

[eGovernment in]

Malta



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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 Malta. 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.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 421.364 inhabitants (2013)

GDP at market prices: 7 186.4 million Euro (2013)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 86 (2012)

GDP growth rate: 2.4 % (2013)

Inflation rate: 1.0 % (2013)

Unemployment rate: 6.9 % (2014)

Government debt/GDP: 73 % (2013)

Public balance (government deficit or surplus/GDP): -2.8 % (2013)

Source: [Eurostat](#)

Area: 316 km²

Capital city: Valletta

Official EU language: Maltese, English

Currency: Euro

Source: [Europa website](#)

Political Structure

Malta – whose territory includes the islands of Malta, Gozo and Comino, and other minor islands – is a **parliamentary republic**. It was a British colony from 1800 until its independence on 21 September 1964. The Republic was proclaimed on 13 December 1974.

Legislative power is held by a unicameral [Parliament](#) (House of Representatives), currently made up of 69 members elected for five years. This single member constituency system permits a plurality premium.

The Head of State is the [President](#), who is elected by the House of Representatives for a five-year term and has an essentially ceremonial and symbolic role. Executive power lies with the [Prime Minister](#) and his Cabinet. The Prime Minister, appointed by the President for a five-year term, is the leader of the majority party or of a majority coalition in Parliament. Ministers are appointed by the President on the advice of the Prime Minister.

The [Constitution](#) of Malta was adopted in 1964 and substantially amended in 1974 and 1987.

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

Head of State: President [Marie Louise Coleiro Preca](#) (since 4 April 2014).

Head of Government: Prime Minister [Joseph Muscat](#) (since 11 March 2013).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 79 % (2013)

Percentage of enterprises with Internet access: 95 % (2013)

Percentage of individuals using the Internet at least once a week: 66 % (2013)

Percentage of households with a broadband connection: 79 % (2013)

Percentage of enterprises with a broadband connection: 95 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 38 % (2013)

Percentage of enterprises having received orders online within the previous year: 18 % (2013)

eGovernment Indicators

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 27 %, downloading forms 23 %, returning filled forms 13 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 84 %, downloading forms 79 %, returning filled forms 53 % (2013)

Source: [Eurostat](#)

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

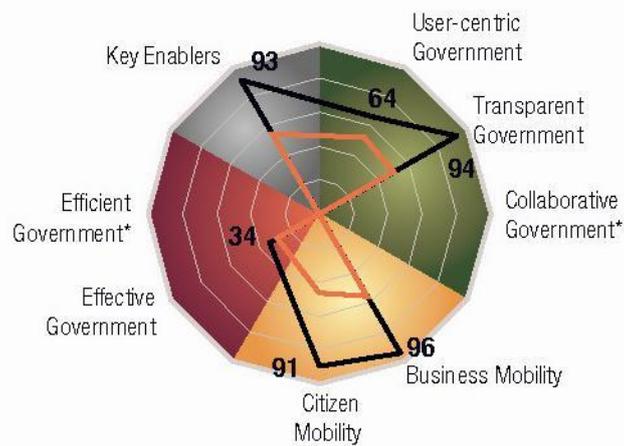
eGovernment State of Play

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, Preconditions) 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
- MT
- EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2013](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent News

March 2014

- ▶ In March 2014, the Government presented [Digital Malta](#) – the National Digital Strategy for 2014-2020. The seven year strategy was launched by Hon Prime Minister Dr. Joseph Muscat in the presence of Parliamentary Secretary for Competitiveness and Economic Growth, Hon. Dr. Edward Zammit Lewis.

Digital Malta puts forward a set of guiding principles and policy actions of how ICT can be used for socio-economic development. It sets out a path how ICT can be applied to different sectors of the economy and society, and how citizens and businesses can benefit from its application. Digital Malta will bring about better employment opportunities, open up new markets for SMEs and encourage a more entrepreneurial and innovative mindset. It will empower citizens wherever they are and in whatever they are doing, whether at home, at the place of work or during their studies, and while at leisure. Digital Malta also sets out how government can be closer to the citizen through the use of technology and become more efficient in the way public services are delivered.

- ▶ Hon. Dr. Konrad Mizzi, Minister for Energy and Health, launched an [online calculator and a mobile app](#) that will allow consumers to calculate their energy and water consumption based on the new rates that were introduced for families, as from 31st March 2014. The Minister, explained how customers can use the online calculator and mobile app to check the savings made. Consumers have also the facility to make comparisons between the new and the old tariffs.

January 2014

- ▶ Dr. Godwin Grima, head of the National Identity Management Systems – NIDMS task force said that the government will be taking a gradual approach to renew the Maltese citizens' identity cards and will embark on a mass-rollout exercise in the near future to replace some 320 thousand cards. Dr. Grima said that the new eID Card will have an electronic chip, but emphasized that no confidential data, such as health information, will be stored on it. He said that the "Kartanzjan" card, eligible to citizens over 60 years of age, will be replaced by the new eID Card.

The chip will hold the same biographic data visible on the card and a digital image of the citizen. Additionally, the chip will include a digital certificate for authentication, which will enable the citizen to log on securely to eGovernment services and a qualified digital certificate, which is an enabler for electronic signatures. Both certificates are protected by a personal identification number – PIN.

The IDMO will be accepting applications for Maltese citizens who are either applying for the first time, request to change their identity card details, wish to travel and their identity card is expired, had their card lost or stolen, or turned 16 or 18. The eID Card will be distributed to the citizen's doorstep within 4 working days from registration.

- ▶ The general public will, as from 2 January 2014, be able to receive a notification from the law courts by SMS if their civil case hearing has been postponed. This system will provide the parties involved in a court case, the opportunity to be notified by SMS in case of a deferral. Parliamentary Secretary for Justice, Hon. Dr. Owen Bonnici said the Government was working to carry out a full reform in court

services and the use of Information Technology was an important tool to deliver a better service to the public. Apart from the SMS service, a service where decrees and witness transcripts are sent by email to legal services practitioners is already in place.

In the coming months, the Government is also expected to introduce new facilities to present judicial writs in either Malta or Gozo, irrespectively whether the case will be heard in either a Maltese or Gozitan courtroom, access for legal practitioners to their judicial acts and proceedings and a full scanning of all civil case documents so that these are accessible to legal services practitioners.

November 2013

- ▶ Earlier this year, the University of Malta (UOM), through its IT services arm approached MITA with a proposal for Internet services for the State Schools. The UOM has its own dedicated International Internet Bandwidth provisioning service through GEANT, a pan-European research and educational network that interconnects Europe's National Research and Education Networks (NRENs). The GEANT network also has a gateway to the "commodity" Internet; hence it is effectively a proper Internet provisioning service.

The GEANT network is funded through an EU programme and therefore can be provided at extremely advantageous rates.

Through this network, MITA was able to provide a 200Mbit Internet service to the State Schools at far cheaper rates than before.

- ▶ The tender for the provision of Government Internet service was awarded. The Government's aggregate Internet bandwidth will increase from 80Mbps to 125Mbps. The bandwidth will be apportioned between e-government services, corporate services provision such as webmail and VPN, Internet browsing, embassies and client dedicated bandwidth such the IACS system.

September 2013

- ▶ In conjunction with the Ministry for Health, the Malta Information Technology Agency (MITA) have completed the implementation of The Smart Open Services for European Patients (epSOS) project on the 24 September 2013. epSOS is Europe's flagship eHealth record interoperability project cofounded by the European Commission and its partners. It lays the essential foundation for the implementation of EU Directive 2011/24 on Cross-Border Health Care as it will deliver cross border eHealth services with respect to Patient Summary and ePrescriptions.

August 2013

- ▶ The Malta Information Technology Agency (MITA) published the web interface (<http://sdi.data.gov.mt/sdi>) and public web services for discovery, view and download of an initial small number of environmental datasets required to implement the immediate components of a National Spatial Data Infrastructure. The work being done is part of the INSPIRE directive.

June 2013

- ▶ The Minister of Justice the Hon. Dr. Owen Bonnici together with the Parliamentary Secretary for Competitiveness and Growth Hon. Dr. Edward Zammit Lewis announced a [new project](#) for the use of those who resort to the Small Claims Tribunal. The service presented today consists of four electronic forms that one can use to record small claims below the value of € 3,494.06. A person will be able to open the proceedings online and even see at what stage of the process the trial is at. Any part of the process can also be done manually.

Dr Bonnici said this was the first step to bring the judicial system closer to the people, adding that he hoped more such services will be available in the months and the years ahead.

Dr Zammit Lewis said technology was the most important pillar to eradicate bureaucracy and how this system, created by the Malta Information Technology Agency in conjunction with the Law Courts, was making it easier to file a small claim.

May 2013

- ▶ The European Commission (EC) has released a summary of the 2013 eGovernment Benchmarking Report which measures public sector performance in the deployment of eGovernment in European Union member states together with Croatia, Iceland, Norway, Switzerland and Turkey. The report highlights Malta's extraordinary results in terms of eGovernment. Malta is the best performing country amongst those measured and has obtained first place in eGovernment Maturity in all the measured Life Events, Cross Border Mobility and Transparent Government. Furthermore, Malta reached 1st place in the mystery shopper measurement of User Centric Government and attained 4th in Effective Government and 2nd in Key enablers, which further shows Malta's commitment towards providing a top quality online Government service.
- ▶ The Hon. Dr. Edward Zammit Lewis today commissioned the Malta Information Technology Agency (MITA) to jointly with other entities begin to draw up a forward looking [National Strategy](#) for the Digital Economy that together with other horizontal and vertical strategies and plans can create and improve Malta's digital sector. The main objectives of the National ICT Strategy are for citizens, businesses and government to use technology to improve the quality of life and to create value-adding jobs. The strategy will address Malta's needs to harness the power of ICT to move into fifth gear and become an innovative economy. Importantly, the strategy will align itself with the Digital Agenda for Europe and the EU programming period 2014-2020.

News 2012-2001

2012

- ▶ On *1st October* - Uptime Institute, the global data centre authority, announced that the Malta Government's new data centre has been awarded its Tier III Certification of Constructed Facility. Only the fifth such certification in Western Europe, this award demonstrates that the facility has attained high standards while providing a balance between performance, resource capacity and flexibility.

