smarter, more trusted, public services.

04 April 2002

The National Audit Office publishes the report [Better public services through e-government](#). This report considers departments' progress in achieving e-government, focusing on the action taken to improve the delivery of IT projects and the risks that need to

be managed by departments. The report highlights good practice which, if more widely applied, could help departments achieve the benefits of e-government.

20 December 2001

The Office of the e-Envoy publishes the [E-Policy Principles](#), a set of guidelines for policy makers across government designed to ensure that new government policies are effective in the e-world.

01 April 2001

The CCTA ceases to exist as a separate agency within the Office of Government Commerce.

20 February 2001

The OGC launches the **OGC Gateway Process**, a new and commercially tested management technique to deliver value for money improvements in major Government construction, IT and PFI projects. The 'Gateway Review' system will ensure that these major projects pass through a series of 'gates' during the planning and implementation stage, only when rigorous tests have been met. The Gateway initiative will set a course to ensure that commercial disciplines which are proven in commissioning any large private sector project are applied at specific stages to all large civil central government construction, IT and PFI spends as well.

07 February 2001

Launch of the [Government Gateway](#), a secure authentication and transaction engine acting as a central hub designed to help join up e-government services across government departments.

04 December 2000

Launch of the [UKonline.gov.uk citizen portal](#), providing a "one-stop shop" to public services online. Information is presented on the basis of life-cycle events.

30 November 2000

Adoption of the [Freedom of Information Act 2000](#) which gives people a general right of access to information held by or on behalf of public authorities and promotes a culture of openness and accountability of public sector bodies. The Act will be brought fully into force by January 2005.

11 October 2000

Publication of the first version of the [e-Government Interoperability Framework](#) (e-GIF), setting out the government's technical policies and standards for achieving interoperability and information systems integration across the public sector. In particular, it adopts XML (Extensible Markup Language) as the primary standard for data integration and presentation on all public sector systems. Defining the essential pre-requisite for joined-up and web enabled government, the e-GIF is a cornerstone in the overall e-government strategy.

11 September 2000

Prime Minister Tony Blair launches the **UK online initiative**. Bringing together new actions and investments with a series of pre-existing ones, UK online aims to deliver universal Internet access, literacy and usage in Britain by 2005. Its three key objectives are: getting people online, getting business online, and getting government online. The UK online e-government component is based on the findings of the report [e.gov: Electronic Government Services for the 21st Century](#) by the Performance and Innovation Unit (PIU), which sets out a vision and a comprehensive strategy for realising the full potential of electronic service delivery. The conclusions of the report have been agreed by the Government and form part of the new UK online campaign, which foresees a £1 billion (EUR 1.5bn) investment in electronic service delivery over three years. The Office of the e-Envoy (OeE), which absorbs the Central IT Unit (CITU) is given the responsibility to manage the UK online initiative.

22 May 2000

Publication of the report '[Successful IT: Modernising Government in Action](#)' by the Cabinet Office. Based on a large-scale study into the handling of major Government IT projects, the

report sets out measures to improve IT project delivery and includes 30 recommendations that aim to ensure that all Government IT projects are as good as the best.

03 April 2000

Publication of [e-Government: a strategic framework for public services in the Information Age](#), the UK's official e-government strategy. This strategic framework aims to create a favourable environment for the transformation of government activities by the application of e-business methods throughout the public sector. The strategy challenges all public sector organisations to innovate, commits all central government departments to develop e-business strategies and challenges the centre of government to provide the necessary common infrastructure and leadership.

01 April 2000

An [Office of Government Commerce \(OGC\)](#) is set up to act as a catalyst in procurement issues and to work with central civil government departments to achieve best value for money in their commercial activities. The Office is responsible for civil central government Procurement Policy and Best Practice including Construction, Property Management, IT, Supplier Relations, e-Procurement, etc. It is overseen by the Treasury. Responsibility for the Central Computer & Telecommunications Agency (CCTA) is transferred from the Cabinet Office to the OGC.

30 March 2000

The Prime Minister sets the target that **all public services be available online by 2005** (bringing it forward from the previous target of 2008). This comes just a few weeks after he announced his commitment to ensuring that everyone who wants it will have access to the Internet by 2005.

05 January 2000

The Public Accounts Committee of the House of Commons publishes report on [Improving the Delivery of Government IT Projects](#), which highlights a series of problems with a number of Government IT projects, which have resulted in delay, confusion and inconvenience to the citizen and, in many cases, poor value for money to the taxpayer. In response to the report, the Cabinet Office announces a series of measures to address IT project failure and provide Government departments with the necessary tools to drive up performance.

15 December 1999

The National Audit Office (NAO) publishes the report '[Government on the Web](#)'. The report looks at the overall patterns of Web use across central government and at the central co-ordination of government on the Web. It finds that the government's target that 25% of all transactions between citizens and government should be capable of being conducted electronically by 2002 (rising to 50% by 2005 and 100% by 2008) has had a useful effect in bringing the capabilities of the Web to the attention of a wide range of agencies and departments, but that more progress is needed to harness fully the potential benefits of Government on the Web.

December 1999-April 2000

Publication of a series of **policies and guidelines** for the development of Information Age Government: guidelines for Government websites, call centres policy, authentication and smart cards policies, guidelines for digital TV, security framework, etc.

September 1999

Creation of an **Office of the e-Envoy (OeE)** within the Cabinet Office to provide political leadership across government in driving forward the government's objectives on e-commerce, e-government and the Information Society.

27 July 1999

Publication of the [Modernising Government Action Plan](#), aimed at implementing the vision set in the White Paper of March 1999. The Plan lists 62 commitments for the first two years of the Modernising Government programme, including the development of a single electronic

"gateway" aimed at opening up a range of one stop shop services, such as providing information about a change of address to different parts of government in one go.

