D04.03: Digital Public Administration and Interoperability 2020 – Summary Slide Deck

ISA² action 2016.21: NIFO – National Interoperability Framework Observatory

Directorate General for Informatics – DIGIT

Unit D2 (Interoperability Unit)

Specific contract nº 253 under Framework contract nº DI/07626 – ABCIV

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Introduction

What is the purpose of this slide deck?

This summary slide-deck is intended to provide a country-view of the digital public administration and interoperability state-of-play in 2020 in Europe.

Which information sources have been used to compile this slide deck?

For each country, the data is drawn from:

- The **results of the European Interoperability Framework (EIF) Monitoring Mechanism,** with its related scoreboard for the data collection 2019/2020, outlining the country's performance in interoperability;

- The **main findings of the report "The role of digital government in the European semester process 2019"**, providing the main priorities in this field, identified within the European Semester documents, i.e. the Country Specific Recommendations (CSRs), the National Reform Programmes (NRPs) and the Operational Programmes (OPs);

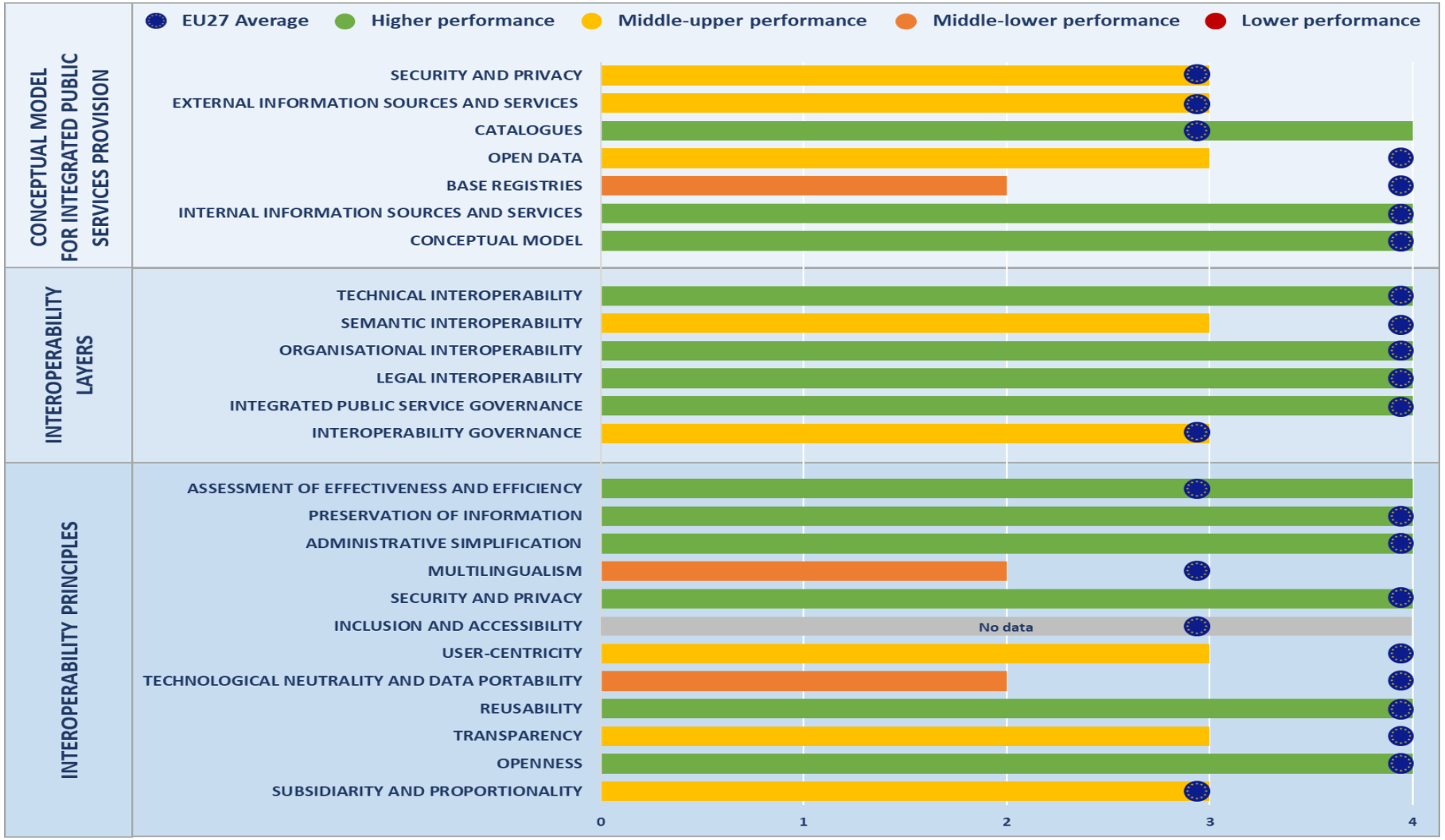
- The **main highlights of the Digital Public Administration factsheets 2020**, complemented with some specific indicators on digital public administration and eGovernment.

Which countries are part of this slide deck?

This slide deck covers 36 European countries (EU27, the United Kingdom, EFTA countries, the Republic of North Macedonia, Turkey, Montenegro and Ukraine) for the parts on the European Interoperability Framework and the Digital Public Administration factsheets. However, for the slide on the 2019 report on the role of digital government in the European semester process, only 28 countries are covered (EU27 and the United Kingdom) as the report only analyses these countries.

AUSTRIA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Austria, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are distributed in the three scoreboard, particularly related to the principle of external information sources and services.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

Member States' performance is assessed on a scale of one to four, from the lowest to the highest level of implementation of the different components of each scoreboard. The first official data collection and EIF assessment was launched at the end of 2019.
More information available here.

THE ROLE OF DIGITAL GOVERNMENT IN THE EUROPEAN SEMESTER PROCESS 2019

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

Only one recommendation has been found in the CSR for Austria. It encourages the country to support its productivity growth by stimulating **digitalisation of businesses** and company growth and by reducing regulatory barriers in the service sector.

Digitalisation of businesses

NATIONAL REFORM PROGRAMMES

4 priorities

eSkills

Several universities in the country put in place various measures to **improve accessibility and social mobility** among its students. For example, initiatives aimed at making engineering programmes more attractive and easily available increased.

Digitalisation of businesses

One of the missions of the Digitalisation Agency is to provide competent expert advice to SMEs. Promising instruments in this context include the national **Digital Innovation Hubs** and the special **KMU.Digital support programme**.

eGovernment and interoperability

A dedicated **Digitalisation Agency** was set up in 2018 to effectively bring together all the various efforts undertaken in the field of eGovernment and interoperability. It is currently drawing up a **strategic action plan** for the digitalisation of public administrations.

eHealth

Austria plans to implement several reforms to improve its healthcare system. One of these is to set up an **innovation and target control fund** within the National Health Insurance Scheme.

OPERATIONAL PROGRAMMES

4 priorities

Capacity building

Vienna is set to become a **Smart City**. To achieve this goal, it is currently investing in the right resources (such as renewable energy), expanding its research and innovation infrastructure and further developing its life quality.

Digitalisation of businesses

Innovative companies and start-ups, those investing in modern technology and science are invited to participate in **public-private partnerships towards further digitalisation.**

eProcurement

The field of innovation also takes into account the promotion **of electronic public procurement**. The interface between product and service innovations and public administration are planned through various pilot projects.

ICT infrastructure

Austria should further invest in research expertise in order to further grow digitally. For this, research and technology infrastructure are necessary and being established through various **Knowledge and Technology Parks** throughout the country.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
For the countries having set more than four objectives in their respective National Reform Programmes and/or Operational Programmes, only the top four priorities will be reported in this slide deck.

DIGITAL PUBLIC ADMINISTRATION FACTSHEETS

The Digital Public Administration factsheets are a reliable source of information on the state of play of digital public administration in Europe. They are yearly updated in collaboration with national contact points.

HIGHLIGHTS

Political Communications

The Austrian Government Programme, "In Responsibility for Austria - Government Programme 2020 - 2024", gives the subject of digitalisation a particularly high priority and includes numerous measures to establish and further ensure Austria's role as a leading digital nation.

Legislation

On 1 January 2020, the right to electronic correspondence with the public administration entered into force. Citizens now have the opportunity of handling their contacts with the authorities electronically and entirely without a break in media.

Governance

The responsibility for Austria's eGovernment strategy/policy lies within the Federal Ministry for Digital and Economic Affairs. The main body responsible for interoperability activities is the Platform Digital Austria (PDA).

Infrastructure

In March 2019, the government relaunched the Austrian One-Stop eGovernment portal for citizens, oesterreich.gv.at. The portal has been expanded with the introduction of new services for citizens (e.g. baby point and relocation).

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

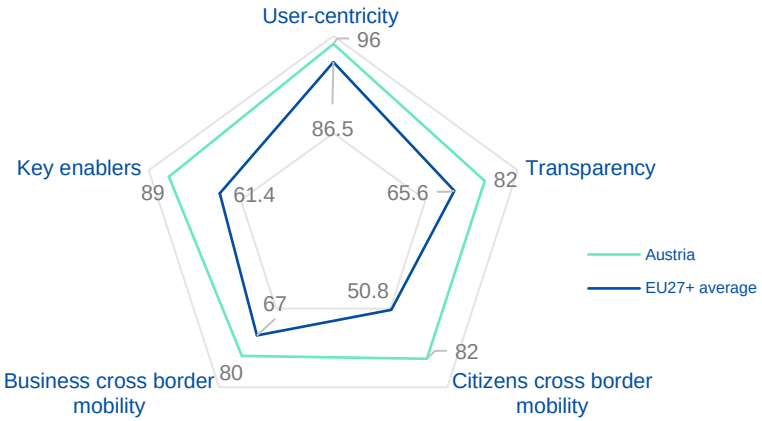
	Austria	EU28 average
Interacting with public authorities	+4%* ↑ 70%	55%
Obtaining information	+3%* ↑ 59%	44%
Downloading official forms	+6%* ↑ 44%	33%
Sending filled forms	+2%* ↑ 47%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

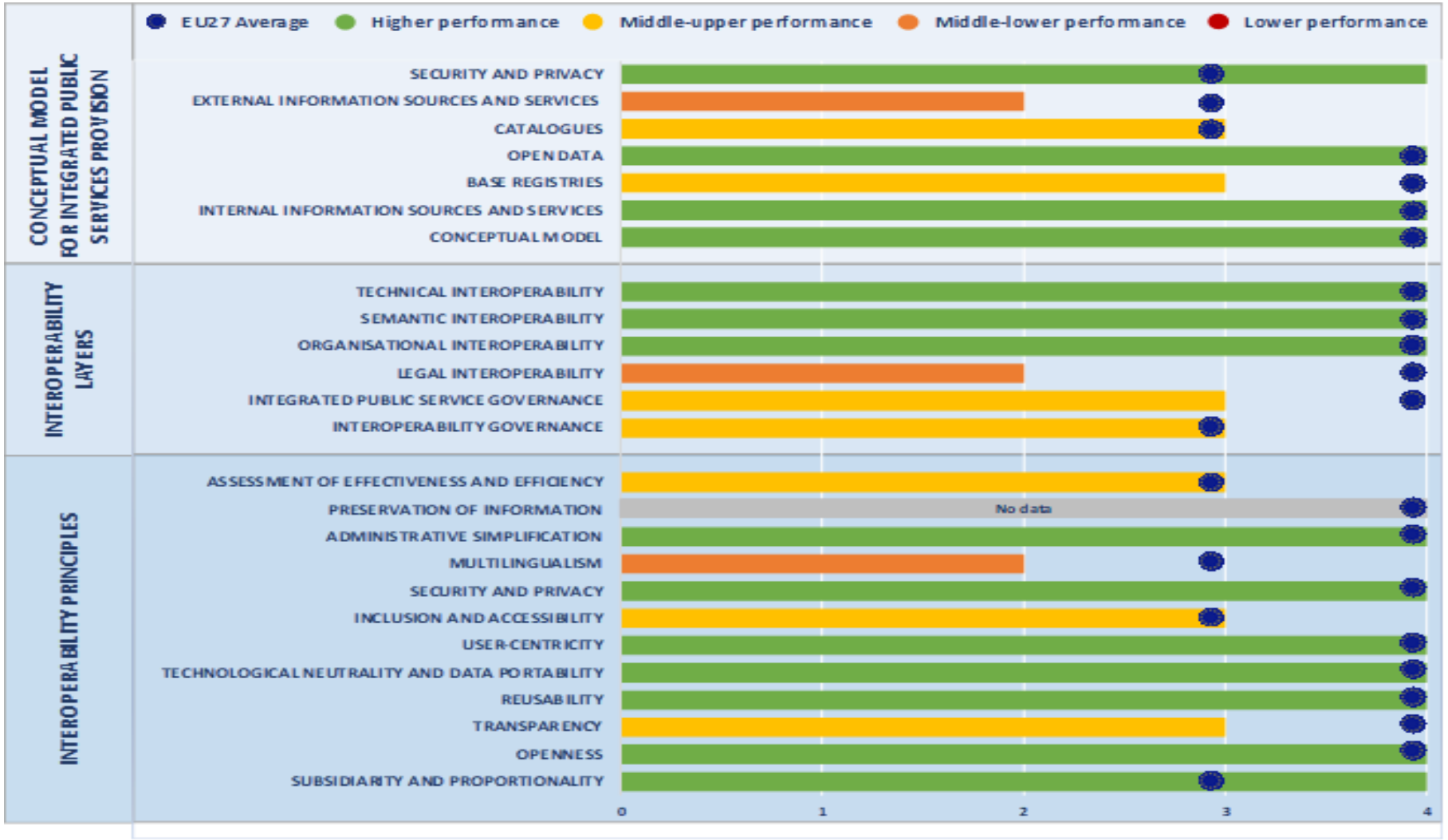


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

BELGIUM

STATE OF PLAY OF INTEROPERABILITY



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In the case of Belgium, it is possible to notice an overall good performance of the country, with particularly positive results within the third scoreboard (Interoperability principles). The areas of improvements are distributed in all scoreboards and are related to the principle of external information sources and services, legal interoperability and multilingualism. Not enough data was collected to measure the principle of preservation of information.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Belgium makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

7 priorities

eSkills

The Brussels Regional Office of Employment (Actiris) offers **ICT vouchers to jobseekers** in the region to boost their digital skills for future employers.

New technologies

The Brussels-Capital Region selected **7 new digital projects** (with a budget of around 6 M euros) to promote effective cooperation between academia and industry in the field of decentralized systems such as Blockchain.

eJustice

At the federal level, the Belgian government has started to put forward some reforms to **digitalise the judicial system**. This change will particularly benefit companies that will now have the possibility to transmit digitally official documents such as the statutes.

eHealth

Wallonia established a new innovative platform called **NAH (Institute of Analytics for Health)** to foster eHealth solutions. The platform aspires to develop tools and methods to create a Walloon research network for the analysis of health data.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of Belgium's national OPs for the 2014-2020 financing period has revealed that there are no initiatives under TO2 and TO11 that fell under the scope of the study.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

In January 2019, the *Conférence interministérielle Santé publique* approved the eHealth Action Plan for 2019-2021.
In December 2019, the Belgian Data Protection Authority released its Strategic Plan for the period 2019-2025.

Legislation

In February 2019, the eBox law introduced an electronic mailbox that can be used by public actors for electronic communications with Belgian citizens, registered companies and organisations.

Governance

The responsibility for Belgium's eGovernment strategy/policy lies within the Directorate-General Digital Transformation (BOSA). The BOSA is also the body responsible for interoperability activities.

Infrastructure

eInvoice has been launched by BOSA to guide users through the concept of electronic invoicing, its future applications and implications for Belgium. The website uses the PEPPOL model of eInvoicing to support both B2G and the B2B eInvoicing.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

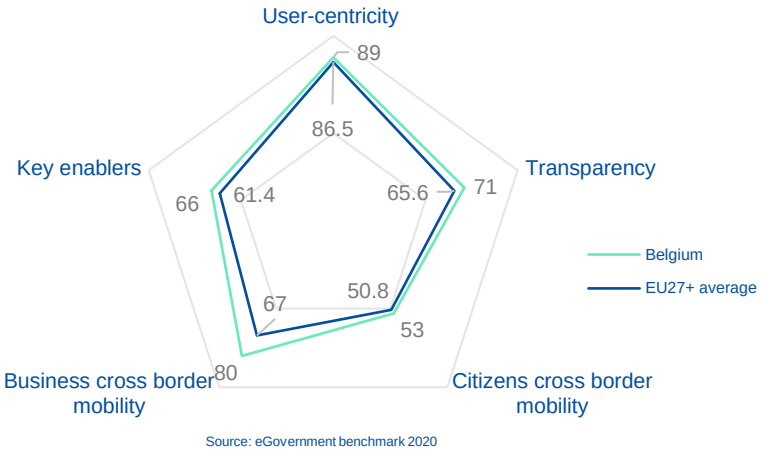
	Belgium	EU28 average
Interacting with public authorities	+3%* ↑ 59%	55%
Obtaining information	-1%* ↓ 45%	44%
Downloading official forms	+4%* ↑ 35%	33%
Sending filled forms	+3%* ↑ 40%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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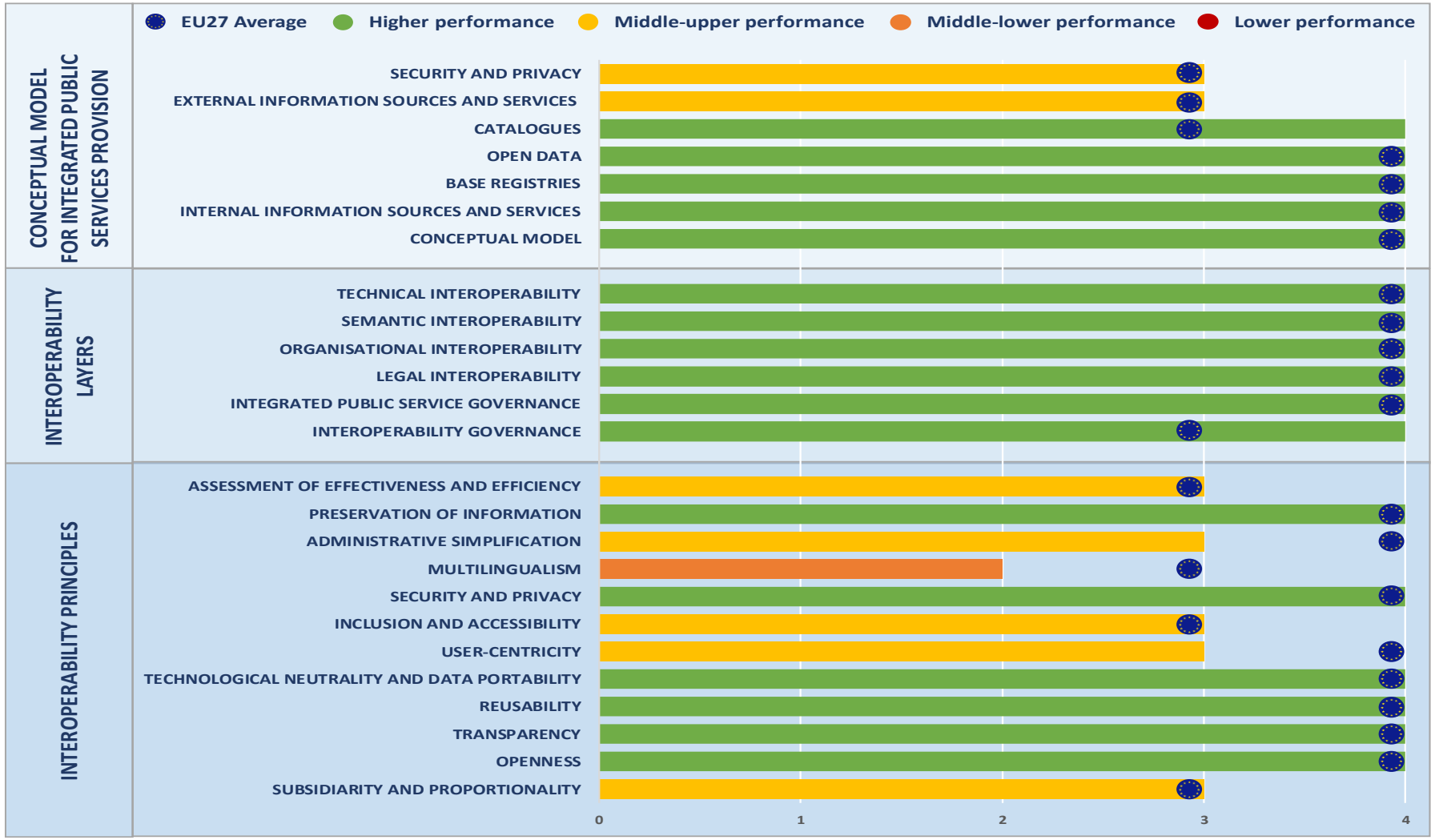
BULGARIA

STATE OF PLAY OF INTEROPERABILITY



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In the case of Bulgaria, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are concentrated within the third scoreboard, mostly on the principle of multilingualism.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 4, the CSR for Bulgaria stresses the need to strengthen employability by reinforcing digital skills.

eSkills

NATIONAL REFORM PROGRAMMES

12 priorities

Digital public services delivery

An **electronic labour exchange** is currently being implemented to enhance interoperability among the 73 centres for Employment and Social Assistance and provide a better service to long-term unemployed citizens.

eProcurement

The work on the setup of electronic awarding of contracts by means of a **single national electronic web-based platform for public procurement** continues. A number of actions have been taken to strengthen the administrative capacity and professionalism in the sector.

ICT infrastructure

The country is adopting new measures to ensure access to citizens and businesses to networks with very high capacity. 5G networks are expected to be substantially faster than 4G ones.

Open data

A plan is being developed for the creation of a national portal and open science repository and a communication strategy for promoting results of scientific research, as well as a national plan for a science, open to the society and economy.

OPERATIONAL PROGRAMMES

9 priorities

eHealth

As part of the eServices initiative, eHealth is one of the most important priorities. The system will be unified and developed to be further upgraded into **a single, centralised platform**. The complete health records of all Bulgarian citizens will also be available and accessible online.

eSkills

The skills of the current unemployed and employed workforce are important to be developed. The ICT sector is creating various jobs that are important for the future development of the country.

eJustice

In order to enhance the quality of legislation, as well as the capacity of the judicial system, eJustice is being introduced throughout the country. This will apply consistency, faster judicial processes, information security and the opening of the judiciary will have a big anticorruption effect.

ICT infrastructure

The IT infrastructure in Bulgaria is outdated therefore hindering information systems and services. Equipment will be purchased and installed in order to ensure proper exchange of information. The government also plans to develop a **cloud** to migrate all resources, systems and services onto it..

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HIGHLIGHTS

Political Communications

At the end of 2019, the Council of Ministers adopted the Digital 2025 National Programme and the Roadmap for its implementation.
The Republic of Bulgaria has updated its vision and policy set out in the Strategy for the Development of eGovernment.

Legislation

The eGovernment Act was amended to transpose the Directive 2016/2102/EU on the accessibility of websites and mobile applications of public sector organizations.
In mid-2019, the Ordinance on Minimum Requirements for Network and Information Security entered into force.

Governance

The responsibility for Bulgaria's IT and eCommunication strategy/policy lies within the Ministry of Transport, Information Technology and Communications (MTITC). The responsibility for interoperability activities and eGovernment policy lies within the State eGovernment Agency (SEGA).