MITA-01 is one of only 34 data centres worldwide that have been certified to reach the Tier III Facility Certification which verifies that each and every component within The Malta Information Technology Agency's (MITA) data centre, MITA-01, can be maintained, replaced or upgraded without disrupting the service. While the centre may still be susceptible to faults, the site infrastructure is designed for a speedy recovery.

- ▶ On *August 2012*, the Office of the Prime Minister together with the Department of Information and the Malta Information Technology Agency has launched the new [official Government Portal](#). The new portal brings about a new rich user experience, throughout. The change starts with a fresh look that, for the first time ever, gives eGovernment a brand of its own which has started to apply across the main components of the portfolio. A common look and feel is what was required to the service portfolio so that users can navigate seamlessly through Government websites, finding that the next step the users need to do comes naturally.

The main portal itself is the starting point for citizens and businesses, to whatever is needed to look up or need to do. The main menu comprises Government matters (e.g. Your Government Administration, Press Releases), Services and Information from government departments and

entities, a Life Events section – which presents information and links to services which are needed at specific important stages of a citizens life (e.g. Pregnancy and Birth, Looking for a Job), introduction of online Communities because of the value of promoting people sharing information and building upon the experiences of others and finally about Malta.

Furthermore, the Department of Information website has now been integrated into the new gov.mt. Information issued by the Department from August 2012 will now be available here.

- ▶ On *July 2012*, the Hon Austin Gatt, Minister for Infrastructure, Transport and Communications announced that after a week-long audit and several rigorous tests, the new Government data centre in Santa Venera, MITA-01, has successfully attained the prestigious Tier III Facility certification by Uptime Institute.

Dr. Godwin Grima, Chairman of MITA, said that ICT has become an indispensable backbone within the public sector and has changed the manner in which public services are delivered to citizens and businesses. "As a result MITA has changed too; from an IT provider to public administration to an Agency with a wider remit to invest and promote ICT to reach the best possible levels in the Maltese society and economy." Dr. Grima also said that to achieve this mandate requires the private industry to be considered as partners in the development of the ICT programme.

- ▶ On *12 April 2012* a recent shift of eGovernment services through its new platform 'eForms' primarily aiming to streamline eservices is announced. Juan Borg Manduca, the chief officer for information systems and transformation at the Malta Information Technology Agency (MITA) mentions that the main shift in the platform is one from technology to process providing a consistent and personalised experience delivered through the user's channel of choice. He continues that "the new platform ensures that more services cost less, whilst still keeping a very high quality. The approach will also "engage people to talk to the government with the aim of understanding how to make services better, and measuring success which will translate into Malta retaining its place at the top of the European ranks".

2011

- ▶ On *30 November*, the Hon Minister Austin Gatt launched the Next Generation eGovernment. This is considered to be the evolution of Government's electronic services with the main aim of promoting citizen centricity. The next generation of eGovernment will give citizens and business greater transparency, more personalized services, more influence over service design and delivery and a greater level of trust. All information will also be presented clearly and if the service you wish requires the inputs of several entities within Government, you simply need to apply once and your process goes from one entity to the next automatically. Citizens will also be able to see the progress and status of their form in real time.

MITA Chairman, Claudio Grech, said that the next generation eGovernment will truly provide citizen-centric services which will fundamentally transform customer experience and also deliver seamless, cross border and pan-European services. "A major breakthrough from the conventional eGovernment is that with the new platform, all Government entities will be able to effectively deploy services as they need them in a short time. We want to reach a stage where all services offered by Government will be available electronically through a self-service window," added Mr. Grech. The rapid, just-in-time deployment of services is possible through the eForms (electronic forms) technology which allows entities to utilise a centralised library by which they can create their own forms without always having to go through MITA. However, the central governance of standards and administration of forms will still be handled by MITA to ensure high quality and secure services.

The new services are available on www.forms.mygov.mt.

- ▶ The Director General of the Department of Contracts at Malta's Finance Ministry [announces](#) that the first fully-electronic tenders (eTenders) are published in the Government Gazette of *4 October 2011*; these eTenders are available from Malta's new [Electronic Public Procurement System](#). This step will fully modernise and simplify the way in which public procurement is carried out. In addition to receiving notifications on new tendering opportunities and being able to obtain tender documents

online, economic operators will now also be able to compile their tender bid electronically, and submit their offer online. The new eTendering system will assist prospective tenderers in compiling their offer, which will reduce to a great extent the risk of incorrect or missing information.

- ▶ On *30 November 2011*, Austin Gatt, the Minister for Infrastructure, Transport and Communications and, Claudio Grech, MITA Chairman officially [launch](#) a new Corporate Data Centre in St. Venera – a total investment of € 7 million, aiming at bolstering the hosting space required for the broad portfolio of existing and upcoming ICT projects which the Government intends kick off in the next few years. The new Data Centre will support the two existing hosting data centres, namely the one close to MITA's Head Office and the one in Mater Dei hospital. The new Data Centre extends itself over an area of 2 490 m, whilst the offices occupy 1 592 m. Its design was inspired from computer elements such as circuit boards and flow diagrams, and the design of the new facade reflects the dynamism and futuristic outlook of the IT world. A total of 7 000 m of copper cabling and 8 000 m of fibre cabling have been laid out. The energy will be supplied by two substations within the actual centre whilst two generators will serve as backup. Photo-voltaic panels of 20KW have also been installed on the centre's roof. The centre is equipped to manage over 28 000 users, 450 terrabytes of storage place and has the capability of managing 16 000 accounts handling a million emails every day. MITA-01 – the name of the new Data Centre - will adhere to TIER III Site Specification which is based on the Telecommunications Industry Association (TIA) TIA-942 standards. MITA-01 will also draw strong consideration on energy use in an attempt to become more environmentally friendly, placing it in line with the EU Code of Conduct on Data Centres.
- ▶ On *13 August 2011*, it is [announced](#) that according to two online surveys 86 % of users are satisfied with the level of service they receive from Maltese eGovernment services. The 'eGovernment General Survey' and the 'eGovernment User Satisfaction' surveys were conducted online by the Malta Information Technology Agency (MITA) during 2010. The principal findings of the surveys include that 86 % find eGovernment services helpful, that 54 % use the Internet to communicate with the Government and that eGovernment makes mandatory tasks, such as paying taxes or renewing driving licenses, easier to carry out (76 %). Furthermore, 63 % see service improvements through eGovernment, whilst 54 % find eGovernment to deliver cheaper and more efficient services.
- ▶ On *24 June 2011*, the Maltese Government [launches](#) the eProcurement solution which will facilitate its transition to online procurement. The product supports the full process of public procurement, from the publishing stage to the award and execution of contracts. The eProcurement solution will enable tender bids to be submitted securely online and provide new functions such as 'reverse auctions' where bidders compete to offer the lowest price. These solutions have been proven to result in better value for governments. Aside from the benefits in cost and time savings, the solution will also generate increased competition as now foreign suppliers will also be able to keep track of what the Maltese Government is procuring. The European Commission (EC) is placing a lot of importance on procurement and when more countries adopt similar online solutions, local industry players will also have the opportunity to participate in the procurements of other Member States.
- ▶ In *April 2011*, it is announced that Maltese Government **tender documents** will be [available](#) for purchase only through the website of the [Department of Contracts](#). Organisations must be registered in order to participate in the public procurement process and thus make use of this service. Registration is free, without any commitment, and even though it is subject to a verification process, accounts are usually activated within a day. Maltese organisations must obtain their electronic ID (eID) and subscribe to the Department of Contract's eServices through the Government of Malta's [MyGov portal](#). Foreign organisations can continue registering on the Department of Contract's website.
- ▶ At the end of *February 2011*, Malta's governmental Information Technology Agency (MITA) [integrates](#) in its website a section that will provide information on **open source software** to the country's public administrations. The main goal of this new section is to raise awareness and facilitate understanding on this type of software. The section further focuses on the benefits of open source, including reliability, choice, innovation, security and price. Apart from introducing this type of software, the new section - found under 'publications' on the web site's main menu - contains articles on open source, links to the government's open source policy, to the European Union Public

License (EUPL) and the General Public License (GPL) and to Malta's open source communities. It also reviews open source.

2010

- ▶ In *December 2010*, the European Commission releases a summary of the [9th e-Government Benchmarking Report](#) which measures public sector performance in the deployment of eGovernment in 32 countries (the 27 European Union Member States together with Croatia, Iceland, Norway, Switzerland and Turkey – EU27+). This year's report shows Malta as the best performing country by achieving 100 % in five of the six core indicators measure, effectively establishing it as the European leader in eGovernment.
- ▶ On *22 October 2010*, Malta's governmental Information Technology Agency (MITA) [launches](#) a public consultation on open source, with the view to define an open source information technology (IT) policy intended to **accelerate** the introduction of this type of software in public administrations. MITA made available its consultation document 'Open source vision - Nurturing the proliferation of Open Source Software' at the 22nd National Information Society Advisory Council Meeting. The agency is also looking for ways to innovate procurement of IT, basing the latter on openness and reusability. The IT policy should also lead to the emergence of an open source IT sector, which is considered to be a "critical success factor" for Malta to increase this type of software.
- ▶ In *September 2010*, following a tender process, the Malta Information Technology Agency (MITA) [enters](#) into a three-year agreement with a telecommunications company for the provision of **Internet bandwidth** and routing services to meet the continuous growing demand of Internet bandwidth within Malta's Government and state schools. MITA has been acting as the Government's Internet Service Provider (ISP) since the mid-nineties, procuring Internet bandwidth and routing services from local carriers and repackaging it with value-added services, such as web filters, prior to providing it to public service users and state school students.
- ▶ In *August 2010*, the Government and the Malta Information Technology Agency (MITA) deploy a portal through which bills originating from various Government entities can be viewed and paid electronically. The portal is named '[myBills](#)' and is one of the primary components of Government's vision to design, develop and operate a state-of-the-art eGovernment platform. The portal provides consumers of eGovernment services with a single payment method that meets the highest industry security standards and provides uniform payment across all local eGovernment services.
- ▶ In a directive published on *1 June 2010*, underlining its desire to [increase](#) the use of open source software to its institution, the Government expresses its intention to share more of its own applications by publishing them using the European Union's **open source licence** (EUPL). The directive instructs government institutions to uptake open source application, and re-use applications made available by other public administrations in the EU. Malta refers specifically to the applications that are shared and developed on the European Union's [Open Source Observatory and Repository](#).
- ▶ On *13 April 2010*, an **ICT training centre** is set up at the Kordin Correctional Facility in Malta. In recent years, the Government has facilitated a number of projects aimed at minimising the digital divide and **proliferating social inclusion** of individuals serving a sentence by means of ICT. The centre will offer basic training in various areas of ICT with the aim of empowering these individuals with the skills to contribute to the well-being of the community in general and to enjoy a better sense of inclusion. Two more centres are recently opened, one at the Local Council Association in Balzan and one at the Farmer's Association in Ta' Qali, bringing the total number of CTLCs to 14.
- ▶ During the same month, the Government of Malta [creates](#) the 'Malta Open Source End User Group' (*Moseug*). The aim will be to encourage and increase the use of Open Source software in the government. According to Mr Michel Bugeja, an IT architect of the [Malta Information Technology Agency \(MITA\)](#), "All stakeholders see the formation of the user group as a commitment from the government to promote Open Source software on equal play to proprietary software."
- ▶ In *March 2010*, the Malta Information Technology Agency (MITA) and Malta Government Technology Investments Limited (MGTIL) [host](#) a Cypriot delegation after the latter named Malta as a best