21 July 1999

Signature of the [Central Local Information Age Government Concordat](#), an agreement between central and local government to encourage close working and innovation in Information and Communications Technology (ICT).

May 1999

A network of **Information Age Government Champions** is set up to work with the CITU to define the Government IT strategy. The group comprises over 30 senior Government officials at board level within departments who have been designated to champion the Information Age Government agenda within their departments and agencies.

30 March 1999

The Government publishes the [Modernising Government White Paper](#), setting out its vision for modernising public services and its commitment to exploit new technology to offer opportunities and choice in the delivery of public services. '**Information Age Government**' is one of the key priorities identified. The paper sets the target that 50% of all government services should be capable of electronic delivery by 2005 and 100% by 2008, and it announces the development of a Government IT strategy establishing cross-government co-ordination machinery and frameworks. The IT strategy will focus on the needs of citizens and business and will encourage wider choice in access to public services.

November 1998

Launch of a **public-private forum on electronic government**, aimed at pooling the expertise of the private sector, IT industry associations and the Cabinet Office's Central IT Unit (CITU) for taking forward the electronic government agenda.

October 1998

Publication of '[Electronic Government: the view from the queue](#)', the Government-commissioned large-scale research into people's attitudes to electronically-delivered government services. The results show that a large majority of the public would be interested in accessing government services online, but that online services should provide additional benefits compared with traditional ones.

21 April 1998

Launch of the **Government Secure Intranet (GSI)**. The new network provides central government departments with central e-mail and Internet access facility, and enables secure data exchange across government.

16 February 1998

The Parliamentary Office of Science and Technology (POST) publishes the report '[Electronic Government: Information Technologies and the Citizen](#)'. This report assesses how ICT could be used by government to improve internal working and the delivery of public services, make government more transparent to citizens and businesses, and re-invigorate democracy at all levels.

11 December 1997

The Government publishes a [Freedom of Information White Paper](#). The Paper sets the Government proposals for a Freedom of Information legislation that would give the people of the United Kingdom a legal right to see information held by almost every public organisation in the country and that would banish the culture of secrecy from Government. An [online consultation](#) on the White Paper follows.

October 1997

The Prime Minister sets a target that **25% of all dealings with government should be capable of being carried out electronically by 2002**, using telephone, television or computer. In order to identify which services should be e-enabled in priority, the Government

launches a major study to investigate the attitudes of individuals and small businesses towards interacting with Government electronically.

03 Jul 1997

The new Government launches a '**Better Regulation**' policy initiative and appoints a [Task Force](#) to take it forward.

02 May 1997

A new Labour Government is appointed following the general elections. Among its main priorities are '**Open Government**', to be achieved through the adoption of a Freedom of Information Act, '**Better Government**', to be achieved through a drive for better regulation, and '**Electronic Government**', harnessing new technology to provide simpler, efficient and responsive services to citizens and businesses. The new government intends to use the Private Finance Initiative (PFI) – a mechanism developed by the previous Government to raise private money to pay for new investments in public infrastructures and services – as the key to future investment in the Government's use of IT.

November 1996

The Government publishes the '**Government Direct**' **Green Paper** ('Government Direct: A prospectus for the Electronic Delivery of Government Services'), outlining the way in which Government might make use of ICT within Government departments and in its dealings with citizens and businesses.

November 1995

A **Central Information Technology Unit (CITU)** is established within the Cabinet Office. CITU's remit is to advise ministers on the development of their strategy for the use of IT by government. CITU aims to develop a Government-wide strategy for using ICTs to deliver better and more efficient services to citizens and businesses, and to improve the internal workings and efficiency of Government administration.

October 1994

CCTA establishes a central government website at the address **open.gov.uk**, routing Internet users to departmental and agency sites. CCTA also hosts websites on its servers for departments and agencies new to the Internet.

August 1992

Responsibility for the CCTA is transferred from the Treasury to the Cabinet Office (Office of Public Service).

1980s

The Central Computer Agency (CCA) is renamed **Central Computer & Telecommunications Agency (CCTA)** and its role is scaled back as the government reduces central IT coordination functions. The CCTA remains mostly in charge of procuring and managing the outsourced contracts for the government data and telecoms networks. It is overseen by the Treasury.

1972

The TSU and a number of departmental computer offices are integrated in a **Central Computer Agency (CCA)**, established within the Civil Service Department. The Agency is tasked with supporting and improving the use of computers and computer infrastructures in government departments.

1957

The UK Government establishes the **Technical Support Unit (TSU)** to evaluate and advise on computers, employing engineers from the telecommunications service.

eGovernment Strategy

Main strategic objectives and principles

The UK's current e-government strategy is set in the document '[Transformational Government - Enabled by Technology](#)' published on 02 November 2005.

Vision

Twenty First Century Government is enabled by technology - policy is inspired by it, business change is delivered by it, customer and corporate services are dependent on it, and democratic engagement is exploring it. Moreover modern governments with serious transformational intent see technology as a strategic asset and not just a tactical tool. Technology alone does not transform government, but government cannot transform to meet modern citizens' expectations without it.

So this strategy's vision is about better using technology to deliver public services and policy outcomes that have an impact on citizens' daily lives: through greater choice and personalisation, delivering better public services, such as health, education and pensions; benefiting communities by reducing burdens on front line staff and giving them the tools to help break cycles of crime and deprivation; and improving the economy through better regulation and leaner government.

In addition, in announcing the Comprehensive Spending Review, HM Treasury set out a range of challenges to Britain that will require innovative policy responses and co-ordination of activity across departmental boundaries. Technology will be at the heart of meeting this agenda. Indeed, this strategy envisages:

- Unlocking around £1.4 billion (10% of the current spend on technology) from the current annual spend on legacy systems which can be released to new technology enabled reforms in public services.
- Providing practical steps to help secure the delivery of the substantial savings at the heart of the 2004 Efficiency Programme which were to be enabled by technology.
- Creating a basis for the next round of efficiencies across the wider public sector which could result from fundamentally different ways of delivering public services.