Infrastructure

In November 2019, Bulgaria has launched an eProcurement process. The introduction of the single national web-based eProcurement platform represented a major step towards the digitalisation of public services in the country.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

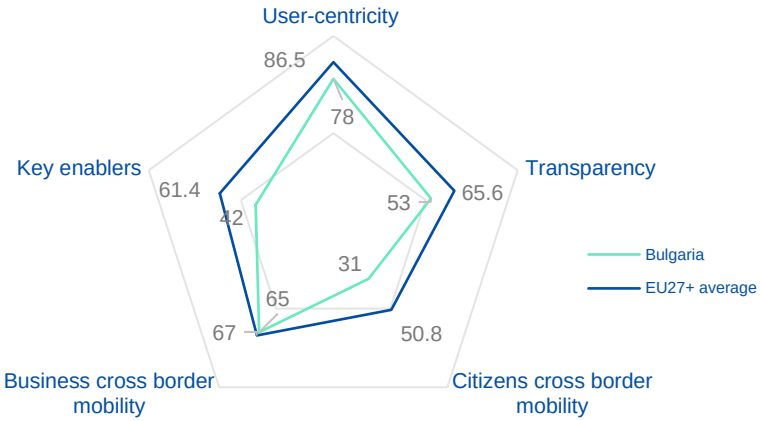
	Bulgaria	EU28 average
Interacting with public authorities	+3%* ↑ 25%	55%
Obtaining information	+3%* ↑ 20%	44%
Downloading official forms	+3%* ↑ 12%	33%
Sending filled forms	+1%* ↑ 10%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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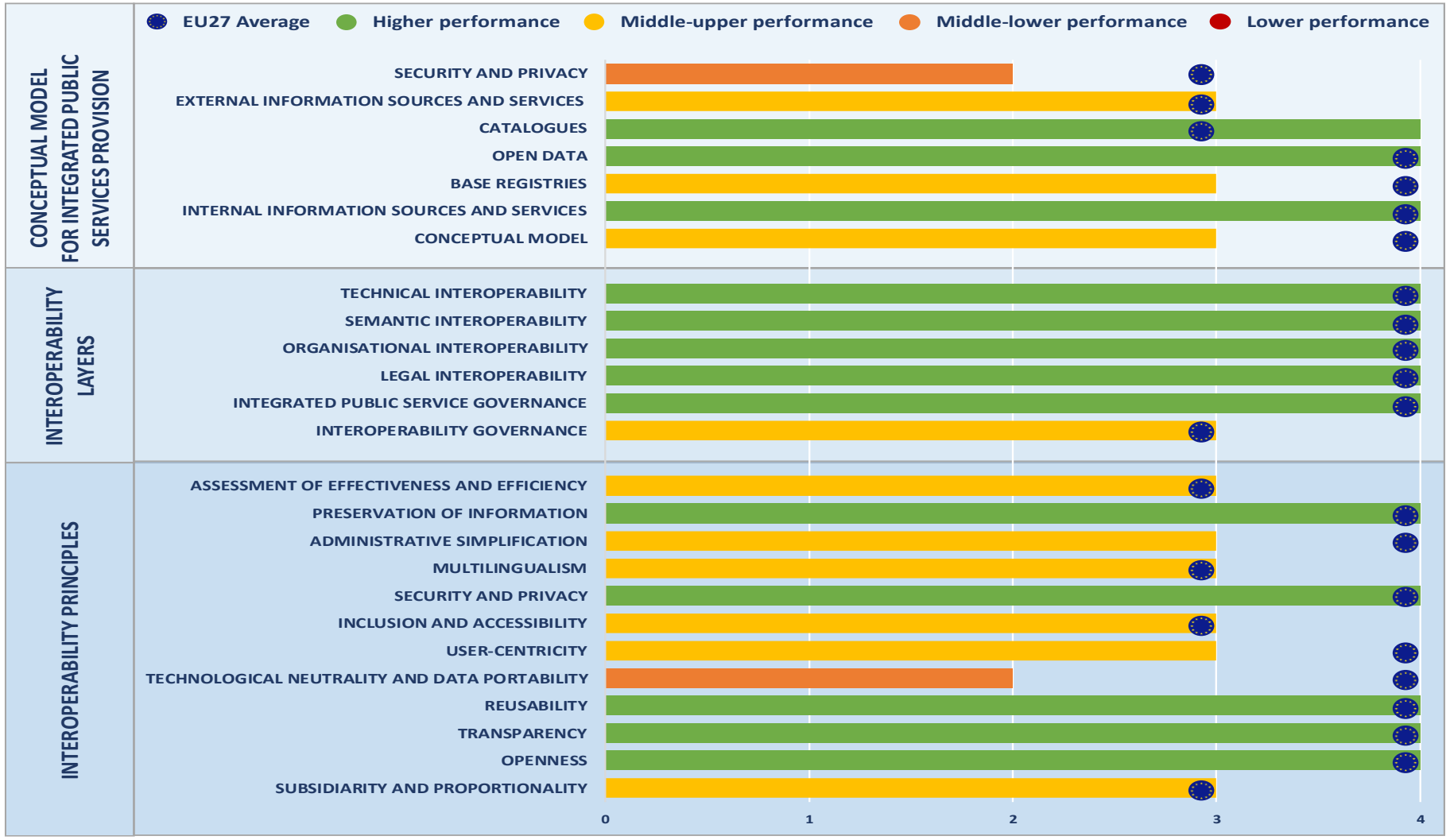
CROATIA

STATE OF PLAY OF INTEROPERABILITY



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In the case of Croatia, notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are related to the principle of security and privacy and technological neutrality and data portability.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 4, Croatia is urged to reduce the duration of its court proceedings and to start using electronic communication in courts to make the processes faster and more effective. In this area, the country could think to implement eJustice measures

eJustice

NATIONAL REFORM PROGRAMMES

8 priorities

eGovernment portal

This programme intends to create a **single access point** for all electronic business services in Croatia. The platform will allow businesses to oversee and download documents online, such as tax administration, health insurances or pension schemes.

Open data

The portal strengthens the **accountability, efficiency and transparency** of the public administration. It should thus be thoroughly upgraded and expanded so as to provide for a larger number of data disclosure bodies and a greater amount of quality and worthwhile data free of use.

eTax

Croatia introduced **ePayment** for its taxes and contributions, which will lead to the reduction in the number of hours spent on tax analysis and payments.

eHealth

The country has started to implement and use **ICT solutions in the healthcare system** as a way of improving citizens' health and foster the productivity and efficiency of their health provisions. Croatia will put in place a new Strategic eHealth development plan for the 2020-2025 period.

OPERATIONAL PROGRAMMES

14 priorities

eGovernment and interoperability

New interventions will support information systems to build an **eCitizen platform, an eBusiness platform and a one-stop shop**. These are different channels of communications for citizens and businesses, which will reduce administrative burden.

eCulture

In order to collect, process, distribute and store cultural heritage, a **digitalised platform** is being invested in. The aim is to preserve and present the Croatian national cultural heritage and make it **accessible to people throughout Europe** through the European platform.

Capacity building

One of the priorities of the country is investing in an IT system consolidating all the data on tourist boards and registered stakeholders in the tourist sector, which is meant to contribute to **better quality service in the tourism sector** as well as higher citizen and tourist satisfaction.

Digitalisation of businesses

The Croatian government will provide support to enterprises in order to create **eBusiness solutions through ICT** by optimising business processes, integrating business functions, streamlining workflows and enhancing interactions with clients and suppliers

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HIGHLIGHTS

Political Communications

Focus has been on the Croatian Presidency of the Council of the European Union, with a special consideration on securing interoperability between information systems and internal security as well as on ensuring the comprehensive and effective application of the interoperability legislation.

Legislation

The Regulation on electronic communications (NN 005/2020) has introduced a new way of communication that enables participants in court proceedings to use electronic means to communicate with the courts.

Governance

The Ministry of Public Administration participates in the promotion and improvement of IT infrastructure and the development of ICT, eGovernment, eEducation and eBusiness. It is also the main body responsible for interoperability activities in the country.

Infrastructure

The National Shared Services Centre (SCC), which presents government cloud IT infrastructure, is in production since November 2019. Once completed, all public sector bodies will be able to reliably exchange information and documentation according to the cloud paradigm.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

	Croatia	EU28 average
Interacting with public authorities	-3%* ↓ 33%	55%
Obtaining information	-6%* ↓ 29%	44%
Downloading official forms	+4%* ↑ 24%	33%
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Source: Eurostat 2019

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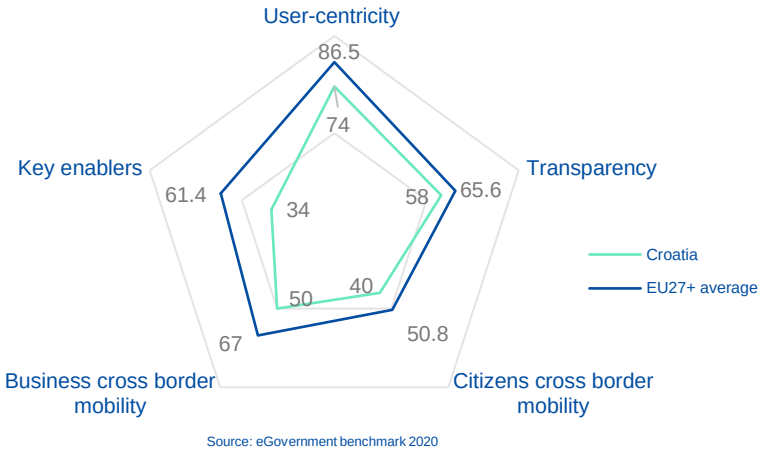
eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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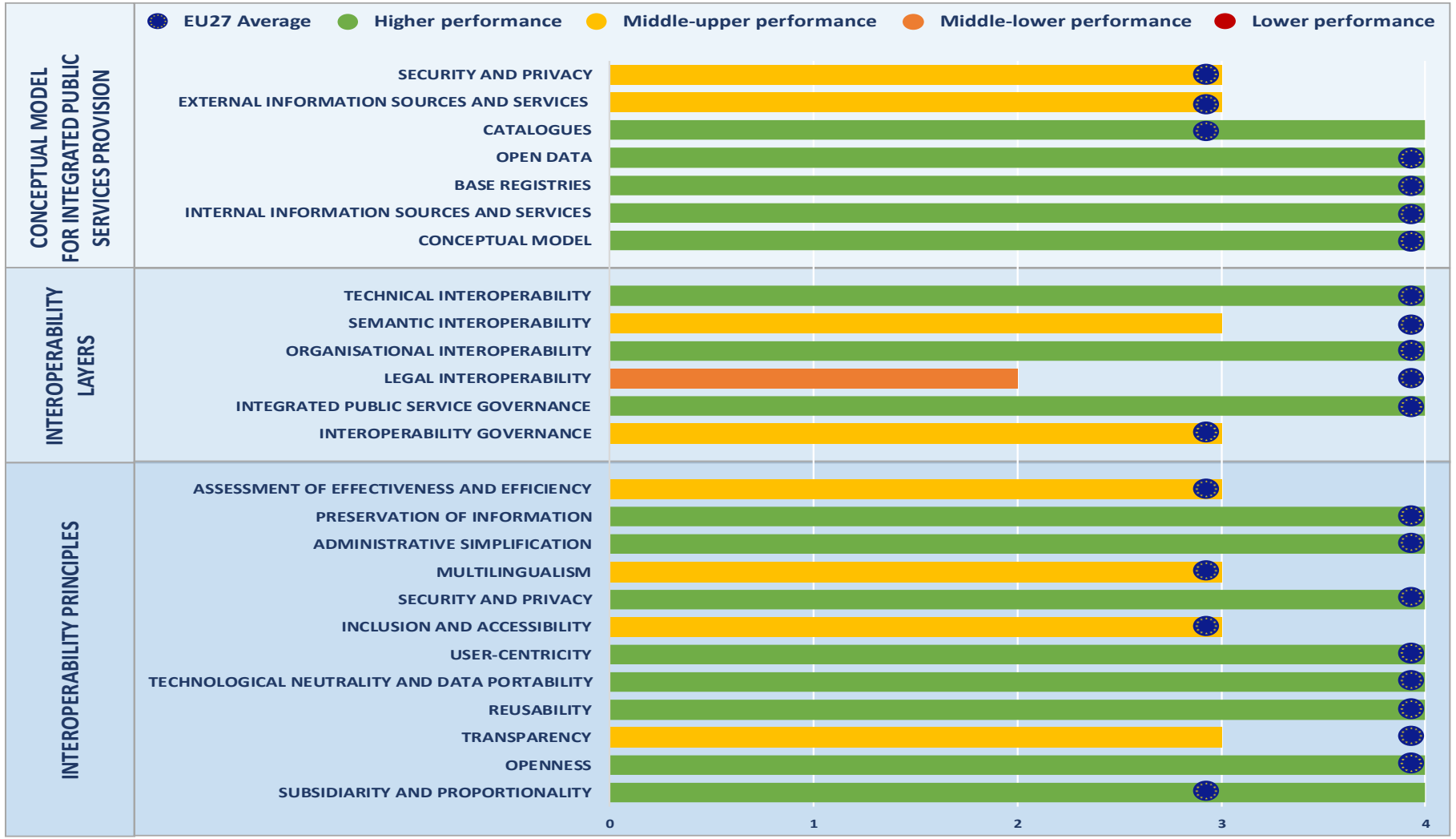
CYPRUS

STATE OF PLAY OF INTEROPERABILITY



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In the case of Cyprus, it is possible to notice an overall good performance of the country, with particularly positive results within the scoreboard related to the Conceptual Model for Integrated Public Services Provision. The main area of improvement is the layer of legal interoperability within the second scoreboard.

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COUNTRY SPECIFIC RECOMMENDATIONS

2 recommendations

One of the two recommendations found in the CSR of Cyprus urged the country to step up its efforts to improve the efficiency of its judicial system and set up an operational eJustice system .

eJustice

NATIONAL REFORM PROGRAMMES

4 priorities

eSkills

The country has put in place **free training programs and workshops** for citizens to learn about the eGovernment system and its advantages as well as basic digital skills and tools.

New Technologies

Together with 25 Member States, Cyprus adhered to the **Declaration for Cooperation on a European Blockchain Partnership** (EBP). Each country will have to come up with and introduce a national plan for the development of a blockchain technology in its country.

eGovernment and interoperability

The new Government gateway, **Ariadni,** intends to provide around 100 public eServices to citizens (driving licenses, passports etc.). Ariadni is a **reference platform for electronic transactions** between citizens, businesses, and institutions.

eHealth

New initiatives have been put forward to improve the provisions of eHealth services. The country put forward a **single contact point for cross-border healthcare** and implemented a **new Laboratory Information Management System** along with a National Health Information System.

OPERATIONAL PROGRAMMES

5 priorities

eSkills

As an answer to the high level **of electronic illiteracy**, the state, together with private universities could provide the necessary means for both young people and adults to be part of the training. The 'Employment, Human Capital and Social Cohesion' OP is making eSkills a priority.

eHealth

New actions under the 'Competitiveness and Sustainable Development' OP will relate to the **computerisation of public hospitals and health centres**, which will be expanded with a new **Integrated Information System of Health**. A data centre will be created and all patients' files will be digitalised.

eGovernment and interoperability

Creation of a new Agency to ensure the good management and payment of welfare benefits, the **Agency for Management and Payment** of the guaranteed minimum income aims to enhance the administrative capacity of the welfare benefits service management.

ICT infrastructure

Various projects will be put in place in order to increase the number of digital services provided to citizens. All the Ministries will create **a single data centre**; a legal framework will be adopted for electronic signatures; the eProcurement system is continuously receiving upgrades.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The National Strategy on Decentralised Technologies and Blockchain was approved on 18 June 2019 by the Council of Ministers in Cyprus.

Legislation

The national legislation (N.50(I)/2019) to the accessibility of the Websites and Mobile Applications of Public Sector Bodies was harmonised in April 2019 following the EU Directive.

Governance

The eGovernment Board is the main body responsible for approving and monitoring the progress of eGovernment actions. While the Department of Information Technology Services, within the Ministry of Finance, is the main body responsible for interoperability activities.

Infrastructure

The Governmental Unified Network, one of the most important projects in Cyprus will upgrade the entire network infrastructure of the government by combining the use of digital technologies and functional capabilities.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

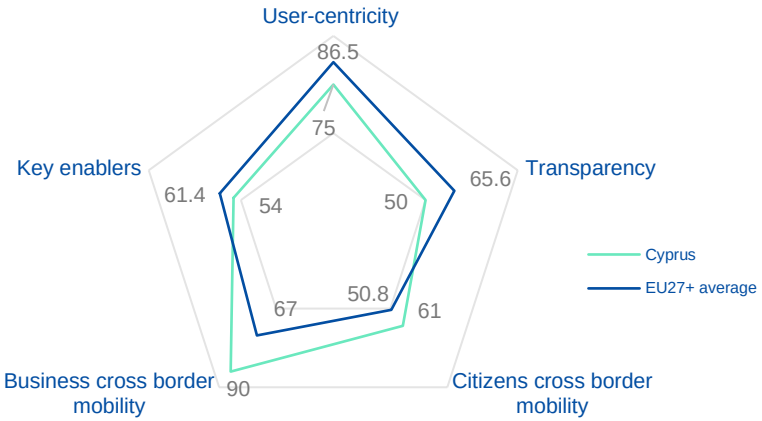
	Cyprus	EU28 average
Interacting with public authorities	↑ 50% (+6%*)	55%
Obtaining information	↑ 48% (+9%*)	44%
Downloading official forms	↑ 37% (+10%*)	33%
Sending filled forms	↑ 34% (+8%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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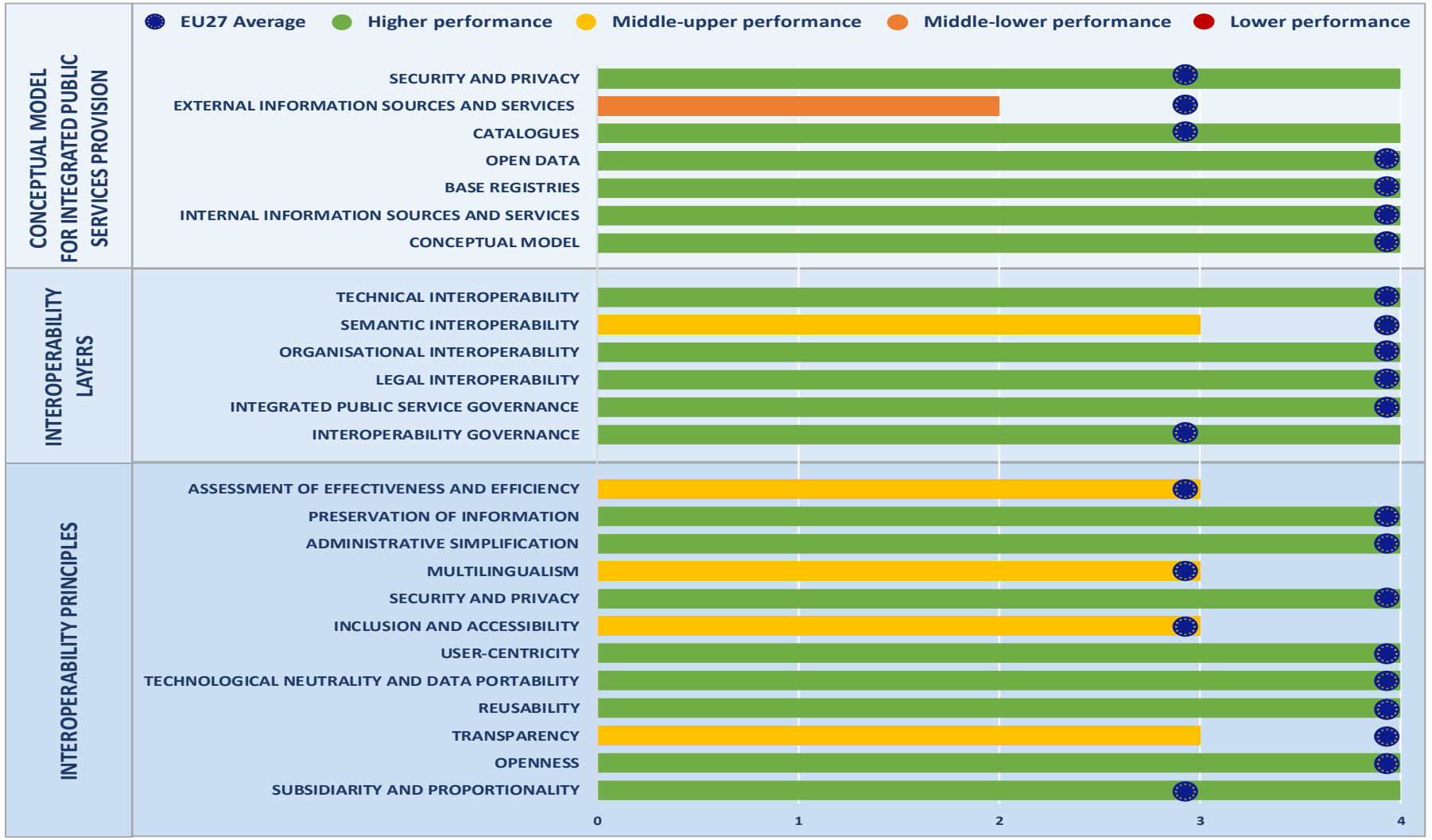
CZECH REPUBLIC

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Czech Republic, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are distributed in the three scoreboard, particularly related to the principle of external information sources and services. .

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

As indicated in recommendation 2, the Czech Republic is experiencing a strong labour market performance. However, the limited capacity of public employment services causes failings to provide jobseekers with personalised support. It is therefore suggested in the CSR to invest in outreach capacities of public employment, well-targeted active labour market and the enhancement of the labour market access through upskilling measures, also covering digital skills

eSkills

NATIONAL REFORM PROGRAMMES

15 priorities

eSkills

In 2019, the country prepared its **Education Policy Strategy 2030** which identified digital literacy and IT thinking as key priorities for the following period, particularly in basic education. The importance of developing practical skills related to modern technologies has also been strengthened.

ICT infrastructure

To underpin the digital agenda, a national plan for the **development of new generation networks**, including of high-speed internet and 5G mobile coverage, is set out to complement the digitalisation. The country will ensure targeted support is in place to create these networks.

Digital public services delivery

One of the priorities for eGovernment in the Czech Republic is to ensure **full electronic submission**, which will increase not only user comfort and the quality of services but the speed and efficiency of the administrations.

eHealth

The implementation of the second stage of the **ePrescription** is currently ongoing, the preparations for the **eHealth act** are to be completed in 2020 and a **National eHealth Centre** is set out. The establishment of the **eHealth Infrastructure Services** database is also planned.

OPERATIONAL PROGRAMMES

10 priorities

eGovernment and interoperability

After an evaluation of communication mechanisms in both Operational Programmes, the best practice to implement for the easy access to data, is using the principle of Open Data. A centralised public administration information system will be created to **enable data sharing**.

Digitalisation of businesses

A new Czech initiative foresees the **modernisation of the private sector**, through the 'Integrated Regional OP' funds. It consists of reducing the administrative burden on companies. In addition, Open Data, electronic filing, electronic identification and authentication will contribute to the goals of the initiative.

eJustice

The 'Employment' OP explains that eJustice is not yet widely used in the Czech Republic. There is excessive administrative burden in courts as well as lack of process standardisation. To overcome this, the **digitalisation of the judiciary and prison systems** will also be updated to electronic means.

Capacity building

In order to improve the educational facilities, school premises will be expanded with **new technological equipment** in the classrooms with funds from the 'Integrated Regional OP'.

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HIGHLIGHTS

Political Communications

The Government of the Czech Republic recently adopted the Innovation Strategy of the Czech Republic 2019–2030, focused on digital government and services, funding and evaluation of R&D, polytechnic education, national start-up and spin-off environment and other key priorities.

Legislation

The Act on the Right to Digital Services took effect in February 2020. Within five years of its adoption, this law will guarantee to citizens and businesses the option of dealing with state authorities fully electronically.

Governance

The responsibility for the Czech Republic's eGovernment strategy/policy and interoperability activities lies with the Ministry of the Interior of the Czech Republic.