practice country in the **implementation of eGovernment**. The visit was initiated through MGITL which is currently participating in an EU-funded [Interreg IVc](#) project - [Digital Cities](#) (DC). This three-year project brings together municipalities of different maturity in ICT adoption to exchange information, know-how, experience and good practices. The main objective of the DC project is to tackle the low rate of ICT penetration at local level.

2009

- ▶ On *3 November 2009*, the Malta Information Technology Agency (MITA) [publishes](#) its three-year **strategic plan** setting out its priorities and work programmes until December 2012. The strategic plan outlines how the Agency will work towards fulfilling its role as the central driver in developing Malta into a world class **information society** and economy, nurturing the growth of a strong global knowledge workforce and transforming public services through innovation.
- ▶ On *7 October 2009*, the new [website of the Judiciary of Malta](#) is [launched](#), aiming at providing the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in. In addition, it offers a latest news section and an insight on the history of the Maltese Judiciary and the important judgements that have taken place. The vision of eGovernment is to continuously enhance its services through the application of various technologies, including the use of IT for the storage of documents and electronic filing.
- ▶ At the same month (*October 2009*), the Malta Information Technology Agency (MITA) has [entered](#) into a five-year agreement for the implementation and support of a **new enterprise payroll solution** within the public service to enable the Government to meet new business requirements and improve the overall human resources management process. This project forms part of the first phase of the Government Human Resources Management Programme which aims at applying ICTs to enable **transformation** and **improvements** to HR management, skills upgrading, performance management and other business intelligence features to assist management.
- ▶ In *September 2009*, the European Commission has just [announced](#) that two of Malta's eGovernment services have been awarded with the prestigious Good Practice label in recognition of **proven credibility, excellence** and **scope of research**. The Malta Information Technology Agency (MITA), the central driver of ICT in Malta, said that the two eGovernment services, which won this award, are the recently revamped Customer Care system and the highly used Vehicle Registration and Licensing system.
- ▶ Furthermore, MITA announces that another two of its eGovernment Services are nominated as finalists for the European eGovernment Awards. One of the eGovernment finalists is the [IR Services On-Line](#) that provides an array of **Inland Revenue services** that enable taxpayers and tax practitioners; employers and notaries, to submit their tax and social security obligations over the Internet. The other finalist is the [Malta Environment Planning Authority \(MEPA\) eApplications](#) that provides the public, architects and consulting bodies with access to electronic documents and correspondence on applications, registrations and notifications.
- ▶ In *July 2009*, a number of Maltese Local Councils in collaboration with a computer-training company are offering **free computer courses** to young children. By the end of June, more than 5 000 children are expected to have been registered in order to attend these training sessions. [E-TFAL](#) is a new training vision and philosophy whose primary objective is to teach children - aged from 5 to 10 years old - how to use the Internet and other Information and Communication Technologies (ICT) in general. The project is based on the 'fun and play while you learn' method, ensuring that balance between **education** and **entertainment** is maintained.
- ▶ On *22 July 2009*, MITA announces the launch of '[myAlerts](#)' service. This service provides a central one-stop functionality for users who wish to receive email and SMS notifications about various public services. The services currently enabled through myAlerts, include notifications about children's allowances, passport renewal reminders, the Valletta CVA, Gozo Channel, confirmation for the electronic change of address, public procurement offerings and Enemalta planned power suspensions.

- ▶ MITA also embarks on a **new venture** of analysing **eGovernment User Satisfaction**. The online surveys are available from www.mygov.mt/survey and provide an opportunity for citizens and businesses to rate their experience with eGovernment. Online users are encouraged to participate in this evaluation exercise as the input of feedback plays an important role in achieving the desired results for a greater 'user-centric' eGovernment. A survey for those who have never used an eGovernment service is also available.
- ▶ In *June 2009*, the Parliamentary Secretary for Public Dialogue and Information, Hon. Chris Said **launches** a **web portal for Local Councils**, coordinated by the Department for Local Government, aiming at empowering their role and assisting citizens in easily accessing local councils' services. The main objectives for the creation of this web portal are to **encourage** local councils to effectively interact with the community in general and to **provide** international users with a **valuable tool** allowing them to better understand the geo-cultural composition of the Maltese Islands, with their different specificities that prevail in each locality. The portal also promotes the advantages of standardisation, opening the channels of locality-based prioritisation and differentiation.
- ▶ On *4 May 2009*, Hon Dr. Austin Gatt, Minister for Information, Transport and Communication (MITC) in collaboration with Hon Dr. Chris Said, Parliamentary Secretary for Public Dialogue and Information and Dr. Godwin Grima, Permanent Secretary at the Office of the Prime Minister announce the launch of the new **Online Customer Care System**. The new System builds upon the fundamental processes of the former system whilst enhancing both the front and back ends of the system to provide a **user-centric** based system. Most importantly, the new Customer Care System increases the transparency and accountability for each and every request registered by citizens.
- ▶ On *2 April 2009*, the Maltese Minister for Information, Transport and Communications (MITC), Austin Gatt, officially **announces** the launch of three **new eGovernment services** and an **eGovernment Services Directory**. The three services are the **eHealth portal**, the **online certificates website** and the **scholarships service**. The projects are funded by the MITC through the eGovernment Alliance Framework and are managed by the Malta Information Technology Agency (MITA). Once the ongoing projects are finalised, MITA is planning a new simpler eGovernment framework, which will streamline the user interfaces to these services. The priority of this **new framework** will be citizen-centricity; the concept of presenting services and processes focusing on the needs of the citizen.
- ▶ On *21 January 2009*, Austin Gatt, the Maltese Minister for Infrastructure, Transport and Communications **announces** that three eGovernment initiatives are successfully launched in Malta during the past year. He refers to: 1) the Government **Payment Gateway** (GPG) which replaces the Electronic Payment Gateway; 2) the **eID** for Organisations which is a means for individuals holding a personal eID to make use of electronic Government-to-Business services in the name of an organisation; 3) the **Contracts' Site** which provides businesses with an access to timely and selective online information.
- ▶ Since *January 2009*, the **newly established** Malta Information Technology Agency (**MITA**) **has** its own website, through which the Agency intends to provide a **databank** of relevant up-to-date information on national ICT projects and to highlight **MITA's contribution** towards the achievement of the 'Smart Island' vision for Malta. MITA has been appointed by the Government of Malta as the Agency responsible for propagating the Information and Communication Technology (ICT) policy in the country. The new Agency reports to the Minister for Infrastructure, Transport and Communications.

2008

- ▶ Since *1 October 2008*, the Maltese Passports Office **starts** issuing **biometric passports**. On the occasion of their launch, Minister for Infrastructure, Transport and Communications, Austin Gatt, explained that the new passports contain the same information as the old ones, but the information is held in a more secure manner in a chip embedded in the document. In the future, the chip is also planned to carry an image of the holder's fingerprint.

- ▶ In *July 2008*, the Government [announces](#) the establishment of [Malta's Information Technology Agency \(MITA\)](#) to drive the implementation of the National ICT Strategy by taking over several of the functions that were previously carried out by the Ministry of Infrastructure, Transport and Communications (MITC). MITA will furthermore absorb the operations of Malta Information Technology and Training Services Ltd (MITTS Ltd), the Government-owned company which has been supplying IT systems and services to Government departments. MITA will: serve as the central driver of the ICT policy; deliver and manage the execution of all programmes related to the implementation of IT systems in Government; provide efficient ICT infrastructure services to the Maltese Government; proliferate the further application of ICT in both society and the economy; promote and deliver programmes aimed at enhancing ICT education and the use of ICT as a learning tool.
- ▶ As part of the same rationalisation move, the Government has also decided that the [Malta Communications Authority \(MCA\)](#) will take over from the [Ministry of Infrastructure, Transport and Communications \(MITC\)](#) the direct implementation of the efforts in order to upgrade Malta's external ICT environment, eliminate the digital divide and promote eCommerce. Both MCA and MITA will be placed under the leadership of MITC.
- ▶ In *January 2008*, the Maltese Environment and Planning Authority (MEPA) [introduces](#) an **online applications system** for planning permission which brings together different platforms and technologies to provide a single, user-friendly service. The new [MEPA eApplications portal](#) provides access to electronic documents and correspondence on planning applications, registrations and notifications. Users are able to view application details, submit and pay for applications online and send/receive correspondence digitally, thus increasing participation, efficiency and transparency. Access to the system is controlled by the eID.

