

[eGovernment in]

Germany

Deutschland



eGovernment
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- Country Profile
 - History
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 - Actors
 - Who's Who
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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Germany. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 80 523.7 inhabitants (2013)

GDP at market prices: 2 737.8 million Euro (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 123.0 (2012)

GDP growth rate: 0.4 % (2013)

Inflation rate: 1.6 % (2013)

Unemployment rate: 5.1 % (2014M02)

Government debt/GDP: 81.0 % (2012)

Public balance (government deficit or surplus/GDP): 0.1 % (2012)

Source: [Eurostat](#)

Area: 356 854 km²

Capital city: Berlin

Official EU language: German

Currency: Euro

Source: [Europa website](#)

Political Structure

Since its reunification in 1990, Germany has been a **federal republic** made up of 16 states – or '*Länder*' – one of which is the capital city, Berlin. These *Länder* have their own legislative and executive bodies.

At the 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 620. Parties must win at least 5 % of the national vote, or three constituency seats to gain representation. The Upper House (Federal Council or [Bundesrat](#)) consists of 69 members, designated by the governments of the *Länder*, 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 *Länder*). 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.

Head of State: President [Joachim Gauck](#) (since 18 March 2012).

Head of Government: Chancellor [Angela Merkel](#) (since November 2005).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 88 % (2013)

Percentage of enterprises with Internet access: 98 % (2013)

Percentage of individuals using the Internet at least once a week: 80 % (2013)

Percentage of households with a broadband connection: 85 % (2013)

Percentage of enterprises with a broadband connection: 86 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 60 % (2013)

Percentage of enterprises having received orders online within the previous year: 26 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 49 %, downloading forms 66 %, returning filled forms 61 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 49 %, downloading forms 84 %, returning filled forms 61 % (2013)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

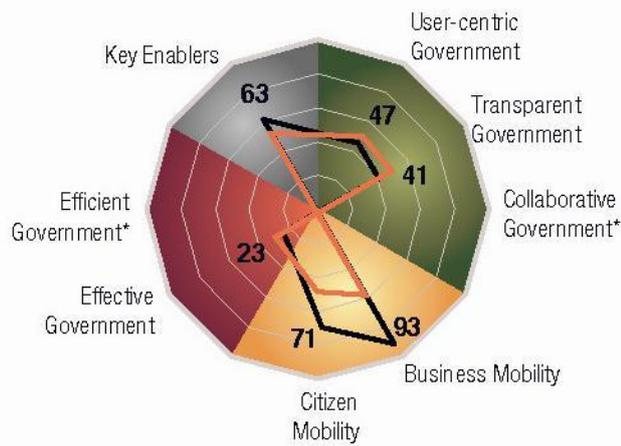
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

EGOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- DE
- EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2012](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

March 2014

- ▶ Three ministries will work together to plan and implement the Digital Agenda, which they hope the Federal Cabinet will adopt in summer 2014. Federal Minister of the Interior, Thomas de Maizière, and his colleagues Sigmar Gabriel, Federal Minister for Economic Affairs and Energy, and Alexander Dobrindt, Federal Minister of Transport and Digital Infrastructure, [spoke](#) about the government's Digital Agenda to meet the challenges of the digital information age. The three ministers stressed that the measures called for in the plan will be coordinated effectively, and that all stakeholders will be involved in finalising and implementing the Digital Agenda and its seven main areas of action: digital infrastructure and the expansion of broadband; the digital economy; innovative government; digital society; research, education and culture; security, protection and trust for society and business; and the European and international dimension of the digital revolution.
- ▶ The [IT Planning Council](#) (IT-Planungsrat) [sets](#) its work priorities for 2014 at its spring meeting on the sidelines of the CeBIT in Hanover. Amongst other things it will engage with the Digital Agenda, which the new Federal Government has agreed in its coalition agreement. With the programme 'Digital Government 2020', with which the new government wants to promote eGovernment and modernise the administration, the IT Planning Council will propose actions from its federal point of view. These include, for example, 'business-friendly administration' and consistently simplified authority contacts ('one-stop agency').
- ▶ The single phone number for contacting government authorities in Germany, 115, has now new channels. At CeBIT 2014, the first exhibition samples of the 115 application were presented. With this application, the potential use of the 115 number will be expanded beyond phone in the future. Although development is still at the beginning, the first step towards a multi-channel use of the 115 has been made.

January 2014

On 14 January 2014, Cornelia Rogall-Grothe, State Secretary at the Federal Ministry of the Interior and Federal Government Commissioner for Information Technology, gives the starting signal for the pilot project '[Model Community eGovernment](#)'. In late October, the Federal Ministry of the Interior, together with the municipal associations - the German Association of Cities, the German County Association and the German Association of Cities and Municipalities - had called the local authorities to participate in the project and to apply eGovernment to local government services.

December 2013

The 115 number, the single phone number for contacting government authorities in Germany, was further expanded in 2013: A total of 60 cities, counties and municipalities have activated the 115 number this year, including the country's main cities of Stuttgart and Potsdam. The unified German public service telephone number 115 will be used by around 27 million citizens in 340 municipalities by the end of the year.

August 2013

On 1 August 2013, the law on the promotion of eGovernment and to amend other provisions (E-Government Act) [comes into force](#). This way, administrative matters are easier for citizens and business, because anyone can, regardless of the location and opening times, contact the authorities. Specifically, the authorities are now encouraged to offer citizens and businesses an electronic payment option, electronic access to documents, electronic files management and extensive online information. At the same time, citizens have more opportunities to use the eID function of the new identity card and save a lot of time by using Web Forms citizens to prove their identity to the authorities.

June 2013

During its meeting on 6 June 2013, the IT Planning Council gives the green light for work on the 'Digital Agenda Germany' to begin. One of the main tasks of the 'Digital Agenda Germany' is to improve cooperation between the different levels of government in the IT sector. The IT Planning Board discusses the interim results of a federal / state working group on this issue during the meeting. As a further contribution to the 'Digital Agenda Germany', the IT Planning Council has consistently advocated developing other areas of application for the new ID card at federal and state level.

On 7 June 2013, the federal parliament paves the way for simplified, user-friendly and more efficient eGovernment services with the passing of the [eGovernment Act](#) (act on the promotion of eGovernment and to amend other provisions - eGovG). The act is a big step forward for all stakeholders, as it relieves the administrative burden on citizens and government alike. At the same time, the implementation of the act will be a great challenge for the public sector.

February 2013

On 19 February 2013, the prototype of [GovData](#) - the national data portal - went online, providing citizens and businesses with easier access to and reuse of administrative data. The portal will be continuously evaluated through testing. The decision about whether the portal is going to continue will be made in 2014 after consultation with the federal states. Initially, it will offer environmental, geographical and statistic data as well as data from the existing national open data portals. Gradually, new data will be made available. The portal has been developed by FOKUS, the Fraunhofer Institute for Open Communication Systems on behalf of the Federal Ministry of the Interior, in coordination with the federal state 'Open Government' working group.

News 2012-2001

2012

- ▶ The single phone number for contacting government authorities in Germany, 115, was welcomed by the citizens, as indicated by a survey from the Institute of Allensbach. The findings of the survey in December 2012 show that the central and local press and publicity work begun to bear fruits: In the areas where the authorities' number is unlocked, 49 percent have already heard of the 115. In 2012, 150 additional local authorities joined the 115 service. In total, the number of users has increased tenfold in since the beginning of the pilot phase in 2009.
- ▶ On *8 March 2012* the German Federal Ministry of the Interior announced the launch of a new eGovernment initiative. This initiative is intended to satisfy the information needs of the federal, state and local authorities in relation to [De-Mail](#) and the new identity card by developing a broad internet-based knowledge platform and by supporting the practical implementation of infrastructure in targeted projects. The key measure will be the support to pilot projects and implementation projects. In this way, best practice solutions for federal, state and local authorities will be identified and piloted. According to the 'one-for-all' principle, attractive applications and procedures with high added value for many users in the German administration should be located and implemented.