Infrastructure

The Czech Republic notified its eID scheme under eIDAS on 13 September 2019. Its holders will now be able to use their eID credentials to access public services in other EU member states, making cross-border interactions easier and more secure.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

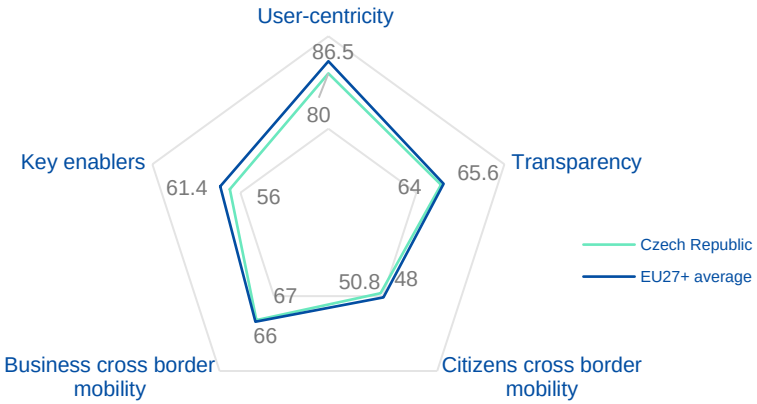
	Czech Republic	EU28 average
Interacting with public authorities	+1%* ↑ 54%	55%
Obtaining information	+2%* ↑ 52%	44%
Downloading official forms	+2%* ↑ 28%	33%
Sending filled forms	+1%* ↑ 25%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



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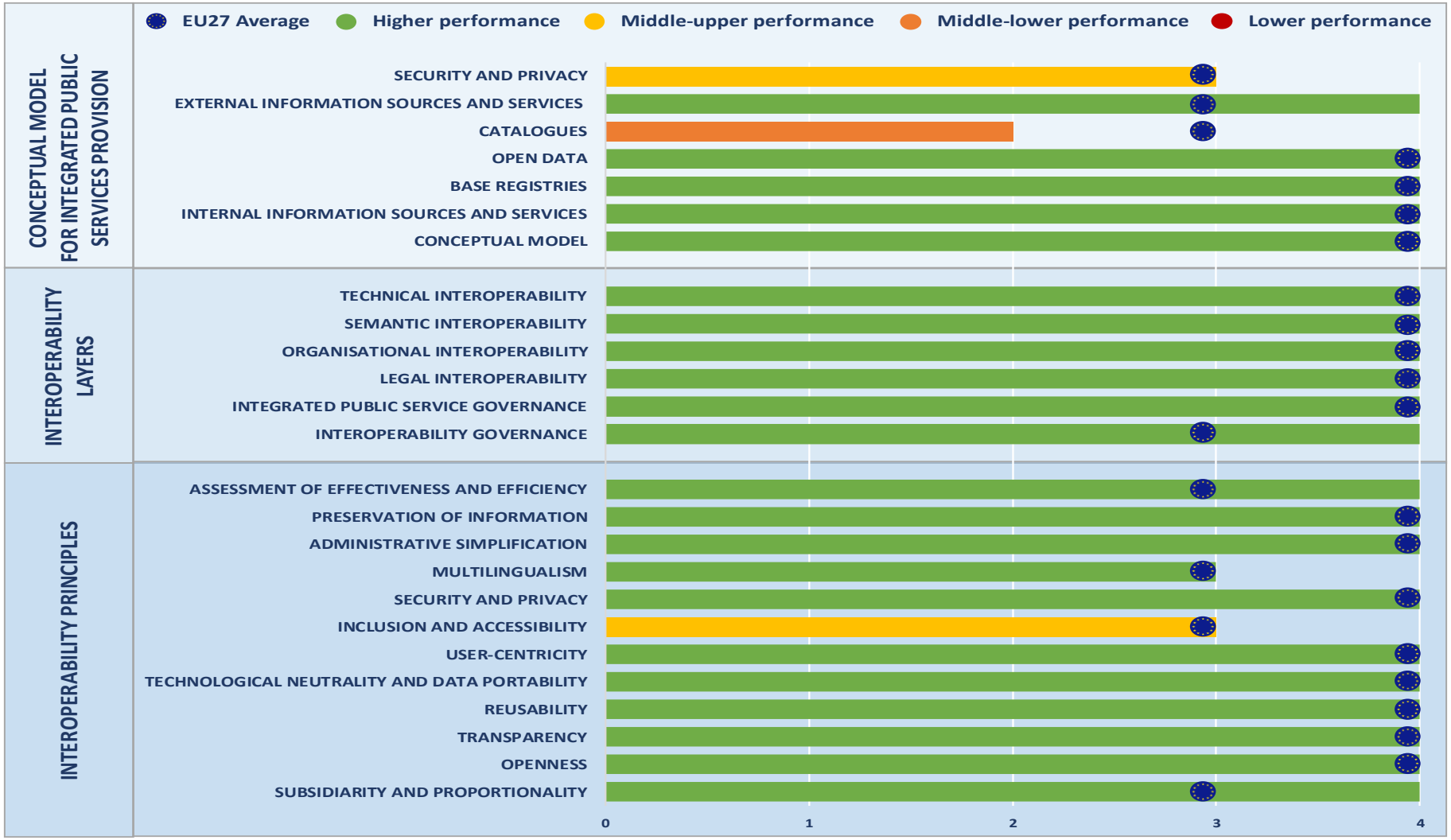
DENMARK

STATE OF PLAY OF INTEROPERABILITY



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In the case of Denmark, it is possible to notice an overall good performance of the country, with particularly positive results within the first and second scoreboard (interoperability principles and layers). The main area of improvement is related to the creation of catalogues of public services, public data, and interoperability solutions within the third scoreboard.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Denmark makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

3 priorities

eSkills

As part of the Strategy for Denmark's Digital Growth, a pilot programme for **mandatory technology literacy in schools** has been launched for the period 2018-2021.

New technologies

Denmark is planning to establish a **new national Centre for research in digital technologies**. The main aim of this cross-disciplinary establishment will be supporting the development of the digital sector, with specific attention given to research in the fields of artificial intelligence, big data, Internet of Things and IT security.

eSkills

Following the close **collaboration between the business sector and educational institutions**, a boost in the skills of the workforce is expected, along with an increase of young people choosing an educational programme in the digital and technology area.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of Denmark's national OPs for the 2014-2020 financing period has revealed that there are no initiatives planned under TO2 and TO11 that would fall under the scope of this study .

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

Digitalisation of the Danish public sector is based on close and binding cooperation between the government, the Danish Regions and the Local Government Denmark (LGDK). Accordingly, the Digital Strategy (2016-2020) is an agreement between all three parties.

Legislation

Denmark made it a strong priority for legislation to be "Digital-ready". The Danish Agency for Digitisation screens the Danish legislative programme for digital implementation impacts. The agency has been consulted in the drafting of more than 200 legislative proposals since 2018.

Governance

The responsibility for Denmark's eGovernment strategy/policy lies within the Ministry of Finance. The main body responsible for interoperability activities is the Agency for Digitisation.

Infrastructure

Some of the largest infrastructure elements are the eID solution NemID, which will be replaced by MitID in 2021, the digital communication system Digital Post, and the citizen portal borger.dk. A recent focus within these solutions is on improving the user experience.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

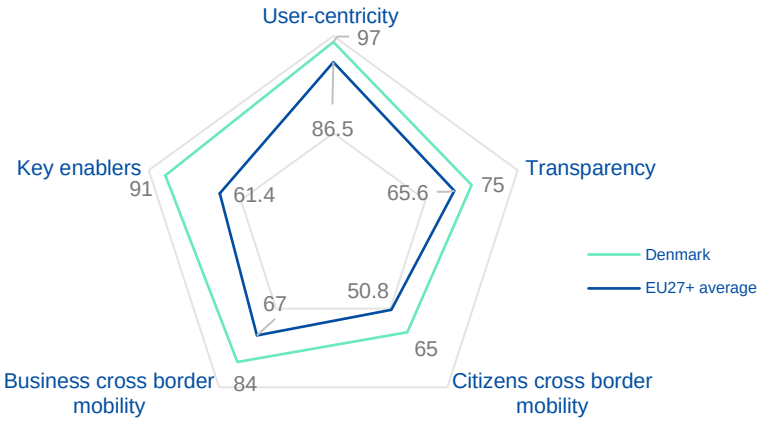
	Denmark	EU28 average
Interacting with public authorities	+0%* 92%	55%
Obtaining information	-1%* ↓ 89%	44%
Downloading official forms	+1%* ↑ 47%	33%
Sending filled forms	+1%* ↑ 74%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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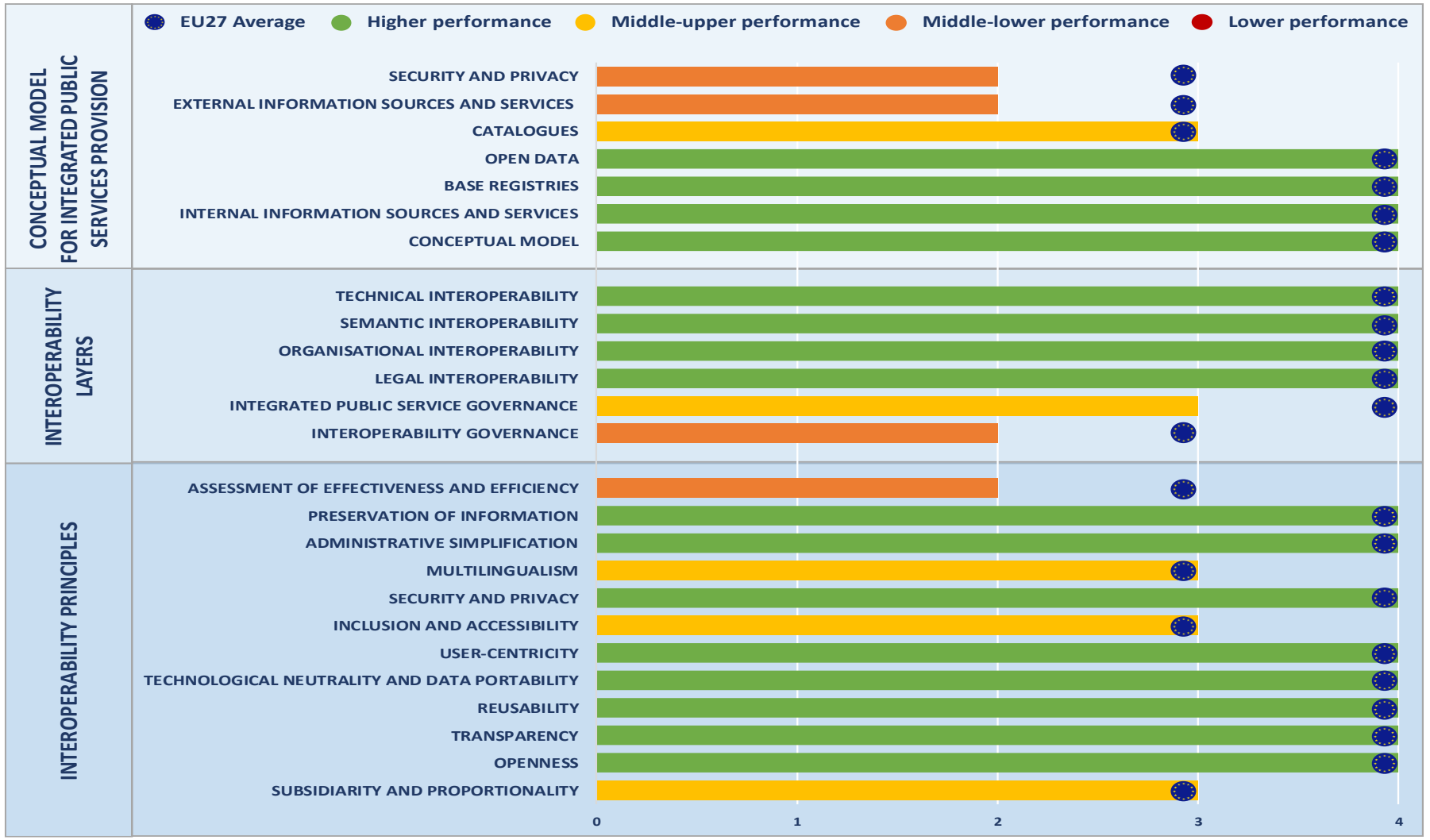
ESTONIA

STATE OF PLAY OF INTEROPERABILITY



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In the case of Estonia, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are concentrated within the first scoreboard and are related to principle 4 and 9, respectively, reusability and multilingualism.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Estonia makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

8 priorities

eSkills

The NRP for Estonia stresses the need to develop the **digital skills of both teachers and pupils**. These skills are important to successfully join the labour market that is connected to the information society.

eInclusion

A digital tool will be created to help employers **analyse the gender equality situation** within their organisation and develop solutions to eliminate the inequalities identified.

Capacity building

A special focus will be made on addressing **labour shortages in the ICT sector**. Step-by-step, the regulations on recruiting foreign workers will be simplified to facilitate the migration of skilled labour.

eHealth

Various **eHealth solutions** play an important role in improving the quality, accessibility and effectiveness of health care services. A national **eHealth Strategy** has been adopted to develop the eHealth and personal medicine in Estonia.

OPERATIONAL PROGRAMMES

3 priorities

New technologies

eID and digitally signed contracts can be better implemented and become more interoperable across borders if **new technologies are well-implemented**. In addition, hospitals are also encouraged to make use of new technologies and IT systems.

eGovernment and interoperability

In order to augment cross-border eGovernment services, a **more modern digital service infrastructure** will be put into place. Digital signature is one of the priorities.

ICT infrastructure

In order to allow for further growth of the knowledge economy, Estonia aims to cover the whole territory with **high-speed broadband infrastructure.** This will contribute to the development of eServices.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The government from Estonia has launched the Cybersecurity Strategy 2019-2022 , which defines the longer-term vision of Estonia in the field of cybersecurity. In addition, the government has adopted Estonia's national Artificial Intelligence Strategy 2019-2021.

Legislation

The Act on Amendments to the Accounting Act (795 SE), initiated by the Estonian Government, has made machine-processable invoices mandatory in invoicing with the public sector. As a result, the Estonian public sector only accepts eInvoices since July 2019.

Governance

The information society policy is shaped and co-ordinated by the Ministry of Economic Affairs and Communications. Specifically within the Ministry, the Government CIO Office is responsible for the coordination of digital government development and national cybersecurity policy.

Infrastructure

Since September 2019, the eServices of the Estonian Tax and Customs Board (ETCB) are available in the newly redesigned e-MTA environment. The portal aims to make compliance in tax and customs matters equally easy for occasional users as for regular users, such as accountants.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

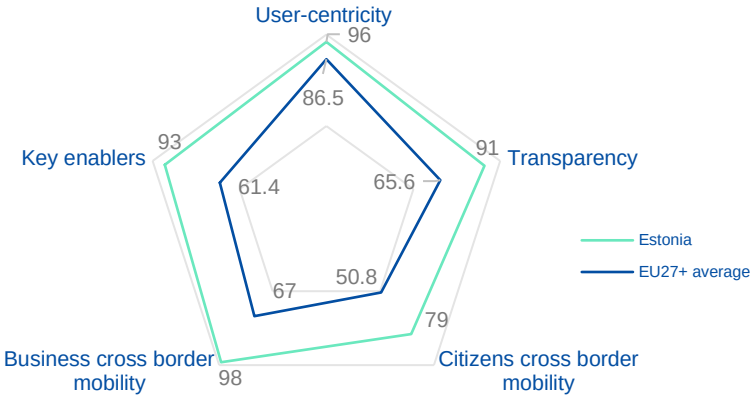
	Estonia	EU28 average
Interacting with public authorities	↑ 80% (+1%*)	55%
Obtaining information	69% (+0%*)	44%
Downloading official forms	48% (+0%*)	33%
Sending filled forms	↑ 74% (+3%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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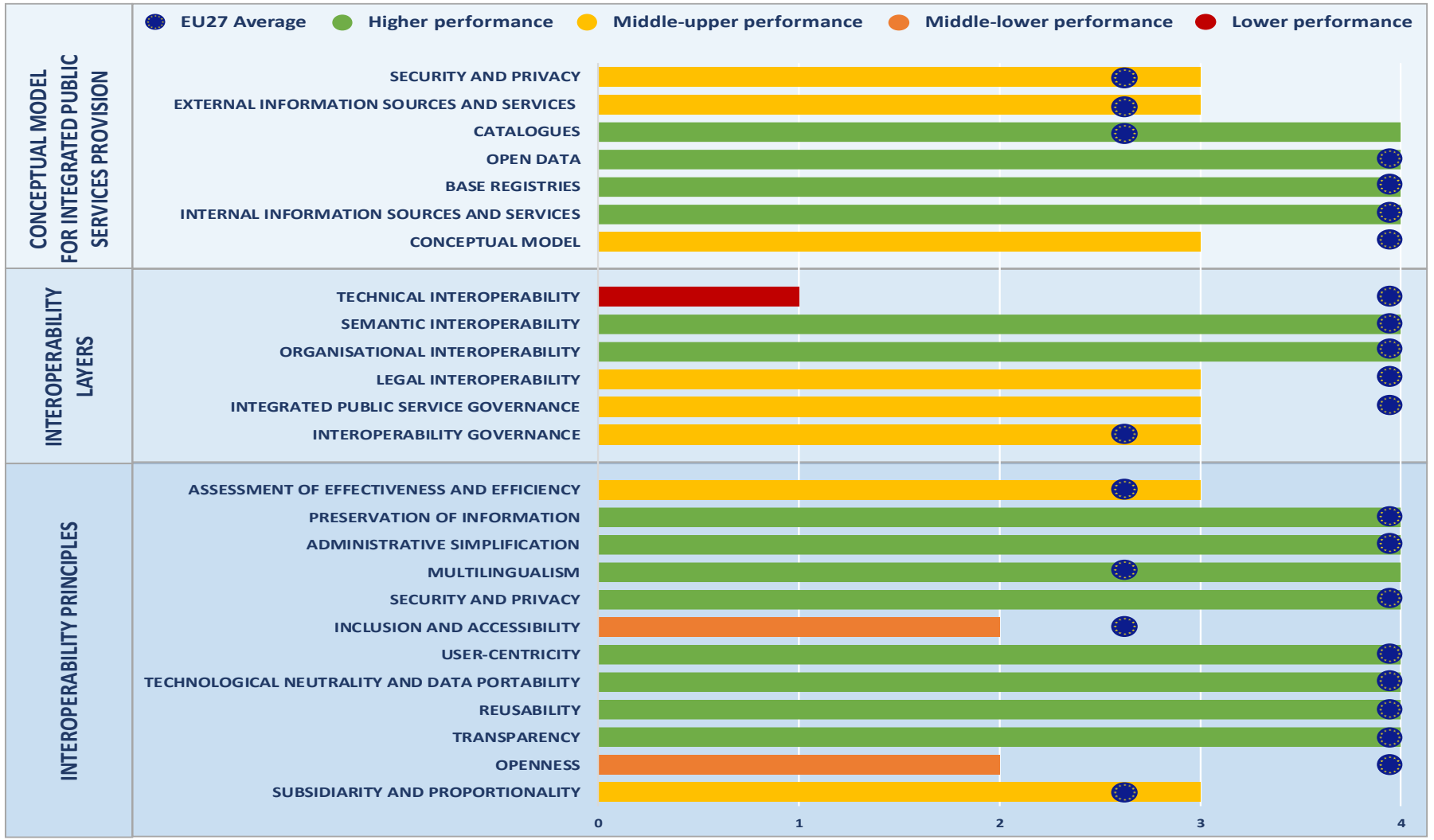
FINLAND

STATE OF PLAY OF INTEROPERABILITY



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In the case of Finland, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are concentrated within the first scoreboard and are related to principle 4 and 9, respectively, reusability and multilingualism.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

Only one recommendation has been found in the CSR for Finland, which stresses the need to strengthen the **monitoring of household debt** and establish a **credit registry system**.

Base registries

NATIONAL REFORM PROGRAMMES

7 priorities

eSkills

Finland will take actions supporting the largest university cities to support interaction between international talent, companies and innovation actors to ensure the **integration of immigrants**.

Digitalisation of businesses

A programme to recruit experts on new technologies for growth companies has been set up. It aims to find highly educated experts on **automation, robotics and AI sectors**, and to successfully tackle the matching challenges in the tourism sector.

Capacity building

A **development programme** (2017 – 2021) will continue to be implemented in order to carry out research infrastructures and services in data management and computing. Access to and use of public data reserves, research material, methods and results will be improved as well.

eHealth

Finland wants to provide **better integration between health and social services** on the one hand and between basic and specialised services on the other, and to ensure flexible and correctly timed access to the services. It also wishes o improve the shared use of client and patient data and to have better electronic services.

OPERATIONAL PROGRAMMES

3 priorities

eSkills

Literacy, number skills and ICT skills are a prerequisite for full participation in the labour market. In order to support citizens' access to jobs, lifelong learning should be possible to adapt, change and renew skills. The government intends to put in place opportunities and learning tools accessibilities.

eGovernment and interoperability

In order to enhance electronic communication between the government and the citizens, agencies will cooperate to remove unnecessary or duplicate requirements on data provision. In addition, various processes will become electronic such as tax filing. The government aims to abide by **the once-only principle**.

eProcurement

Public and private sector as well as academia should work together towards developing services and platforms for everyday needs. The development of digital information resources, business processes through open data, procurement and systems interoperability are important for the Finnish economy.

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HIGHLIGHTS

Political Communications

The Finish government launched the AuroraAI national artificial intelligence programme on 6 February 2020, with the aim of creating a service model where, by using artificial intelligence, public services are arranged so that they support people in their life-events and organisations in their business.

Legislation

The Act on Information Management in Public Administration (906/2019) entered into force on 1 January 2020, defining the entire lifecycle of information in Finnish public administration.

Governance

The responsibility for Finland's eGovernment strategy/policy lies within the Ministry of Finance, which is also the body responsible for interoperability activities.

Infrastructure

A key development in 2020 is the launch of the next version of the X-Road data exchange between Finland and Estonia. X-Road technology provides the main data exchange solution for Finnish public sector organisations. It is managed by the Nordic Institute for Interoperability Solutions (NIIS).

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

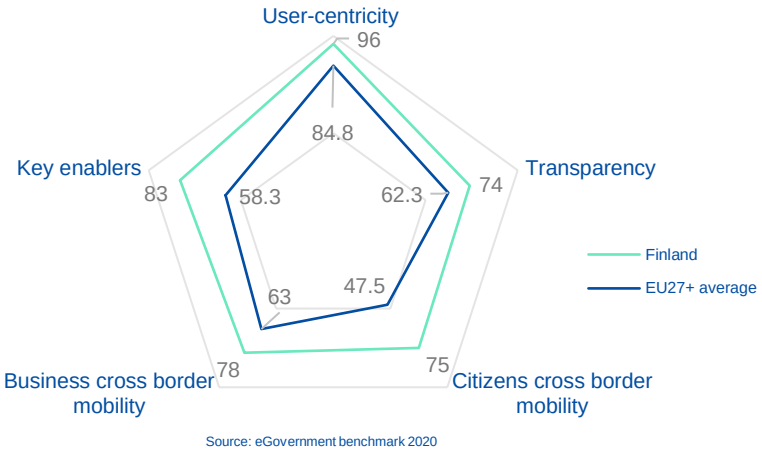
	Finland	EU28 average
Interacting with public authorities	+4%* ↑ 87%	55%
Obtaining information	+6%* ↑ 84%	44%
Downloading official forms	+7%* ↑ 74%	33%
Sending filled forms	+7%* ↑ 72%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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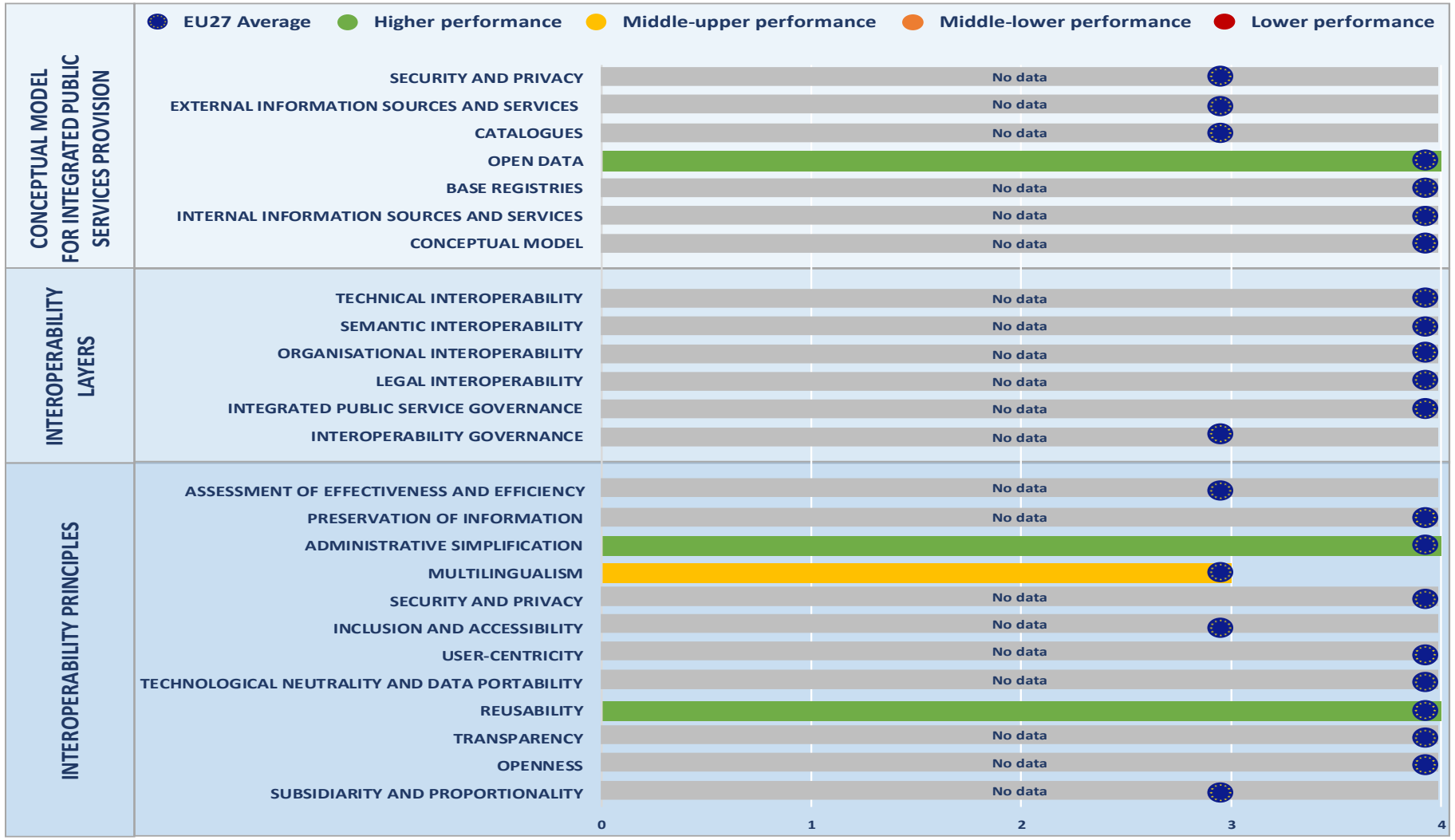
FRANCE

STATE OF PLAY OF INTEROPERABILITY



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In the case of France, it is possible to notice a good performance of the country on open data, administrative simplification and reusability. Not enough data was collected to measure the other components.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 3, the CSR for France stresses the need to invest further on **interconnections with the rest of the Union** and **on digital infrastructures** to benefit from the digital economy, improve efficiency of public support and reduce territorial disparities. Recital 24 specifies the need to improve broadband coverage.

ICT infrastructure

NATIONAL REFORM PROGRAMMES

7 priorities

eGovernment portal

The Business Growth and Transformation Action Plan adopted in April 2019 establishes the creation of an online one-stop shop to help with procedures relating to setting up and running a business.