2007

- ▶ Following a consultation period, Austin Gatt, Malta's Minister for Investment, Industry and Information Technology (MIIIT), [launches](#) the [National ICT Strategy 2008 - 2010](#) in *December 2007*. Under the heading '[Malta: The Smart Island](#)', the strategy sets the vision of Malta to become one of the top 10 information societies in the world by 2010, the new strategy seeks to proactively address several major challenges including: the new digital divides which will emerge in the coming years; the successful application of technologies in the enhancement of quality of life; and the constantly moving target of becoming (and remaining) a leading ICT industry in the region.
- ▶ On *30 September 2007*, the Minister for Infrastructure, Transport and Communications, Austin Gatt, [unveils](#) a **new state portal**, providing secure access to a wide range of eGovernment services. To access all eServices, users are required to register for a digital certificate which is free of charge, so as to ensure that all citizens have equal opportunity to access the various services on offer.
- ▶ Furthermore, a new **eVAT service** is launched. It provides real-time information to businesses allowing them to directly control their VAT returns.
- ▶ In *June 2007*, the [recruitment portal](#) of the Maltese public sector goes live, as a result of a joint initiative between the Ministry for Investment, Industry and Information Technology (MIIIT), as well as the Management and Personnel Office within the Office of the Prime Minister. The portal allows the public to view calls for applications for vacancies in the public sector, to submit their applications online and to track their applications' status. Prospective applicants are required to authenticate themselves via an electronic identity (eID).
- ▶ Moreover, the Ministry for Investment, Industry and IT [launches](#) the second edition of its **myPotential scheme**, which provides tax incentives and financial aid to people taking up IT training.
- ▶ In *April 2007*, the Government signs the final agreements to [establish SmartCity Malta](#). The objective is to transform the Ricasoli Industrial Estate in Malta into a state-of-the-art ICT and Media business community based on the successful models of Dubai Internet City and Dubai Media City. By transposing for the first time this 'ICT-based city' concept in a European location, the Maltese Government contributes to the vision of making the EU the best knowledge-based economy by 2010.

- ▶ The **online applications** for child and family allowances are made [available](#) in *March 2007* on the Government portal. Each registered beneficiary is enabled to: receive an automatic notification to apply for benefits; electronically submit an application; receive an acknowledgement confirming the receipt of an application; follow the status of a submission; and receive notification of approval or rejection of a request for benefits.
- ▶ In *February 2007*, 83 % of **corporate tax returns** are [received online](#) through the [Inland Revenue website](#). The portal, which was originally launched in 2002, offers eGovernment services to taxpayers, employers and tax practitioners for the submission of forms such as income tax returns and employee statement of earnings. The service provides interactive feedback and online confirmation of receipt and validity.
- ▶ The Malta Tourism Authority, in conjunction with the Ministry for Tourism and Culture, launches the [national eTourism portal](#) on *19 January 2007*. This transactional portal is an advanced, yet easy-to-use, 'one-stop shop' providing an integrated range of online booking facilities via a few mouse-clicks.

2006

- ▶ In *September 2006*, the Government endorses and launches the **eGovernment Implementation Programme** for the following year and a half, so as to accelerate the deployment of more eGovernment services. The top-level objective is to offer all Government services which lend themselves to the electronic environment via the eGovernment channels by December 2007.
- ▶ In *April 2006*, the Government [launches](#) an online **vehicle registration service**, named eVERA. It makes it easier and quicker for drivers with valid insurance policies and up-to-date vehicle safety checks to renew their vehicle registration licence. The new licence disc is posted out to users within three working days, thus eliminating the need to visit the Licensing Department in person.
- ▶ In *March 2006*, the Minister for IT together with the Commissioner of Police [launch](#) the **eSecurity Working Group**. Made up of multiple stakeholders, it intends to better address IT Security challenges, by notably proposing amendments to the existing legislation on this matter.
- ▶ In *February 2006*, the Minister for IT along with the Data Protection Commissioner officially launch the [Data Protection portal](#), enabling citizens to access online data protection services.

2005

- ▶ In *September 2005*, following an **ICT policy review** undertaken by the Government earlier in the year, Malta's Central Information Management Unit (CIMU) [ceases](#) to exist as a separate department within the Office of the Prime Minister. Its ICT functions are migrated to several entities: the Ministry for Investment, Industry and Information Technology; the Department of Information; and the Government-owned IT services company "Malta Information Technology and Training Services (MITTS) Ltd".
- ▶ In *July 2005*, the **MAGNET II network** is [launched](#), partly replacing the Malta Government Network (MAGNET) that was implemented in 1995. MAGNET II is a state-of-the-art wide area network that provides enhanced bandwidth, offers better reliability through strict service level agreements, guarantees 99.8 % minimum site availability and is fully secure through extensive encryption.
- ▶ In *June 2005*, the [Maltese Passport Office](#) launches an online service that [allows](#) citizens to **order** their **passport online**, at any time and any place. The service can be used by any adult Maltese citizen holding a Maltese ID card. Service users must previously register with the ePassport service.
- ▶ In *March 2005*, the Maltese Government's Central Information Management Unit (CIMU) publishes key deliverables of its data management policy framework programme, aimed at enhancing the semantic **interoperability of eServices** across the public sector.

2004

- ▶ In *August 2004*, the [Inland Revenue](#) (Tax Administration) [launches](#) an **online payment system** allowing taxpayers to pay tax and social security contributions over the Internet. The online payment facility is based on the Government's Electronic Payment Gateway (ePG).
- ▶ In *April 2004*, the Maltese Government [launches](#) an [eProcurement Framework](#) for desktop hardware and software, as well as [eProcurement website for IT desktop equipment](#). The Framework aims at increasing transparency, reducing the cost of doing business, bringing about more efficient purchasing and increasing the ability to capture strategic information on procurement.
- ▶ In *March 2004*, the Ministry for Investment, Industry and Information Technology [launches](#) the [Electronic Identity system](#). It consists of a secure network key providing a means for Maltese citizens to obtain secure and personalised access to a number of interactive and transactional eServices, such as income tax or VAT payments and registration for social services.

2003

- ▶ In *November 2003*, a new [police website](#) is [launched](#), featuring an **online crime reporting** service. The website enables citizens to report petty crimes and lost property, request information from the Police or provide information on criminal activities or other public safety concerns.
- ▶ In *September 2003*, the Maltese Government officially launches the [draft of the 'National ICT Strategic Plan'](#) at the first introductory meeting of the National Council for Information Society. This Council is made of 50 representatives of Government ministries and bodies, unions, employers, IT and mobile telephony operators, political parties, local councils, the National Commission of Disabled Persons, the Press Club and the National Council for Women.
- ▶ In *April 2003*, the Government [launches](#) a first set of mobile government services. This marks the coming into life of '**mGovernment**'; a programme to give access to government services via mobile phones and other mobile devices.
- ▶ At the same time period, a **Government-wide Intranet** is [launched](#). Named 'Malta Public Service Intranet', it is available to all public officers who use computers connected to the Malta Government network (MAGNET). The intranet allows document exchange and sharing across Ministries and Departments.
- ▶ In *March 2003*, the Government [sets up](#) an Internet **phone box service** offering access to public eServices.
- ▶ In *January 2003*, the Maltese Government [launches](#) an online application allowing the public to order Public Registry civil status certificates over the Internet, including birth, marriage and death certificates.

2002

- ▶ In *November 2002*, the Maltese Government launches a **customer service website**: www.servizz.gov.mt, enabling any individual to send a complaint or a request for information to Government departments and agencies, as well as to submit suggestions on how a government service may be improved.
- ▶ In *May 2002*, the Government of Malta launches its new portal: www.gov.mt. The official entry point to online services also links to all Government bodies.

2001

- ▶ In *June 2001*, the [eEurope+ Action Plan](#) is published by the European Commission. It is designed to foster the development of an information society in the Central and East European accession countries, including Malta.

- ▶ In January 2001, the [White Paper](#) on the Vision and Strategy for the Attainment of eGovernment becomes the official eGovernment strategy for the country. It establishes the principles and the strategic framework for the development of eGovernment while identifying the architecture, integrated services and related business change that need to be implemented in order to realise the eGovernment vision.

News 2000 and before

- ▶ In *1999*, the creation of the Central Information Management Unit (CIMU) within the Office of the Prime Minister takes place. CIMU is tasked with providing leadership and vision for ICT in the Public Service, promoting policies and standards on the use and application of ICT in the Public Service, ensuring compliance to such policies and standards while carrying out value for money reviews of ICT investments.
- ▶ In *1998*, the Maltese Government [adopts](#) a three-year (1999-2001) Information Systems Strategic Plan for the Public Service (ISSP).

eGovernment Strategy

Main strategic objectives and principles



Current eGovernment status

Malta has been in the forefront in the provision of user-centric online public services for both citizens and businesses. The focus of the eGovernment unit is now to bring all the Government of Malta online services together in one simple and seamless framework.

The national portal 'www.gov.mt' is the central source for all citizen services and governmental information, across the board, whilst the 'www.businessfirst.com.mt' is the national portal for businesses. The government plans to implement an aggressive eGovernment programme geared at transforming public services into catalysts of a more competitive economy for Malta. The main **targets** are enlisted in the Digital Malta Strategy (2014-2020).

Digital Malta (2014 -2020)

Digital Malta is the national ICT strategy for the years 2014-2020. It aims to provide a vision for the country to prosper as a digitally enabled nation in all sectors of society.

The core principles underpinning the implementation of the Digital Malta vision are:

- ▶ Ensuring all citizens are offered the possibility to benefit from ICT as a fundamental right.
- ▶ Advocating proactive leadership, and delivering programmes that meet needs.
- ▶ Supporting national priorities in line with government policy, the National Reform Programme and the EU obligations.
- ▶ Engaging the private sector as an important player in the delivery of the Strategy.
- ▶ Optimising value and accountability.
- ▶ Ensuring collaboration between stakeholders to make the best use of national strategic information assets, encourage synergies and minimise fragmentation.
- ▶ Encouraging a more-environmentally friendly society through greener procurement, implementation and application of ICT.
- ▶ Supporting and enabling Research and Innovation (R&I) in identified areas of strength, capability and centres of excellence (smart specialisation).
- ▶ Adopting an open and experimental mindset, capitalising on lessons learned from success stories and respecting best practices and international standards.
- ▶ Maximising opportunities from multiple funding sources, including European and international funding programmes and the private sector.

Building on past and present successes, the strategy will, above all, focus on the challenges needed to take up to address the gaps towards becoming a universally digitised society. From the citizen's perspective this will translate in enhancing their digital capability to better and more efficiently access healthcare and social services, connect the elderly and socially excluded, improve education for all, and create higher-quality jobs. From an economic perspective digital competence and specialist ICT skills

need to be widened, and national policy and strategies adjusted, to strengthen Malta's workforce and make its businesses more innovative and competitive.