2011

- ▶ 'XVergabe', Germany's **eTendering** cross-platform communication standards project, [has](#) since *July 2011* an official [website](#). The project XVergabe aims to develop platform-independent eTendering standards for the cross-platform exchange of documents and data between the bidders and the eTendering platforms. The standards are planned to be available in early 2012. For the time being, the [xvergabe.org](#) website contains basic project information as well as the most important documents that are released as part of the project's work. Moreover, it includes useful links, contact details and information regarding the next steps of the project. In Germany, less than 5 % of all tenders in public procurement processes are being transmitted electronically, largely due to the fragmented and incompatible interfaces of the solutions providers.
- ▶ On *30 June 2011*, at its 5th Meeting, the IT Planning Council [takes](#) the first steps towards the implementation of the new **National eGovernment Strategy**, with the strategic goals being outlined in a [memorandum](#). A list of concrete implementation measures is planned to be confirmed by 13 October 2011. Their main focus is placed on the building of a federal infrastructure and the aligning of individual measurements. The members of the IT Planning Council also agreed on the joint development of an eID Strategy, which will enable citizens to securely exchange data with the administration and businesses through the Internet. The major focus is on protecting 'electronic identities' and on the simple and secure use of the services provided by the state.
- ▶ The '[Act to regulate De-Mail services and amendments to other legislation](#)' enters into force on *3 May 2011*. De-Mail enables the sending of traceable and confidential documents and messages online. Compared to conventional e-mail, the delivery of the De-Mails can be proven. It is not possible to read or manipulate the contents of a De-Mail on its journey across the Internet. De-Mail providers will be screened in a certification process that is specified by the legislator. So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Deutsche Post AG have become accredited De-Mail providers.
- ▶ The Federal Ministry of the Interior and its subordinate authorities may now call on the [assistance](#) of the process management centre of excellence at the Federal Office of Administration when designing processes. After the establishment of a central process portal, the introduction of a uniform process management will thereby continue to be supported and advanced. The project is funded by the IT investment programme.
- ▶ At Document Freedom Day on *30 March 2011*, the Free Software Foundation Europe (FSFE) [awards](#) the German City of Munich a Document Freedom Day Prize, for promoting free software by using the [LiMux](#) project. At the moment, LiMux is the largest GNU/Linux project in Germany. It is expected that with this project, 80 % of the 15 000 PC desktops of the city council of the capital city of Bavaria will have migrated to the free operating system GNU/Linux by 2013. Since 2009, all PC desktops have moved to a free office-communication platform (OpenOffice.org, Thunderbird, Firefox) and almost 6 000 computers have been using the LiMux client.
- ▶ The single phone number for contacting government authorities in Germany, [115](#), is among the [winners](#) of the '[365 Landmarks in the Land of Ideas](#)' competition. An independent jury of experts selected 365 winners from about 2 600 applications; the winners were introduced to the public from *1 March 2011* during a series of regional events.

2010

- ▶ Since *1 December 2010*, the 115 service, the **single phone number** for contacting government authorities in Germany is in operation in Magdeburg, the capital city of Saxony-Anhalt. The 115 service is now expanding in more regions of Lower Saxony and North Rhine-Westphalia. In addition, other federal agencies join the D115 network, including the Federal Office for Migration and Refugees, as well as the Federal Railway Authority. Approximately another 50 federal agencies will be connected to the 115 service by the end of 2011. The 115 service is in operation from Monday to Friday, from 8:00 to 18:00. 75 % of the calls are answered within 30 seconds by the service centre

staff. The D115 initiative was promoted by the governmental programme 'Integrated and transparent management'.

- ▶ Germany's new electronic ID card is [launched](#) on *1 November 2010*. The new eID card in credit card format replaces the existing national identity card and offers more functions than the current conventional ID. The online function of the national ID, enables cardholders to identify themselves online with the use of a secret PIN, when dealing with government authorities as well as private service providers, for example within eShopping or eBanking. This will make it faster, more economical and secure to open and log in to accounts, and verify addresses or age information. The secure e-ID card will help fighting Internet crime and will increase public trust in online transactions.
- ▶ In *September 2010*, the IT Planning Council adopts the [National eGovernment Strategy](#), aimed at ensuring a common orientation for eGovernment activities and efforts at federal, state and local levels. The strategy envisages bringing the country into a leading position in the field of eGovernment at European level by 2015.
- ▶ In *July 2010*, a group of selected IT companies [provides](#) cardholders with an **IT-Security toolkit** to facilitate and ensure a secure use of the new eID card. It contains a secure chip card reader, information about the use of the new eID and the electronic health cards, as well as assembled components made by the companies, such as access to web-based applications or antivirus software.
- ▶ On *30 June 2010*, the Minister for the Interior and Sports of the federal state of Rhineland-Palatinate announces the official launch of a two-year pilot project that aims to develop a 'mobile citizen service' in collaboration with fifteen municipalities of the area. The aim of the project is to equip local government staff with a **modern mobile workstation**.

At the beginning of *June 2010*, the Ministry of the Environment and Conservation, Agriculture and Consumer Protection of the German State of North Rhine-Westphalia launches the [Geoinformation System for Integrated Rural Development](#) portal (GISILE). The portal offers, at all times, user-friendly and updated spatial data for the main tasks pertaining to the integrated rural development in North Rhine-Westphalia.

- ▶ In *May 2010*, the [new German electronic identity card](#) project (*Neuer Personalausweis*) receives the **European Identity Award 2010** in the category 'eGovernment/eHealth'. The "most important award of the year" honours the German Ministry of the Interior for their innovative and well thought-out concept that addresses concerns about data security in "exemplary fashion".
- ▶ On *22 April 2010*, the [IT planning Council](#) holds its constituent session. The new council is responsible for coordinating and steering cross-disciplined eGovernment projects involving both the Federation and the *Länder*. Moreover, the council replaces the 'Conference of State Secretaries responsible for eGovernment', the 'Committee for Automatic Data Processing at the Federal, State, the Local Level (KoopA ADV)', as well as related sub-committees, holding up to that time responsibility in this area.

The **Inter-Länder Agreement** comes into force on *1 April 2010*. This agreement implements Article 91c of the [German Basic Law \(Grundgesetz\)](#) and provides the basis for the cooperation of the Federal Government and the States with respect to the utilisation of Information Technology in federal and state administrations. Moreover, this agreement provides for the establishment of the IT Planning Council, a new steering body to coordinate efforts in this field.

- ▶ In *January 2010*, the design of the [future German identity card](#) is [unveiled](#). Credit-card sized and made of polycarbonate was issued from November 2010. The new card contains numerous security features in order to increase protection against forgery. A special feature is that the holder's details are digitally stored. It is also capable to carry a digital signature.

2009

- ▶ On *1 August 2009*, within the framework of the second round of reforms of Germany's federal structure, the most [important changes](#) in the **German Basic Law (Grundgesetz)** [come into force](#) in

form of the new articles 91c and 91d. The **new Article 91c** aims at ensuring the simplification of IT-bodies and decision-making processes. It also forms the legal basis for the establishment of **consistent electronic communication** between all German authorities. The **new Article 91d** constitutes a vital component for the modernisation of the administration as it provides the legal basis for facilitating the federation and the *Länder* to directly and effectively benchmark their administrations in order to increase their effectiveness.

- ▶ Since *29 June 2009*, the German electronic passports for foreigners [contain](#) an additional **biometric feature**, the traveller's two fingerprints stored in a chip. With this new technology, a high degree of security and protection against abuse of the travel documents has been reached.
- ▶ On *24 March 2009*, the unitary public service number 115 becomes operational in the regions of Berlin, Hamburg, North-Rhine Westphalia and Hesse for approximately ten million people.

On *20 March 2009*, the **Law Improving the Security** of the Federal Government's IT (*Gesetz zur Stärkung der Sicherheit in der Informationstechnik des Bundes*) enters into force, assigning the Federal Office for Information Security's (BSI), a central part within the Federal Government's protection efforts.