The specific opportunities lie in improving *transactional* services (eg tax and benefits), in helping front line *public servants* to be more effective (eg doctors, nurses, police and teachers), in supporting effective *policy outcomes* (eg in joined-up, multi-agency approaches to offender management and domestic violence), in reforming the *corporate services* and *infrastructure* which government uses behind the scenes, and in taking swifter advantage of the *latest technologies* developed for the wider market.

Overall this technology-enabled transformation will help ensure that:

- Citizens and businesses have choice and personalisation in their interactions with government. Choice will come through new channels and more fundamentally through new opportunities for service competition.
- Taxpayers benefit from efficiency gains.
- Citizens, businesses and the voluntary and community sector benefit from the better regulation, reduced paperwork and lower costs from a leaner, modern, more effective public sector.
- Public servants have better tools to undertake their jobs, and the opportunity to provide better service as a result.
- Policy makers will be better able to achieve intended outcomes in practice.
- Managers are able to free resources from back office to the front-line.

- Citizens feel more engaged with the processes of democratic government.

However the vision is not just about transforming government through technology. It is also about making government *transformational* through the use of technology - creating and retaining the capacity and capability to innovate and use technology effectively as technology itself develops. This is the only way in which public services can keep up with a continually changing, globalised society.

Strategy

Achieving the vision will require three key transformations:

1. Services enabled by IT must be **designed around the citizen or business**, not the provider, and provided through modern, co-ordinated delivery channels. This will improve the customer experience, achieve better policy outcomes, reduce paperwork burdens and improve efficiency by reducing duplication and routine processing, leveraging delivery capacity and streamlining processes.
2. Government must **move to a shared services culture** - in the front-office, in the back-office, in information and in infrastructure - and release efficiencies by standardisation, simplification and sharing.
3. There must be broadening and deepening of government's **professionalism in terms of the planning, delivery, management, skills and governance** of IT enabled change. This will result in more successful outcomes; fewer costly delivery failures; and increased confidence by citizens and politicians in the delivery of change by the public services.

Actions

- **Citizen and Business Centred Services**
Services need to be designed around citizens and businesses to ensure effectiveness of delivery to the customer, to achieve policy goals, and to release savings by reducing duplication and streamlining processes (customer satisfaction, though important, is not the only goal). The key actions required are (a) to increase understanding of customer needs and behaviours; (b) to define customer groups and appoint directors to lead the overall development of services to those groups; (c) to create a Service Transformation Board to define and enforce common service design principles; and (d) to develop modern channels and manage the migration to them.
- **Shared Services**
A new Shared Services approach is needed to release efficiencies across the system and support delivery more focussed on customer needs. Technology now makes this far easier than ever before. Shared services provide public service organisations with the opportunity to reduce waste and inefficiency by re-using assets and sharing investments with others. Tackling this will be a major challenge as government prepares for the 2007 Comprehensive Spending Review. Particular attention should be paid to the following areas: Customer Service Centres; Human Resources, Finance and other corporate services; Common Infrastructure; Data Sharing; Information Management; Information Assurance; Identity Management; Technology standards and architecture.
- **Professionalism**
Government's ambition for technology enabled change is challenging but achievable provided it is accompanied by a step-change in the professionalism with which it is delivered. This requires: coherent, joined up *leadership and governance; portfolio management* of the technology programmes; development of *IT professionalism and skills*; strengthening of the controls and support to ensure *reliable project delivery*; improvements in *supplier management*; and a systematic focus on *innovation*.

Timetable for Change

A detailed action plan to implement the strategy will be approved by the CIO Council and the Service Transformation Board, and then published before the end of the current financial year. However the broad timing will be as follows:

- **2005 & 2006**
The current volume of change is stretching the capacity and capability of the government teams and their suppliers to deliver. Major new programmes are already in the pipeline, such as the Olympics, the Census and identity cards. So the *next eighteen months* must focus on:
 - Delivering the massive programmes of change commissioned under the last spending review and already underway, including Connecting for Health, reform of the Criminal Justice System, the Harnessing Technology strategy in education and modernisation of the Defence Information Infrastructure.
 - Driving the [Connecting Britain - the Digital Strategy programme](#) (of which this strategy is a part) to tackle overall issues of digital inclusion and service provision.
 - Mobilising the professionalism agenda - not least so that early action can help assure delivery of the current programme.
 - Putting in place the key roles and structures to lead the transformations needed beyond 2006.
 - Using the Comprehensive Spending Review to challenge existing delivery models and set clear plans and targets for improving services and realising efficiency benefits through a citizen-centric, shared services approach.
 - Working with government and public services at all levels - central government, devolved administrations, local government and other public services - to identify areas of common purpose and opportunities for specific shared actions.
- **2007 to 2011**
Between *2007 and 2011* the priority for technology investment and business change must be transforming delivery into public services centred round citizens and businesses, and transforming support into a shared services framework. During this period it will also be important to realise the financial and service benefits of current and planned investments. The goal should be to have made the key changes, to have embedded the new cultures, and to have made the process irreversible, by 2011.
- **Beyond 2011**
Beyond 2011 should be a period of further radical change in the delivery of public services, enabled by technology. The cycle of technological advancement is rapid and hard to predict. But if the broad themes of this strategy over the next five years are achieved in practice, strong foundations will be in place. In particular:
 - The focus on delivery and professionalism will have generated confidence in government's ability to transform itself in radical ways.
 - The switchover to new channels, supported by common infrastructure and the digital home will enable radical new service delivery options to be implemented.
 - Some of the newer technologies today will be mainstream by 2011 and the time will be right to roll out their widespread exploitation.
 - The culture of government will have changed to one which embraces -rather than shuns - sharing, which will continue to breakdown the silos perceived today.
 - The market and other governments will have set new citizen expectations and created new opportunities for government in the UK to exploit.