Capacity building

Co-chaired by the ministers responsible for the economy and research, the Board's objective is to help breakthrough innovation emerge, improve the management of innovation policy and make proposals regarding that main trends and priorities in this field.

Digitalisation of businesses

Since 2018, the government envisages several measures in order to support new key sectors of the economy. First, a new depreciation allowance of 40% on investments in robotics and digital transformation tools in 2019 and 2020 will be set.

ICT infrastructure

With a EUR 20 billion investment, France is still working towards achieving its goal of very high-speed Internet by 2022. The investment stems from the private sector, the government and the European Union

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of France's national OPs for the 2014-2020 financing period has revealed that there are no initiatives planned under TO2 and TO11 that would fall under the scope of this study

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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DIGITAL PUBLIC ADMINISTRATION FACTSHEETS

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HIGHLIGHTS

Political Communications

On 16 April 2019, the French government launched Tech.gouv, a programme to speed up the digital transformation of public services led by the Inter-ministerial Directorate for Digital Affairs (DINUM).

Legislation

In July 2019, a decree on the accessibility of online public communication services for people with disabilities entered into force, transposing the EU's Web Accessibility Directive. It led to an update of the General Repository for Improving Accessibility.

Governance

The responsibility for France's eGovernment policy lies within the French Secretary of State for Digital Affairs, who relies on the Inter-ministerial Directorate for Digital Affairs (DINUM) for its implementation. The DINUM is also responsible for the steering of activities related to interoperability.

Infrastructure

FranceConnect, a product which federates multiple identity providers and offers citizens a unique identification scheme, made considerable progress in 2019, reaching over 15 million users in March 2020.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

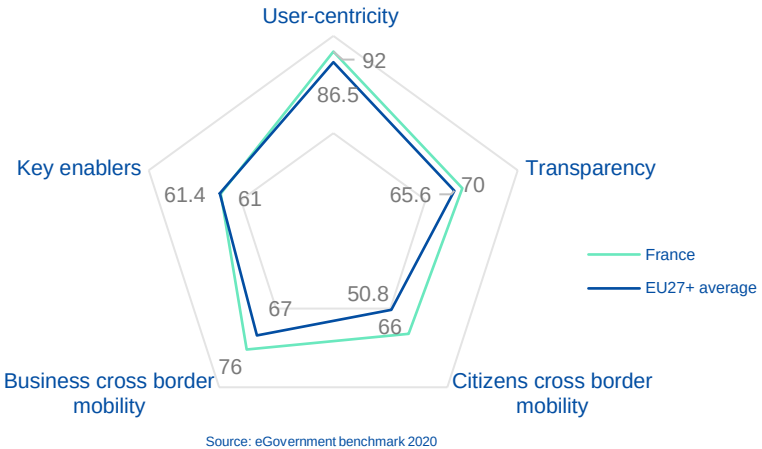
	France	EU28 average
Interacting with public authorities	↑ 75% (+4%*)	55%
Obtaining information	↑ 48% (+2%*)	44%
Downloading official forms	40% (+0%*)	33%
Sending filled forms	64% (+0%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

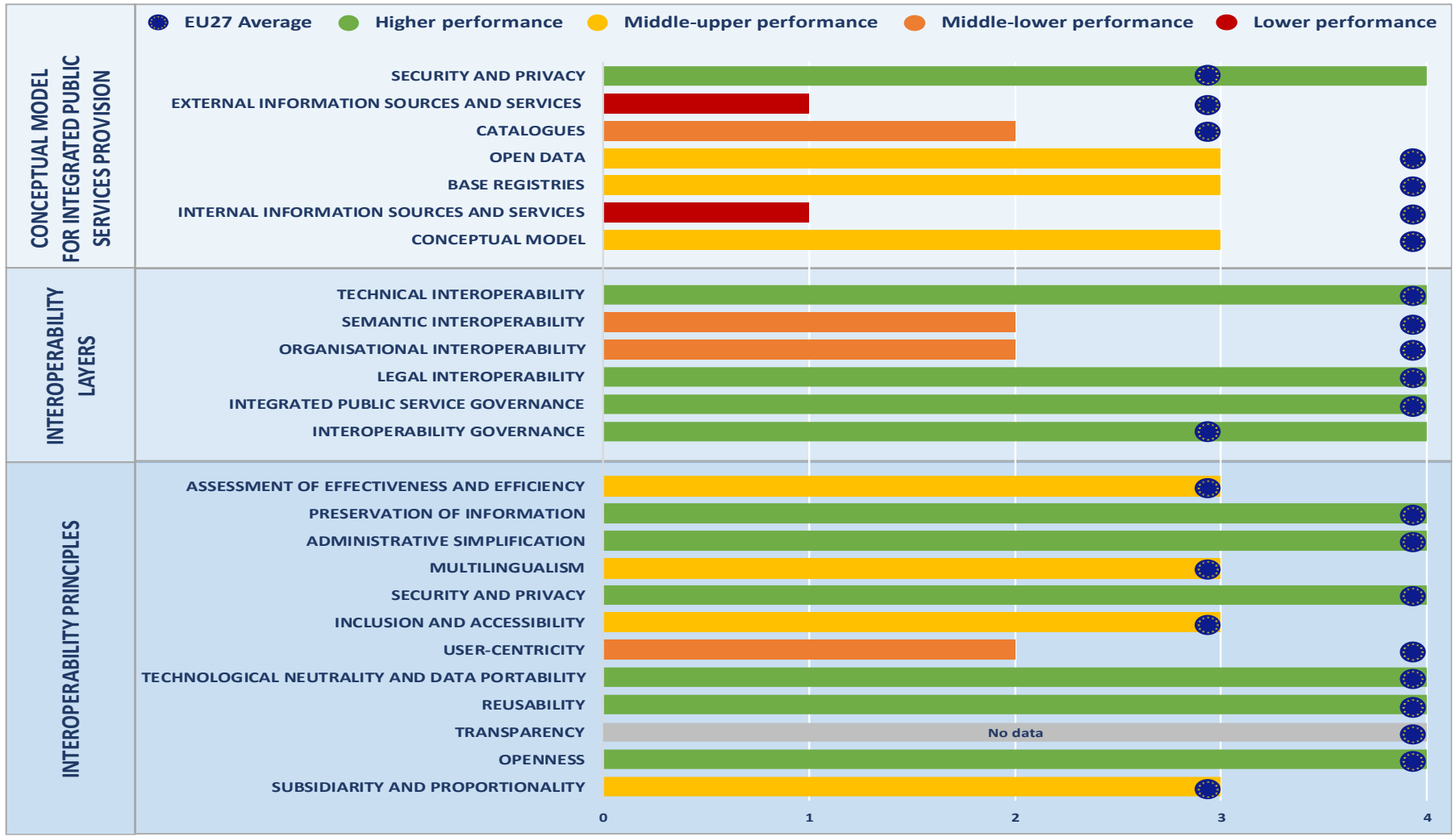


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

GERMANY

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Germany, it is possible to notice an overall medium performance of the country. The areas of improvements are distributed throughout the three scoreboards and the main ones are related to the external information sources and services and internal information sources and services.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

Member States' performance is assessed on a scale of one to four, from the lowest to the highest level of implementation of the different components of each scoreboard. The first official data collection and EIF assessment was launched at the end of 2019.
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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

The CSR for Germany stresses the need to focus investment-related economic policy on research and innovation, digitalisation and very high capacity broadband among others.

Capacity building

NATIONAL REFORM PROGRAMMES

9 priorities

Digitalisation of businesses

The digitalisation of businesses is one of the most important factors towards achieving globalisation. Competition is more overseen by the government, especially in favour of German digital companies, which aim to achieve an international base.

New technologies

The German digital economy is seizing various opportunities through **digital technology advances**. The cooperation between academia and the industry is important and receives funding. The aim of the funding is to adopt new technologies such as blockchain, Internet of Things and Big Data.

eGovernment and interoperability

In order to expand the activities of **Industry 4.0**, the federal government set up a Centre for Artificial Intelligence, together with French partners. To further enhance this digital innovation, Germany and Poland made a joint research agreement.

eHealth

Germany is pursuing several measures in order to expedite the expansion of the **telematics infrastructure** and the introduction of **digital applications**, particularly electronic patient records, to move forward with research, development and the practical implementation of digital innovations.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of Germany's national OPs for the 2014-2020 financing period has revealed that there are no initiatives planned under TO2 and TO11 that would fall under the scope of this study

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

A Second National OGP Action Plan 2019-2021 to promote the development of Open Government was published in September 2019. Furthermore, the Federal German Cabinet has adopted the key points of its data strategy. The final strategy shall be published by spring 2020.

Legislation

One of the last legislation to enter into force is the Directive on open data and the re-use of public sector information (Directive (EU) 2019/1024), which will promote transparency, non-discrimination and non-exclusivity of data. Member States have to transpose it by July 2021.

Governance

The responsibility for Germany's eGovernment strategy/policy lies within the IT Planning Council, which is also the main body responsible for interoperability activities.

Infrastructure

The eInvoicing service for the Federal Government was completed in November 2019. Government bodies now process invoices via eInvoicing platforms. From November 2020, suppliers to Federal Government authorities and agencies must submit electronic invoices.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

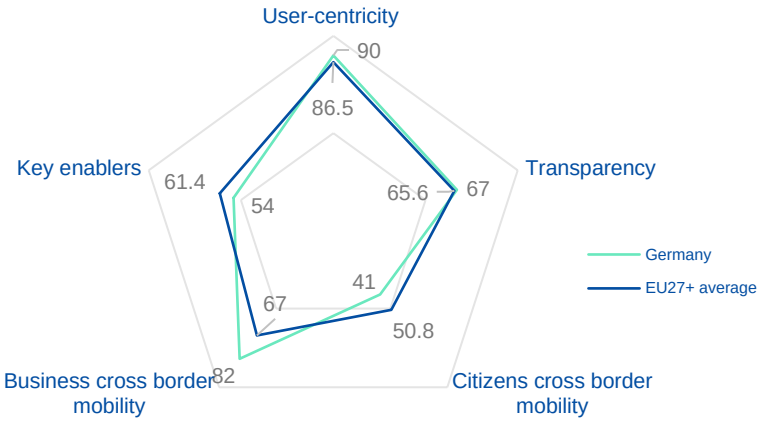
	Germany	EU28 average
Interacting with public authorities	+2%* ↑ 59%	55%
Obtaining information	+2%* ↑ 58%	44%
Downloading official forms	+0%* 35%	33%
Sending filled forms	+2%* ↑ 21%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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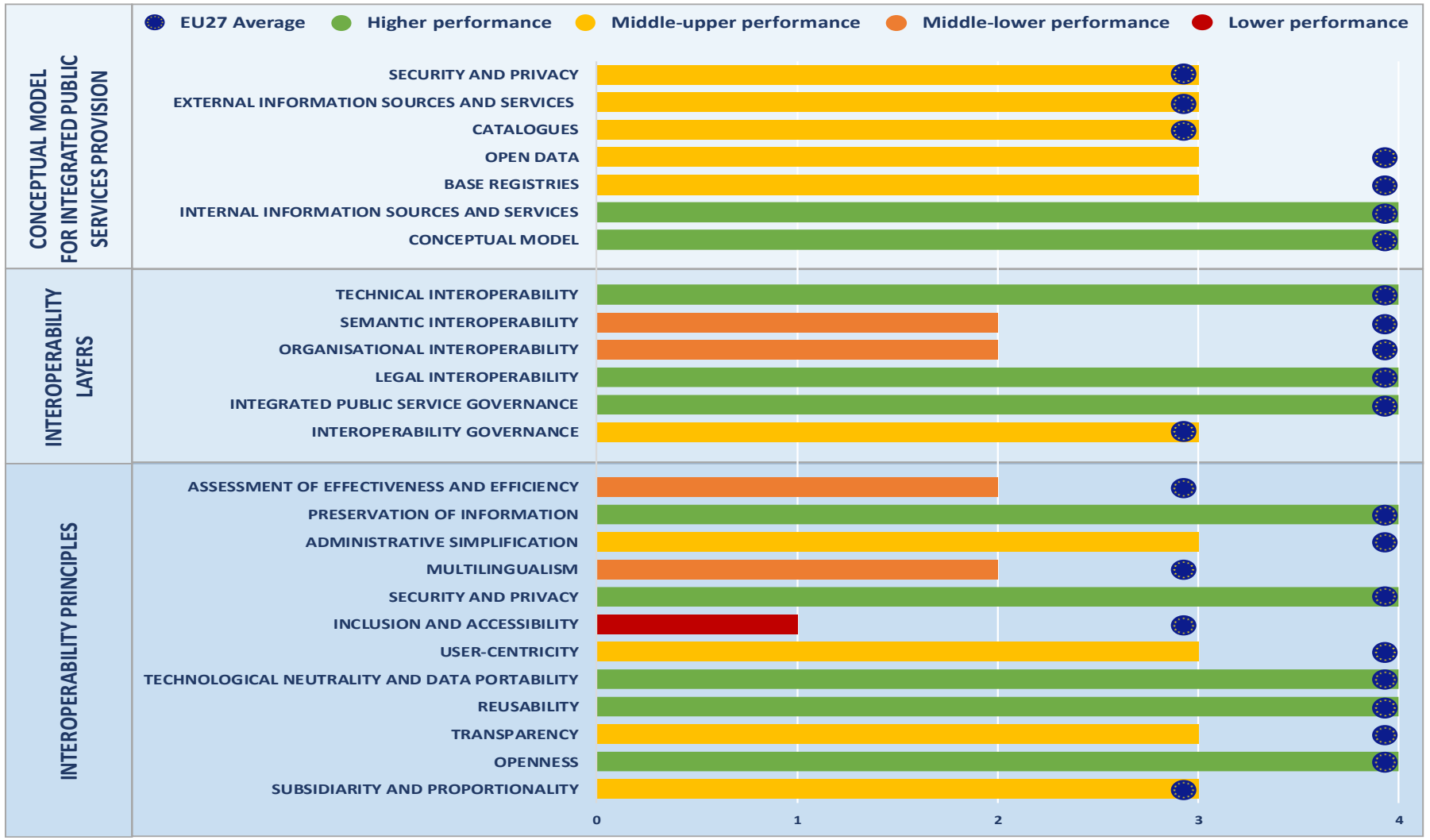
GREECE

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Greece, it is possible to notice an overall average performance of the country. The areas of improvements are related to principle of inclusion and accessibility, assessment of effectiveness and efficiency, and multilingualism.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Greece makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

4 priorities

eLearning

The is upgrading its educational curricula and creating new learning materials for students, with an emphasis on making digital material accessible to all. This will also provide students with the necessary **digital knowledge and skills** to tackle the requirements of the future labour market.

Digital public services delivery

The country aims to create a **simplified licensing framework** for economic activities so as to establish a climate of trust between the entrepreneurs and the public administration, and thus improve the business environment overall.

Digitalisation of businesses

The Greek Ministry of Economy and Development has launched a **support network for SMEs** in order to provide tailor-made and personalised business information on policies supporting entrepreneurship, to small businesses.

eJustice

Greece recently passed a bill to **modernise the existing legal framework** concerning companies. It aims to do so through the expansion of the number of procedures and actions carried out by electronic means.

OPERATIONAL PROGRAMMES

7 priorities

eGovernment and interoperability

In order to improve the services provided to citizens and businesses, their participation in the design, implementation and monitoring of public policies is essential. The **strengthening of participatory democracy** through ICT services is one of the main actions of the 'Reform of the Public Sector' OP.

New technologies

The government is leveraging **open data and big data** to enhance digital entrepreneurship. Other technologies such as machine to machine transaction, contactless systems, software solutions, digital public services and cloud computers are also currently being developed.

eSkills

Civil servants' digital illiteracy should be tackled, and **IT skills** should be strengthened. The action includes pre-entry training, developing knowledge, skills and competences. Furthermore, there will be **training** in the use of new devices, in order to modernise the public administration.

ICT infrastructure

In order to promote the growth of the economy, Greece will invest in its **digital service infrastructures**. New generation networks such as **broadband technology** will be installed throughout the country in order to bridge the digital divide between urban centres and peripheral areas of Greece.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The National Programme for Process Simplifications (NPPS) established by the law 4635/2019 provides the central intergovernmental framework, under the high supervision of the Prime Minister, aims at the reduction of administrative burdens .

Legislation

Under the law 4635/2019 is foreseen the development of a Single digital public administration portal, 'gov.gr', gathering all digital public services under one single portal, and the development of the open Single Digital Map which will collect and centralise geospatial data.

Governance

The responsibility for Greece's eGovernment strategy/policy lies within the Ministry of Digital Governance. The Ministry is also the body responsible for interoperability activities.

Infrastructure

The first version of the central governmental portal (gov.gr) was launched in March 2020 by the Ministry of Digital Governance and collects all the 507 services provided digitally by the State.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

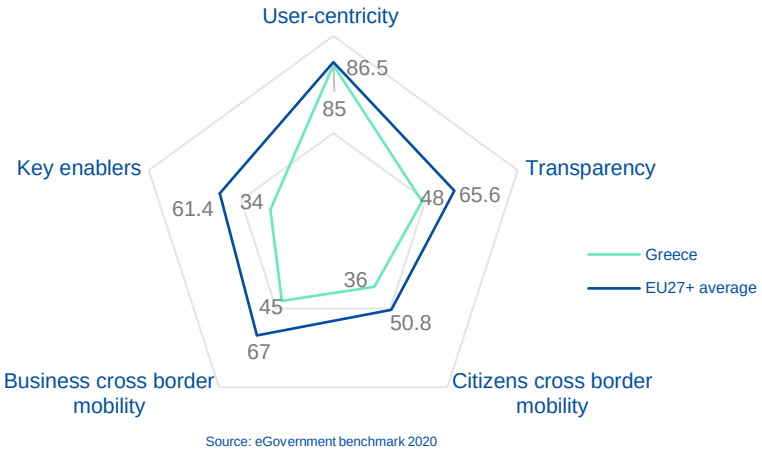
	Greece	EU28 average
Interacting with public authorities	+2%* ↑ 52%	55%
Obtaining information	+2%* ↑ 49%	44%
Downloading official forms	+1%* ↑ 30%	33%
Sending filled forms	+4%* ↑ 28%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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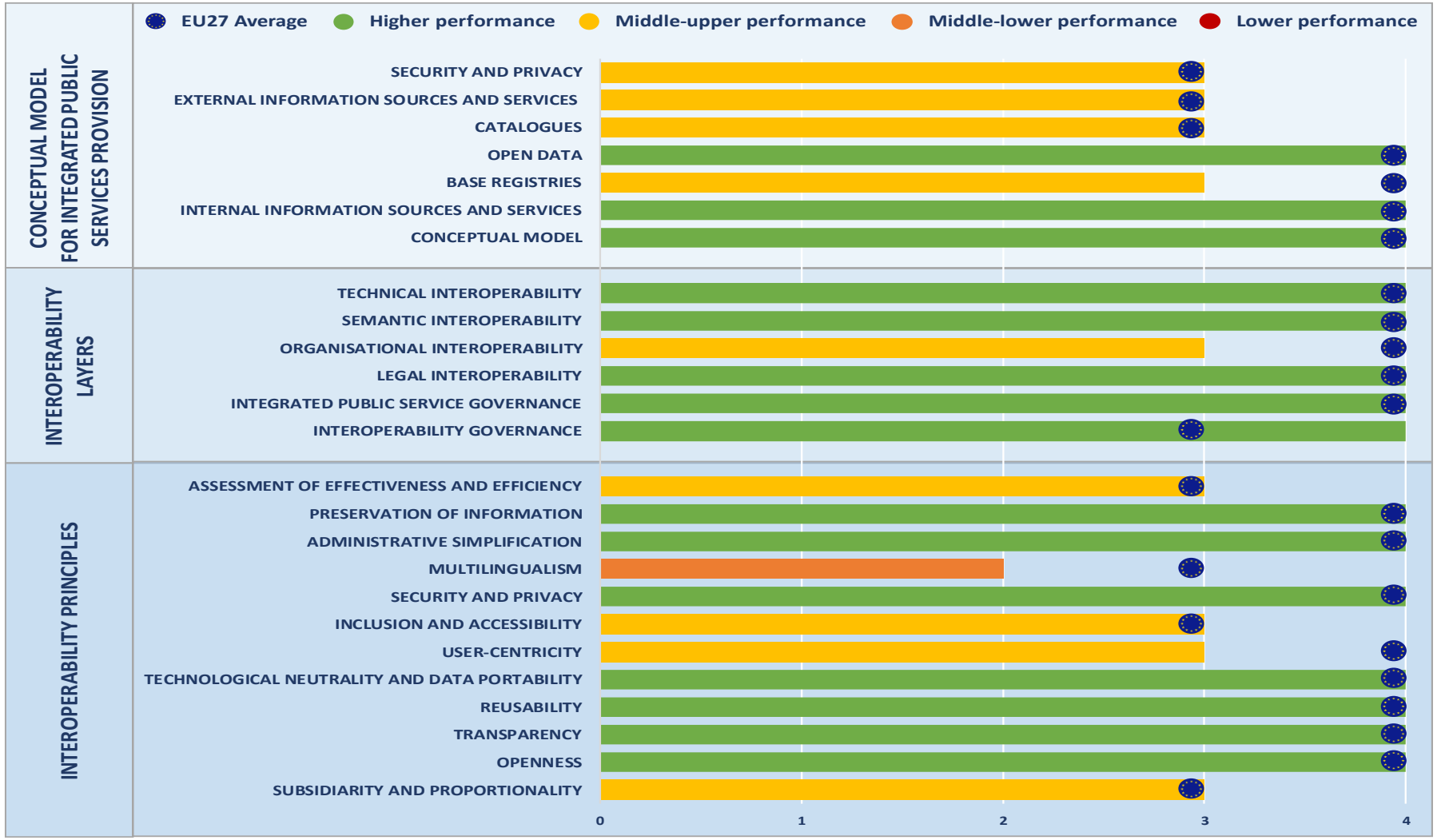
HUNGARY

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Hungary, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The main area of improvement is related to the principle of multilingualism within the first scoreboard.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Hungary makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

8 priorities

eGovernment portal

A new **customer-friendly administration interface** (SZÜF) has been created. It enables an easier access to e-administration and enhances competitiveness by making the administration more efficient and simpler.

eProcurement

As of 15 April 2018, the use of the **electronic public procurement** system is compulsory for the Hungarian contracting authorities. This measure aimed at further reducing the administrative burden on contracting authorities and economic operators.

eGovernment and interoperability

The next **Digital Prosperity Programme 2030** aims at defining the exact organisation and mission system for the digital state, data policy, data assets, robotics, network research, competence development, affordable access and digitalisation of SMEs.

Capacity building

Hungary aims at implementing a new **vocational training strategy** focused on improving the general and industry-specific digital skills of the employees, increasing the number of adults undergoing training, and deploying guidance for the digital skills training system.

OPERATIONAL PROGRAMMES

4 priorities

ICT infrastructure

The government has started adopting a more modern (electronic) form of administration. Broadband communications infrastructure is also currently being developed towards more efficient eGovernment.

eGovernment and interoperability

As a first step towards the harmonisation of administrative procedures, **physical one-stop shops** will be established at regional and local levels. The development of eSolutions consists mostly of allowing citizens to firstly start administrative processes online.

eProcurement

The use of eProcurement solutions is still in the **initiation phase** in Hungary. There are several problems hindering full implementation which are, for example, absence of standardised application, fragmentation of market solutions and high costs.

eLearning

Public service employees lack continuous feedback and collaboration. This will be remedied by eLearning courses, exchange of ideas and training. People entering in new functions will have to pass several exams, one of which will measure their proficiency in digital skills.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

Since January 2018, all Hungarian public administration bodies are legally obliged to provide online services without requiring physical appearance. In addition, from January 2020, it is obligatory to provide structured online forms for cases which are initiated a minimum of 100 times monthly.

Legislation

During 2019, the implementing regulation (Government decree No. 451/2016. (XII. 19.) of the eAdministration Act has set the national coordination of task implementation in relation to the Single Digital Gateway Regulation.

Governance

The responsibility for Hungary's eGovernment strategy/policy lies within the Ministry's Deputy State Secretariat for Informatics (within the Ministry of Interior), which is also the body responsible for interoperability activities.