Within this context, The Strategy outlines three strategic themes:

- ▶ Digital Citizen
- ▶ Digital Business
- ▶ Digital Government

The above themes are supported by three strategic enablers:

- ▶ Regulation and Legislation
- ▶ Infrastructure
- ▶ Human Capital

In support of this transformation, the goals are that ICT becomes the underlying infrastructure and driver behind every economic activity. ICT should make public administration more responsive, use of natural resources more sustainable, the legal and regulatory environment more business-friendly, and the SME and NGO communities more connected. Above all ICT should become an empowering tool for young entrepreneurs and a major source of impetus for the creation of more jobs and growth by Malta's key and emerging economic sectors.

The [Ministry for the Economy, Investment and Small Business](#) (MEIB) is responsible for the implementation of a Digital Economy for Malta, and has the overall governance of the eGovernment vision, strategy and associated programmes. The Ministry provides leadership and has ultimate responsibility for the successful delivery of the ICT programme.

The implementation of a Digital Economy requires the involvement and collaboration of various key players and entities. Amongst these, the Malta Communications Authority (MCA) and the Malta Information Technology Agency (MITA) are considered to be main actors.

Previous eGovernment Strategies

MITA's Strategic Plan (2009 - 2012)

The strategy targets are to be materialised through the implementation of Malta Information Technology Agency's [Strategic Plan 2009-2012](#). The new ICT strategy focuses on five strategic **priorities**.

- ▶ **SP1:** To lead ICT strategy development and drive the deployment of an effective ICT Governance Framework within the public sector.
- ▶ **SP2:** To deliver and sustain a robust, resilient and secure ICT infrastructure and IT services to Government.
- ▶ **SP3:** To transform public service delivery through the application of ICTs.
- ▶ **SP4:** To enable the growth of the knowledge economy through the engendering of a life-long ICT learning framework.
- ▶ **SP5:** To deliver quality of life improvements through innovative citizen-centric application of ICTs.

Out of these five strategic priorities, eGovernment is specifically treated in the 3rd pillar, while it is also served by a parameter of the 5th pillar. In more detail, the [MITA](#) includes in its ICT strategy the following **objectives** with clear reference to eGovernment:

- ▶ Design, develop and operate a state-of-the-art next-generation eGovernment platform based on open technologies, serving as a unique user experience, pan-European and single point of contact for all online public services.

- ▶ Retrofit all current eGovernment services into the new eGovernment platform to enhance the consolidation effect of having a single point of contact for citizens' access to online public services.
- ▶ Develop a secure, scalable and open technological layer to enable trusted third parties to integrate their electronic services with the facilities offered by the next generation eGovernment platform.
- ▶ Establish a Government-to-Business (G2B) variant of the eGovernment platform intended to aggregate, consolidate and simplify government-related administrative services, processes, notifications and procedures that businesses need to use in their relations with the Government.
- ▶ Develop and deploy an eProcurement system, allowing the local and EU-based commercial community to be in a position to be alerted on public procurement processes and also to submit their tenders electronically.
- ▶ Develop a policy framework and implement a mechanism to enroll and enable trusted third party individuals and organisations to serve as 'Agents' for the delivery of over-the-counter public services through the use of the agent-enabling capability eGovernment platform.
- ▶ Develop an open platform to serve as a tool for the proliferation of electronic services aimed at encouraging and facilitating citizen participation in government-led consultative processes.

National ICT Strategy for Malta (2008 - 2010)

The National ICT Strategy for Malta 2008-2010 was launched in December 2007, under the heading 'Malta: The Smart Island'. The strategy built upon the achievements of the previous ICT Strategy 2004-2006. The Smart Island Strategy seeks to address proactively the major challenges which the country's development in this sector shall inevitably face. The Smart Island strategy is a complex web of inter-wined initiatives constructed through a simple traditional 'hub-and-spoke' model. It is based upon seven inter-related strategic **streams**:

- ▶ Create a robust ICT Environment and next generation infrastructure;
- ▶ Provide a connected society - bridging the last and the new miles;
- ▶ Develop human potential into a smart workforce;
- ▶ Put an "e" to everything - enhancing citizens' quality of life through ICTs;
- ▶ Reinvent Government - transformation and open Government;
- ▶ Take Care of (e) Business;
- ▶ Develop a world - leading ICT industry.

These streams were structured according to five strategic **parameters** serving as the policy boundaries that determine the strategy's mapping:

- ▶ **Three landscape determinants:** The 'Smart Island' is moulded on four major directional waypoints which define the landscape of the national information society and economy against the backdrop of the global and European contexts.
- ▶ **SmartCity Malta:** It will re-define the relevance of the information economy in Malta and will serve both as an enabler for the attainment of the ICT services hub vision and as a motivational driver for the development of our human resources.
- ▶ **360-degree approach:** The 'Smart Island' strategy is a national strategy, thus it was developed through a '360-degree approach' through which the interests and objectives of the wider information society and economy have been prioritised.
- ▶ **Based on leading international practice:** The strategy has been developed, based on the lines of the best international practice available in the ICT sector.
- ▶ **Result-not textbook-driven:** The 'Smart Island' is neither built on textbook strategies, nor on stock processes. It is built on the critical mass of the experience of the multiple stakeholders.

Local Electronic Policy (2002 - 2004)

To extend the development of eGovernment to the local government level, a [Local Councils Electronic Policy](#) was adopted, in early 2002, on the basis of an agreement between the Government agencies (the eMalta Commission and the Department of Local Councils) and the Local Councils. The partnership aimed at empowering Local Councils rendering **centres of ICT-excellence** in their locality and playing a primary part in the following four **areas**: Social inclusion and digital divide; Best value service delivery satellite; Champion eDemocracy; and ICT take-up.

The partnership has five elementary **principles**, which will serve as the fundamental pillars for building a sustainable long-term relationship to offer the best levels of service delivery to the public.

- ▶ **Principle 1** - Local Councils at the core of eGovernment
- ▶ **Principle 2** - Use ICT to provide the best tailor-made services for residents
- ▶ **Principle 3** - Foster eDemocracy and citizen participation
- ▶ **Principle 4** - Position Local Councils as centres of ICT-dissemination
- ▶ **Principle 5** - Local Councils to progress at their own pace.

The partnership is the forerunner of the Agents Framework that will see eGovernment delivered through single points of contact which are closer to the end-user. The Local Councils remain important focal points in this respect. The private sector has joined this network of intermediaries that use the electronic services to deliver important public services packaged with their commercial services - at no additional cost to the Government or the Citizens/Businesses.

The 'Smart Island' strategy will see e-Agents becoming primarily important for the modernisation of the Public Administration so that the investment put into eGovernment can be opened to trusted third parties (including Local Councils, NGOs, professionals, etc.) in order to deliver all public services directly to their clients.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Malta. The most relevant sections of the legislation and the public services directives that constitute the

eGovernment regulatory framework are (you may view further details below in this section):

- ▶ Sub-title V - Computer-misuse act of the Criminal Code (Chapter 9 of the Laws of Malta)
- ▶ Data Protection Act (Chapter 440 of the Laws of Malta)
- ▶ Electronic commerce act (Chapter 426 of the Laws of Malta)
- ▶ Electronic Communications Act (Chapter 399 of the Laws of Malta)
- ▶ Electronic Communications (Income Tax) Regulations (Subsidiary Legislation 372.23)
- ▶ OPM Circular No 15_2007 - Usage of Electronic Identity Management Tools
- ▶ Directive 3.1 amending the Public Administration Act – Elimination of requirement to produce civil status certificates
- ▶ [ICT Governance Framework](#). Important parts of the framework are related to the traditional definition of eGovernment: Website Policy; Website Directive; Website Content and Presentation Standard; Website Accessibility Standard; Website Security Standard; Website Taxonomy Standard; Electronic Payment Service Policy; Mobile Messaging Service Policy.

Freedom of Information Legislation

[Freedom of Information Act](#) (2008)

The Act's aim is to establish a right to information held by public authorities to promote added transparency and accountability in government. Specifically, the Freedom of Information Act aims to grant citizens more rights in accessing information held by the government. The law draws upon elements of similar acts established in other countries. The Government of Malta published in the summer of 2009 [Law Number 218](#), which was a commencement notice that paved the way for the Maltese Freedom of Information Act 2008 to come fully into force on 1 August 2010. The commencement notice establishes the Information and Data Protections Commissioner as the regulatory body (change of name and extended responsibilities), and furthermore gives all public sector bodies (including local government) one year to prepare and publish the information asset lists, as defined by the Freedom of Information Act 2008.

Data Protection/Privacy Legislation

[Data Protection Act](#) (2001)

The Data Protection Act was passed on 14 December 2001 and came fully into force in July 2003. It was introduced in order to render Maltese law compatible with EU Data Protection Directive ([95/46/EC](#)), even

though Malta had not yet been an EU Member State at that time. It outlines principles of **'good information handling'** to guarantee the protection of personal information. Data controllers, such as educational institutions, employers and banks, are obliged to inform individuals of the reasons for collecting information about them. Furthermore, individuals are to be assured that the data collected will not be used for any other reason than that specified by the data controller and are granted rights of access to the personal information held by the data controller. The Act provides grounds for processing "personal data" but makes special provision for processing "sensitive personal data". In fact, as a general rule there is a prohibition to process "sensitive personal data" and in view of such prohibition, the Act provides very specific circumstances under which such "sensitive personal data" may be processed.

eCommerce Legislation

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

The Electronic Commerce Act, established fundamental principles for the legal recognition of electronic transactions. It transposed into Maltese law the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures. It thus establishes the regulatory framework for the provision of signature certification and intermediary services. The Act also defines the 'electronic signature' verbatim from the directive, as data in electronic form which is attached to, incorporated in or logically associated with other electronic data while serving as a method of authentication.

The Act also makes provision for: the legal validity of electronic communications and transactions; the legal framework for the formation of electronic contracts; a method for determining the time and place of dispatch and receipt of electronic communications; the regulatory framework for the provision of signature certification and intermediary services; and exemptions from liability of intermediary service providers.