It is likely therefore that the planning for this era will be based upon a vision that sees citizens and businesses increasingly serving themselves - at home, in work and public places and on the move; public servants truly dependent on technology to discharge their professional roles; policy makers regarding technology as crucial to designing policy and achieving policy outcomes; and backed by a government delivery network in which the boundaries between departments, between central and local government, and between public, private and voluntary sectors continue to be less important and less visible to the citizens and businesses. This may seem very radical by today's standards. But with strong foundations laid in the next few years it should be entirely achievable.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

E-government legislation

There is currently no overall e-government legislation in the UK.

Freedom of Information legislation

[Freedom of Information Act 2000](#)

The Freedom of Information Act 2000 received Royal Assent on 30 November 2000 and came fully into force on 01 January 2005. It provides clear statutory rights for any member of the public to apply for access to information held by bodies across the public sector, together with a strong enforcement regime. The main features of the Act are: a general right of access to information held by public authorities in the course of carrying out their public functions, subject to certain conditions and exemptions; in most cases where information is exempted from disclosure there is a duty on public authorities to disclose where, in the view of the public authority, the public interest in disclosure outweighs the public interest in maintaining the exemption in question; a new [office of Information Commissioner](#), and a new Information Tribunal, with wide powers to enforce the rights created; a duty imposed on public authorities to adopt a scheme for the publication of information. The legislation will apply to a wide range of public authorities, including Parliament, Government Departments and local authorities, health trusts, doctors' surgeries, publicly funded museums and thousands of other organisations in England, Northern Ireland and Wales. Scotland has a specific [Freedom of Information \(Scotland\) Act 2002](#).

Data Protection/Privacy legislation

[Data Protection Act 1998](#)

The Data Protection Act 1998 received Royal Assent in July 1998 and came into force on 1 March 2000, giving effect to the EU Data Protection Directive (95/46/EC). The Act gives rules for the way organisations must treat personal data and information, which apply to paper as well as electronic records. These rules are mandatory for all organisations that hold or process personal data, in the public as well as private and voluntary sector. The Act contains eight Data Protection Principles, stating that all data must be: Processed fairly and lawfully; Obtained & used only for specified and lawful purposes; Adequate, relevant and not excessive; Accurate, and where necessary, kept up to date; Kept for no longer than necessary; Processed in accordance with the individuals rights; Kept secure; Transferred only to countries that offer adequate protection.

E-Commerce legislation

[Electronic Communications Act \(2000\)](#)

[Electronic Commerce \(EC Directive\) Regulations 2002](#)

The Electronic Communications Act 2000 aims to help build confidence in electronic communications by creating a legal framework for electronic commerce and the use of electronic signatures, both in the private and public sectors. The Act is completed by the Electronic Commerce (EC Directive) Regulations 2002, which transposes into UK law the majority of the provisions of the EU Electronic Commerce Directive (2000/31/EC), on certain legal aspects of information society services, in particular electronic commerce, in the internal market ("the Electronic Commerce Directive").

E-Communications legislation

[Communications Act 2003](#)

[Privacy and Electronic Communications \(EC Directive\) Regulations 2003](#)

Transposition of the new EU regulatory framework for e-communications was substantially completed with the entry into force of the Privacy and Electronic Communications (EC Directive) Regulations 2003 (transposing the e-Privacy Directive) on 11 December 2003. Other key elements of the Framework, such as the Framework Directive (2002/21/EC), the Access Directive (2002/19/EC), the Authorisation Directive (2002/20/EC) and the Universal

Service Directive (2002/22/EC), were implemented in the UK via the Communications Act 2003.

E-signatures legislation

[Electronic Communications Act \(2000\)](#)

[Electronic Signatures Regulations 2002](#)

The Electronic Communications Act 2000 aims to help build confidence in electronic communications by creating a legal framework for electronic commerce and the use of electronic signatures, both in the private and public sectors. The Act is completed by the Electronic Signatures Regulations 2002, which implements in UK Law the European Directive 1999/93/EC on a Community framework for electronic signatures.

E-procurement legislation

The use of electronic means in the public procurement process is not currently regulated in the UK. The new EU public procurement directives (2004/17/EC and 2004/18/EC) are expected to be implemented by the end of January 2006. The following areas of use of electronic means in the public procurement process will be regulated by national legislation: rules applicable to communication, storage of data and use of specific procedures, e.g. e-auctions and dynamic purchasing systems.

Re-use of public sector information

[Re-use of Public Sector Information Regulations 2005](#)

The Re-use of Public Sector Information Regulations 2005, which came into force on 1 July 2005, implements in UK law the EU Directive 2003/98/EC of 17 November 2003 on re-use of public sector information (PSI Directive). In May 2005 the UK Government established an [Office of Public Sector Information \(OPSI\)](#), with responsibility for the coordination of policy standards on the re-use of public sector information. Attached to the Cabinet Office, the new body has an extended remit to advise on and regulate the operation of the re-use of public sector information, and will set standards and provide a practical framework to increase transparency and remove obstacles to re-use. According to the government, the OPSI will lead the UK public sector to provide consistent and transparent processes for potential re-users to gain access to public sector information.

eGovernment Actors*Main roles and responsibilities***NATIONAL E-GOVERNMENT****Policy/Strategy****1. Cabinet Office**

The Cabinet Office holds political responsibility for government reform and modernisation and for the UK's e-government policy. The Cabinet Office is a government department which role is to support the Government's delivery and reform programme. It sits at the heart of Government, alongside the Prime Minister's Office and the Treasury, and aims to ensure that the Government delivers its priorities. To this end, the Cabinet Office works with Departments and others to secure excellence in policy-making and responsive, high quality public services. Within the Cabinet Office, the [e-Government Unit \(eGU\)](#) is in charge of driving the e-government agenda forward and of formulating IT strategy and policy.

