Factsheet Austria

Main interoperability activities

Austria currently has no explicit named National Interoperability Framework (NIF) document available but is applying a document[1] describing the Austrian approach for eGovernment interoperability. This document can be seen as a valid alternative to a traditional NIF document as it describes the main elements typically found in a NIF. A NIF aligned to the EIF is being drafted and is expected to be published before the end of 2012.

Summary of the NIF

The document '**Austria minds about interoperability**' introduces eGovernment interoperability approaches and its advantages to citizens, business people, and public administration collaboration models. The Austrian eGovernment strategy is based on basic concepts, base components and (open) standards, which serve as guidelines for the implementation of electronic services and the creation of the underlying infrastructure.

The **HELP.gv.at**[2] and **usp.gv.at**[3] site as "one-stop shopping" portals for citizens and enterpreneurs and the application of the citizen card (e.g. Mobile Phone based identification and signature) as a uniform system of electronic identification and signature contributed significantly to the success of eGovernment in Austria. Entire procedures are able to be carried out electronically without changes in the type of media (e.g., switching between electronic and paper format), starting from applying authentication and paying fees, to internal processing (ELAK) and delivering official documents and notifications via electronic delivery service.

The **eGovernment Act**[4] forms the legal foundation for electronic communication with public bodies. Austria stresses the importance of a modern, secure, flexible and expandable IT infrastructure for eGovernment. The high level of security and data protection has been affirmed many times through numerous international awards.

The **Federal Platform Digital Austria**[5] was founded in 2005 by the Austrian Federal Chancellery as country-wide platform to help coordinate on a uniform eGovernment strategy (including interoperability) for the Federal Government, the provinces, municipalities and local authorities and businesses.

The platform **reference.e-government.gv.at**[6] is the main collaboration platform of the e-Government in Austria stakeholders for organisational, semantic, technical and legal artefacts, issues and services which was agreed in the Austrian e-Government strategy. Furthermore it contains and documents the approaches of the different working groups existing today in Austria.

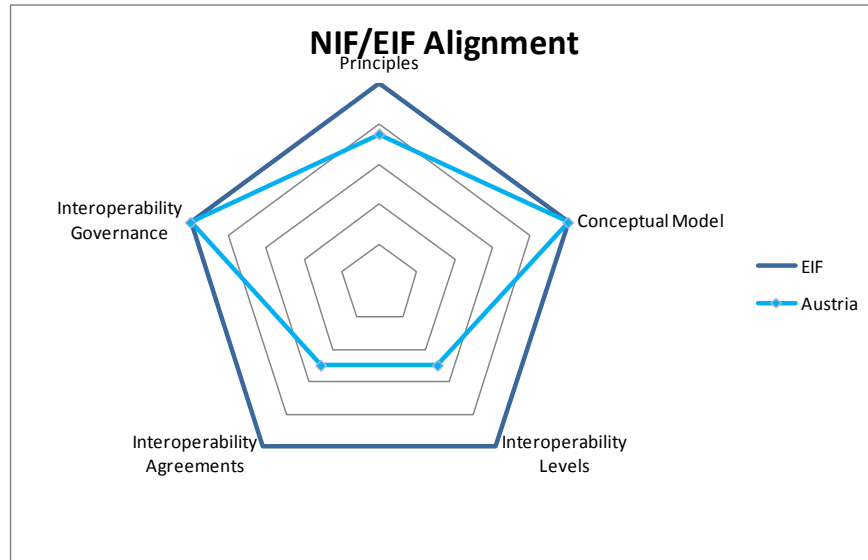[1] 200911 Austrian minds about Interoperability Reichstädter.pdf; Reichstädter, Peter; Vienna; November 2009

[2] https://www.help.gv.at

[3] https://www.usp.gv.at

[4] The Austrian E-Government Act , 2004, http://www.digitales.oesterreich.gv.at/DocView.axd?CobId=19380

[5] http://digital.austria.gv.at/

[6] http://reference.e-government.gv.at

Alignment NIF/EIF

Austria is fully aligned with the EIF on the 'conceptual model' and 'interoperability governance'. It has a strong alignment on the 'principles' and a fair alignment on the 'interoperability levels' and the 'interoperability agreements'.

Austria aligns fully with seven of the twelve EIF **principles**. These seven principles are: User-centricity, Inclusion and accessibility, Security and privacy, Transparency, Reusability, Technological neutrality and adaptability, and Effectiveness and efficiency. The remaining principles are only partially aligned with the EIF.

Austria is fully aligned with the EIF on the **conceptual model**. Austria describes a communication architecture containing typical eGovernment components. The exchange of information between the parties is carried out over a dedicated communication platform Elak. Elak functions as a hub, using web services, integrating different applications and data sources. The Electronic Data Interchange Format (EDIAKT) is used for information exchange between different electronic record systems.

Austria is partially aligned on **the interoperability levels**. A number of basic legal frameworks exist forming a foundation for more comprehensive regulations addressing specific legal requirements. To achieve semantic interoperability, Austria puts forward XML structures for business objects, a XML toolbox, a XML structure for personal data and the EDIAKT format.

Austria is fairly aligned with the EIF on the **interoperability agreements**. However on the reference.e-government.gv.at platform many standards can be found covering the four levels of interoperability.

No **governance framework** was observed. However, Austria puts forward the Federal Platform Digital Austria (PDA) as centre stage for coordination and strategy of eGovernment in Austria by the Federal Government. All eGovernment projects in Austria now run under the Federal Platform Digital Austria designation.

Other initiatives on interoperability

No further observations.

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