- ▶ On *18 February 2009*, the Federal Cabinet adopts the new [Broadband Strategy](#) of the Federal Government. Taking into account the major economic and political importance of broadband networks, also in conjunction with regional development, the new broadband strategy aims at providing both households and businesses with high-capacity broadband connections.

At that same month, the German *Bundestag* adopts the **Act for employment and stability** in Germany. The law encompasses a package of € 4 billion for federal investments. € 500 million of this package will be used to modernise the federal administration's information and communications technology (ICT), and to strengthen the German ICT sector during the economic crisis (IT-Investment Programme).

- ▶ On *29 January 2009*, the Federal Government approves the [Implementation Plan 2009](#) of Germany's eGovernment strategy the 'eGovernment 2.0 programme' which aims at downsizing bureaucracy and at improving the quality and efficiency of public sector services. The new implementation plan, suggested by the Federal Minister of the Interior, presents government's view of an innovative and modern Public Administration with eGovernment.

At that same month, [XRepository](#), the new **online library** for XML based Data Exchange Formats is launched. The new website constitutes a central location for the publication of a broad spectrum of data relating to eGovernment projects, including Data-Models, XML schemes and relevant documentation.

2008

- ▶ In *July 2008*, the German Government [initiates](#) the legislative procedure to introduce an **electronic identity card**. This new card will include an electronic ID function and optionally the inclusion of a qualified electronic signature according to the German signature law.
- ▶ On *15 April 2008*, the Federal Government [adopts](#) the General Administrative Regulation Governing the **Electronic Office ID Card**, thus paving the way for the introduction of the electronic ID card for public employees and military personnel in the federal administration.
- ▶ On *19 March 2008*, the Federal Government approves the [Implementation Plan 2008](#) of Germany's strategy 'Focused on the Future: Innovations for Administration' (including the 'eGovernment 2.0' programme), aimed at downsizing bureaucracy and at improving the quality and efficiency of public sector services.
- ▶ On *1 January 2008*, the new [Federal IT Steering System](#) aiming at improving IT management within the federal government comes into force. The ultimate target is to optimise Federal Administration services, enhance effectiveness and efficiency in IT-based operations and promote IT innovation. A high-ranking IT-Steering Group shall guarantee a smooth congruence between IT-issues, budgeting

and overall political steering, while also co-ordinate large-scale projects. Dr Hans-Bernhard Beus is appointed as the (first) Federal Commissioner for Information Technology.

2007

- ▶ In *December 2007*, a comprehensive database of Germany's **federal administrative regulations** becomes operational. The service is offered free of charge, while the relevant services continuously update the documents that they contribute to the database.
- ▶ On *1 November 2007*, [second-generation ePassports](#) containing two fingerprints start being issued.
- ▶ On *11 September 2007*, the [Digital Image Archives of the Federal Archives](#) go live. The site, which is one of the model projects in the 2007 implementation plan for Germany's eGovernment 2.0 programme, aims at making available on the net a comprehensive collection of government archive pictures ranging from the 19th century wars of unification up to reunification in 1990.
- ▶ As of *July 2007*, Germany begins introducing a **unique identifying number** for taxation purposes (Tax ID) that is to be assigned to every natural person who is subject to either full or limited tax liability in Germany, regardless of age, and will centralise the keeping of ID data at the [Federal Central Tax Office](#).
- ▶ In *June 2007*, the Revision of the Passport Act is approved by the Federal Council. The revised law constitutes the legal foundation for **electronic passports** of the second generation, which have been available since November 2007. In addition to the already adopted digital image, the new ePassports will also feature digital fingerprints of the owner.
- ▶ On *1 March 2007*, the [International Conference 'Advancing eGovernment'](#) takes place in Berlin, Germany. The conference focuses on eGovernment strategies and solutions developed and implemented by Member States and the EU Commission in order to take eGovernment services forward and reduce bureaucracy for all user groups.

At that same month, Germany's **anti-terror database** goes online. The database is shared by the police, the civil and military intelligence services and customs' investigators. It networks information on terrorists, terrorist activities and suspects.

Finally, in *March 2007*, the renewed 'Deutschland Online' portal goes live. The portal offers comprehensive information on the German eGovernment Strategy, pertinent action plans and current eGovernment projects.

2006

- ▶ In *October 2006*, the Federal Coordination and Advisory Agency (KBSt) sets up the **IT Infrastructure Library (ITIL)** on its official website. The library has been originally developed by the British Office of Government Commerce and contains a collection of Best Practices in the area of IT Service Management.
- ▶ In *September 2006*, the German Federal Government adopts the strategy '[Focused on the Future: Innovations for Administration](#)' (*Zukunftsorientierte Verwaltung durch Innovationen*), aiming at the modernisation of the Federal State Administration, at downsizing bureaucracy and at improving the quality and efficiency of public sector services. Integral part of the strategy is the [eGovernment 2.0 programme](#), defining key eGovernment priorities and objectives in view of 2010.
- ▶ On *22 June 2006*, Chancellor Angela Merkel and the First Ministers of the 16 German *Länder* **adopt** the new '**Deutschland-Online**' action plan, aimed at giving new impetus to their existing co-operation on eGovernment and to the adoption of electronic procedures in Public Administration.
- ▶ In *April 2006*, the German Federal Government adopts the programme for '[Bureaucracy Reduction and Better Regulation](#)' (*'Bürokratieabbau und Bessere Rechtsetzung'*). This programme aims at reducing unnecessary administrative costs to promote growth and employment by providing greater opportunity for private commitment, innovation and investment.

- ▶ In *March 2006*, the German Ministry of the Interior [launches](#) a new and updated version of the **Federal Coordination and Advisory Agency** (KBSt) online information website containing comprehensive information on the IT strategies and coordination activities of the government.

2005

- ▶ In *November 2005*, Germany starts issuing **biometric passports**. Called '[ePass](#)', the new German travel document includes embedded radio frequency identification (RFID) chip storing personal information such as the name and date of birth, and a digital facial image of the holder.
- ▶ In *August 2005*, the 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 placing all federal administration services capable of eDelivery online by the end of 2005. The 'BundOnline 2005' target was reached before the final deadline.
- ▶ In *March 2005*, the German Government [presents](#) a common '**eCard** strategy', aimed at providing a common strategic framework for a number of eGovernment smart card initiatives in the areas of citizen identification, social security information and health insurance services.
- ▶ In *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.

2004

- ▶ In *March 2004*, the German Federal Government adopts the [BundOnline 2005 Annual Report and third Implementation Plan](#), which shows steady progress across the federal administration. 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 eProcurement by the end of 2005.

In that same month (*March 2004*), the **MEDIA@Komm-Transfer** project is launched, aimed at identifying and developing transferable eGovernment solutions for German local and regional authorities.

- ▶ In *January 2004*, the German Federal Administrative Court [becomes](#) the first federal institution to use the '**BundOnline 2005 ePayment**' platform. 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 eGovernment transactional services, thereby saving time and development costs to government agencies.

2003

- ▶ In *December 2003*, the '[Information Society Germany 2006](#)' action plan is launched. The plan is intended to further develop the country's capabilities in the information and communication technology field. In the field of eGovernment, key priorities include building a secure infrastructure for delivering transactional public services online.

In that same month, the German Federal Labour Office launches the '**super employment portal**' [Arbeitsagentur.de](#). The portal provides access to databases of job offers and job seekers and features an innovative matching application to help job seekers identify opportunities easily.

- ▶ In *June 2003*, the 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 eGovernment strategy entitled '[Deutschland-Online](#)' (Germany Online).
- ▶ In *February 2003*, the German Federal Government launches the [Initiative to Reduce Bureaucracy](#) (*Initiative Bürokratieabbau*), which specifically aims 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.

At that same month (*February 2003*), the third law on the modification of the provisions of Administrative Procedural Law comes into force, providing electronic signatures with the same legal status as hand-written signatures for all dealings with public authorities.