2. CIO Council

Set up in early 2005, the CIO Council is composed of 30 Chief Information Officers (CIOs) drawn from central government, local authorities and other public agencies such as the police and the National Health Service. The CIO Council meets three times a year and is in charge of working with the e-Government Unit to produce a new IT strategy for Government for the period beyond 2005. It is also aimed at promoting the role of CIOs in the public sector and at increasing the success rate of Government IT projects.

Coordination**e-Government Unit (eGU)**

The Cabinet Office e-Government Unit is in charge of coordinating e-government developments in government departments. It is also in charge of promoting best practice across government.

Implementation**1. e-Government Unit (eGU)**

The eGU is in charge of developing, implementing and operating the main components of the national e-government infrastructure (such as the [Direct.gov.uk](#) citizen portal and the [Government Gateway](#) secure transaction hub).

2. Central Government Departments, Agencies and Bodies

Central government departments and agencies are in charge of implementing departmental or sector-specific information systems and e-government projects.

Support**1. e-Government Unit (eGU)**

The eGU provides support and guidance to Government departments and agencies for the implementation of their e-business strategies.

2. Office of Government Commerce (OGC)

The OGC is an office of the Treasury, which role is to help central civil government and the wider public sector to achieve value for money from their procurement and commercial activities. Its remit also includes providing government departments, their executive agencies and NDPBs with programme and project management support. In particular, the OGC provides information and guidance to help government bodies achieve successful IT-enabled business change. The OGC also performs the [Gateway reviews](#), designed to examine projects at critical stages in their lifecycle to provide assurance that they can progress successfully to the next stage. The OGC is in charge of driving forward the Government's [Efficiency Programme](#), aiming to deliver the Government's target of achieving £21.5 billion (EUR 32.3bn) efficiency gains a year by 2007/08.

Audit/Assurance

National Audit Office (NAO)

The NAO is an independent body in charge of scrutinising public spending on behalf of Parliament. It audits the accounts of all government departments and agencies as well as a wide range of other public bodies, and reports to Parliament on the economy, efficiency and effectiveness with which government bodies use public money to perform their duties and provide services. Over the past years, the NAO has published several reports related to e-government or to departmental ICT projects. Government spending, including on e-government, is also scrutinised by the [Public Accounts Committee \(PAC\)](#) of the House of Commons. As the NAO, the PAC has published several reports related to e-government or specific IT projects in recent years.

Data Protection

The Information Commissioner

The Information Commissioner is an independent supervisory authority in charge of enforcing and overseeing legislation in the field of Data Protection/privacy and Freedom of Information. The Commissioner has a range of duties including the promotion of good information handling and the encouragement of codes of practice for data controllers regarding the collection and processing of personal data. The Information Commissioner reports directly to Parliament.

LOCAL E-GOVERNMENT (ENGLAND)

Strategy

Office of the Deputy Prime Minister (ODPM)

The ODPM holds key responsibilities for regional and local government, and also manages relations between the UK Government and the devolved administrations. The Office is in charge of all aspects of electronic service delivery in local authorities, including local government online funding and the Pathfinder initiative. It has been working with a range of other organisations to develop an [e-government strategy for local government](#), launched in November 2002. The strategy is implemented, among other things, through a series of [National Projects](#) bringing several partners together to develop proven, cost effective, standard products, services and implementation roadmaps for the benefit of all local authorities.

Coordination

Office of the Deputy Prime Minister (ODPM)

The ODPM chairs the Local Government Online Programme Board, coordinating local e-government efforts. Other member organisations include the e-Government Unit (eGU), the Office of Government Commerce (OGC), the Improvement and Development Agency (IDeA), the Local Government Association (LGA), the Society of Information Technology Management (SOCITM), and the Society of Local Authority Chief Executives and Senior Managers (SOLACE).

Implementation

Local Councils

All local councils in England have been requested since 2001 to prepare and submit yearly 'Implementing Electronic Government' (IEG) statements to the ODPM, setting out their vision and plans for electronic service delivery by 2005. The ODPM provides additional funding to those councils having submitted IEGs meeting Government's requirements. In April 2004 the ODPM published the [Priority Outcomes for local e-Government](#) as a means of focusing e-government implementation and use of IEG capital grant money on a series of key shared priorities.

Support

1. [Office of the Deputy Prime Minister \(ODPM\)](#)
2. [e-Government Unit \(eGU\)](#)
3. [Local e-Government National Projects](#)

4. Improvement and Development Agency (IDeA)

IDeA is an agency established by and for local government to promote and support self-sustaining improvement. The agency focuses on a limited number of key areas of improvement and development, among which e-government. Acting on a nation-wide scale, IDeA aims to provide support for the implementation of local e-government and to enable local authorities to co-ordinate and share progress. In particular, it enables local authorities to share information and join up services, and leads a series of national projects to build the infrastructure required to support local e-government (among which the [IDeA Marketplace](#), a national procurement system for local government). IDeA also champions the interests of local government with central government, suppliers and other sectors.

5. Society of IT Management (SOCITM)

SOCITM is the professional association for ICT managers working in and for the public sector. It has over 1450 members from 550 different organisations, drawn primarily from local authorities but also from the police and fire services, housing authorities and other public services delivered locally. SOCITM provides a forum for the promotion, use and development of ICT best practice. It is a significant provider of research, advice and guidance on ICT and e-government to local authorities.

4. Local Government Association (LGA)

The LGA represents all local authorities in England and Wales - a total of just under 500 authorities. Its aim is to put local councils at the heart of the drive to improve public services and to work with government to ensure that the policy, legislative and financial context in which they operate supports that objective. The LGA supports local authorities efforts to meet the challenges set to deliver responsive services to their communities, and places a significant emphasis on the role that e-government can play in delivering this vision.