Infrastructure

An additional 35 organisations have been connected to the KKSZB Central Government Service Bus interoperability platform, mounting up to 105 organisations using the platform to provide data exchange services. This has resulted in 161 services related to base registries available online.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

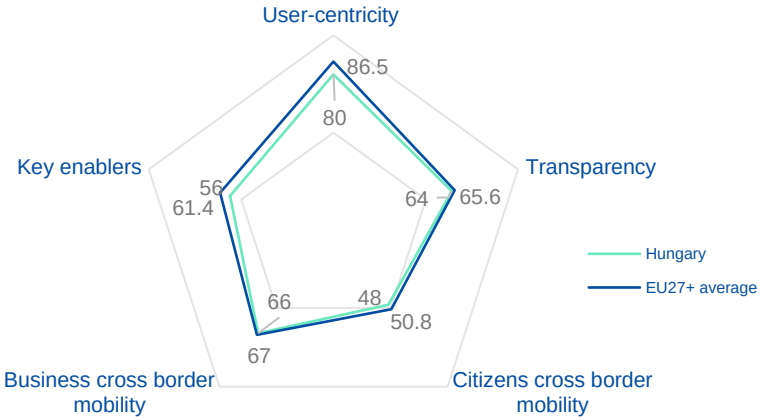
	Hungary	EU28 average
Interacting with public authorities	+4%* ↑ 53%	55%
Obtaining information	+3%* ↑ 50%	44%
Downloading official forms	+6%* ↑ 41%	33%
Sending filled forms	+2%* ↑ 39%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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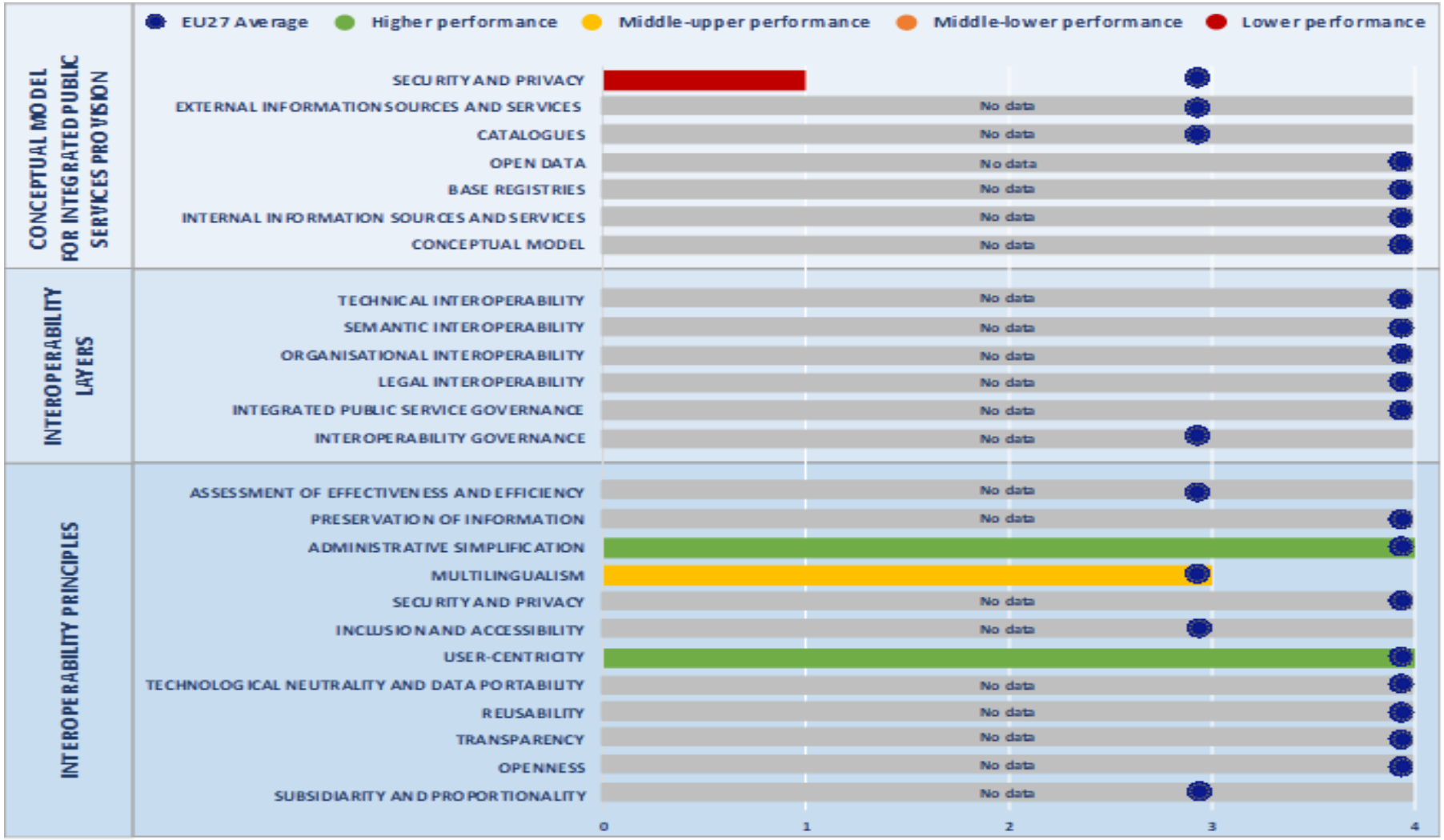
ICELAND

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Iceland, it is possible to notice that not enough data was collected to measure the overall performance of the country. The areas with positive results are administrative simplification and user centricity.

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HIGHLIGHTS

Political Communications

In June 2019, Iceland signed a contract which will make Microsoft the sole IT supplier for its entire public sector.
In May 2019, the government agreed to implement an Action Plan for the promotion of digital public services, valid until the end of 2020.

Legislation

In June 2019, the Act No. 78/2019 transposed into national law the NIS Directive 2016/1148/EU. During the same month, the Act No. 55/2019 and subsequent regulations No. 100/2020 and No. 310/2020 transposed the eIDAS Regulation into Icelandic law.

Governance

The responsibility for Iceland's eGovernment strategy/policy lies within the Ministry of Finance and Economic Affairs. The Ministry is also the body responsible for interoperability activities.

Infrastructure

The Financial Management Authority has been authorised to become a PEPPOL Authority (PA).

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

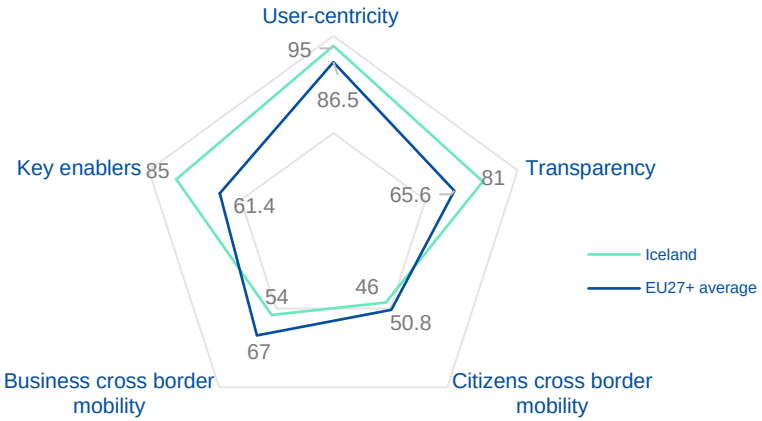
	Iceland	EU28 average
Interacting with public authorities	↓ 89% (-2%*)	55%
Obtaining information	↓ 68% (-6%*)	44%
Downloading official forms	↓ 50% (-4%*)	33%
Sending filled forms	80% (0%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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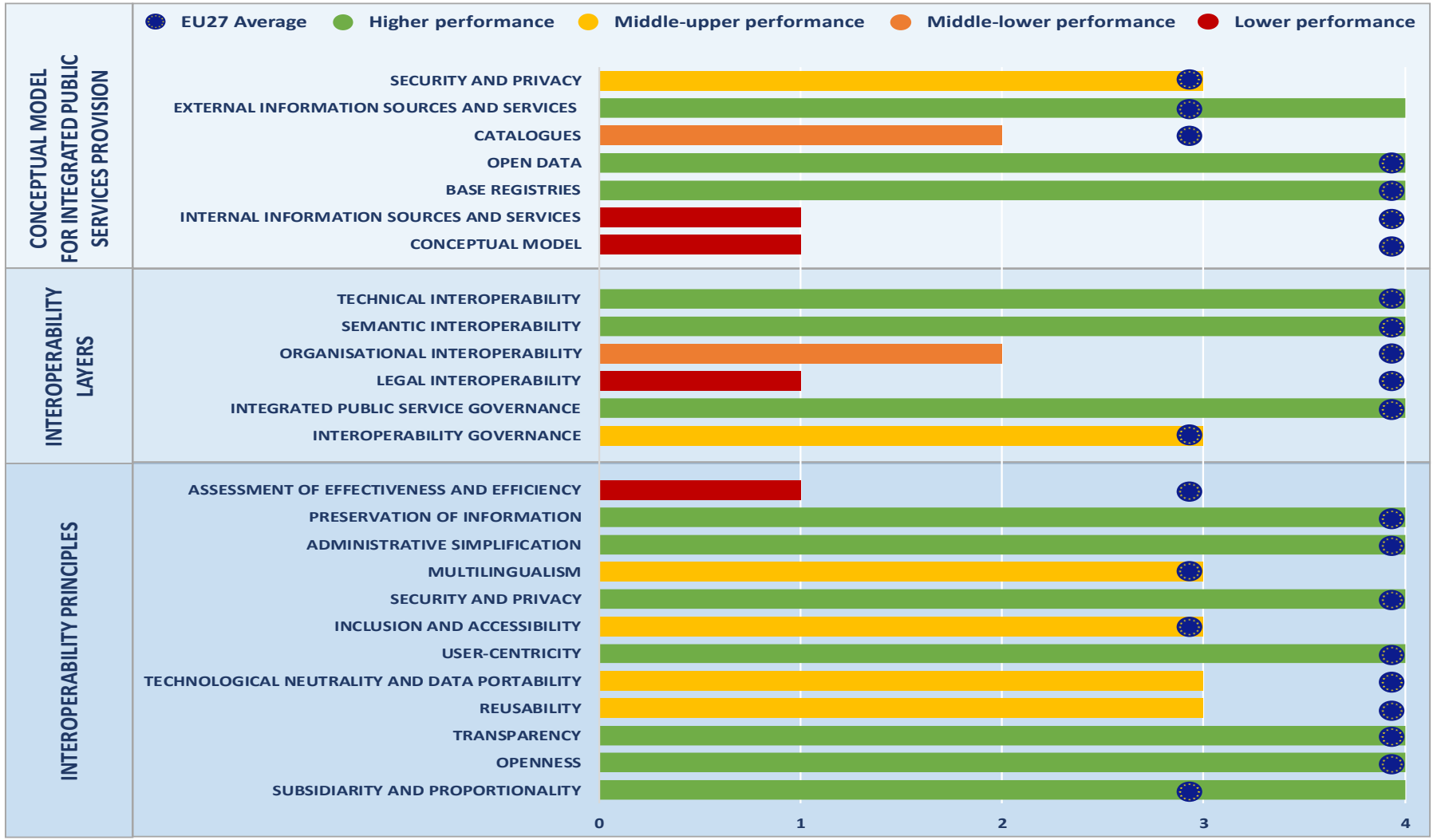
IRELAND

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Ireland, it is possible to notice that Ireland has implemented the recommendations related to the interoperability principles better than the ones related to the interoperability layers and the conceptual model for integrated public services provision.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

Recommendation 3 urges Ireland to focus its investment-related economic policy on **digital infrastructure**. Indeed, further developing ultrafast broadband has become a key measure for the country in order to diminish barriers to business investment.

ICT infrastructure

NATIONAL REFORM PROGRAMMES

3 priorities

eSkills

The Irish government developed a range of different **ICT programmes in the educational sector**, for individuals wanting to acquire or develop digital skills. These programmes particularly target the adult working-age population, which lacks basic digital skills. The government also presented a new programme targeted at women wishing to pursue a career in the technology sector

New technologies

Project Ireland 2040, the overarching framework for the social, economic and cultural development of Ireland, has decided to allocate some funds (€500 million) to invest in the **development of new innovative technologies** to tackle national challenges.

eHealth

Ireland's new National Development Plan for 2018-2017 disposes of enough budget to make significant investments in the healthcare system and its overall services. Ireland also implemented new health strategies and policies, including the adoption of eHealth services, which it wishes to further develop and expand.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of Ireland's national OPs for the 2014-2020 financing period has revealed that there are no initiatives planned under TO2 and TO11 that would fall under the scope of this study

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

In 2019, the priority action plan for GovTech was published. One such priority action is that Government should drive GovTech by being an exemplar in the delivery of digital services, the continuous development of employee skills and the adoption of innovation.

Legislation

Data Sharing and Governance Act 2019 was signed into law on 4 March 2019. The Act came in the wake of the GDPR and Data Protection Act 2018. Its purpose was to provide a generalised legal basis for the sharing of data between public bodies while also setting out appropriate safeguards.

Governance

The responsibility for Ireland's eGovernment strategy/policy lies within the Department of Public Expenditure and Reform.
The Department is also the body responsible for interoperability activities.

Infrastructure

Ireland implemented a new website, called gov.ie, which is a central portal for online government services, allowing citizens the ability to search and find all government services in a single, convenient manner.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

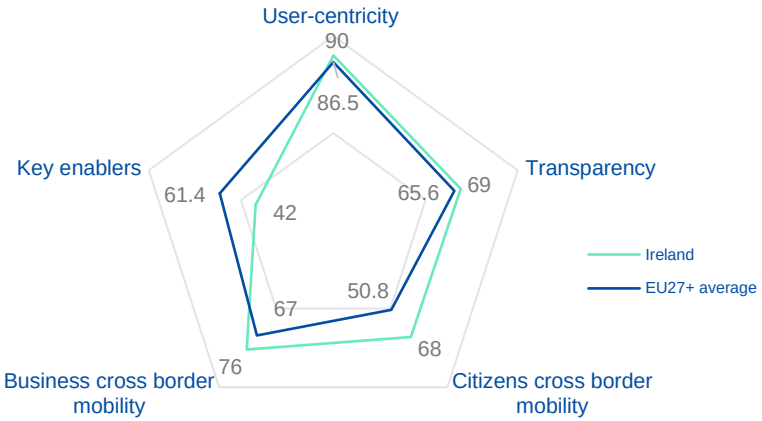
	Ireland	EU28 average
Interacting with public authorities	↑ 61% (+7%*)	55%
Obtaining information	↑ 46% (+2%*)	44%
Downloading official forms	↑ 44% (+9%*)	33%
Sending filled forms	↑ 55% (+6%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

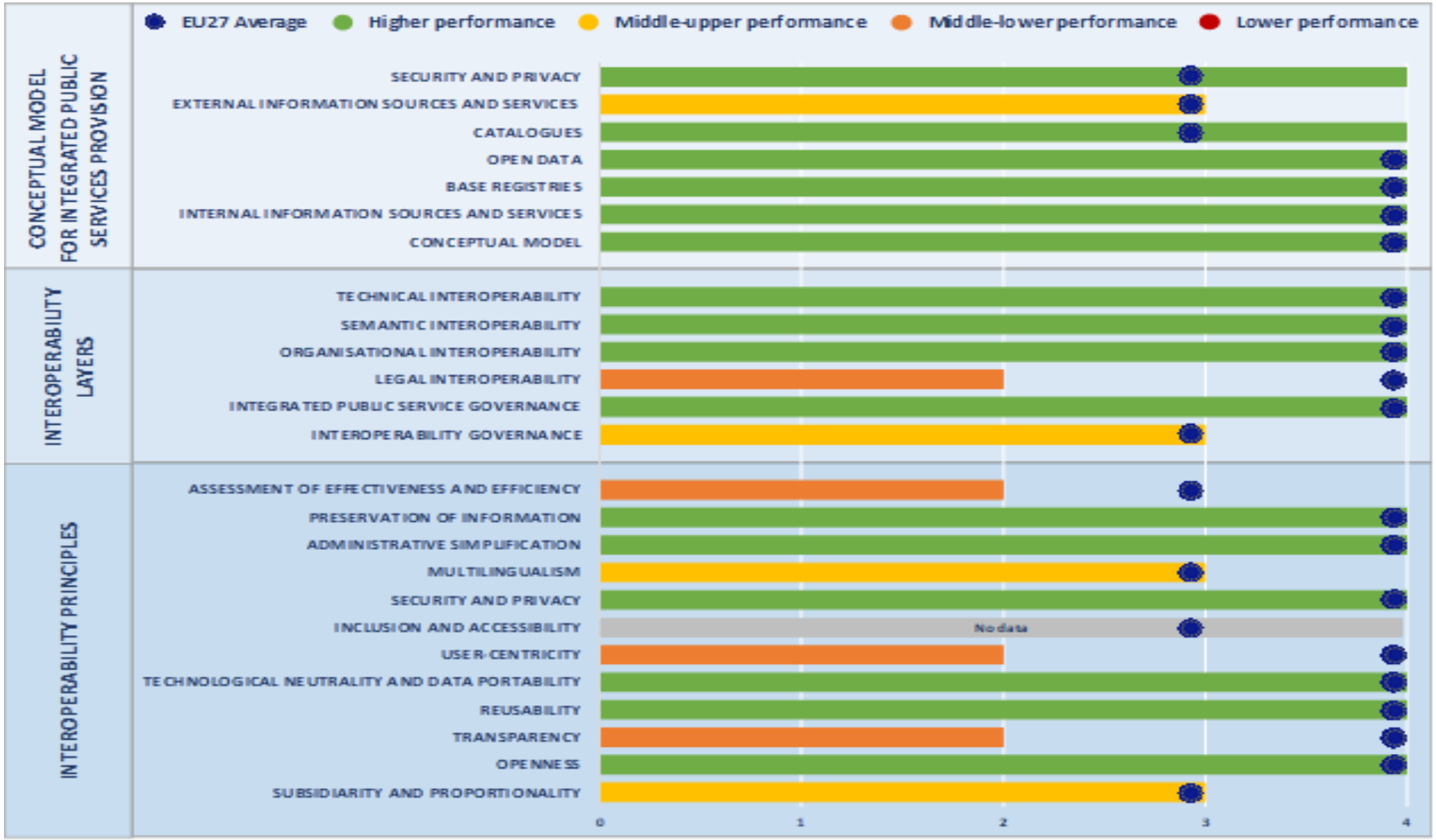


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

ITALY

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Italy, it is possible to notice an overall good performance of the country, with particularly positive results within the Conceptual Model for integrated Public Services Provision's scoreboard. The areas of improvements are in general concentrated within the first scoreboard. Not enough data was collected to measure the principle of inclusion and accessibility.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

Member States' performance is assessed on a scale of one to four, from the lowest to the highest level of implementation of the different components of each scoreboard. The first official data collection and EIF assessment was launched at the end of 2019.
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COUNTRY SPECIFIC RECOMMENDATIONS

3 recommendations

In an effort to **fight against corruption**, recommendation 1 of Italy's CSRs calls on the Italian government to better control **and encourage the use of ePayments** by imposing lower legal thresholds for cash payments.

ePayment

NATIONAL REFORM PROGRAMMES

9 priorities

New technologies

Italy has invested €9.2 billion to develop key technologies, including **supercomputers and artificial intelligence** for the future of Italy's innovative sector.

eHealth

The Health Pact 2019-2021 contains new measures aimed at implementing an **Electronic Health File**. It also aims to create a **system of interoperability of the National Health Service** that would track every patients' health records.

eJustice

In order to improve the efficiency and quality of the judicial system's performance, the government also developed a **dispute resolution platform** to simplify and speed-up disputes.

Digitalisation of businesses

The country introduced **financial benefits for small- and medium-sized enterprises**, in line with the 'Piano Impresa 4.0', which will enhance the digital transformation of businesses and support their capitalisation.

OPERATIONAL PROGRAMMES

8 priorities

eSkills

The country should increasingly promote and disseminate the necessary **digital skills** both in the schools and for the adult population, especially to guarantee the **digital inclusion** of groups of potentially disadvantaged people.

eJustice

Italy should aim to improve the **efficiency and performance of its judicial offices** through technological innovation and invest in their computerisation and digitalisation.

eGovernment and interoperability

The country needs to improve the integration of information, statistical and administrative databases by **developing shared systems** in the social policy field aimed at **simplifying citizens' access to public data.**

Open data

The country should take actions aimed at supporting the digitalisation of public administrations in order to **strengthen transparency, accountability and citizens' participation** through the development of open data and open government.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

In February 2020, the Ministry of Innovation Technology and Digitalisation launched the National Innovation Plan 2025.
In June 2019, Italy published its Fourth Open Government Partnership Action Plan. The plan aims at transforming the relationship between citizens and the public sector.

Legislation

In November 2019, the Law no. 133 on Urgent Measures in the Field of National Cybersecurity was published in the Official Gazette.
The Decree of 8 August 2019 defined the rules to implement the Italian Computer Emergency Response Team (CSIRT).

Governance

The responsibility for Italy's eGovernment strategy/policy lies within the Ministry of Innovation Technology and Digitalisation. The main body responsible for interoperability activities is the Agency for Digital Italy.

Infrastructure

The syllabus on digital skills for Public Administration was created to define the set of digital knowledge and skills considered key for the public administration.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

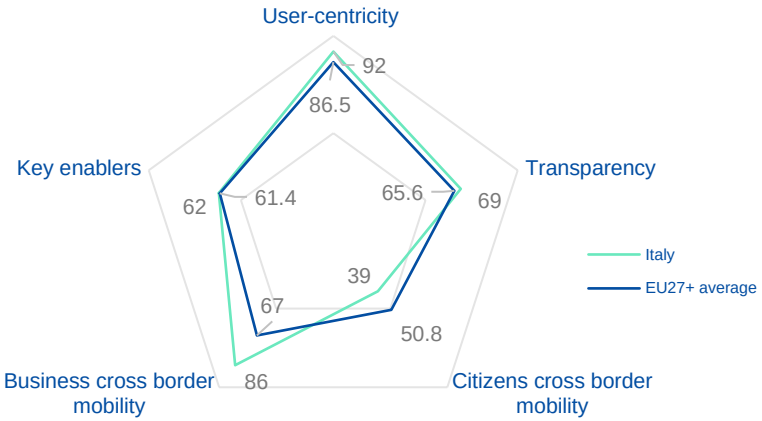
	Italy	EU28 average
Interacting with public authorities	↓ 23% (-1%*)	55%
Obtaining information	↓ 19% (-1%*)	44%
Downloading official forms	17% (0%*)	33%
Sending filled forms	↓ 14% (-1%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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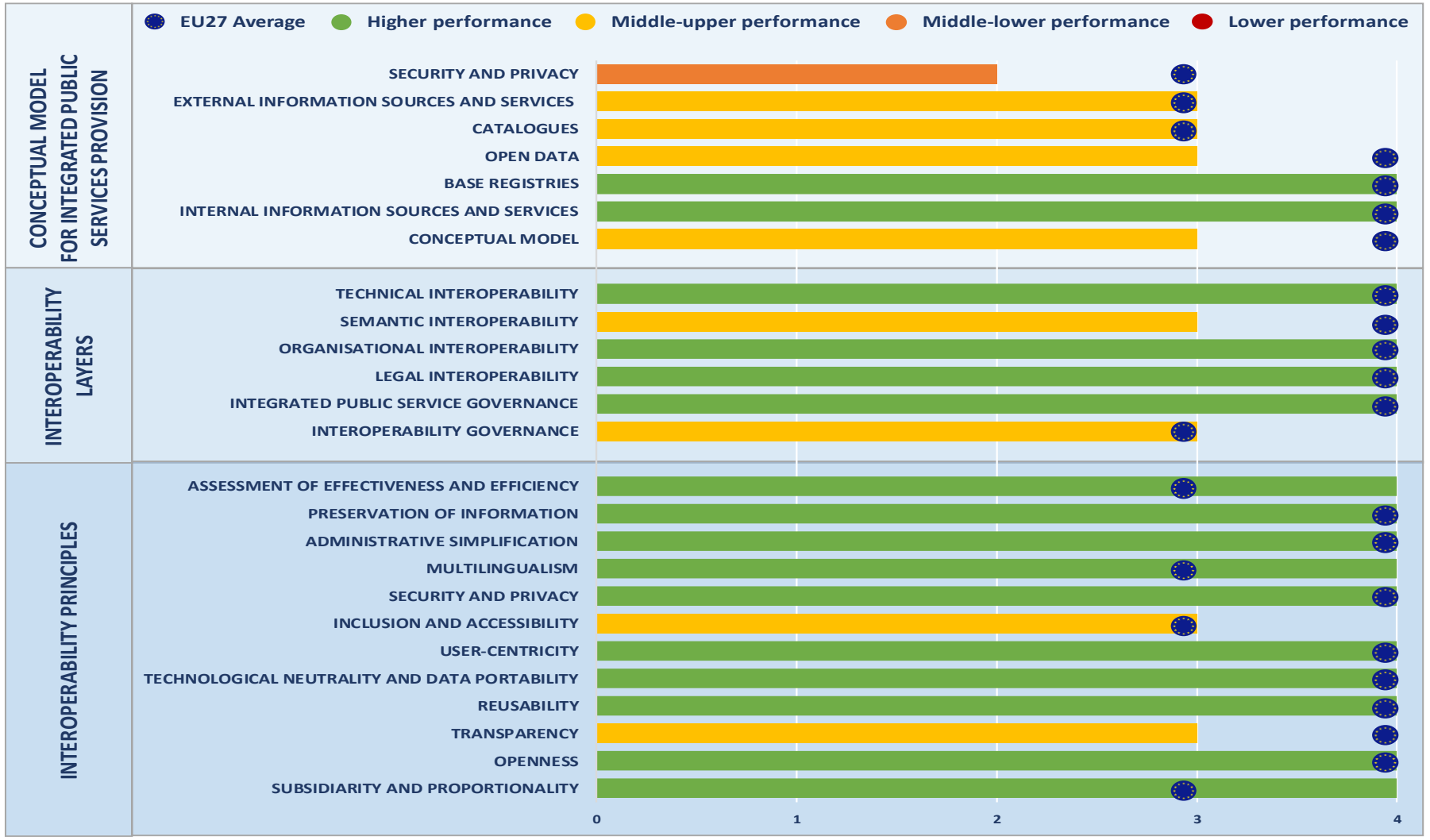
LATVIA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Latvia, it is possible to notice an overall good performance of the country, with particularly positive results within the first scoreboard (Interoperability principles). The main area of improvement is the element of security and privacy related to the conceptual model for integrated public services provision.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

The CSR for Latvia encourages the country to focus its investment-related economic policy on **innovation** and, amongst others, **digital infrastructure**. This shall be done taking into account regional disparities.