The competent authority appointed to enforce issues relating to the Electronic Commerce Act, is the [Malta Communications Authority \(MCA\)](#).

eCommunications Legislation

[Electronic Communications \(Regulation\) Act \(2004\)](#)

In September 2004, the Electronic Communications (Regulation) Act was published in the Government Gazette of Malta (no. 17 652) together with a number of associated acts amending and partially repealing previous telecommunications and related legislation, as well as previously applicable secondary regulations.

This legislative change transposed into Maltese law the EU regulatory framework for electronic communications, namely: Directive [2002/21/EC](#) ('Framework' Directive); Directive [2002/20/EC](#) ('Authorisation' Directive); Directive [2002/19/EC](#) (Access and interconnection Directive); [2002/22/EC](#) ('Universal service and user's rights Directive'); and certain provisions of Directive [2002/58/EC](#) ('ePrivacy' Directive) falling within the remit of the MCA. The Maltese law incorporating the electronic communications framework, also includes the revised framework of 2009, which had to be implemented by 2011 by all EU Member States.

eProcurement Legislation

[Public Procurement Regulations \(2010\)](#)

The revised Public Procurement Regulations came into force on 1 June 2010. The Regulations set the rules for awarding public contracts. Specific rules apply depending on the value and nature (whether works, supplies or services) of the public contract. The law provides for recourse to the Public Contracts

Review Board against an award of a public contract by a contracting authority. Decisions of the Public Contracts Review Board Decision may even be challenged in front of a Court of Appeal.

The Regulations also include provisions on the use of **eAuctions** and the **Dynamic Purchasing System**.

Re-use of Public Sector Information (PSI)

[Re-use of Public Sector Information Order](#)

Legal Notice 20 of 2007, Re-Use of Public Sector Information Order, 2007, issued under the European Union Act (Chapter 460 of the Laws of Malta), transposes into Maltese law the general principles governing the re-use of public sector information, in line with the provisions of the relevant EU Directive [2003/98/EC](#) on the re-use of public section information.

By virtue of this law, public sector bodies shall allow the re-use of public sector information whether by another public sector body, a person or legal entity for a purpose other than the initial purpose for which the document /information was produced in view of the public task of the public sector entity that generated the document.

As opposed to the right of access granted under Freedom of Information (FOI) legislation, public sector information (PSI) re-use is rater linked to copyright and licensing.

eGovernment Actors

Main roles and responsibilities

National eGovernment

eGovernment in Malta falls under the remit of the Ministry for the Economy, Investment and Small Business. The development and implementation of eGovernment policy is coordinated centrally. The strategy is developed with broad stakeholder involvement; services are delivered through a mix of in-house and trusted third parties serving as service-delivery agents and implementation is done in a decentralised manner through Ministerial Chief Information Officers (CIOs).

Policy/Strategy

Malta Information Technology Agency (MITA)

MITA, which falls under the remit of the Ministry for the Economy, Investment, and Small Business was set up in July 2008. MITA is the central driver of Government's Information and Communications Technology (ICT) policy, programmes and initiatives in Malta. MITA's role is to deliver and implement the assigned programmes as set out in the Digital Malta National ICT Strategy 2014 - 2020, and as directed by the Minister for the Economy, Investment and Small Business from time to time. MITA manages the implementation of IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA is also responsible to propagate further use of ICT in society and economy and to promote and deliver programmes to enhance ICT education and the use of ICT as a learning tool.

Coordination

Malta Information Technology Agency (MITA)

The MITA serves as the central driver and coordinator of the ICT policy in Malta by becoming the means through which the Government determines its ICT priorities. Thus, MITA prioritises national ICT targets, and embraces open standards and technologies as a matter of policy. Its main strategic goals are to deliver and manage the execution of all programmes, to serve as the central driver of information and communication technology policy, programmes and initiatives in Malta, to promote and deliver programmes aimed at enhancing ICT education and the use of ICT as a learning tool, and to proliferate the further application of information and communication technologies in society and the economy.

The Agency is dedicated in assisting the Government in transforming technological innovations into real business solutions. Its unique approach combines an innovative array of ICT and project management services with focused delivery capabilities using tried and tested methodologies to help fulfil Government's strategies and projects and maximise the benefits of investment in technology.

Ministry for the Economy, Investment and Small Business

The Ministry for the Economy, Investment and Small Business coordinates the development and implementation of eGovernment policy in the sense that both [Malta Information Technology Agency \(MITA\)](#) and [Malta Communications Authority \(MCA\)](#), the two eGovernment executive agencies, fall under the Ministry's merit, which sometimes intervenes in the coordination process.

Implementation

Malta Information Technology Agency (MITA)

MITA implements IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA officially took over the operations of MITTS Ltd, with an extended role to cover projects and services on a national scale. MITA shall, therefore, continue to excel in providing ICT infrastructure and services, professional project management and consulting services to the Government.

Malta Communications Authority (MCA)

Since July 2008, the MCA is responsible for the direct implementation of the actions to upgrade Malta's external ICT environment, to eliminate the digital divide and to promote eCommerce. The Malta Communications Authority (MCA) is placed under the leadership of the MEIB. The work undertaken by MCA is resulting in the better use of resources and in obtaining more effective results.

eGov & Corporate Programmes Department, MITA

The eGov & Corporate Programmes Department within the Malta Information Technology Agency (MITA) is responsible for the overall core strategic implementations related to Corporate eGovernment, Document Management, GIS and NIDMS.

Programme Management Department, MITA

The Programme Management Department within the Malta Information Technology Agency (MITA) is responsible for the implementation of different strategic sections within Government, mainly Taxation, Customs, Social Security, Police, Justice, Agriculture, Transport, Health and Education.

Support

Malta Communications Authority (MCA)

The MCA is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission), eCommerce, eSignatures, eInclusion, eBusiness and the postal sector. The MCA's mission, mandate and functions derive from the [Malta Communications Authority Act](#) (Cap 418). The MCA is the National Regulatory Authority (NRA) for these sectors in accordance with EU law which is subsequently transposed into Maltese legislation.

Management Efficiency Unit (Better Regulation Unit)

The Management Efficiency Unit, under which the Better Regulation Unit operates constitutes a separate organisational entity within the Office of the Prime Minister and is primarily tasked with assisting Government Ministries and Departments in the development and implementation of effective change management strategies intended to lead to the improvement of the Government Services. The Unit is also responsible for formulating and coordinating Malta's National Reform Programme within the relaunched Lisbon Strategy, Better Regulation, and Schengen project management. It works closely with the public administration to ensure that Better Regulation principles and procedures are applied consistently throughout the Public Sector.

Malta's **Better Regulation Strategy** aims to ensure that all public entities take measures to:

- ▶ continue simplifying and improving existing regulation;
- ▶ ensure the better design of new regulation;
- ▶ reinforce the value that regulation should not only be effective but also proportionate;
- ▶ ensure that the effort is sustained in the long-term;
- ▶ design and apply better regulation tools and good practice; and
- ▶ promote a cultural change.

Department of Information

The Department of Information manages the Government [portal](#) and the Public Service intranet.

Audit/Assurance

National Audit Office of Malta

The National Audit Office's mandate consists in the full annual financial and compliance audit of all Government Offices and other public entities. Its mandate was extended to cover independent advisory and investigative powers, the examination of any financial matter concerning the use of public funds, and the performance/value for money evaluation audits of Government Offices, public entities and businesses where the Government constitutes a majority shareholder.

Data Protection

Office of the Information and Data Protection Commissioner

The Office of the Information and Data Protection Commissioner is tasked with ensuring the respect of the individual's right to privacy with regard to personal information and the enforcement of the relevant legislation in the field.

Malta Communications Authority (MCA)

The MCA is the National Regulatory Authority for electronic communications, eCommerce and the postal sector, in accordance with EU law which is subsequently transposed into Maltese legislation. Among the Acts implemented by the MCA is the signature certification of service providers, as defined in the [Electronic Commerce Act](#) (Cap 426).

Regional & Local eGovernment

Policy/Strategy

Local Councils

The Government considers Local Government as a kingpin in the attainment of the first class information society in Malta. In view of this, it established in early 2002 a [Local Council Electronic Policy](#) aimed at offering accessibility to technology and service delivery via the front offices of Local Councils. The policy was planned to be implemented through a partnership between the Government and the Local Councils, whereby Councils opting to participate in this initiative shall be granted a series of benefits related to the proliferation of the information society.

Coordination

Department for Local Government

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administration management. It also acts as a stimulant to the devolution and decentralisation processes. Furthermore, it now serves as a regulatory mechanism for Local Councils' operations.

Implementation

Local Councils

Local Councils implement eGovernment projects falling within their jurisdiction.

Support

Department for Local Government

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administrative support along with statutory funding to 68 Local Councils. It also acts as a stimulant to the devolution and decentralisation processes.

eGovernment Who's Who

Main eGovernment decision-makers and executives

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eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

www.gov.mt portal

The Government of Malta's portal is at the same time an institutional site and the **official gateway to electronic public services**. It provides access to information, as well as to a number of interactive and transactional services. An A to Z list of Government services can be accessed through the portal. The eGovernment services online are divided into **different clusters and Life Events**. The underlying idea of service clusters is a technique used to bundle government services according to the needs of specific citizen groups / events. Within these links, citizens will find government services structured around their needs, regardless of the Government Department they are located within.

www.mygov.mt portal

'mygov.mt' is a web portal where citizens and businesses are able to access Government's services available on the Internet in a **secure** and **integrated** manner. The portal uses a process that allows citizens to log in only once, through a **single-sign on facility**, in order to access all these services. The eID offers a simple method of identification and authentication to access the 'mygov.mt' services via a computer, from one's home, office or Local Council. Furthermore, it is free of charge and available to all ID Card holders, while it does not expire. 'myGov.mt' also provides functionality to citizens who appoint a person of their trust to manage by proxy their eGovernment services. This function is called 'delegation' and the only requirements are that both persons (both in possession of an eID) agree on this arrangement and that the person acting by proxy is acceptable to the Service Provider.

[eForms portal](#)

Another key component in implementing eGovernment, has been the setting up of the eForms platform which enables citizens to electronically submit applications related to Government services. The forms are produced on top of a workflow engine, meaning that information can be collected once at source, and be able to reduce the administrative burden by electronically distributing the forms within Government, tracking progress and informing the applicant accordingly. This platform is also integrated with the government payment gateway, thus ensuring that services can be rapidly developed and deployed to also cater for the financial aspect in a transaction.