6. Society of Local Authority Chief Executives and Senior Managers (SOLACE)

SOLACE is the representative body for senior strategic managers working in local government all over the UK. The Society promotes effective local government and provides professional development for its members. SOLACE is represented on the ODPM e-government Programme Board.

Audit/Assurance

The Audit Commission

The Audit Commission is an independent non-departmental public body sponsored by the Office of the Deputy Prime Minister with the Department of Health and the National Assembly for Wales. It is responsible for ensuring that public money is used economically, efficiently and effectively by local authorities and for other public services delivered locally. The Audit Commission is running a project to audit local authorities' e-government efforts.

REGIONAL E-GOVERNMENT (SCOTLAND, WALES AND NORTHERN IRELAND)

The devolved administrations of Scotland, Wales and Northern Ireland each have their own particular approaches to e-government policy.

Northern Ireland

Northern Ireland e-Government Unit

The Northern Ireland e-Government Unit is responsible for promoting, monitoring and reporting on e-government in Northern Ireland. Part of the Office of the First Minister and Deputy First Minister, it encourages and supports the use of ICT in the Northern Irish public services to improve the quality of service delivered and to reduce the cost of service delivery.

Scotland

The Scottish Executive

The Scottish Executive shares the UK Prime Minister's objective for all public services that can feasibly be delivered electronically to be available online by 2005.

This work is being taken forward as part of an area of work which aims to:

- provide the people of Scotland with better access to public services, including through a choice of channels where appropriate;
- continuously improve the delivery of those services;

- ensure that people have the skills, access and awareness to use computers and the internet in their daily lives.

The work of the Scottish Executive's teams in this area is focused on supporting better delivery of public services through a variety of channels and on tackling underlying technical issues such as interoperability and authentication.

The Customer First programme is a strategic framework for the Scottish Executive and Scottish local authorities. It provides a common national framework to support the delivery of consistent and measurable improvements in local customer services. It also sets out how the local authorities can work towards more integrated service delivery while increasing efficiency and reducing costs.

The Scottish Executive is also committed to joining up service delivery across the whole of the Scottish public sector according to citizens' needs. This is being achieved by working with local government service providers, as part of the Customer First programme, to create a citizen's account system. This will be a managed service to allow people's basic details to be held centrally and shared when appropriate with service providers. It will make it easier for people to interact with a range of service providers, speeding up transactions and leading to efficiencies for both service providers and users. It will be linked to a voluntary entitlement card which can support a range of applications.

Wales

The [National Assembly for Wales](#) published in July 2001 its strategy for leading Wales into the information age ([Cymru Ar-lein/Online for a better Wales](#)). An Information Age Advisory Group (IAAG), made of representatives of the public, private and voluntary sectors, has been formed to advise the Minister for Assembly Business and e-Minister of the National Assembly for Wales in developing the Information Society Strategy. A key commitment is to use ICT to deliver first class public services structured to meet the needs of citizens, and to ensure more active involvement of citizens and businesses in the development and formulation of public policy.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for e-government

Name: Jim Murphy

Job title: Parliamentary Secretary, Cabinet Office

Picture:



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Tel: + 44 20 7270 1234

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Minister responsible for local e-government

Name: Jim Fitzpatrick

Job title: Parliamentary Secretary, Office of the Deputy Prime Minister

Picture:



Contact details:

Office of the Deputy Prime Minister

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Head of e-government

(i.e. head of e-government agency/directorate)

Name: Ian Watmore

Job title: Head of e-Government Unit / Government CIO

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Direct.gov.uk

Launched in March 2004, Direct.gov.uk is the UK Government's citizen portal. It provides citizens with a single entry-point to online public services. Unlike its predecessor UK online, Direct.gov.uk is not organised on a "life-cycle episodes" model but on the basis of major public services areas (e.g. health, education, employment, etc.) and of target customer groups (parents, disabled people, young people, etc.). The depth of information presented on Direct.gov.uk is also much greater, reducing the need for users to navigate further sites. To this end, the content of the portal is maintained not by a central team but by "franchise teams" within government departments. Since April 2004 the Directgov service is also available via digital TV, enabling the more than ten million UK households equipped with digital television to access public services information through their TV sets. A separate e-government portal for businesses, BusinessLink.gov.uk, was launched in November 2003, providing access to government information and services for businesses, business owners and managers.

Network

Government Secure Intranet (GSI)

Initially launched in April 1998, the Government Secure Intranet (GSI) is the primary network infrastructure for connecting and joining up central government departments and agencies. It provides a secure and reliable connection to the Internet, including secure access to the web, file transfer and search facilities, directory services, web publishing, and a mechanism for exchanging electronic mail both within the GSI community and over the Internet. An upgraded and improved version of the GSI went live in February 2004, providing users with restricted-level access to better services and functionalities while at the same time driving down costs. The new service is based on an IP Virtual Private Network, is capable of carrying voice and video data, involves broadband technology, and allows for separate virtual private networks for closed user groups. It also expands beyond the boundaries of the previous network to cover local authorities. Already connecting over 350,000 users in central and local government, the new GSI is designed to become a central infrastructure for e-government countrywide. It could be extended to organisations such as the National Health Service and the Ministry of Defence, and may ultimately link a million users.

e-Identification infrastructure

Government Gateway

The Government Gateway, launched in February 2001, is a central registration and authentication engine enabling secure authenticated e-government transactions to take place over the Internet. Users need to register with the Gateway in order to enrol for using online government services and subsequently transact securely with government departments. Built on open standards, the Gateway also enables the joined-up delivery of government services by allowing different systems in different departments to communicate with the Gateway and with each other. Depending on the type of government transactions, user identification is based either on a digital certificate issued by an accredited certification authority, or on a User ID (supplied by the Government Gateway) and a password (chosen by the user) for government services that do not require the level of security provided by digital certificates. Over the longer term, [electronic ID cards](#) are likely to become the preferred identification method for e-government services. The Government has laid down plans for the phased introduction of e-ID cards in the UK, which are currently before Parliament. Under these plans, UK e-ID cards would contain a microchip storing personal data, biometric identifiers, and an electronic signature for secure access to e-service. Distribution of the cards would start in 2008.