ICT infrastructure

NATIONAL REFORM PROGRAMMES

11 priorities

eSkills

In order to foster the development of **information society**, the opportunity will be given to the Latvian population to learn eSkills relevant to their education and professional activity through **eSkills trainings** and partnerships.

ICT infrastructure

A plan was approved in 2018 providing an extensive range of **infrastructure measures** to be taken by the Latvian government in order to improve the system for prevention of **money laundering and terrorist financing**.

eID

The Cabinet of Ministers supported the proposal to determine eID as a **mandatory** and primary means of personal identification starting from 2023 envisaging a transition period from 2019 until 2022.

eHealth

The Latvian eHealth portal has become mandatory. It now provides residents access to their electronic healthcare and enables medical practitioners to write medical documents such as **ePrescriptions**, **eSick leaves** and execute **eRefferals**.

OPERATIONAL PROGRAMMES

13 priorities

eGovernment and interoperability

To reduce the digital divide between low and high economic interest areas, Latvia plans to contribute to the continuation of the 2007-2013 project **Broadband Communication Infrastructure** in rural areas.

eLearning

Latvia will expand the current capacity of the educational information system by integrating it in other information systems. ICT investments to ensure **digital teaching materials** and a **digitalisation of the education** will also be made.

Open Data

Latvia will deploy a framework to improve data exchange and data publication. A **centralised information interoperability platform** will also be established to ensure full public electronic data exchange between systems.

eJustice

Latvia will develop a wide range of ICT based solutions to use in judicial proceedings. These eSolutions include an investigations and judicial proceedings **eFile** solution and also a process of **eProceedings**.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The Digital Transformation Guidelines 2021-2027, currently under development, are going to continue the digitalization policy set out in the "Information Society Development Strategy 2014-2020". It will define priority actions, including for the digital transformation of the economy.

Legislation

Electronic Governance Law is currently being reviewed by Parliament and is supposed to replace soon the Law of State Information Systems. The new law will significantly expand the scope of the Electronic Governance legislating, developing a legal basis for more efficient government ICT operations.

Governance

In addition to shared platform services, Government Private Cloud services, provided by Latvia's State Radio and Television Centre as a shared services provider, are becoming the second success story in this area, facilitating modernisation and consolidation of government ICT infrastructure assets.

Infrastructure

The individual digital tools are available free of charge for all residents of Latvia. In addition to the National eID card, mobile eID means and qualified electronic signature means, it is now being complemented by the individual accounts of Registered Electronic Delivery – eAddress.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

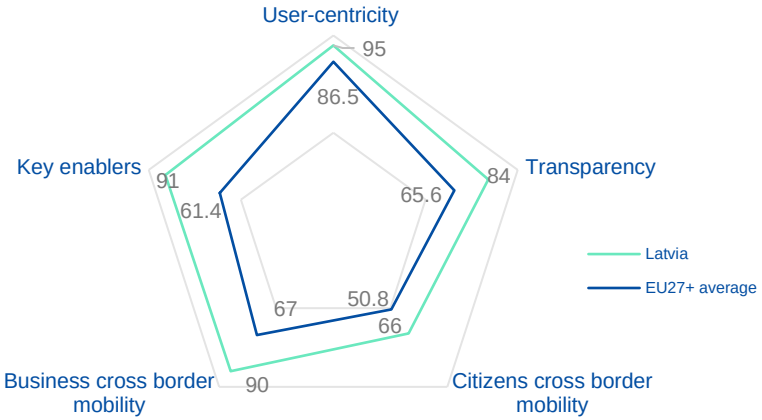
	Latvia	EU28 average
Interacting with public authorities	+4%* ↑ 70%	55%
Obtaining information	+5%* ↑ 58%	44%
Downloading official forms	+3%* ↑ 18%	33%
Sending filled forms	+6%* ↑ 56%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

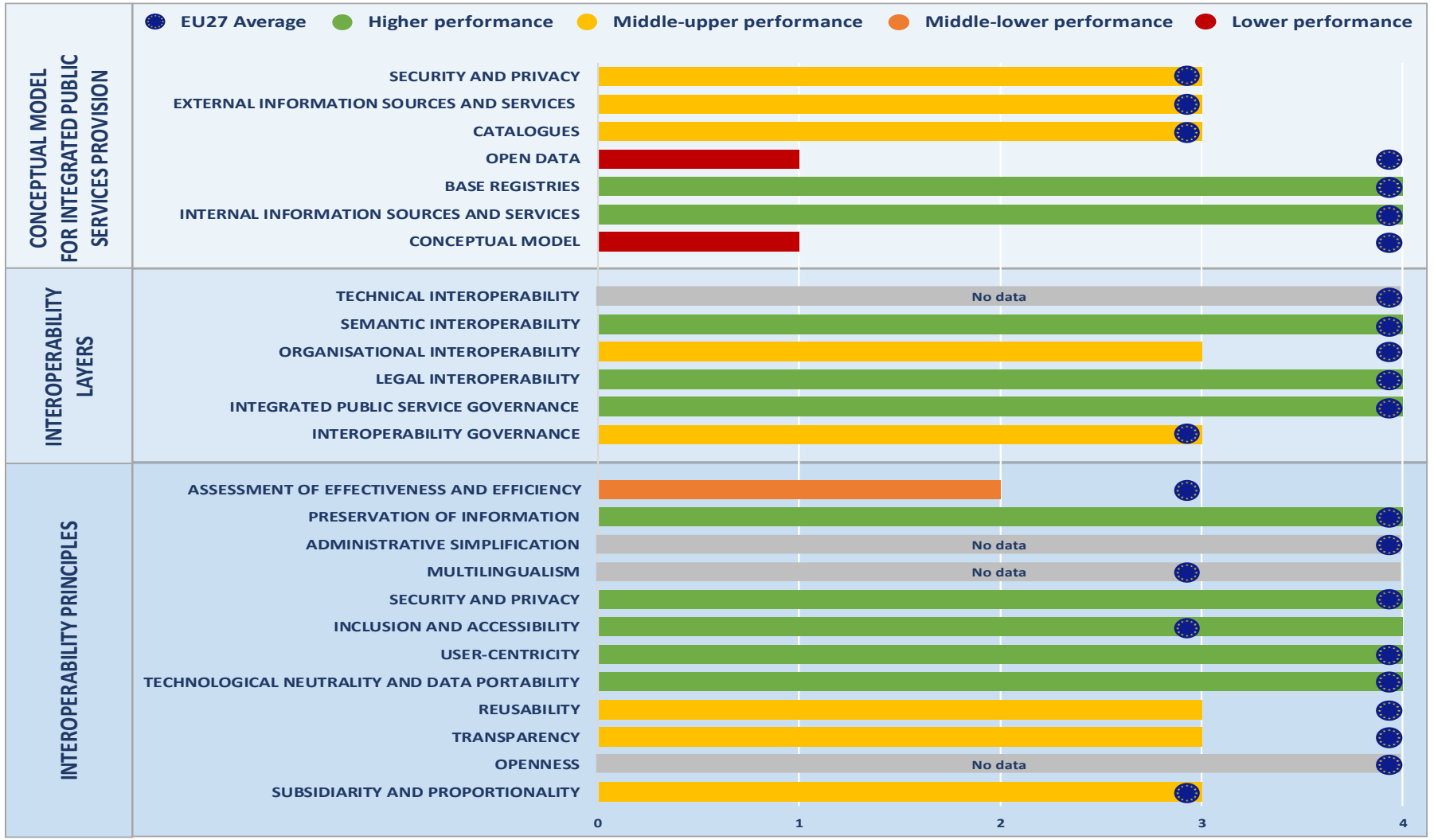


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

LIECHTENSTEIN

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Liechtenstein, it is possible to notice an overall medium performance of the country. The areas of improvement are concentrated within the third scoreboard and are open data and conceptual model. Not enough data was collected to measure some area as for instance technical interoperability and the principle of multilingualism.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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HIGHLIGHTS

Political Communications

As part of the Government programme 2017-2021, the Digital Agenda is a central field of action for the new legislature. The main objective of Liechtenstein is to optimise the process efficiency of the national administration with a focus on electronic means of communication.

Legislation

On 7 May 2019, the government approved the report and application regarding the creation of a Token and VT Service Provider Act (TVTG), often simply referred to as the "Blockchain Act". The TVTG entered into force on 1 January 2020.

Governance

The responsibility for Liechtenstein's eGovernment strategy/policy lies within the Ministry of General Government Affairs and Finance. The Liechtenstein State Administration is the body responsible for interoperability activities.

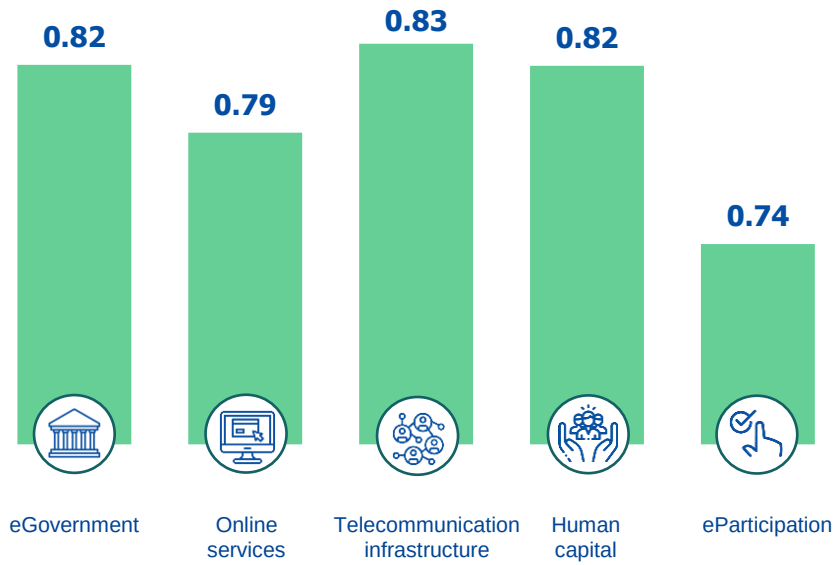
Infrastructure

In 2019, the government instructed the Office of information technology for the procurement and implementation of a new electronic-ID. The new electronic-ID will be released in Spring 2020.

INDICATORS

United Nations eGovernment survey

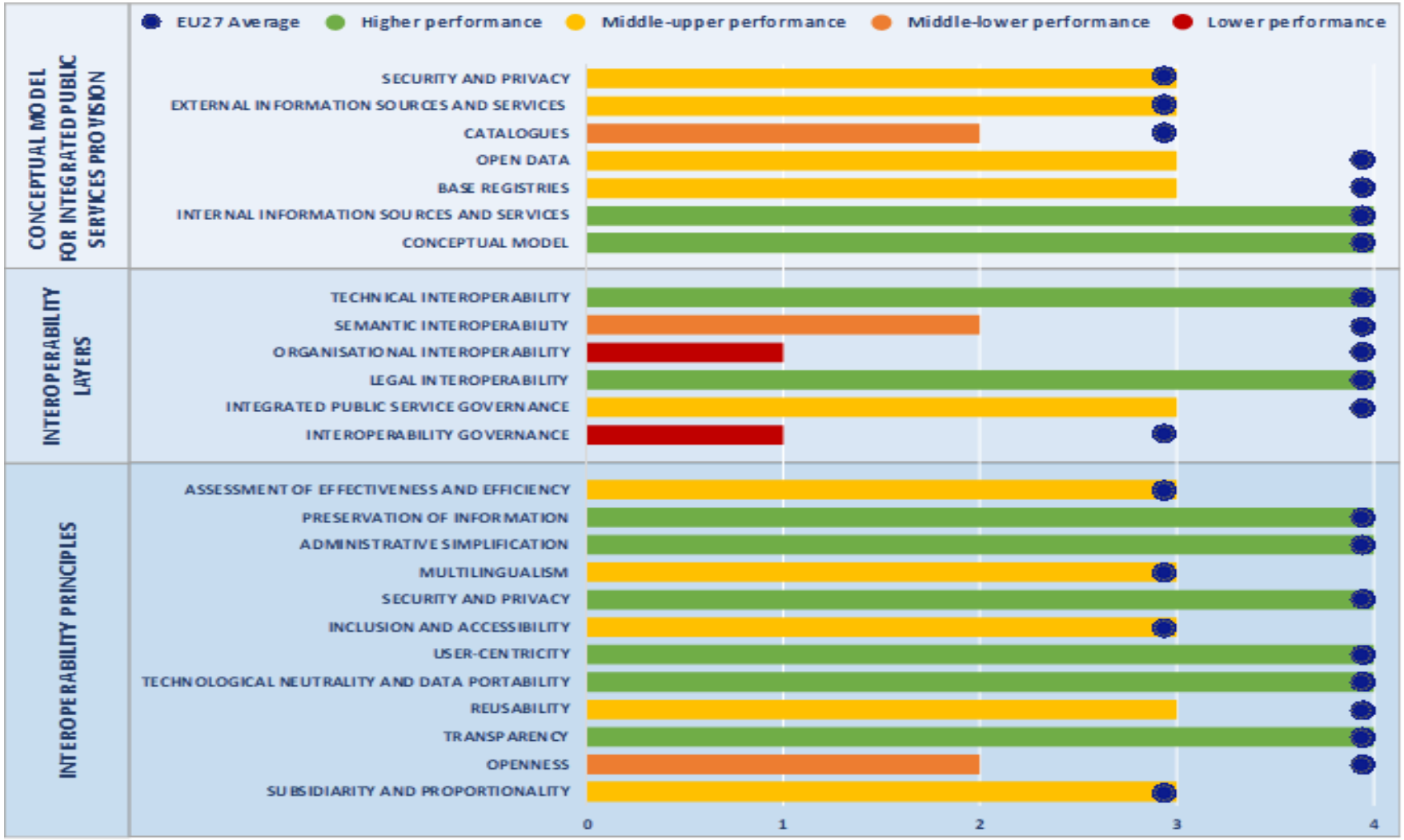
2018 eGovernment indicators



Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. Liechtenstein is not required to supply complete data to Eurostat due to its small size and population. As a result, the Digital Public Administration indicators are based on the UN E-Government Survey 2018.

LITHUANIA

STATE OF PLAY OF INTEROPERABILITY



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In the case of Lithuania, it is possible to notice an overall medium performance of the country. The areas of improvements are concentrated within the second scoreboard and are related to the layers of organisational interoperability, interoperability governance and semantic interoperability.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Lithuania makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

7 priorities

eSkills

In the framework of the Digital Europe Programme, Lithuania has expressed the need to further develop the digital skills of its population, particularly in the fields of **high-performance computing and cybersecurity**.

Digitalisation of businesses

The government is conducting **technological audits of industrial SMEs** so as to evaluate prospects of digitalisation processes and the installation of a **manufacturing process equipment for SMEs**, which includes integrated digitalisation technologies such as robotics, AI, etc.

New technologies

Lithuania aims to test **blockchain technology** in the country by issuing digital coins. It also wishes to build and enhance **basic artificial intelligence competences**, to then make them accessible to all business bodies and public administrations.

eTax

The State Tax Inspectorate introduced an **electronic system for dealing with administrative services** (iAPS). It intends to promote voluntary tax payments and to simplify tax procedures by collecting, processing and saving income and expenditure data of those engaged in individual activities.

OPERATIONAL PROGRAMMES

7 priorities

eGovernment and interoperability

To ensure advanced eServices for individuals and businesses, Lithuania will deploy **ICT solutions in administrative procedures** and digitalise public administration. The aim is to develop **customer-oriented administrative eServices**

Digitalisation of businesses

The Government of Lithuania will support SME projects that focus on the implementation of **eSolutions for businesses**. These include efforts that aim to optimise business processes such as customer service, logistics, eMarketing and resource management using information technologies.

eProcurement

To improve the existing public procurement system, Lithuania provides funding to tackle the **transparency** and **efficiency** of public procurement. This implies setting out activities related to the development of electronic and centralised procurements.

ICT infrastructure

As the amount of security incidents monitored by the Lithuanian National Computer Emergency Response Team continues to grow, the Government set out the objective to strengthen the protection of ICT infrastructure and resources, and thus create a **safer digital environment**.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

No new changes in digital government political communications have been reported.

Legislation

In July 2019, the Lithuanian government amended the interinstitutional action plan for the implementation of the National Cybersecurity Strategy. The ruling No 709, amended and recast the first annex of the action plan.

Governance

The responsibility for Lithuania's eGovernment strategy/policy lies within the Ministry of Economy and Innovation. The Ministry is also responsible for policy-making on interoperability activities, while the IS Development Committee is responsible for their implementation.

Infrastructure

In September 2019, the Ministry of Economy and Innovation initiated the Gov-Tech Lab. The Lab ensures more cooperation between government and business community.
In January 2020, the Beta version of Lithuanian Open Data Portal was published.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

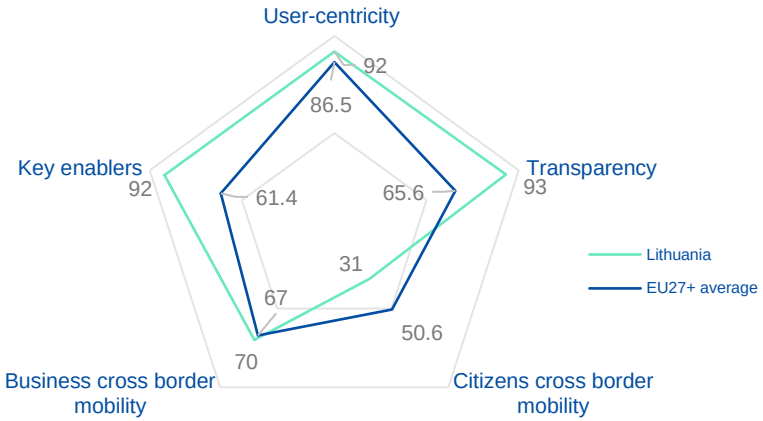
	Lithuania	EU28 average
Interacting with public authorities	+4%* ↑ 55%	55%
Obtaining information	+3%* ↑ 49%	44%
Downloading official forms	+3%* ↑ 31%	33%
Sending filled forms	+2%* ↑ 43%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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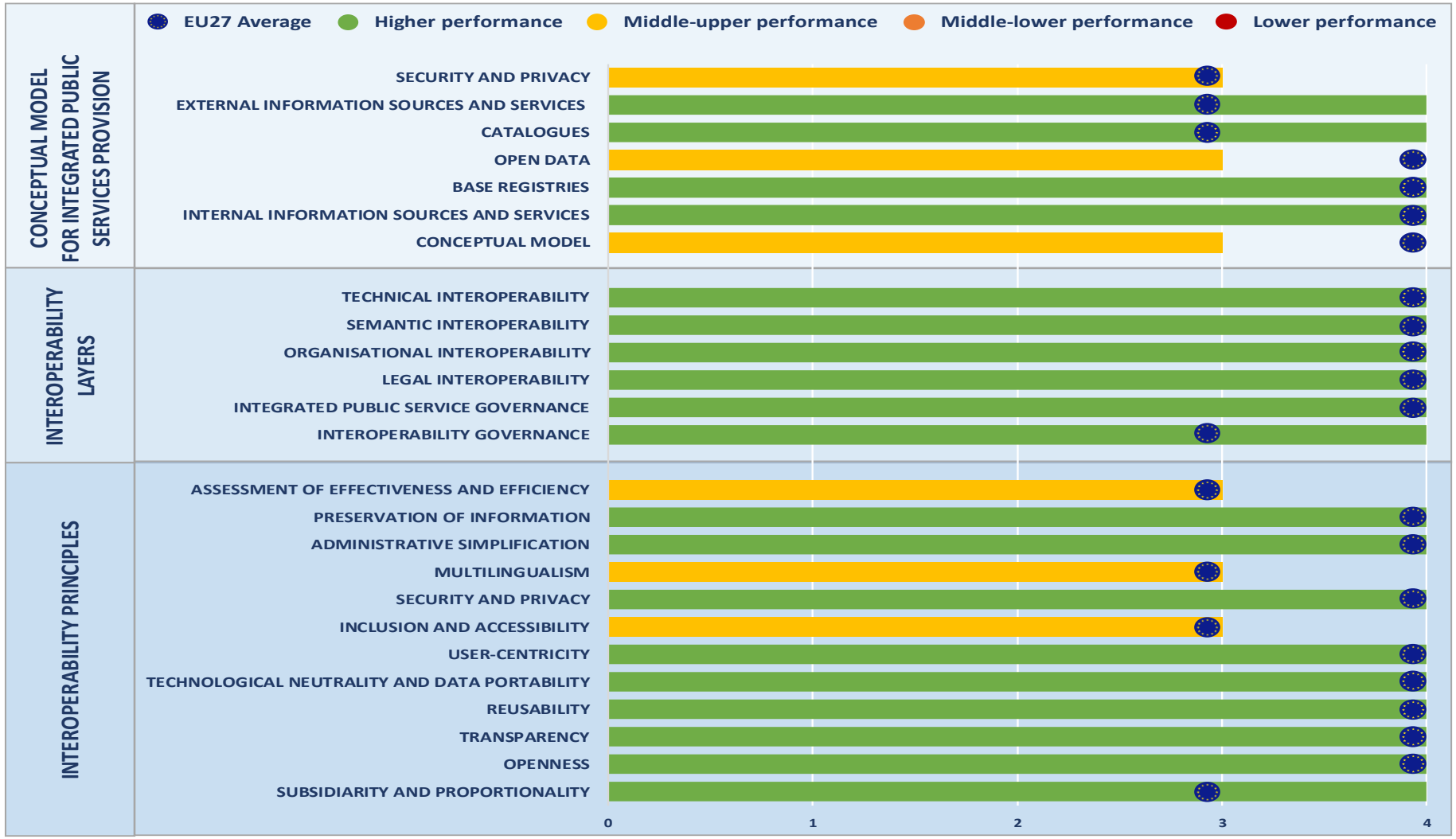
LUXEMBOURG

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Luxembourg, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). In between the first and third scoreboards there are only few areas scoring below higher performance.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Luxembourg makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

11 priorities

eSkills

The Luxembourgish government is to implement the measures of the White Paper on the National Strategy for Lifelong Learning. Hence, in order to improve the quality in the area of adult training and to secure jobs for older people, the **Luxembourg Digital Skills Bridge** pilot projects will be launched.

New technologies

The **European High-Performance Computing initiative,** launched by Luxembourg, will oversee the pooling of resources within the EU to develop and stimulate the use of supercomputers. High performing computing is key to digitalising industry and the economics of data.

Capacity Building

Since 2017, the government is pursuing its efforts in adopting and implementing a **smart specialisation strategy** which recommends specific actions plans for developing priority sectors such as manufactory industry 4.0, clean technologies, smart mobility and the circular economy, health technologies and ICT, etc.

eGovernment portal

The one-stop shop *Guichet.lu* was completely redesigned and modernised in 2018. The use of the portal, and in particular the transactional process offered online, have grown rapidly and exponentially in recent years. Indeed, the **use of eGovernment procedures has increased** by more than 500% in 4 years.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of the Luxembourg's national OPs for the 2014-2020 financing period has revealed that there are no initiatives under TO2 and TO11 that fell under the scope of the study.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

A summary document prepared by the Ministry of Digitalisation on the future of digitalisation in Luxembourg was submitted to the members of Parliament an is intended to enable them to deal with the debate in the best possible way.

Legislation

The law on electronic invoicing in public procurement and concession contracts passed into law on 26 March 2019.
The law on the accessibility of the websites and mobile applications of public sector bodies passed into law on 16 May 2019.

Governance

The Ministry for Digitalisation drafts and coordinates policies related to eGovernment, while the Government IT Centre (CTIE) implements them. The Ministry for Digitalisation, together with CTIE, is also the main body responsible for interoperability activities.