[myBills](#) portal

Singular Payment Solution

The 'myBills' portal, a part of www.mygov.mt portal, is one of the key enablers for the attainment of Government's vision to design, develop and operate a next-generation eGovernment platform based on open technologies, serving as a unique user experience, a pan-European and single point of contact for all online public services. It is intended to provide consumers of eGovernment Services with a singular payment method that meets the highest industry security levels and provides a homogeneous payment experience across all services.

'myBills' supports one-off transactions that are part of an online process and the posting of journal entries for electronic bill presentment and payment (EBPP). One-off payment transactions originating from various eGovernment services are processed through a singular, centrally hosted payment page

(HPP). This method of payment ensures that Government departments have no access to credit/debit card details submitted by consumers. Furthermore, the citizen is allowed to settle any outstanding bill in part or in full, or schedule a recurring payment.

[Data Protection](#) portal

This portal, which came to operation in February 2006, enables citizens to access data protection services online.

[Judiciary of Malta](#) portal

The portal of the Judiciary of Malta was launched in October 2009, with the view to provide the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in. In addition, it offers a latest news section and an insight on the history of the Maltese Judiciary and the important judgements that have taken place. The vision of eGovernment is to continuously enhance its services through the application of various technologies.

[Local Councils](#) portal

The web portal, launched in 2009, aims at empowering the role of local councils and assisting citizens in easily accessing the councils' services. The main objectives for the creation of this web portal are to encourage local councils to effectively interact with the community in general and to provide international users with a valuable tool allowing them to better understand the geo-cultural composition of the Maltese Islands, with their different specificities that prevail in each locality. The portal also promotes the advantages of standardisation, opening the channels of locality-based prioritisation and differentiation.

[Servizz.gov](#) website

Through this website, citizens can submit **queries**, **suggestions** and **complaints** to public entities regarding the services they offer. Public entities include all Government Departments, Local Councils, as well as Authorities and Public Corporations (e.g. Planning Authority, Enemalta Corporation, Water Services Corporation). An electronic system that links all these entities was created, so that every case can be processed and investigated in the most efficient manner.

Networks

[New Generation Networks \(NGNs\)](#)

The government's plan is to facilitate the implementation of new generation networks (NGNs) and make sure that Malta will not lag back in rendering accessible this technology to all Maltese citizens, possibly taking advantage of the small size of the country and introducing this technology throughout Malta before other countries. Government is working to improve the administrative process which the operators have to pass through in order to introduce new networks. Furthermore, the Government is looking for methods that could help fibre technology arrive to homes and businesses fast. The strategy of technological information aimed to have connected 20 % of Maltese homes with new generation networks by the end of 2010.

In July 2008, the Ministry of Infrastructure, Transport and Communication launched a [Green Paper](#) on Next Generation Networks in the National Consultation Council. The Green Paper, which focused on fibre technology, exposed all the factors to be addressed by Government and the private sector. This is because the experience gained in other countries showed that the contribution of Government is greater when it encourages fibre-to-the-home (FTTH) projects.

[MAGNET](#)

'MAGNET' was implemented in 1995 as the Maltese Government Network connects all Government Ministries, Departments and Agencies, as well as Local Councils, Schools, Police Stations, Libraries, Hospitals, Health Centres, Social Services offices and Embassies. This network has enabled the Government to **proliferate IT and information society applications** such as email, the Internet, and corporate applications like the Common Database (CdB) and the Departmental Accounting System (DAS), to help facilitate and improve the efficiency of the Public Service. The availability of this network also enabled the Government to launch its eGovernment services. A new network, 'MAGNET II', was launched in July 2005 and partly replaced 'MAGNET'. This **new state-of-the-art network** presents a number of benefits for users compared with its predecessor. In particular, 'MAGNET II' has provided **enhanced bandwidth** per site, offered **better reliability** through strict service level agreements (SLAs), guaranteed 99.8 % minimum site availability, fully secure through extensive encryption.

Another major benefit of 'MAGNET II' is the network's ability to transport **Voice over IP (VoIP)** calls efficiently and effectively between all connected organisations. A **Government-wide intranet** is available to all entities connected to the network. Named 'Malta Public Service Intranet', it allows document exchange and sharing across Ministries and Departments.

eIdentification/eAuthentication

[National Identity Management System \(NIDMS\)](#)

The existing National Identity Management System aims to support the **core identity management processes** including the issuance of electronic identity cards (eID Card), ePassports, biometric visas and residence permits. The Government operates a number of identity management systems, the most important of which being: core database systems, electronic identity (e-ID) infrastructure, an electoral system, a national identity card system and the passport system. However, it should be noted that these and other disparate information systems are not entirely interoperable.

[Electronic Identity \(e-ID\)](#)

In March 2004, the Maltese Government launched its '**Electronic Identity**'; a **secure key network** that enables citizens to access a number of interactive and transactional eServices requiring strong identification such as VAT, tax and company-related services, as well as social services, online passport requests and online ePayment Gateway. The Electronic Identity is based on the internationally recognised four-tier security model. As of March 2007, the eID had already been implemented and launched up to the second level. The third level, which consists of a **soft PKI digital certificate**, has been implemented as well.

The eID offers a simple method of [identification and authentication](#) to access the eGovernment services provided on the '**mygov.mt**' portal. The eID number and password are used to log in, whereas the PIN activation code is used to sign for the first time into 'mygov.mt', to activate one's eID account. The PIN number will be again needed when applying for a **digital certificate** to be able to access the highly sensitive eGovernment services (e.g. submission of VAT or income tax return). Downloading such digital certificate is **optional** and depends on whether the user intends to make use of the sensitive services in question. It is to be noted that the eID is **free of charge**, available to all ID Card holders and it does not expire.

[Electronic Identity Cards \(e-ID Card\)](#)

The e-ID Card is an identity card which in addition to the traditional identification features also includes an electronic component which allows the citizen to access an array of electronic services provided by the Government and other third parties.

Maltese nationals who are 14 years of age and older are entitled to an e-ID Card. The electronic features of the card shall be made available to all card holders with one exception, the signature certificate shall be available to citizens who are 18 years and older.

Residents who are not Maltese nationals, but who are eligible for a residence document or residence permit will have, through such electronic documents, the same e-ID features as the e-ID Card. Specifically, EU nationals, spouses of EU nationals and regular third country nationals residing in Malta have the same e-ID features and accesses as Maltese nationals.

The electronic chip of the e-ID card holds the same biographic data that is visible on the face of the card, including a digital image of the citizen. The chip includes also two digital certificates for authentication and signatures, and applications for ticketing and electronic purse.

The digital certificate for 'authentication' enables the citizen to log in securely to the eGovernment services. The digital certificate for 'signatures' is an enabler for electronic signatures. These are qualified certificates under the eCommerce Act and the electronic signature will be equivalent to a hand-written signature. Both certificates are protected by different Personal Identification Numbers (PINs).

The e-ID Card can be used by the citizens to access securely their health information through the eGovernment services, but does not hold any sensitive health data on itself. No fingerprint biometric data is held on the e-ID Card and it does not replace the Voting document issued by the Electoral Commission.

ePassports

Malta's new upgraded ePassport system with Extended Access Control (EAC) capability [went live](#) in June 2010. This new solution delivers a higher level of security and access control, in accordance with EU regulation for all Schengen Member States with the addition of a second biometric - two fingerprints - to the data already stored on the chip. Its delivery is a key milestone in the Government's ongoing strategic identity management plan. Fully integrated with Malta's existing National Identity Management System (NIDMS), EAC capability has initially been launched in Malta and Gozo and then rolled out across all embassy sites.

The issuance of biometric passports initially began, in October 2008 by the [Maltese Passports Office](#). On the occasion of their launch, Minister for Infrastructure, Transport and Communications, Austin Gatt, explained that the new passports contain the same information as the old ones, but the **information** is held in a **more secure manner**, in a chip embedded in the document. In the future, the chip is also planned to carry an image of the holder's fingerprint.

eProcurement

Electronic Public Procurement System (ePPS) platform

The [eProcurement Solution](#) procured by the Government of Malta is the ePPS (electronic Public Procurement System) platform which is supplied by European Dynamics S.A. The platform was [launched](#) in July 2011 to facilitate the Maltese Government's transition to online procurement, covering the full lifecycle of public procurement, from the publishing stage to award and execution of contracts. The Solution constitutes an eProcurement platform, comprising a core and a number of eProcurement-specific services, offering several parameterisation capabilities for meeting the exact needs of a Purchasing Authority.

The eProcurement solution will enable actual tender bids to be submitted securely online as well as new possibilities such as 'reverse auctions' where bidders compete to offer the lowest price. Initially the platform will be used by the [Department of Contracts](#) and the [Malta Information Technology Agency](#) (MITA). In the future, it is to become accessible to the private sector as well, which will enable businesses to start submitting bids online.

[Department of Contracts portal](#)

This portal is aimed at reducing the effort and time involved in the procurement process of tenders issued by the [Department of Contracts](#). It is aimed at providing a user-friendly, efficient and effective platform for bidders by using the capabilities of the Internet to provide **interactive information** with document downloading capabilities, payment online, search functions, as well as an email and SMS alert service for bidders.

Numerous functionalities are available for bidders. The most important ones allow bidders to: be alert with new calls for tender that may be of interest to them; preview the entire tender document before purchasing/downloading the actual tender document; register one's attendance to site visits/clarification meetings; view schedules and summary of tenders received online and be alerted with developments in the adjudication process. Maltese individuals and organisations have to register at the portal through the [national eID framework](#). Foreign bidders need to register themselves and their respective organisations directly from the portal.

Knowledge Management

First Initiatives - [The Malta Public Service Intranet](#): Servizz.gov

Launched in April 2003, the 'Malta Public Service Intranet': Servizz.gov is a partnership between Central Government, Local Councils and other Government Entities. These three service providers collaborate to offer a free of charge, one-stop shop that offers all public services online.