e-Procurement infrastructure

There is currently no central e-procurement infrastructure in the UK. However, the OGC operates (through its trading arm OGCbuying.solutions) [Catalist](#), a catalogue-based electronic procurement scheme. Catalist provides public sector organisations with a simplified means of procuring and contracting for a wide range of products and services (information technology, telecoms services, professional services, facilities support), based on a series of Framework Agreements signed by OGCbuying.solutions with a number of suppliers. OGC and OGCbuying.solutions also have plans to set up an **e-Procurement platform** called [Zanzibar](#). Zanzibar will consist in an e-procurement hub including 3 features: an electronic marketplace containing details of Public Sector supplier contracts, a Purchase to Pay solution, and a pan-Public Sector data warehouse. It will be available through a single point of access for buyers and suppliers. The Zanzibar system is expected to go live at the beginning of 2006. For local government procurement, the Improvement & Development Agency has developed [I&DeA marketplace](#), a web-based, central ordering system that allows the whole purchase to pay process to be conducted electronically. A [National e-Procurement Project](#) has also been launched as part of the local e-government strategy to deliver standard e-procurement tools for local councils.

Knowledge Management infrastructure**Knowledge network**

The Knowledge Network (KN) is a government-wide electronic communication tool helping government departments to share knowledge with each other, and providing an online collaborative working environment across government. The KN was launched in October 2000 and is currently available to around 55,000 users through the Government Secure Intranet.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. *Income Tax Declaration*
2. *Job Searches by labour Offices*
3. *Social Security Contributions*
4. *Personal Documents*
5. *Car Registration*
6. *Application for Building Permission*
7. *Declaration to the Police*
8. *Public Libraries*
9. *Certificates (birth, marriage) Request and Delivery*
10. *Enrolment in Higher Education*
11. *Announcement of moving (change of address)*
12. *Health-related services (e.g. appointments for hospitals)*

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- *Stage 1 - Information: online information about public services*
- *Stage 2 - Interaction: downloading of forms*
- *Stage 3: Two-way interaction: processing of forms, including authentication*
- *Stage 4: Transaction: full case handling, decision and delivery (payment)*

1. Income taxes (declaration, notification of assessment)

Responsibility: Central Government, HM Revenue & Customs
Website: <http://www.hmrc.gov.uk/individuals/tmaself-assessment.shtml>
Sophistication stage: 4/4
Description: Online self-assessment system enabling individuals and agents to send tax returns over the Internet and offering automatic calculation of tax and faster repayments. Requires registration with the [Government Gateway](#).

2. Job Search services by labour offices

Responsibility: Central Government, JobCentrePlus
Website: <http://www.jobcentreplus.gov.uk/>
Sophistication stage: 3/3
Description: Fully functional job search facility enabling job seekers to look for jobs nationwide. Applications are handled in Job Centres or over the phone through a call centre (Jobseeker Direct).

3. Social security benefits

a. Unemployment Benefits

Responsibility: Central Government, JobCentrePlus
Website: <http://www.jobcentreplus.gov.uk/>
Sophistication stage: 1/4
Description: Information only.

b. Family allowances

Responsibility: Central Government, HM Revenue & Customs
Website: <http://www.hmrc.gov.uk/childbenefit/>
Sophistication stage: 4/4
Description: The Child Benefit e-service allows parents to send an electronic claim or report a change of circumstances over the internet. It uses the [Government Gateway](#) to do this securely. Since 2003, part of family support is payable under the form of [tax credits](#) (Child Tax Credit and Working Tax Credit) paid by HM Revenue & Customs. The tax credits website enables online calculation of entitlement, filling and submission of applications, prior to electronic payment.

c. Medical costs (reimbursement or direct settlement)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for the UK. Most treatment in the National Health Service (NHS) is free at the point of delivery. There can be charges for some things (NHS prescription and dental charges, optical and hospital travel costs), for which help with some health costs is limited to people living on a low annual income (maximum amount is decided for each tax year). Health costs outside the public health service are not reimbursed.

d. Student grants

Responsibility: Central Government, Student Loans Company (SLC)
Website: <http://www.studentsupportdirect.co.uk/>
Sophistication stage: 4/4
Description: Launched in November 2004, the Student Finance Direct portal enables students in England and Wales to apply for a range of financial support products (loans, grants, allowances, etc.) online. Registered users can apply for loans via a simple online form, check their loan accounts online, see details of scheduled payments, view correspondence, and update their profile. A specific online application service has already been in operation for some years in Scotland (set up by the [Student Awards Agency for Scotland – SAAS](#)), where the student support regime differs from that in England and Wales.

4. Personal Documents (passport and driving licence)

a. Passport

Responsibility: Central Government, UK Passport Service (UKPS)
Website: <http://www.passport-application.gov.uk/>
Sophistication stage: 3/3
Description: Secure site designed to help UK Nationals complete a passport application form on screen (users can request online or telephone help if necessary) and to pay the application fee online. Once the fee has been paid the application form can be submitted online. The pre-printed application form will then be returned by post to the applicant to sign, date, and return to the UKPS for processing.

b. Driving License

Responsibility: Central Government, Driver and Vehicle Licensing Agency (DVLA)
Website: <http://www.dvla.gov.uk/drivers/applydl.htm>
Sophistication stage: 1/3
Description: Information online form ordering service.

5. Car registration (new, used and imported cars)

Responsibility: Central Government, Driver and Vehicle Licensing Agency (DVLA)
Website: <http://www.dvla.gov.uk/vehicles/vehicle.htm>
Sophistication stage: 2/4
Description: Information and forms to download.