2002

- ▶ In *December 2002*, the 'BundOnline 2005' Progress Report, an [update](#) of the implementation plan for the eGovernment initiative, is approved by the Federal Cabinet. According to the report, the targets have been met, with more than 160 services of the Federal Administration now provided online.
- ▶ In *August 2002*, the **Federal eGovernment portal 'Bund.de'** is enriched with links to information and services offered by German cities and municipalities. The portal thus covers all of Germany's administration on one joint Internet platform.
- ▶ In *May 2002*, the [Federal Government's eProcurement Platform](#) is launched. It constitutes a virtual marketplace allowing authorities to procure goods and services electronically from a series of pre-concluded/concluded framework contracts and without the need for expensive calls for tender.
- ▶ In *March 2002*, the **Online Form Centre** on the eGovernment portal [Bund.de](#) is launched. 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.
- ▶ In *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.

In that same month (*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 \(BSI\)](#).

2001

- ▶ In *December 2001*, the [BundOnline 2005 Implementation Plan](#) is presented, identifying 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.
- ▶ In *May 2001*, the [Federal Information Security Agency \(BSI\)](#) publishes an eGovernment Manual, designed to provide a reference book and central stock of information on all aspects of eGovernment development.
- ▶ In *March 2001*, the government information and services portal [Bund.de](#) is launched, providing central access to online services of the Federal administration.

News 2000 and before

- ▶ In *2000*, the German Chancellor Gerhard Schröder launches '[BundOnline2005](#)', the eGovernment programme of the Federal government. The objective is to eEnable 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](#)'.

- ▶ In 1999, a new **Forum for the Information Society** is created, in the continuity of the Forum Info 2000 established in 1996. It is composed of experts from different sectors of industry and society.

In that same year, the Government adopts the [Modern State-Modern Administration Programme](#), a wide-ranging programme for Government modernisation, and also launches the federal **Information Society Action Programme 'Innovation and jobs in the Information Society of the 21st century'**, aiming at the promotion of State modernisation through the use of ICT.

1999 is also the year that the [D21 initiative](#) (Germany in the 21st Century) is launched. This private initiative is designed to foster the change from industrial to informational society.

- ▶ In 1998, the '**MEDIA@Komm**' project for the development of local eGovernment solutions is launched. Following a call for proposals, three model regions will be selected to develop innovative and secure eGovernment applications making use of electronic signatures.
- ▶ In 1997, the [Information and Communication Services Act](#) (known as the 'Multimedia Law') enters into force; the law aims at creating uniform economic conditions for the various uses of electronic information and communication services (electronic signature, tele-services, etc.).
- ▶ In 1996, the **Forum Info 2000** is established. It comprises a discussion and advisory forum on Information Society issues, gathering around 180 representatives from various industries and organisations.

In that same year, German Government's first action plan for the Information Society, '**Info 2000: Germany's way to the Information Society**', is presented. 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



ICT Strategy of the German Federal Government: Digital Strategy 2015

The Federal Government has developed a new ICT strategy for the digital future of Germany. It sets the government ICT policy framework for ministries to plan and implement the necessary measures. The ICT strategy, Digital Germany 2015, sets out the priorities, tasks and projects for the

period up to 2015. It aims to do the following:

- ▶ Strengthen competitiveness through the use of ICT in all segments of the economic process
- ▶ Expand digital infrastructure and networks to meet future challenges
- ▶ Safeguard the protected and personal rights of users in the future Internet and in the use of new media
- ▶ Step up research and development in the ICT sector and speed up the translation of R&D findings into marketable products and services
- ▶ Strengthen basic, further and continuing education and training and competencies in handling new media
- ▶ Make consistent use of ICT to cope with social problems, including sustainability and climate protection, health, mobility, administration and the improvement of the quality of life of citizens.

National eGovernment Strategy (2010-2015)

The [National eGovernment Strategy](#) was decided by the IT Planning Council on 24 September 2010 to guide country's eGovernment progress in the upcoming years. The strategy has been developed in cooperation with a broad spectrum of stakeholders from the fields of administration, politics, science and business. Particular care has also been taken to involve citizens in this process, by means of an online consultation which took place during September 2009. [Key aspects](#) of the strategy have already been identified and further discussed within the framework of the Fourth National IT-Conference of the Federal Chancellor held on 8 December 2009 in Stuttgart.

The National eGovernment Strategy aims at ensuring a common orientation for eGovernment activities and efforts at federal, state and local levels in order to bring the country into a leading position in Europe by 2015. Thereby, according to the strategy's vision, eGovernment should be characterised by six objectives:

- ▶ **Orientation on usefulness for citizens, businesses and public administration:** Potential eGovernment users citizens and businesses should be fully aware of the services offered to them and be able to access them. In particular, broadband access in rural areas should be improved as well as citizens' digital/media literacy.
- ▶ **Cost-effectiveness and efficiency:** In order for the public administration to be able to provide rapid, cost-efficient and high-quality services, it should design process chains within the public administration, which should be supported by electronic means, following a customer-centric approach. The various processes will be digitised to the most possible extent, while the Federal Government and the States will put the appropriate legal, organisational and technical instruments in place for ensuring the mandatory use of digital technologies.

- ▶ **Data protection and transparency:** Data protection, security and transparency constitute important preconditions for the citizens to accept, trust and intensively use eGovernment. Therefore, the National eGovernment Strategy aims at ensuring data transparency and security by paying particular attention to only collect and process the data that is absolutely necessary for providing a particular administrative service.
- ▶ **Social participation:** Active participation of citizens and businesses in policy as well as in planning and decision-making processes will be fostered, as far as it is reasonable and allowed by law. Impact and results of participation will be made transparent to citizens and businesses.
- ▶ **Innovation and sustainability:** Federal, State and Local Public Administrations will support the capacity for innovation and openness to change through their own high-performance and client-oriented eGovernment offerings.
- ▶ **Ensuring strong eGovernment support through IT:** Development of IT systems should follow a simple and modular approach. Solutions should be kept as simple as possible, while at the same time they should facilitate scalability. eGovernment relevant data/content, basic services, applications as well as infrastructure will be bundled together in an effort to be re-used by other user groups.

The National eGovernment strategy does not see itself as "an abstract construct" for the federal eGovernment, but as a flexible and practical agenda that can pick up on the new developments at an early stage.

Memorandum for the National eGovernment Strategy (2011)

At its 5th Meeting of the 30th June 2011, the IT Planning Council took the first concrete steps towards the implementation of the National eGovernment Strategy 2010-2015, by publishing a [memorandum](#), which outlines the agreed strategic goals. Their main focus is placed on building a federal infrastructure and aligning individual measurements. According to the memorandum, IT Planning envisages the following **priorities** to be addressed between 2011 and 2015:

- ▶ Transparent government and regulatory actions should be promoted by appropriate measures of information technology and eGovernment.
- ▶ Federal and state governments need to adapt to the IT processes and current threats from the Internet constantly. Therefore, minimum uniform standards for communication between government departments should be developed.
- ▶ Develop a common eID strategy to enable citizens and businesses to securely transact with the administration over the Internet.
- ▶ A federal information management will bring together faster and more efficiently knowledge management to improve public services.
- ▶ Sharing initiatives to federal, state and local governments for cost saving in IT infrastructures are in the making.
- ▶ The definition of IT security and IT interoperability standards is one of the main tasks of the IT Planning Board.
- ▶ The framework for the levels of cross eGovernment should be further developed. The IT Planning supports the coordinated activities of the federal and state laws to further adjust the regulatory framework.

Federal IT-Steering Strategy (2007-2011)

On 5 December 2007, the German Cabinet agreed on a [Federal IT-Steering strategy](#) aiming at improving IT management within the government. The ultimate target was to optimise Public Administration services and promote IT innovation. The strategy took in internal and inter-departmental IT management. It also tackled current issues involving Germany's eGovernment strategy and IT security.

In March 2009, a [Framework](#) (or Implementation Plan) was adopted complementing the Federal IT-Steering Strategy, and aiming at transforming the general strategic objectives into concrete targets. The

plan covered the period up to 31 December 2011, defining a roadmap for the implementation of the new Federal IT Steering structure.