Further Steps for Creating a Government-wide Knowledge Management Framework

The Malta Information Technology Agency's [Strategic Plan 2009-2012](#) envisages the establishment of a knowledge-management function for IT-and IS-related matters in government, encouraging the sharing of information, best practices, research and related materials to enhance the knowledge and appreciation of decision-makers on the respective subjects. According to the goals set out in Strategic Priority 1, which plans to drive the deployment of an effective ICT Governance Framework within the public sector, Malta is about to adopt and disseminate international best practice in matters related to effective ICT Governance through knowledge management and other educational techniques.

Other Infrastructure

ePayment

ePayment gateway

The [eGovernment electronic payment gateway](#) is part of the horizontal infrastructure supporting the Maltese eGovernment. It complements the eID framework in providing a layer for the development of eServices to both Citizens and Businesses. When the first payment gateway was launched in 2003, the number of transactions reached approximately 7 600 during the course of the year. In 2007, this amount had already reached about a quarter of a million and the system was completely redeveloped with the new Government Payment Gateway going live in October 2008. According to 2010 figures, the payment gateway handles around € 40m per year. The setup offers stability and security. Its contracted availability is 99.9 % per month and the average processing time for a transaction is 2.5 seconds. As of May 2009, merchants are being offered complete reporting , while MITA plans to deploy functionality which would allow real-time reporting to be fully integrated with the merchants' back-end systems.

eServices development & deployment framework

['eForms' platform](#)

The 'eForms' platform intends to enable Government to rapidly develop and deploy eServices and to tie these into one framework to manage the entire portfolio of public services. An electronic form process may start directly from the 'eForms' platform or through any Government web application using friendly URLs. To keep the integrity of filed documents, all the information within the form, attachments, workflows and transaction are managed and stored within eForms. At the end of the transaction, the content of the form can be supplied electronically to a Service Provider. The platform provides tools for converting the form information to a long term storage format such as PDF/A for records management purposes and to integrate with external systems. This enables a more intelligent input validation, form pre-filling and triggering of external processes. The 'eForms' platform is designed to uniquely combine content, process and connectivity to automate and streamline most records-based activities, eliminate unnecessary end user participation and enforce compliance.

['myAlerts' service](#)

As part of the eGovernment strategy to enhance citizen communication with the Government, the service provides timely notifications and alerts to citizens on their services of interest through multiple delivery channels. The 'myAlerts' service provides citizens with a one-stop shop to all notifications by email and SMS provided by eGovernment services, allowing citizens to be notified on various Governmental services instantly. The 'myAlerts' service will also provide citizens with news regarding ongoing and new eGovernment initiatives. With the substantial increase in eGovernment services in the past years (now approximately reaching 80 eServices), the government also includes User Satisfaction Surveys to analyse citizens' perception on general and specific eGovernment Services.

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 Government, Inland Revenue Malta

Website: <http://www.ird.gov.mt/>; <http://www.gov.mt/>

Description: Individual taxpayers may submit their Income Tax Return, view their Tax Statements, Income Tax Return Status and to make Income Tax Payments over the Internet. Continuous business process re-engineering has, however, almost eliminated the need for employees to complete a tax declaration since this is deducted at source by the employer.

2. Job search services by labour offices

Responsibility:	Central Government, Employment and Training Corporation (ETC)
Website:	http://www.etc.gov.mt/ ; http://www.gov.mt/
Description:	The ETC offers job recruitment related services to employers and job seekers. The service enables job seekers to use a search facility for jobs; to submit CV and online applications and receive electronic alerts for vacancies that match a particular profile.
Website:	https://www.eures.com.mt/
Description:	This site enables citizens to apply online for jobs in EU Member States through EURES. This eService enables candidates to build up a profile and submit his/her CV online.

3. Social security benefits

a. Unemployment benefits

Responsibility:	N/A
Website:	N/A
Description:	In Malta, there is no need to apply for unemployment benefits as these are automatically received by those who register as unemployed with the ETC. The services provided by ETC are extensive and available online.

b. Child allowances

Responsibility:	Central Government, Ministry of Education and Employment
Website:	http://www.socialpolicy.gov.mt (Direct link to eSocial Service Page)
Description:	The portal of the Ministry, responsible for Social Policy, offers a wide and varied list of social security services online, including the ability to register for Children's Allowance.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Description:	In Malta, there is no need to apply for medical costs reimbursement benefits since healthcare as a social service is delivered free of charge to all Maltese citizens.

d. Student grants

Responsibility:	Central Government, Ministry of Education and Employment
Website:	http://www.smgbonline.com/ ; http://www.education.gov.mt/
Description:	The service provides information on grants' eligibility and a list of authorised dealers. Applications are fully handled by electronic means.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry for Home Affairs and National Security – Maltese Passport Office

Website: <http://www.passaporti.gov.mt/>

Description: The website of the Ministry for Home Affairs and National Security provides all the information required to assist a Maltese citizen to acquire a Maltese passport, while forms may also be downloaded in PDF format.

b. Driver's licence

Responsibility: Central Government, Ministry for Transport and Infrastructure, Transport Malta

Website: <http://www.licenzji-tas-sewqan.gov.mt/>; <http://www.transport.gov.mt/>,
<http://www.mti.gov.mt>

Description: In 2008, the Transport Malta launched this service to allow for an electronic intake, the application of driving licenses and international driving permits.

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

Responsibility: Central Government, Ministry for Transport and Infrastructure, Transport Malta

Website: <http://www.vehicleregistration.gov.mt/>;
<http://www.transport.gov.mt/>; <http://www.mti.gov.mt>

Description: This service allows for end-to-end transparent car (and applicable registration tax) valuation and direct online registrations of new, used and imported cars. The obligatory license plate and road license can be applied and paid online through this website.

6. Application for building permission

Responsibility: Central Government, Malta Environment and Planning Authority

Website: <http://www.mepa.gov.mt/>

Description: Malta Environment & Planning Authority's eApplications was a European eGovernment Awards finalist in 2007. It is a building and renovation permission case handling tool, offering: (1) online application submission and payment; (2) digital case and file handling; (3) documentation for viewing by the applicant.

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

Responsibility:	Central Government, Maltese Police
Website:	http://www.pulizija.gov.mt/
Description:	The Police portal allows citizens to submit reports on crimes and incidents to the Malta Police Force. The website states the nature of crimes and incidents that may be reported, as well as the limits on monetary value of the crime or incident that may be made online. Citizens may also submit information on non-urgent criminal activities, or any other public safety concerns.

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

Responsibility:	Central Government, Ministry of Education and Employment, Libraries & Archives Department
Website:	http://opac.library.gov.mt/ ; http://www.libraries-archives.gov.mt/
Description:	The Public Libraries' website contains the Libraries Online Catalogue which may be accessed by users from the link in the 'Catalogues' menu of the homepage. A title may be searched and a list of libraries from where it can be loaned is provided.

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

Responsibility:	Central Government, Ministry for Home Affairs and National Security, Public Registry
Website:	http://www.certifikati.gov.mt/
Description:	The Certificates' portal provides the information needed to obtain a civil status certificate based upon the records of the Public Registry. Certificates of birth, marriage and death may be ordered and payment be affected online.

10. Enrolment in higher education/university

Responsibility:	University of Malta
Website:	https://esims.um.edu.mt/esims/ipp/appindex.html
Description:	The University started to accept online applications for all its courses in the academic year 2007-2008. The full case-handling system (called eSIMS) allows the application to be submitted, processed, and the decision and delivery of the notification to the student to be completely handled electronically.

11. Announcement of moving (change of address)

Responsibility:	Central Government, Office of the Prime Minister, Department of Information
Website:	http://www.changeaddress.gov.mt/
Description:	The web portal 'Moving Home' facilitates the notification process when a person or a business organisation relocates to a new address or when the road numbering scheme changes. The user selects entities that s/he wishes to notify.

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

Responsibility: Central Government, Ministry for Energy and Health

Website: <http://www.ehealth.gov.mt/>

Description: The eHealth portal allows the citizen to use a large number of health-related services such as Registration as a Blood Donor, the lodging of a complaint related to public-health and information on the roster of pharmacies open on Sundays and Public Holidays. The portal also has a vast patient electronic library (A.D.A.M.) with varied health-related information. Users in general can apply for the European health insurance card.

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, Inland Revenue Malta
Website:	http://www.ird.gov.mt/
Description:	Through this portal, employers submit a declaration of Social Security Contributions and a declaration of the Income Tax collected from employees' salaries online.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, Inland Revenue Malta
Website:	http://www.ird.gov.mt/
Description:	The portal is used by tax practitioners who are engaged to complete corporate tax returns, providing information on the submission's case handling on a 24x7 basis.

3. VAT: declaration, notification

Responsibility:	Central Government, VAT Department
Website:	http://www.vat.gov.mt/
Description:	Businesses need to be registered and issued with a VAT registration number. Information on the submission's case handling is available on a 24x7 basis.

4. Registration of a new company

Responsibility:	Central Government, Malta Financial Services Authority
Website:	http://registry.mfsa.com.mt/
Description:	The Malta Financial Services Authority (MFSA) houses the Registry of Companies where all commercial partnerships including companies are registered irrespective of the type of activities that they carry out.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Statistics Office
Website:	http://www.nso.gov.mt/
Description:	The National Statistics Office main portal publishes information related to statistical exercises. All questionnaires required are available to download from the main menu.

6. Customs declarations

Responsibility:	Central Government, Ministry of Finance
Website:	http://www.ces.gov.mt/
Description:	The online services provided by Customs are intended for traders of goods. The site offers three main functions allowing businesses to make declaration of imports and exports removing the need of referring to the Customs Department.

7. Environment-related permits (incl. reporting)

Responsibility:	Central Government, Malta Environment and Planning Authority (MEPA)
Website:	http://www.mepa.gov.mt/
Description:	The authority is responsible for environmental planning and this portal together with the eApplications tool provide a complete suite of information, online applications, digital file handling, documentation and a fully GIS-enabled map server.

8. Public procurement

Responsibility:	Central Government, Ministry of Finance, Department of Contracts
Website:	https://www.etenders.gov.mt
Description:	The website is dedicated to eProcurement by Public Service entities of IT desktop equipment. Purchasing Officers from public entities connected to Government's network use it to request quotations for IT desktop equipment.

European Commission - eGovernment Practice

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.

ePractice is a joint initiative by the Directorate General for Informatics (DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

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