Infrastructure

The established one-stop eGovernment platform MyGuichet.lu has been expanded with further useful eServices for citizens and businesses.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

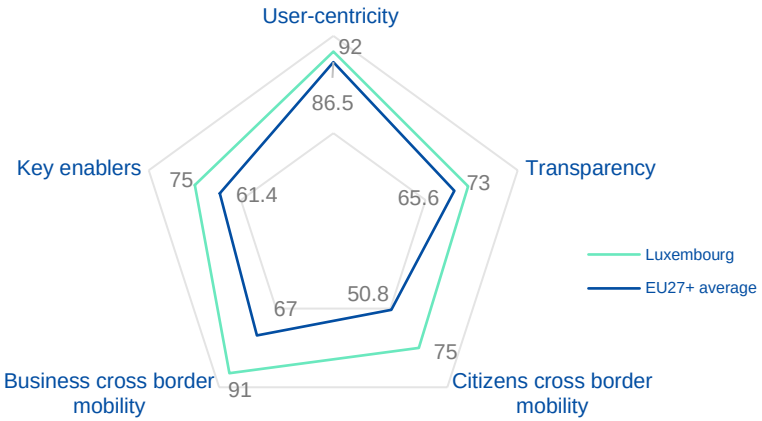
	Luxembourg	EU28 average
Interacting with public authorities	↓ 60% (-3%*)	55%
Obtaining information	↓ 32% (-6%*)	44%
Downloading official forms	↓ 49% (-1%*)	33%
Sending filled forms	↑ 36% (+5%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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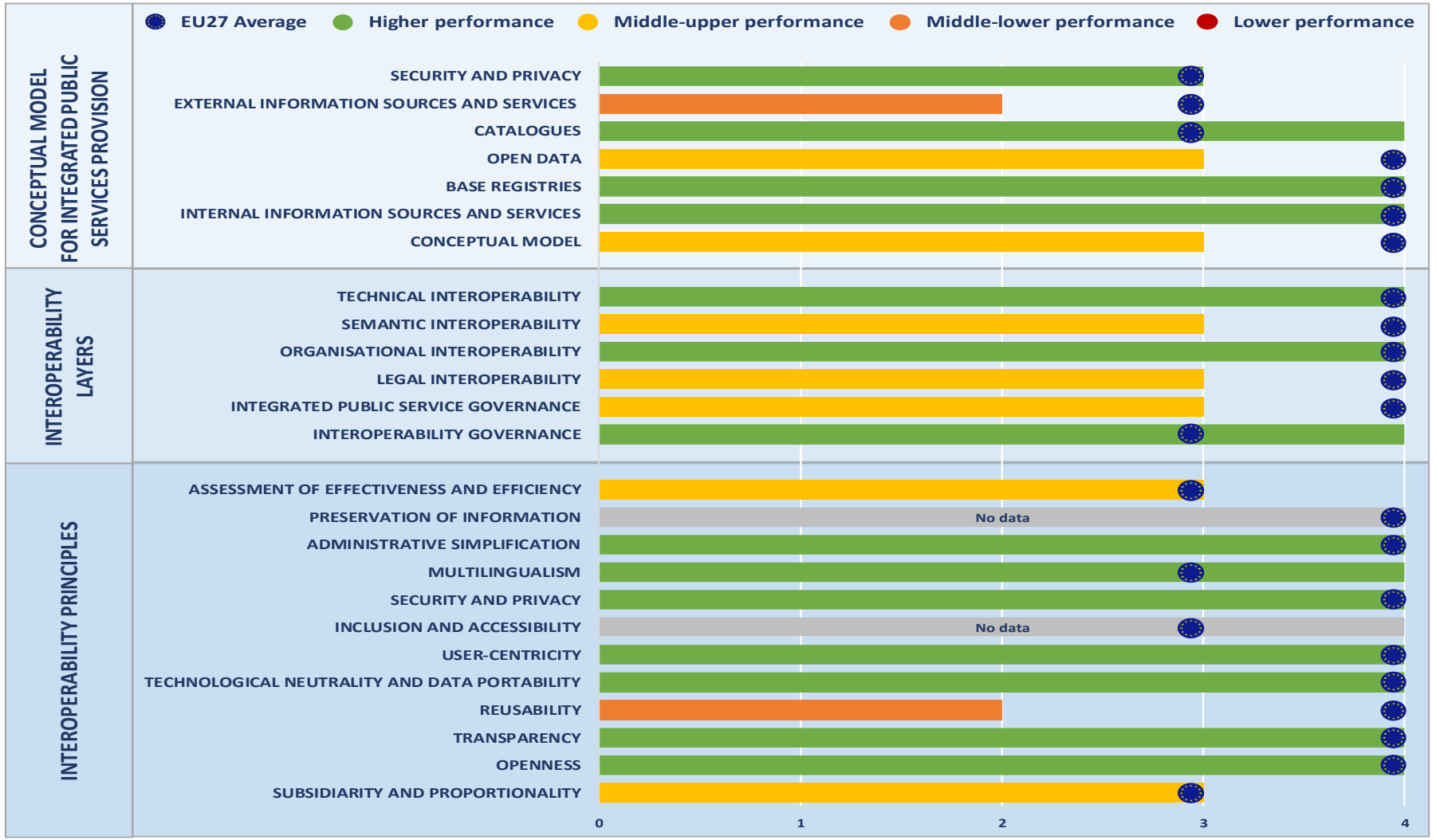
MALTA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Malta, it is possible to notice positive results within the scoreboard related to Interoperability principles. The areas of improvement are linked to the principle of reusability and the use of external information sources and services. Not enough data was collected to measure the principle of preservation of information and inclusion and accessibility.

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THE ROLE OF DIGITAL GOVERNMENT IN THE EUROPEAN SEMESTER PROCESS 2019

The annual report assesses how issues related to digital government are addressed within the European Semester process thought an analysis of 2019 Country Specific Recommendations (CSR), the 2019 National Reform Programmes (NRP) and the 2014-2020 Operational Programmes (OP).

COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Malta makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

5 priorities

eSkills

The new **Digital Malta Strategy** aims at transforming Malta into a digitally enabled nation by empowering its citizens with basic digital skills that will allow them to take on new opportunities in the technology and digital sectors. The Strategy also wishes to make digital services more affordable, secure and accessible to all.

New technologies

The Maltese government established a **MALTA.AI Taskforce.** Through it, the government intends to discuss and consult with all relevant stakeholders in order to form a **nationwide AI Framework**, to determine the policy, regulatory and fiscal measures that will bolster Malta's appeal as a hub for AI.

eJustice

In recent years, the Maltese government has embarked on a variety of initiatives to **reform the national judicial system**. Indeed, the use of ICT tools now allows advocates, notaries and procurators to scan certain judicial acts faster and reduce bureaucratic barriers and delays in civil courts.

eHealth

The country wishes to develop primary health care services through electronic initiatives by introducing an **Electronic Patient Record system** by 2020. This will significantly cut down the costs related to health care services and it will reduce the current administrative burdens faced by the personnel.

OPERATIONAL PROGRAMMES

11 priorities

eLearning

Malta aims at improving the educational experience of children by enhancing the use of **digital technologies and IT applications**. The general aim is to better integrate digital technologies into the Maltese national curricula by providing appropriate technology equipment.

Digitalisation of businesses

The Government plans financial incentives to support enterprises' transformation towards **innovative and digital enterprises** that allow users to transmit information electronically, embrace smart application of web technologies and ICT products.

eGovernment and interoperability

Malta recognises ICT as a key contributor towards the reduction of administrative burden. Investment within this area will provide employees within the public administration with the necessary skills so as to reach the main aims of the National ICT Interoperability Framework (NIF).

ICT infrastructure

Malta will allocate 8% of its European Regional Development Fund resources to stimulate **investment in ICT and e-based solutions** within the private sector. For the period 2014-2020, the government will build on the existing framework to further increase the take up of eServices by enterprises.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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DIGITAL PUBLIC ADMINISTRATION FACTSHEETS

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HIGHLIGHTS

Political Communications

In 2019, the Malta Information Technology Agency (MITA) organised a cyber security training course for the public sector. In October 2019, MITA through Cyber Security Malta organised its first Cyber Security Summit.

Legislation

Under the revised Data Protection Act (Cap 586), subsidiary legislation related to specific processes in varying sectors was also enacted or reviewed for alignment with the GDPR and the Processing of Child's Personal Data in relation to the Offer of Information Society Services Regulations.

Governance

The responsibility for Malta's eGovernment strategy/policy lies within the Malta Information Technology Agency (MITA). MITA is also the body responsible for interoperability activities.

Infrastructure

The new Maltese National Data Portal was launched in March 2019. The new platform is based on Microsoft SharePoint 2016 and aims to offer an out-of-the-box solution to the Government for the address of non-standard branded sites.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

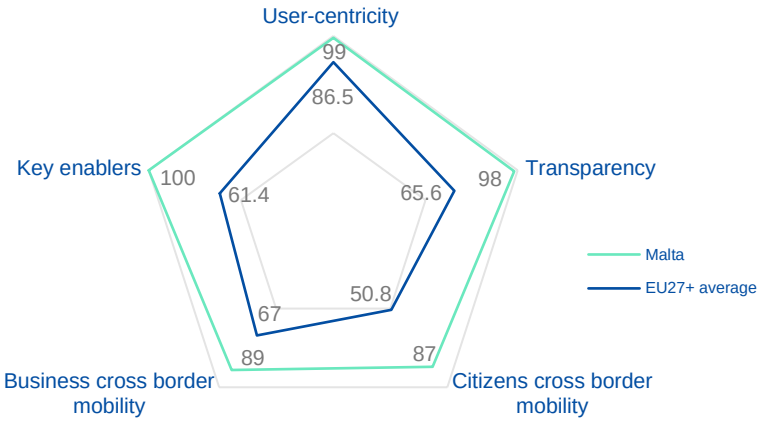
	Malta	EU28 average		Malta	EU28 average
Interacting with public authorities	↑ 50% (+3%*)	55%	Downloading official forms	↑ 38% (+5%*)	33%
Obtaining information	↑ 43% (+1%*)	44%	Sending filled forms	↑ 28% (+5%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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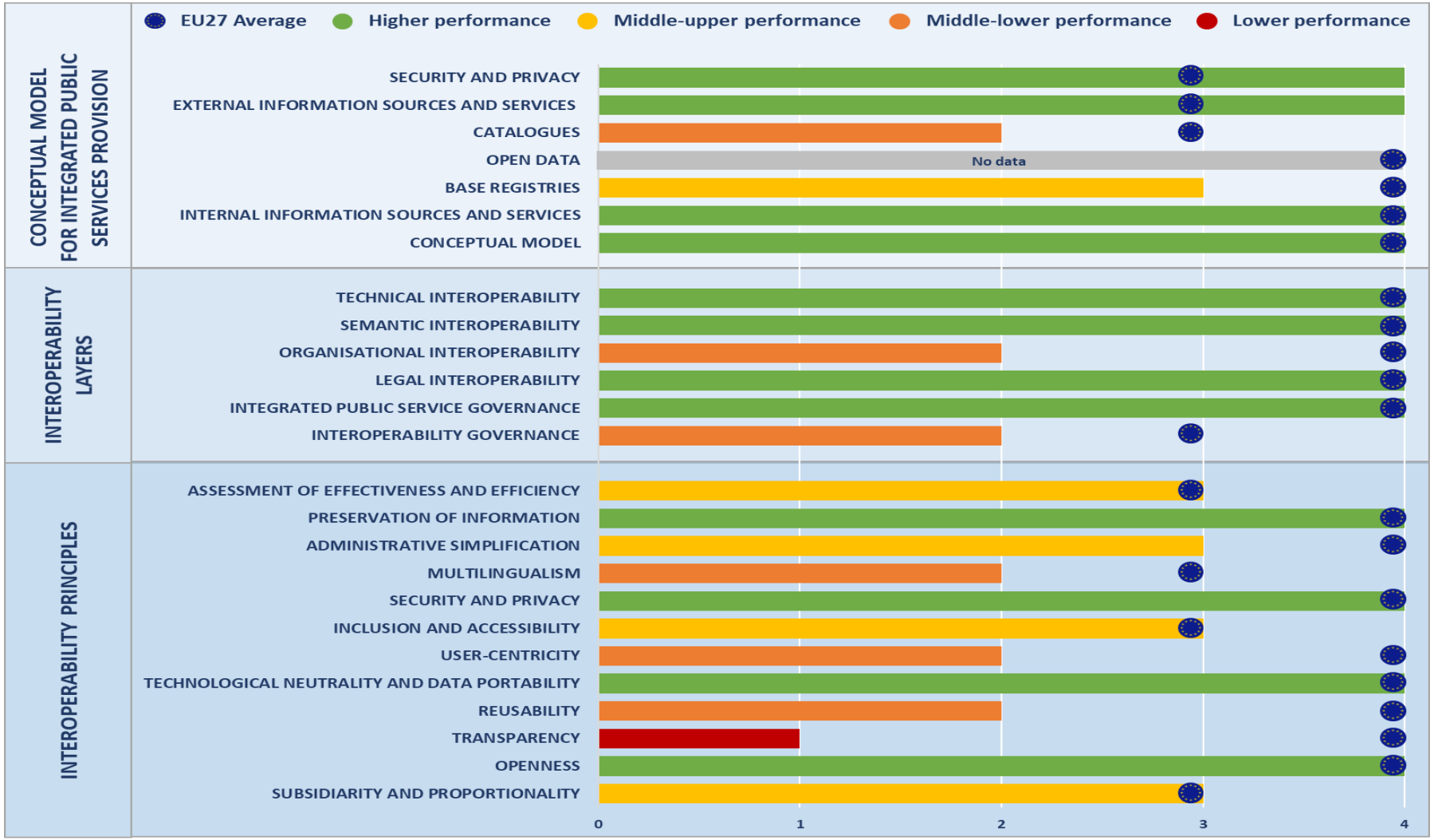
MONTENEGRO

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Montenegro, it is possible possible to notice an overall medium performance of the country, with positive results within the second scoreboard (Interoperability layers). The areas of improvements are distributed throughout the three scoreboards. Not enough data was collected to measure the principle of open data.

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HIGHLIGHTS

Political Communications

The new National Interoperability Framework, which was adopted in 2019, provides a set of recommendations to support public administration in the implementation of interoperability activities and establish relationships among private and public organisations.

Legislation

The Law on Electronic Government was adopted at the beginning of January 2020. One of the main purposes of the Law on eGovernment is to further regulate the field of eGovernment in Montenegro in accordance with its current and future needs.

Governance

The responsibility for Montenegro's eGovernment strategy/policy lies within the Ministry of Public Administration, which is also the main body responsible for interoperability activities.

Infrastructure

The Montenegrin eGovernment Portal groups together various services for individuals, businesses and public administration. These relate to, for example, health, tourism, finance, education and public procurement.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

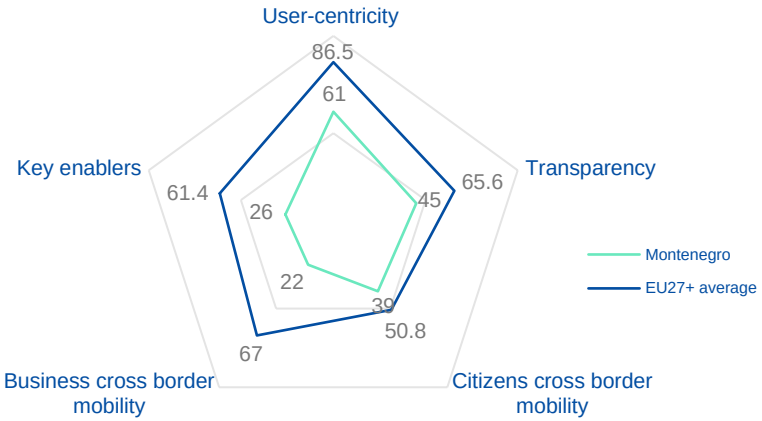
	Montenegro	EU28 average
Interacting with public authorities	-1%* ↓ 23%	55%
Obtaining information	+1%* ↑ 19%	44%
Downloading official forms	+1%* ↑ 13%	33%
Sending filled forms	+0%* 9%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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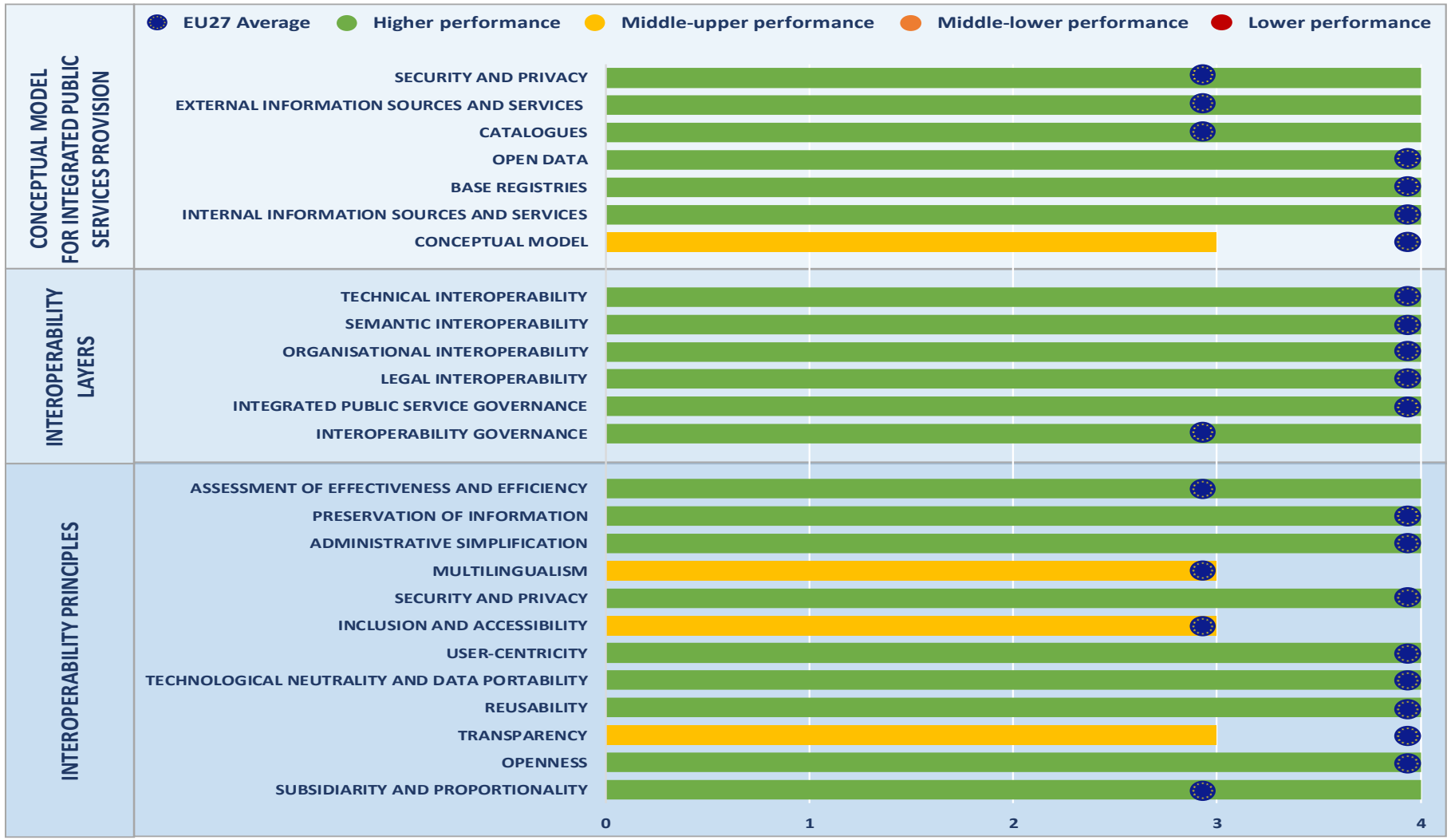
THE NETHERLANDS

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of the Netherlands, it is possible to notice an overall positive performance throughout the three different scoreboards. There are minor areas of improvements that are concentrated within the third scoreboard and are related to principle of transparency, inclusion and accessibility, and multilingualism.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for the Netherlands makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

1 priority

To remain a top leader in the digitalisation of industry, the Netherlands have drafted a **Digital Connectivity Action Plan**. Its aim is to set out guidelines for the government to achieve its objective of granting **access to fast fixed-connection broadband internet** to all Dutch people by 2030.

ICT infrastructure

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of the Netherlands' national OPs for the 2014-2020 financing period has revealed that there are no initiatives under TO2 and TO11 that fell under the scope of the study.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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DIGITAL PUBLIC ADMINISTRATION FACTSHEETS

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HIGHLIGHTS

Political Communications

On 17 April 2020 the policy letter on open source software was sent to Parliament. The policy introduces open by default principle for software (comply or explain) and describes conditions and exceptions.

Legislation

On 18 February 2020, the House of Representatives passed the Digital Government bill. The proposal was submitted by the Minister of the Interior and Kingdom Relations. The House of Representatives also adopted an amendment on online identity.

Governance

Political responsibility for digital government lies with the State Secretary for the Interior and Kingdom Relations, while the Dutch eGovernment Implementation Organisation (ICTU) is the main body responsible for interoperability activities.

Infrastructure

Connected to the publication of NL DigiBeter2.0, the policy framework for the digital government basic infrastructure was published. It includes principles for developing the policy for the digital government basic infrastructure and for further developing its generic functions.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

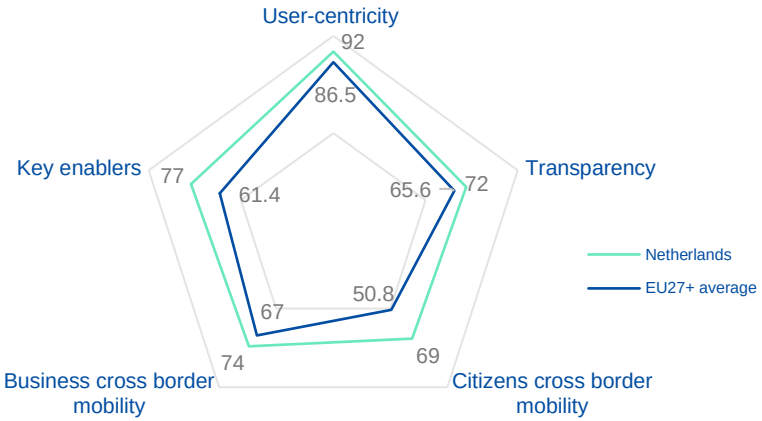
	Netherlands	EU28 average
Interacting with public authorities	-1%* ↓ 81%	55%
Obtaining information	-1%* ↓ 76%	44%
Downloading official forms	-3%* ↓ 52%	33%
Sending filled forms	-1%* ↓ 58%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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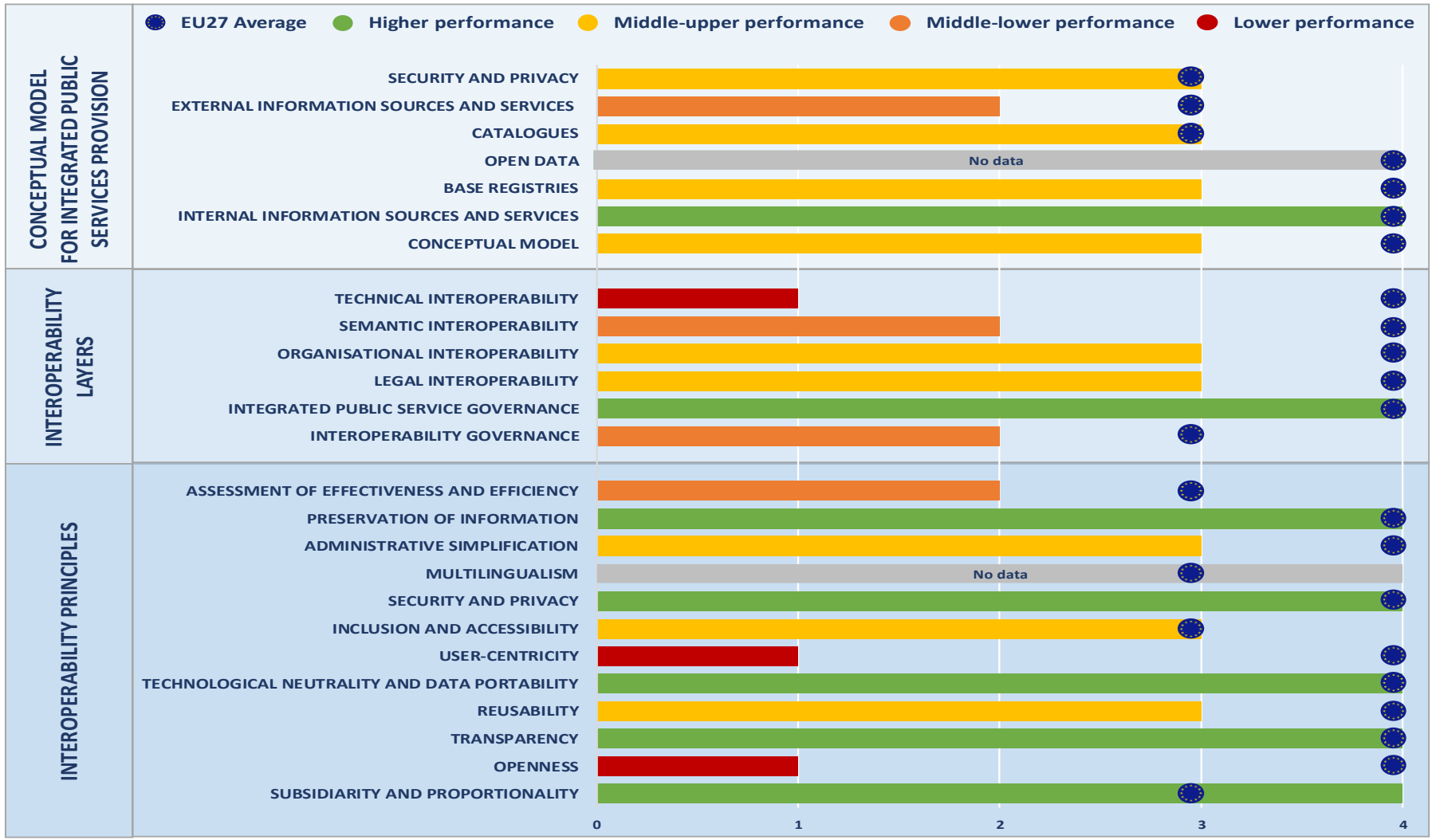
NORTH MACEDONIA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of North Macedonia, it is possible to notice an overall medium performance of the country. The main areas of improvement are distributed within the three scoreboards and are related to the layer of technical interoperability and to the principles of user-centricity and openness. Not enough data was collected to measure the principle of open data and multilingualism.