Previous eGovernment Strategies

Deutschland Online Action Plan

Chancellor Angela Merkel and the First Ministers of the 16 German Federal States signed in June 2006 the '[Deutschland-Online Action Plan](#)', aimed at giving new impetus to their existing co-operation on eGovernment, and to the adoption of electronic procedures in Public Administration. The last version of the [Deutschland Online Action Plan](#), as of 24 September 2010, included the following projects:

▶ **[Infrastructure](#) (project led by the Federal Government and Hessen)**

Within the Deutschland-Online Infrastructure (DOI) project, the DOI Net has been setup, featuring accessibility, security and quality aligned to the specific requirements of a capable Public Administration. Gross planning was finalised in 2006. Two important milestones to this direction were the establishment of the incorporate society '[Deutschland-Online Infrastruktur e.V.](#)' and the migration to the new network. According to the provisions of the new Law on Linking up Federal and Land IT Networks (IT-NetzG), responsibility for the new network was transferred to Federal authorities on 1 January 2011.

▶ **[Vehicle Registration](#) (project led by Hamburg)**

The aim of this project is to overhaul and optimise the vehicle registration processes, systematically using eGovernment and the potential of the central online vehicle register kept by the Federal Motor Transport Authority. Thereby, the target is to enable private customers and businesses to conduct the registration processes (registration, deregistration and re-registration) online, wherever possible.

▶ **[Civil Status Registration](#) (project led by Bavaria)**

The project's primary goal is to create the basis for the decision on the future structure of the registry office, by piloting the introduction of a nationwide civil register. The second objective is to develop exchange of data in the XPersonenstand format. The third objective is to provide online registry information of birth certificates for citizens.

▶ **[Registration system](#) (project led by the Federal Government)**

The exclusive legislative power in this field has been transferred to the federal level. Against this backdrop a new federal law shall pass parliament soon. The project's objective is to harmonise and to advance the law on registration of residents to streamline registration procedures, to offer online access to residents for various administrative procedures, to strengthen the level of data protection and to grant 24/7 online-access to registration data for selected public authorities within Germany.

▶ **[National Weapons Registration](#) (project jointly led by the Ministry of Interior of Baden-Württemberg and the Federal Ministry of Interior)**

This project aims at developing a National Weapons Registry to gather related information on a central location. Thereby, of particular importance is information concerning firearms (including ownership certificates, owner details, etc) that shall be electronically collected and kept up-to-date.

eGovernment 2.0 (2006-2010)

On 13 September 2006, the federal cabinet adopted the strategy '[Focused on the Future: Innovations for Administration](#)' (*Zukunftsorientierte Verwaltung durch Innovationen*) aiming at the modernisation of the Federal State Administration, the downsizing of bureaucracy and the improvement of the quality and efficiency of public sector services. An integral part of the strategy consisted of the [eGovernment 2.0](#) programme, which was developed in compliance with the European action plan i2010. It focused on four **fields** of action: enhancement of the federal eGovernment services in terms of quantity and quality;

establishment of electronic collaboration between the Public Administration and the business community; introduction of an electronic Identity Card (eID Card); and development of secure communication infrastructure for citizens, businesses and public administrations. The '[eGovernment 2.0 Final Report](#)', on 20 May 2010, marked the programme's successful completion.

Deutschland-Online (2003-2006)

To foster proper coordination and cooperation between the Federal Government, Federal States and local authorities, the '[Deutschland-Online](#)' joint strategy for integrated eGovernment 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 took part in the agreement through their representative associations. The Deutschland-Online strategy, drawing on the strengths of federalism, provided the framework for cooperation between all administration layers, based on the following five **priorities**: development of integrated eServices for citizens and businesses; interconnection of Internet portals; development of common infrastructures; development of common standards; experience and knowledge transfer.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

German Act to promote electronic government

On 17 June 2013, the Bundestag, with the approval of the Bundesrat, adopted the Act to promote electronic government ([eGovernment Act - EGovG](#)). The German law for the promotion of eGovernment came into effect on 1 August. Its aim is to facilitate electronic communication with the administration and to enable federal, state and local governments to provide simpler, more user-friendly and efficient eGovernment services. The main provisions from Article 1 in the eGovernment Act are:

- ▶ Obligation for the opening of an electronic channel and for the opening of a De-Mail access;
- ▶ Principles of electronic filing and scanning of the replacing;
- ▶ Relief in the provision of electronic evidence and electronic payment in administrative procedures;
- ▶ Fulfilment of obligations by electronic publication and promulgation of official leaves;
- ▶ Obligation to document and analyse processes;
- ▶ Regulation for the supply of machine-readable data files by the administration ("open data").

[German Basic Law, Articles 91c and 91d \(2009\)](#)

On 1 August 2009, within the framework of the second round of reforms of Germany's federal structure, important changes in the [German Basic Law](#) (*Grundgesetz*) came into force with articles 91c and 91d. Article 91c ensures the simplification of IT- bodies and decision-making processes, thus increasing their effectiveness and enabling their adaptation to the needs of the fast evolving technical progress. Besides, the German federation (*Bund*) has now the exclusive legislative competence for the development of a secure linking-up network to inter-connect Federal and Land IT-networks, which will be free of underlying media issues. Furthermore, Article 91d constitutes a vital component for the modernisation of the administration as it provides the legal basis for facilitating the federation and the *Länder* to directly and effectively benchmark their administrations in order to increase their effectiveness, transparency and provision of better public services.

[Law on the combination of information technology networks of federal and state governments \(2009\)](#)

The envisaged objectives of the German Basic Law are implemented through the [Law on Linking up Federal and Land IT Networks](#) (IT-NetzG), adopted on 10 August 2009, as well as through an **Inter-Länder Agreement** which came into force on 1 April 2010. According to this agreement, the IT Planning Council was established and tasked with developing the technical requirements for the core network infrastructure to be used. Moreover, the **IT Planning Council** bears the responsibility to steer cross disciplined eGovernment projects involving both federation and the *Länder*. Finally, the council will also adopt decisions on IT interoperability and security standards.

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*, published in the Federal Gazette on 13 September 2005 and came into force on 1 January 2006. The 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'. The legislation also contains an 'Internet clause' that will force federal administration bodies to make a number of items publicly available online. In extend to the legislation on federal level, certain Federal States also have their own [Freedom of Information Legislation](#).

Data Protection/Privacy Legislation

[Federal Data Protection Act \(2003\)](#)

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. An additional 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.'

eSignatures Legislation

[Digital Signature Act \(2001\)](#)

The German Electronic Signature Act came into force on 22 May 2001, implementing [EU Directive 1999/93/EC](#) on a Community framework for electronic signatures and replacing 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. The Digital Signature Act has been amended by the First law amending the Signature Act (1. SigÄndG) of 04/01/2005.

eCommerce Legislation

[Electronic Commerce Act \(2001\)](#)

The Act on framework conditions for electronic commerce of 14 December 2001 implements the EU eCommerce 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.

eCommunications Legislation

[Act to Regulate De-Mail Services and Amendments to other Legislation \(2011\)](#)

Legal requirement for registration as a De-Mail provider is an 'Act to regulate De-Mail services and amendments to other legislation'. The draft was adopted by the Federal Cabinet on 13 October 2010, and entered into force on 3 May 2011. De-Mail providers have to fulfil high requirements on security, functions, interoperability and data protection. Furthermore De-Mail legislation foresees that providers must not only furnish the stated certificates for security, functionality and interoperability, but must also demonstrate comprehensive measures to protect personal data within the scope of the accreditation procedure. The basic specifications for security, functionality and interoperability were drawn up by the federal government together with future De-Mail providers and laid down in technical guidelines. To ensure compliance with these guidelines, De-Mail providers will be screened in a certification process that is specified by the legislator. With a focus on data protection, the De-Mail concept, for instance, requires that De-Mail providers can enable the setting up of pseudonym e-mail addresses as a means of preventing traceability in communication or consumer profiles. Furthermore, when requested, De-Mail providers must store the user's encryption certificates in the directory service to support (additional) end-to-end encryption of De-Mails.