6. Application for building/planning permission

Responsibility: Local Government
Website: <http://www.planningportal.gov.uk/>
Sophistication stage: 1/4
Description: The Planning Portal, developed by the Planning Inspectorate and a number of other stakeholders, provides access to information on the planning process. It enables users to download planning applications forms. For some local authorities the form can be submitted electronically with attachments, and the associated fee can be calculated, with an option to pay electronically in some cases. The government intends to create a single standard planning application form, which will be available on the Planning Portal.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Police Information Technology Organisation (PITO)
Website: <http://www.online.police.uk/>
Sophistication stage: 3/3
Description: Online notification of certain minor crimes (theft, criminal damage / vandalism, theft from a motor vehicle, damage to a motor vehicle). For more serious complaints, information on ways to contact local police forces.

8. Public libraries (availability of catalogues and search tools)

Responsibility: Central Government/Local Government
Website: N.A.
Sophistication stage: 2/3
Description: Most public libraries have online catalogues.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, General Register Office (part of the Office for National Statistics)
Website: <http://www.gro.gov.uk/gro/content/certificate/>
Sophistication stage: 3/3
Description: The General Register Office (GRO) now offers the facility to order certificates online, which can be used to place orders using the GRO index reference and for certificates dating from 1900 up to 18 months before the request date where the exact details are known. The service applies for England and Wales only. The [General Register Office \(Northern Ireland\)](#) also has an online request facility, while the [General Register Office for Scotland](#) provides information only.

10. Enrolment in higher Education/university

Responsibility: Universities and other higher education institutions, Universities and College Admissions Service (UCAS)
Website: <http://www.ucas.com/apply/>
Sophistication stage: 4/4
Description: UCAS is the central organisation that processes applications for full-time undergraduate courses at UK universities and colleges. UCAS Apply is a secure web-based system allowing applicants to apply online to UK higher education.

11. Announcement of moving (change of address)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for the UK, where there is no obligation to inform the authorities of a change of address. However, the commercial website iamMoving.com enables citizens to notify a change of address to multiple public and private organisations. The service is free for users and paid for by partner organisations.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for the UK. However, the [NHS Direct Online](#) website provides health information and advice for the people of England. It is supported by a 24-hour nurse advice and information helpline and is also accessible through digital TV. The NHS is currently implementing an [electronic booking system](#) that will enable GPs to book hospitals appointments electronically for their patients.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- Stage 1 - Information: online information about public services
- Stage 2 - Interaction: downloading of forms
- Stage 3: Two-way interaction: processing of forms, including authentication
- Stage 4: Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility: Central Government, HM Revenue & Customs
Website: http://www.hmrc.gov.uk/ebu/payee_online.htm
Sophistication stage: 4/4
Description: Internet service enabling employers to submit and receive PAYE (Pay as You Earn) and NIC (National Insurance Contributions) forms and returns over the Internet, and to make payments electronically. Requires registration and enrolment with the [Government Gateway](#). An EDI-based service is also available.

2. Corporation tax: declaration, notification

Responsibility: Central Government, HM Revenue & Customs
Website: <http://www.hmrc.gov.uk/ctsa/index.htm>
Sophistication stage: 4/4
Description: Service enabling companies and agents to send Corporation Tax returns, computations and accounts over the Internet, and to make corresponding payments. Companies can also view details of their Corporation Tax position with the Revenue online, including liabilities and payments for each accounting period as well as any interest or penalties that may have been charged. The system requires registration and enrolment with the [Government Gateway](#).

3. VAT: declaration, notification

Responsibility: Central Government, HM Revenue & Customs

Website: <http://customs.hmrc.gov.uk/>
Sophistication stage: 4/4
Description: Service enabling declaration and payment of VAT online. Requires registration and enrolment with the [Government Gateway](#).

4. Registration of a new company

Responsibility: Central Government, Registrar of Companies (Companies House)
Website: <http://www.companieshouse.gov.uk/>
Sophistication stage: 3/4
Description: Information and forms for company registration and company information submission. Forms for company registration can be submitted electronically using an online '[Electronic Filing](#)' service.

5. Submission of data to statistical offices

Responsibility: N.A.
Website: N.A.
Sophistication stage: N.A.
Description: This service is not relevant for the UK, where businesses are not obliged to submit data to the national statistical office.

6. Customs declarations

Responsibility: Central Government, HM Revenue & Customs
Website: <http://www.hmrc.gov.uk/online/>
Sophistication stage: 4/4
Description: Electronic services (web-based and EDI-based) available to importers and for declaration and payment of customs operations.

7. Environment-related permits (incl. reporting)

Responsibility: Central Government, Environment Agency (England and Wales only)
Website: <http://www.environment-agency.gov.uk/business/>
Sophistication stage: 2/4
Description: Information and downloadable forms.

8. Public procurement

Responsibility: Central Government, Office of Government Commerce (OGC) and OGCbuying.solutions
Website: <http://online.ogcbuyingsolutions.gov.uk/>
Sophistication stage: 2/4
Description: Catalist is a catalogue-based electronic procurement scheme, providing public sector organisations with a simplified means of procuring and contracting for a wide range of products and services (information technology, telecoms services, professional services, facilities support), based on a series of Framework Agreements signed by OGCbuying.solutions with a number of suppliers. OGC and OGCbuying.solutions also have plans to set up an e-Procurement platform called [Zanzibar](#). Zanzibar will consist in an e-procurement hub including 3 features: an electronic marketplace containing details of Public Sector supplier contracts, a Purchase to Pay solution, and a pan-Public Sector data warehouse. It will be available through a single point of access for buyers and suppliers. The Zanzibar system is expected to go live at the beginning of 2006.



<http://europa.eu.int/idabc/egovo>