The German Federal Office for Information Security (BSI) has published the approval criteria on its website: www.bsi.bund.de.

[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.

eProcurement Legislation

[Official Contracting Terms for Award of Service Performance Contracts \(2006\)](#)

Germany through its government has notified the transposition of Directive [2004/17/EC](#), Directive [2004/18/EC](#) and Directive [2005/51/EC](#) into national law through the official contracting terms for award of service performance contracts, published on 6/4/2006. The original contracting terms have been further simplified through the '[Contract Awards for Public Supplies and Services- Part A \(VOL/A\)](#)' published on 29 December 2009 on the Federal Gazette (Volume 61, Nr.196a) and a corresponding correction published on 29 February 2010. The amended [procurement ordinance](#) (*Vergabeverordnung; VgV*), which came into force on 11 June 2010, regulates the submission of electronic bids in the area of public procurement.

Re-use of Public Sector Information (PSI)

[Law on re-use of Public Sector Information \(2006\)](#)

The law on the re-use of Public Sector Information came into force on 19/12/2006 transposing the pertinent EU Directive [2003/98/EC](#). The law regulates the information re-usage of public sector information beyond the public-administrative scope, namely, for shaping new information-products and related services. The law specifies that re-usage of public sector information has to be non discriminative, contemporary and not exclusive. In accordance with the revision of the EU Directive, the law will be revised by July 2015.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Federal Ministry of the Interior

The responsibility for Germany's eGovernment strategy/policy lies with the Federal Ministry of the Interior.

Federal Government Commissioner for Information Technology

The Office of the Federal Government Commissioner for Information Technology (Commissioner) was established on 1 January 2008, in line with the Federal IT-Steering Strategy's guidelines. In accordance with Cabinet's decision the Commissioner is responsible for the following central tasks concerning eGovernment Strategy:

- ▶ elaboration of the eGovernment and IT security strategy - IT- federal;
- ▶ development of architecture, standards and methods for the IT of the federal;
- ▶ control the provision of central IT infrastructure of the federal government.

IT Council

The IT Council is the central body for inter-departmental control at the federal level. Apart from establishing the Office of the Federal Government Commissioner for Information Technology (Commissioner), all government departments have set up a position of a Chief Information Officer (CIO). CIOs of all government departments form the [IT Council](#), which decides on all strategic issues, including Germany's eGovernment strategy and IT security.

Coordination

Federal Ministry of the Interior

The Federal Ministry of the Interior coordinates the combined implementation efforts of all federal ministries and agencies. Better coordination of implementation is achieved through the IT Management at federal level. Responsible for the implementation of the IT Management at federal level within the Federal Ministry of the Interior is the IT Director and Chief Information Officer, Mr Martin Schallbruch.

Federal Government Commissioner for Information Technology

According to the Commissioner, Cornelia Rogall-Grothe: "The most important task of the IT officer of the Federal Government, it is the government-wide IT coordination to a cross-departmental IT management market". Consequently, the Office of the Commissioner brings together the units responsible for the coordination of the 'Information Society', the main IT Strategy of German Federal Administration and the Office of the Task Force 'Deutschland Online' as well as, the unit responsible for the operative trans-departmental IT-Steering. The Commissioner is the key contact person of the Federal Government for cooperating with Federal States, municipalities and all relevant national and international stakeholders on IT-related matters. The Commissioner represents the Federal Government in the IT Planning Council.

IT Planning Council

The IT Planning Council is responsible for steering and coordinating cross disciplined eGovernment projects involving both the Federation and the *Länder*. According to Article 91c of the German Basic Law, the council is tasked with the coordination of the cooperation between Federation (*Bund*) and the States (*Länder*) in the field of Information Technology; decisions on interdisciplinary interoperability and

security standards; the steering of eGovernment projects; and the planning and implementation of the core network infrastructure according to the [Law on Linking up Federal and Land IT Networks](#).

IT Steering Group of the Federal

The main task of the Group is to coordinate IT projects in a timely manner, classify them in the framework of the overall IT architecture and place them on a sound financial basis. The target is to significantly increase the impact of cross-departmental IT management and successfully overcome disunity.

Implementation

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 eGovernment infrastructure components such as the government portal [Bund.de](#), or the Content Management System [Government Site Builder](#).

Individual 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

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 Court also serves as Federal Commissioner for Efficiency in Public Administration. S/he puts forward proposals, recommendations, reports and opinions in order to enhance the efficiency of the federal administration. The Commissioner may also advise Parliament upon request.

Data Protection

Federal Commissioner for Data Protection and Freedom of Information

The Federal Commissioner for Data Protection and Freedom of Information is responsible for the audits/controls of all federal agencies, with regard to the observance of data protection legislation.

Regional & Local eGovernment

Policy/Strategy

German Federal States

All of the Federal States (*Länder*) are currently setting their own eGovernment strategies. As a result of these strategies, nearly all local authorities have an Internet presence and over 80 % of local authorities are already providing relevant online services. Furthermore, a large number of local authorities in Germany offer central access to their online services via highly efficient portals. The Federal *Länder* and local authorities are working in parallel to further expand their own eGovernment services.

Conference of Minister-Presidents and Conferences of Specialised Ministers

The Conference of Minister-Presidents and the Conferences of Specialised Ministers are bodies in which federal states cooperate in their own spheres of responsibility. The federal states use these conferences in order to agree on proceedings in matters of joint interest, develop their position in relation to the federal government and also seek mutually agreed solutions with the federal government.

Coordination

[IT Planning Council](#)

As of April 2010, the new IT Planning Council replaced the former Committee for Automatic Data Processing at the federal, state, and local levels (KoopA ADV) with respect to the technical coordination at state and local levels.

Implementation

Individual Federal States and Municipalities

Individual Federated States and Municipalities are responsible for the implementation of their own eGovernment projects.

Support

[Federal Ministry of the Interior](#)

The ministry is responsible for promoting new structures between the federal, state and local levels in the IT front. The introduction of Article 91c to the [German Basic Law](#) calls for further cooperation in information technology in the administration of federal and state governments.

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, 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

Ministers responsible for eGovernment



Thomas de Maizière
Federal Minister of the Interior

Contact details:

Federal Ministry of the Interior
Alt Moabit 101 D
10559 Berlin
Tel.: +49 30 18 681-0
Fax: +49 30 18 681-2926
E-mail: poststelle@bmi.bund.de
Source: <http://www.bmi.bund.de/>

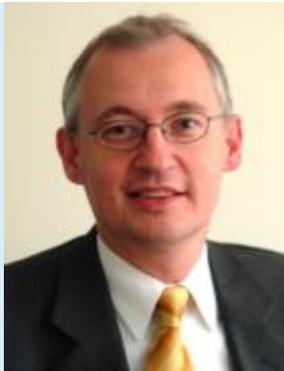


Cornelia Rogall-Grothe
State Secretary in the Federal Ministry of the Interior
Federal Government Commissioner for Information Technology

Contact details:

Federal Ministry of the Interior
Alt Moabit 101 D
10559 Berlin
Tel.: +49 30 18 681-0
Fax: +49 30 18 681-2926
E-mail: StRG@bmi.bund.de
Source: <http://www.cio.bund.de/>

Heads of eGovernment



Martin Schallbruch
IT Director (Chief Information Officer)

Contact details:

Federal Ministry of the Interior
Alt Moabit 101 D
10559 Berlin
Tel.: +49 30 18 681-0-2701
Fax: +49 30 18 681-2926
E-mail: IT-Beauftragter@bmi.bund.de
Source: <http://www.cio.bund.de/>



Erwin Schwärzer
Head of eGovernment Unit

Contact details:

Federal Ministry of the Interior
Alt Moabit 101 D
10559 Berlin
Tel.: +49 30 18 681-2326
Fax: +49 30 18 681-2926
E-mail: poststelle@bmi.bund.de
Source: <http://www.bmi.bund.de/>



Beate Lohmann
Head of Division - Modernisation of the Government

Contact details:

Federal Ministry of the Interior
Alt Moabit 101 D
10559 Berlin
Tel.: +49 30 18 681-1604
Fax: +49 30 18 681-1649
E-mail: O@bmi.bund.de
Source: <http://www.bmi.bund.de/>

eGovernment executives



Michael Hange
President of the Federal Office for Information Security (BSI)

Contact details:

Federal Office for Information Security
P.O. Box 200363
53133 Bonn
Tel.: +49 228 99 95 82-0
Fax: +49 228 99 95 82-5400
E-mail: bsi@bsi.bund.de
Source: <https://www.bsi.bund.de/>



Andrea Voßhoff
The Federal Commissioner for Data Protection and Freedom of Information

Contact details:

The Federal Commissioner for Data Protection and Freedom of Information
Husarenstraße 30
53117 Bonn
Tel.: +49 228 99 77 99-0
Fax: +49 228 99 77 99-550
E-mail: poststelle@bfdi.bund.de
Source: <https://www.bsi.bund.de/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

[Bund.de](#)

'Bund.de' is the German eGovernment services portal, providing central access to the online services by the Federal Authorities and the Federal Administration, also serving as an entry point to German States and Municipalities. Among other services, the portal provides access to an **Online Form Centre** enabling users to find administrative forms, even if they are not aware of the entity 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.

Networks

[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 IVBB provides the main federal authorities with central Internet access and networking services. Up to July 2006, IVBB has also provided access to the IVBB Intranet, which was replaced by the Federal Intranet (*Intranet des Bundes*). The new intranet portal features new content, services and workflows, such as person and federal agencies search engine, a travel management system and access to information and document databases.

The IVBV is a private IP-based communication network, which serves as **intranet** between the different **Public Administration departments**. Its infrastructure facilitates the incorporation of the Berlin-Bonn Information Network (IVBB) as well as of other networks of the Federal Administration into a comprehensive IP-based network, featuring, amongst others, a firewall system, comprehensive encryption of the data communication and permanent observation of the connected users and the established connections.

[Federal Networks \(NdB\)](#)

The Federal Networks (*Netze des Bundes*) will substitute IVBB and IVBV, and increase the efficiency and security (availability and privacy) of the networks involved. The aim is to create a common infrastructure for the federal government in the long term.

[Deutschland-Online Infrastructure \(DOI\)](#)

In June 2006, the 'Deutschland-Online' action plan was approved by the Federal Government and the federal states. A core project within the 'Deutschland-Online' action plan was the '**Deutschland-Online**' Infrastructure project, which aimed at establishing the network-infrastructure for widespread and integrated electronic processing between administrative units. The DOI network is being implemented as a connective network structure (coupling network) for the public administration networks in Germany with junctions to the sTESTA network of the European Union and to the federal networks IVBB and IVBV/BVN that are to be replaced in the project [Federal Networks](#) (*Netze des Bundes*, NdB).

eIdentification/eAuthentication

[The new Electronic Identity Card](#)

Germany's new Identity (eID) Card was launched on 1 November 2010. The new eID card in credit card format replaces the existing national identity card and offers more functions than the current conventional ID. By utilising a microchip, the card provides an online authentication functionality, applicable to both eGovernment and eBusiness transactions. Due to the assignment of authorisation certificates and the mutual authentication, cardholders can be confident that whoever requests their data is also authorised to obtain it. The secure eID card will provide further protection against identity theft and will offer new, user-friendly ways to guarantee valid client-data for service providers and protect young people by age verification. Furthermore, the new eID card includes the optional electronic signature functionality. Cardholders may choose to upload a qualified electronic signature to their ID card, facilitating the card's owner to perform legally binding actions in eGovernment and eBusiness applications. To ensure that national ID cards continue to serve as secure travel documents, the eID cards have biometric identifiers stored on a chip which satisfies requirements for official identity checks – and for this purpose only. All eID cards have a digital biometric photo; cardholders may choose to include two fingerprints on the chip as well. Both identifiers are an efficient way to increase security at border controls.

[Electronic Passport \(ePass\)](#)

Germany was among the first countries to introduce the **electronic Passport (ePass)**, in November 2005. It was developed to comply with the [Council Regulation \(EC\) No 2252/2004](#) and was equipped with a microchip, holding owner's data, such as name, surname, date of birth and nationality. Beyond traditionally relevant data, a digital facial image of the owner was also stored on the microchip. In June 2007, the revision of the [Passport Act](#), as approved by the Federal Council, laid down the legal foundation for the electronic Passports of the second generation. In addition to the digital facial image, the new passports also feature **two fingerprints in digital format**. Those fingerprints are to be stored exclusively on the passport's microchip, and they should in no case be stored locally on issuance authorities systems, or in any other central database.

eProcurement

[XVergabe \(eTendering platform\)](#)

XVergabe is the official website of Germany's **eTendering** cross-platform communication standards project, which has been operational since July 2011. The project's aim is to develop platform-independent eTendering standards for the cross-platform exchange of documents and data between the bidders and the eTendering platforms. To date, the [xvergabe.org](#) website contains basic project information, as well as the most important documents that are released as part of the project's work.

[Federal eProcurement Platform \(e-Vergabe\)](#)

The '*e-Vergabe*' project was considered to be one of the most important projects of the 'BundOnline 2005' initiative. The service features the electronic awarding orders based on communications between the awarding agency and potential bidders that are comprehensive, legally binding and free from media discontinuities. The offering ranges from notification via electronic tender submission through to contract award using the contract award platform. The documents containing the contract terms can be downloaded and bids can be submitted with an electronic signature. The e-award project falls within the remit of the [procurement agency of the Federal Ministry of the Interior BMI](#). In technical terms, the service is implemented as a **web-based transactional platform** using Java clients combined with a Web interface for searching for tenders. In addition to the '*e-Vergabe*' platform, all public tenders from this platform are automatically published online on [www.bund.de](#).

[Federal eGovernment Shop](#) (*Kaufhaus des Bundes* - KdB)

Beside the federal eProcurement platform, the Procurement Agency of the Federal Ministry of the Interior has also developed the federal eGovernment shop. With this solution the ordering of materials takes place through an electronic catalogue. Supplies of printing paper, for instance, are ordered by few mouse clicks. Even customised PCs and cars can be ordered online directly from the company. Conservative calculations estimate that each electronically executed order via KdB save at least 377 minutes (equates to € 195 of personnel expenses) compared to a simplest form of a single tender action.

Knowledge Management

[Library Portal](#) (*Bibliotheksportal*)

This library and information portal on the intranet of the federal is a quick and easy access to a wide range of information. Through this portal twenty two libraries have enlisted their literature, electronic publications, databases and services across agencies to use. Users are location-independent and can search around the clock in the library catalogues of all participating libraries and the portal for specialised databases, such as 'Beck-Online', 'juris', 'Makrolog' and the 'Munzinger Archive'. In addition, the portal is a comprehensive 'Link List' with relevant Internet sources available.

[XRepository](#)

XRepository is an online library for **XML based Data Exchange Formats**, launched in January 2009. This website constitutes a central location for the publication of a broad spectrum of data relating to eGovernment projects, including Data-Models, XML schemes and relevant documentation. Once published, the data is consequently available for re-use by other administrations and designers of business processes. The website also facilitates online research on standards and interfaces, which can be subsequently downloaded at no cost. In particular, the online library constitutes the cornerstone of the Deutschland online 'Standardisation' project, serving the implementation of fully digitised and media-consistent administrative processes across all levels of government. The online library is operated by the [Federal Agency of Information Technology](#) within the [German Federal Office of Administration \(BVA\)](#), Germany's central public service agency.

Other Infrastructure

[Services Registry - German Administration Services Directory \(DVDV\)](#)

The German Administration Services Directory (DVDV) is a level - and sector-crossing infrastructure component for eGovernment in Germany. In more detail, it is the professional and administrative cross-border infrastructure component for the safe and reliable addressing of automated services and specialised procedures for secure and legally binding communication between authorities and with the public administration in Germany. The basis of the DVDV is a directory service which lists agencies and other providers with their respective services.

The DVDV is based exclusively on **open Internet protocols**. Worldwide, it is one of the first and largest standardised Service Oriented Architecture (SOA) implementations in the government area, and was made possible through unique cooperation between various levels of government and sectors in the Federal Republic of Germany.

[Standards and Architectures for eGovernment Applications \(SAGA\)](#)

In 2002, the co-ordinating and advisory agency of the Federal Government for Information Technology published the document 'Standards and Architectures for eGovernment Applications' (SAGA) as a guideline for eGovernment application development projects. A host of completed projects has been

orientated towards the state-of-the-art and investment-safe standards and technologies recommended by SAGA.

On 3 November 2011 the IT Council adopted the version 5 of SAGA. SAGA 5 is a mandatory technology catalogue for all software systems of the German federal administration. Technologies must be chosen according to the classifications in SAGA in all software projects. Goals of SAGA are the reduction of risks and investment-safe developments as well as agility, security, interoperability, reusability and scalability for software systems. Publisher of SAGA is the Federal Government Commissioner for Information Technology.

eCommunication

De-Mail

De-Mail, which takes conventional e-mail one step further, is an easy-to-use technology that allows citizens, businesses and administrations to exchange electronic messages in a secure manner. Compared to conventional e-mail, the delivery of the De-Mails and the identity of sender and receiver can be proven. It is not possible to read or manipulate the contents of a De-Mail on its journey across the Internet. One important aim of De-Mail is to make these basic security functions, regarding confidentiality, reliability and binding easy to use without the need for additional installations for the end-user. The sender and recipient of a De-Mail can be clearly identified. Send and delivery certificates can be easily generated.

De-Mails are encrypted during transport and can neither be intercepted nor manipulated. SPAM is effectively prevented because the De-Mail sender can be clearly identified by secure initial identification. Phishing and identity theft can be ruled out, for instance, if the user logs on to the De-Mail service using the new German eID card or a mobile phone-based method (mobile TAN).

Furthermore, De-Mail offers huge potential to optimise the electronic communication in the private and public sector. Recently, business and administration processes have been marked by media inconsistencies that produce considerable delays and additional costs. With the additional security functions, that De-Mail provides, a large part of today's paper-based business and administration processes can be handled fully electronically – simply, quickly and from any location. So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Deutsche Post AG have announced to become accredited De-Mail providers.

eSignature

Signature Alliance

Administration and private partners founded the 'Signatures alliance' in 2003. The cooperation aims at promoting the usage of **electronic signatures** in Germany, and delivering their benefits to both public and private service providers. All citizens should be able to use a standardised technical infrastructure, to access interoperable applications in the area of eBusiness and eGovernment, using their diverse signature cards. More information and details may be found in the document 'Requirements and convergent objectives of the Signature Alliance' ([Vorgaben und Konvergenzziele für das Signaturlbündnis](#)).

Legal requirement for registration as a De-Mail provider is an 'Act to regulate De-Mail services and amendments to other legislation' which entered into force on 3 May 2011.

So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Francotyp Postalia AG have become accredited De-Mail providers. Further information can be downloaded at www.de-mail.de.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central (Federal) / Regional (State) Government

Website: <https://www.elster.de/index.php>

Description: The ELSTER website enables online transmission of income tax returns and tax notifications. Filed tax returns are automatically compared with the electronic assessment issued by the tax administration to determine immediately whether 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 programme Kernel is also distributed freely to the approximately 250 tax software developers in the German market.

2. Job search services by labour offices

Responsibility:	Central Government (Federal), Federal Labour Agency
Website:	http://www.arbeitsagentur.de/
Description:	The employment portal aims at connecting supply and demand on the training and job markets, promoting their transparency. It provides access to databases of job offers and of job seekers, and furthermore features an innovative matching application to help job seekers identify opportunities more easily.

3. Social security benefits

a. Unemployment benefits

Responsibility:	Central Government (Federal), Federal Labour Agency
Website:	http://arbeitslosengeld2.arbeitsagentur.de/
Description:	Information and forms to download, which can be filled on screen before being printed and sent or delivered to the Labour Office. Since 2005, the two-tier regime of unemployment benefits and long-term welfare support have been replaced by a single flat-rate payout, known as 'Unemployment Pay II' (<i>Arbeitslosengeld II - ALG II</i>), which eventually reduces the amount of benefits that long-term unemployed receive.

b. Child allowances

Responsibility:	Central Government (Federal), Federal Labour Agency
Website:	http://www.arbeitsagentur.de/
Description:	Information and forms to download, which can be filled on screen before being printed and sent or delivered to the Labour Office. Child allowances (<i>Kindergeld</i>) are granted for children as a tax refund, in order to meet the constitutional rule that income is not taxable up to a child's subsistence level.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N.A
Website:	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.

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/
Description:	Information and forms to download. 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 allowance declines as student's parents' income rises. The loan part of the BAföG has to be paid back at a later date (through BAföG Online). The scheme is administered by the Federal Office of Administration (BVA) and the Credit Institute for Reconstruction (Kreditanstalt fuer Wiederaufbau - KfW).

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government (Federal), Federal Ministry of Foreign Affairs

Website: <http://www.auswaertiges-amt.de/>

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. Driver's licence

Responsibility: Central Government (Federal), Federal Motor Transport Authority (KBA)

Website: <http://www.kba.de/>

Description: Information only.

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

Responsibility: Local Government

Website: N/A

Description: Vehicle registration services are handled by local authorities, some of which provide related information and forms on their websites.

6. Application for building permission

Responsibility: Regional Government

Website: N/A

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/>

Description: Web-based online declaration services are introduced in the federal states of [Baden-Württemberg](#), [Berlin](#), [Brandenburg](#), [Hamburg](#), [Hessen](#), [Mecklenburg-Vorpommern](#), [Nordrhein Westfalen](#), [Sachsen-Anhalt](#) and [Schleswig-Holstein](#) enabling online reporting of crimes and other information.

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

Responsibility:	Central (Federal) / Regional (State) / Local Government
Website:	N/A
Description:	Most major public libraries (universities, city libraries, etc.) provide catalogues and search tools on the Internet. In addition, through the new online lending system 'Onleihe' (onload), introduced in May 2007, library members are also able to borrow various digital media online, including eBooks, digital audio books, music and videos.

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

Responsibility:	Local Government
Website:	N/A
Description:	Civil registration services and corresponding certificates are managed by local authorities, most of which provide related information as well as online application services 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/
Description:	Information and online application system.

11. Announcement of moving (change of address)

Responsibility:	Local Government
Website:	N/A
Description:	Change of address notifications are handled by local authorities, most of which provide related information/forms 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
Description:	This service is not relevant for Germany.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility: Central Government (Federal), Federal Insurance Institution for Employees - BFA
Website: <http://www.bfa.de/>
Description: Information, forms to download and eServices using digital certificates.

2. Corporate tax: declaration, notification

Responsibility: Central (Federal) / Regional (State) Government
Website: <https://www.elster.de/index.php>
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/index.php>
Description: ELSTER enables online transmission of VAT returns.

4. Registration of a new company

Responsibility:	Regional Government
Website:	http://www.handelsregister.de/
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/
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/
Description:	Information, forms and eServices for customs' operations. An Online Customs Declaration service was launched in 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
Website:	http://www.bmu.de/ ; http://www.umweltbundesamt.de/
Description:	Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via eServices.

8. Public procurement

Responsibility:	Central Government, Ministry of the Interior, Federal Procurement Office
Website:	http://www.evergabe-online.de/ ; http://www.kdb.bund.de/
Description:	The Federal Government's eProcurement 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 (<i>Öffentlicher Eink@uf Online</i>) Programme. This special part of the programme was realised by implementing a Federal eGovernment Shop (<i>Kaufhaus des Bundes – KdB</i>). It is an internal system, but public information is available at: www.kdb.bund.de .



European Commission - eGovernment ePractice

The eGovernment factsheets are one of the ePractice (epractice.eu) services. ePractice is an information and exchange service for European professionals.

The factsheets present an overview of the state and progress of eGovernment in European countries.

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