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HIGHLIGHTS

Political Communications

The Strategic Plan of the Ministry of Information Society and Administration 2019-2021 includes the mission and the vision of the Ministry of Information Society and Administration (MISA), as well as MISA's competencies and structure, priorities, goals and results, programme and operational plan.

Legislation

Three laws, together with the respective bylaws, have been adopted: Law on Central Population Register; Law on Electronic Management and Electronic Services; Law on Electronic Documents, Electronic Identification and Trust Services.

Governance

The responsibility for North Macedonia's eGovernment strategy/policy lies within the Ministry of Information Society and Administration (MISA). MISA is also the body responsible for interoperability activities.

Infrastructure

In December 2019, the Macedonian government launched the National eServices Portal, offering 128 eServices for natural persons. The portal, which offers Single-Sign-On access, allow Macedonians to use ePayment services for service fees and administrative taxes.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

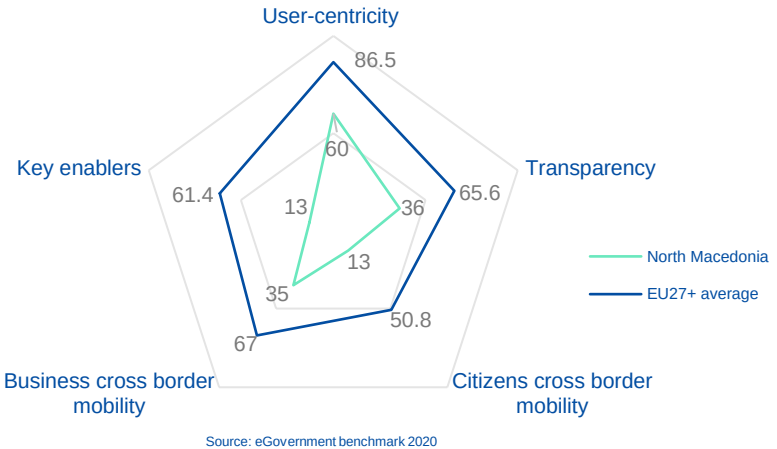
	North Macedonia	EU28 average
Interacting with public authorities	+3%* ↑ 50%	55%
Obtaining information	+1%* ↑ 43%	44%
Downloading official forms	+5%* ↑ 38%	33%
Sending filled forms	+5%* ↑ 28%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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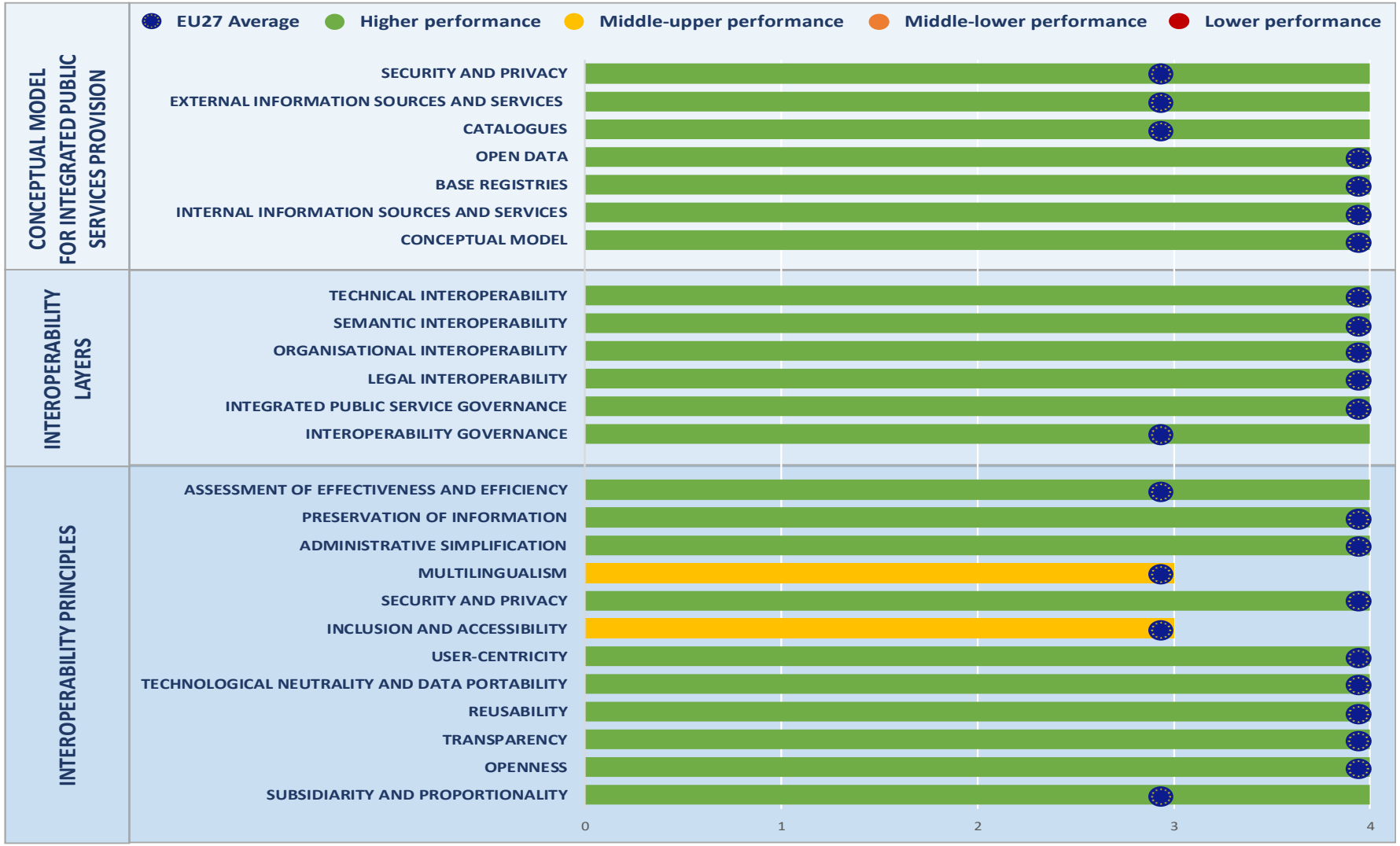
NORWAY

STATE OF PLAY OF INTEROPERABILITY



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In the case of Norway, it is possible to notice that Norway is one of the best performing country with only two areas scoring below higher performance. In particular, these areas are related to the principle of inclusion and accessibility, and multilingualism.

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HIGHLIGHTS

Political Communications

The Government has launched a new digitalisation strategy for the public sector, which builds on the White Paper Digital Agenda for Norway and shall provide direction for public administrations to embrace change, share and reuse information more efficiently.

Legislation

Several acts related to digital government are currently under revision in Norway. The Public Administration Act and the Archival Act are being revised, in part to consider the digitalisation of public administration. The eHealth Act is also under revision

Governance

The Department of ICT Policy and Public Sector Reform, within the Ministry of Local Government and Modernisation, is the body responsible for ICT and eGovernment policies. While the Norwegian Digitalisation Agency is the main body responsible for interoperability activities.

Infrastructure

Norway has developed a broad portfolio of national common digital solutions. Some of these are mandatory for state-level enterprises to consider, stated in the Digitalisation Circular. In 2019, the Maskinporten was added to the portfolio, a solution that guarantees system-to-system authentication.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

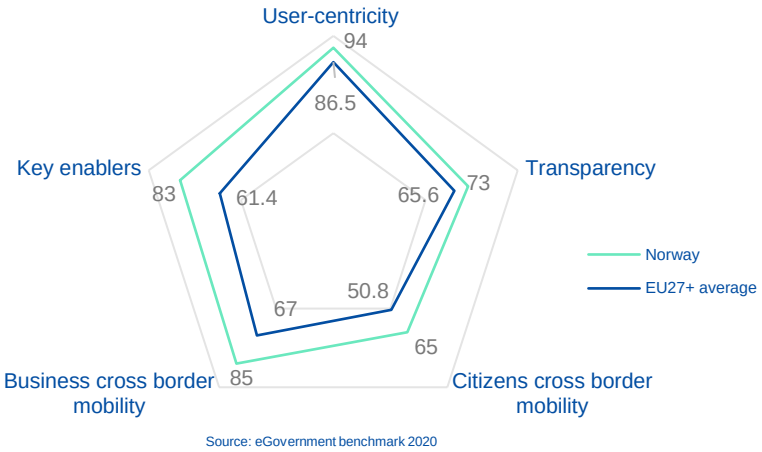
	Norway	EU28 average
Interacting with public authorities	↓ 87% (-3%*)	55%
Obtaining information	↓ 80% (-4%*)	44%
Downloading official forms	↓ 65% (-2%*)	33%
Sending filled forms	↑ 68% (+2%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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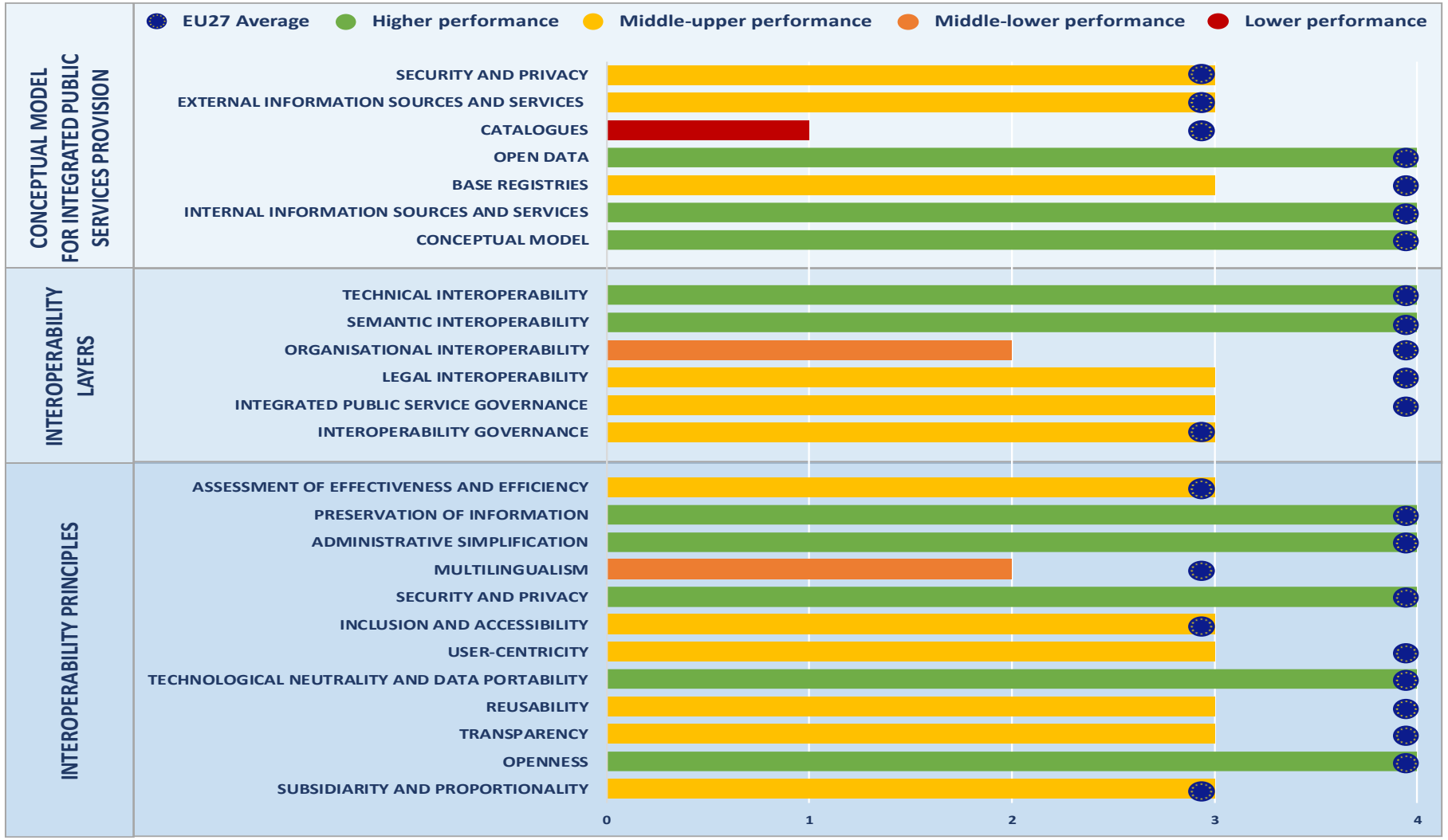
POLAND

STATE OF PLAY OF INTEROPERABILITY



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In the case of Poland, it is possible to notice an overall medium performance of the country. The areas of improvements are distributed throughout the three scoreboards and the main one is related to the use of catalogues of public services, public data, and solutions.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Poland makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

7 priorities

Digital public services delivery

The Polish Ministry of Digitalisation introduced a new service allowing for the electronic delivery of correspondence with legal effect: the **eDelivery service**. It can be applied to all administrative processes requiring delivery and it should reduce costs and accelerate the overall procedures.

eInvoicing

To complement the digitalisation of public procurement, the Polish Ministry of Entrepreneurship and Technology is currently developing an **electronic invoicing platform for public finances** in order to carry out electronic invoices by the public administration.

eSkills

Poland launched the **Future Industry Platform** whose role is to enhance Polish entrepreneurs' competitiveness through their digital transformation. It aims to reinforce their knowledge and skills in terms of automation, artificial intelligence, ICT technologies and other digital competences

eProcurement

The Ministry of Digitalisation is working on the implementation of an **eProcurement platform** which will be an effective digitalised system offering eServices that will facilitate and shorten public procurement procedures for the clients.

OPERATIONAL PROGRAMMES

9 priorities

Open Data

To provide **digital availability** of the public sector information, Poland will improve the quality of its data; make information available online; ensure electronic online access to national registries; build infrastructure to store shared information and set up a security and standardisation system for the use of this data.

eGovernment and interoperability

The government is set to make electronic means available for public sector information and services. Thus, new services will be made electronic and the functionality and e-maturity of existing services will be improved, including the establishment of the government Cloud services, common eService platforms and IT security policies.

eInclusion

Poland will implement measures in the field of **digital competences to ensure eInclusion** will be provided at the national level. A forum will be set up for cooperation to programme and implement the measures and solutions as well as exchange knowledge and information on digital competences.

eSkills

To enable all citizens to benefit from the wider use of ICT, Poland plans to provide its citizens with tailored mechanisms to acquire and increase **digital competences,** including computer and internet skills but also the ability to use the internet access and online services, public eServices in particular.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The latest amendment of the Polish National Integrated Informatisation Programme (PZIP) took place in September 2019, defining the Polish Government actions aimed at modernising the public administrations with the use of digital technologies.

Legislation

The Act on the Computerisation of the Operations of the Entities Performing Public Tasks was amended in 2019, in order to introduce the Polish System of State Registers to law order, as an organisational and technical tool serving public registers.

Governance

The responsibility for Poland's eGovernment strategy/policy lies within the Ministry of Digital Affairs. However, according to the National Interoperability Framework, each public institution, is accountable for assuring interoperability of its systems and infrastructure.

Infrastructure

During 2019, the Portal of the Republic of Poland, main central gateway to digital information and eServices of the state, has made available information regarding information on eServices of government administration - for citizens, entrepreneurs and officials.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

	Poland	EU28 average
Interacting with public authorities	↑ 40% (+5%*)	55%
Obtaining information	↑ 25% (+1%*)	44%
Downloading official forms	↑ 25% (+3%*)	33%
Sending filled forms	↑ 31% (+6%*)	38%

Source: Eurostat 2019

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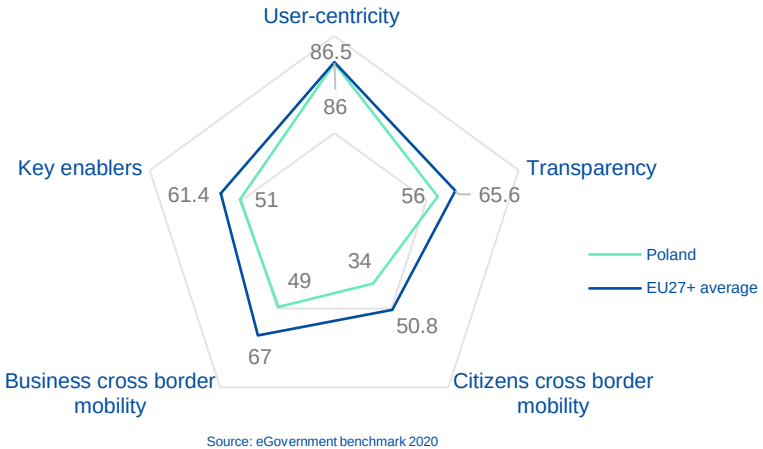
eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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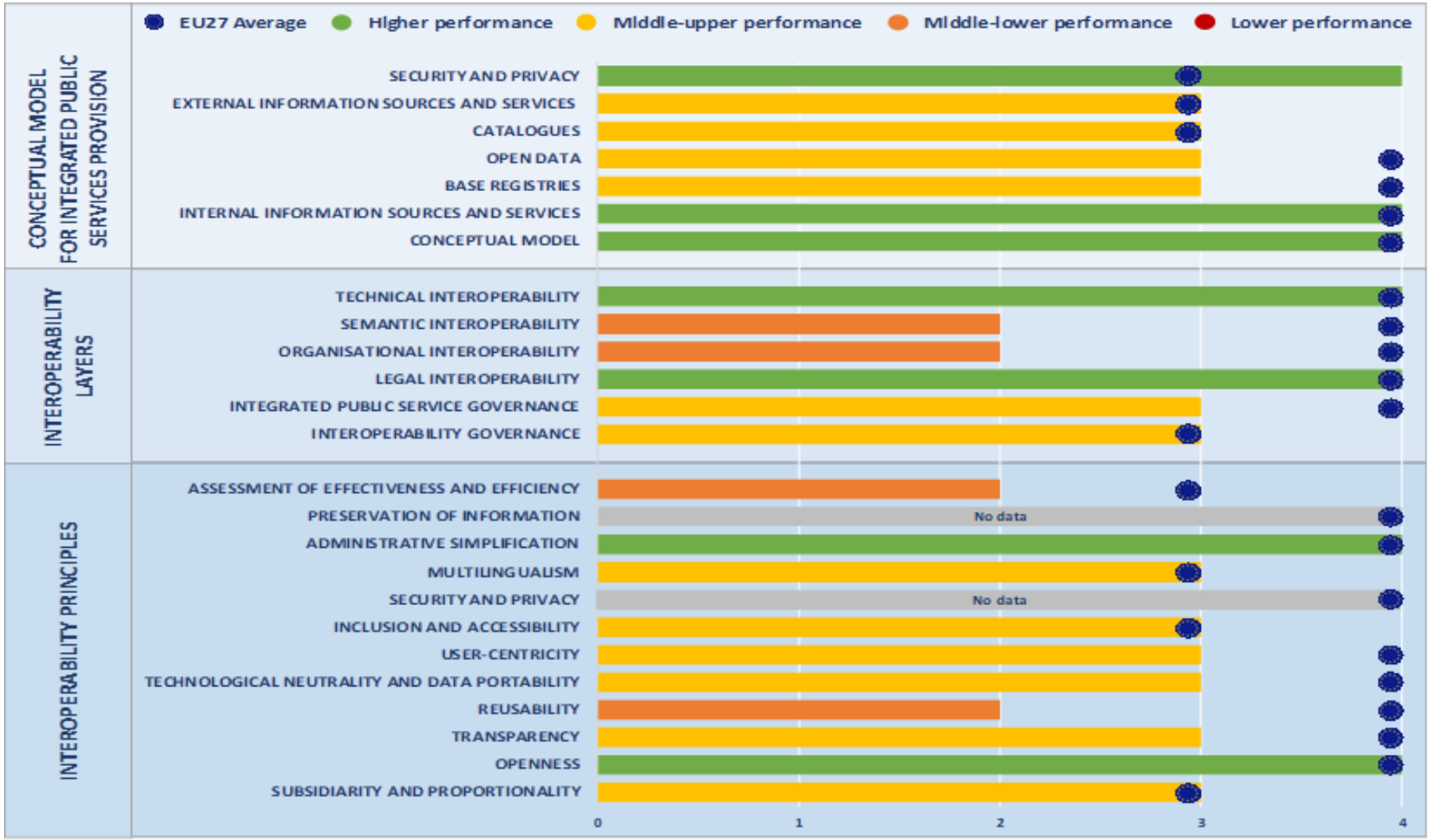
PORTUGAL

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Portugal it is possible to notice an overall middle-upper performance throughout the three different scoreboards. The main areas of improvements are concentrated within the interoperability principles and the interoperability layers' scoreboards. Not enough data was collected to measure the principle of preservation of information and security and privacy.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

Recommendation 2 encourages the country to increase the skills level of the adult population, in particular in the **digital literacy field**, by strengthening and broadening the coverage of the training component in adult qualification programmes.

eSkills

NATIONAL REFORM PROGRAMMES

13 priorities

eSkills

In Portugal, 45% of the population has little or no digital skills. To strengthen these, the **InCode2030 Programme** has been put in place. The main objective of the Programme is to place Portugal in the group of most advanced European countries in terms of digital skills by 2030.

Digitalisation of businesses

Through the **Programme Interface**, the government aims at supporting entrepreneurship in emerging technological areas and further support the digitalisation of businesses.

eGovernment portal

To strengthen both the competitiveness of the economy, the **Simplex + Programme** has been created, which includes the project **One Stop Employment** which aims to concentrate in a single portal all interactions of both unemployed citizens in their job search processes as well as employers hiring new workers.

eHealth

Given the good results of the dematerialised electronic revenues in the National Health System, the implementation of the **electronic prescription of Complementary Diagnostic and Therapeutic Means** is underway.

OPERATIONAL PROGRAMMES

7 priorities

eGovernment portal

To promote the intensive use of ICT and increase efficiency and transparency in the provision of public services, Portugal plans to continue its modernisation effort though establishing more digital services. In particular, there will be the **Citizen's Spaces and Citizen's Stores**, which are new, more decentralised portals.

eInclusion

The Portuguese government considers equal opportunities and non-discrimination as crucial. Therefore, it intends to minimise information and technical barriers by **promoting digital literacy** and, more particular, **access to eGovernment** to populations suffering from additional constraints.

Base registries

Portugal will create a **base register for prosecutors**. The system will enable them to store in a single base, all information available in the public administration of the beneficiary, significantly reducing the administrative burden on prosecutors, not holding specific visibility to users or own image.

New technologies

To support the scientific and technological research, Portugal will invest in infrastructures that include **computer and programming systems** as well as communication networks that promote **digital open access** to scientific resources, such as archives and scientific databases.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

In 2019, the policy programme SIMPLEX was awarded the European Public Sector Award for the best “European and National” project; the National Strategy for Artificial Intelligence was launched; and the National Strategy for Cyberspace Security 2020-23 was published.

Legislation

Law 104/2019, of 6 September, reformulated and broadened the State Organisation Information System (SIOE) on the characterisation of public entities, providing an extended scope of information and data collection, and simplifying citizens’ access to public information.

Governance

The responsibility for Portugal's eGovernment strategy/policy lies within the Minister for State Modernisation and Public Administration. The main body responsible for interoperability activities is the Administrative Modernisation Agency.

Infrastructure

The ePortugal.gov.pt, the Portuguese Single Digital Gateway, was launched in February 2019. It integrates the Citizen Portal, the Citizen Map and the Entrepreneur’s Desk, facilitating the relationship between citizens, businesses and the public administration.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

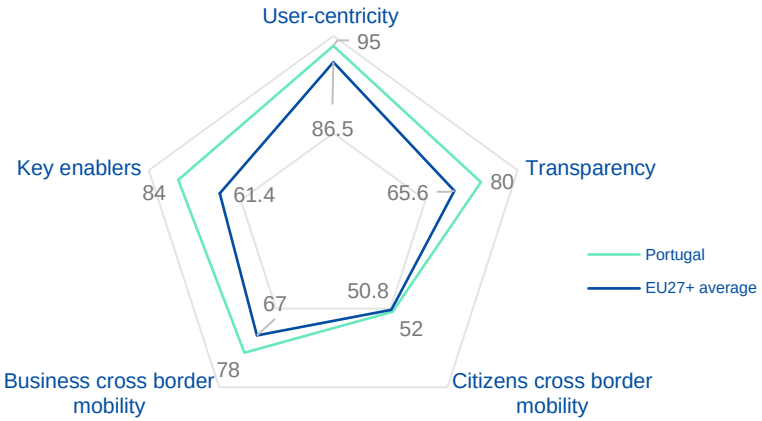
	Portugal	EU28 average
Interacting with public authorities	↓ 41% (+1%*)	55%
Obtaining information	↓ 35% (+1%*)	44%
Downloading official forms	↑ 22% (+1%*)	33%
Sending filled forms	30% (+0%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

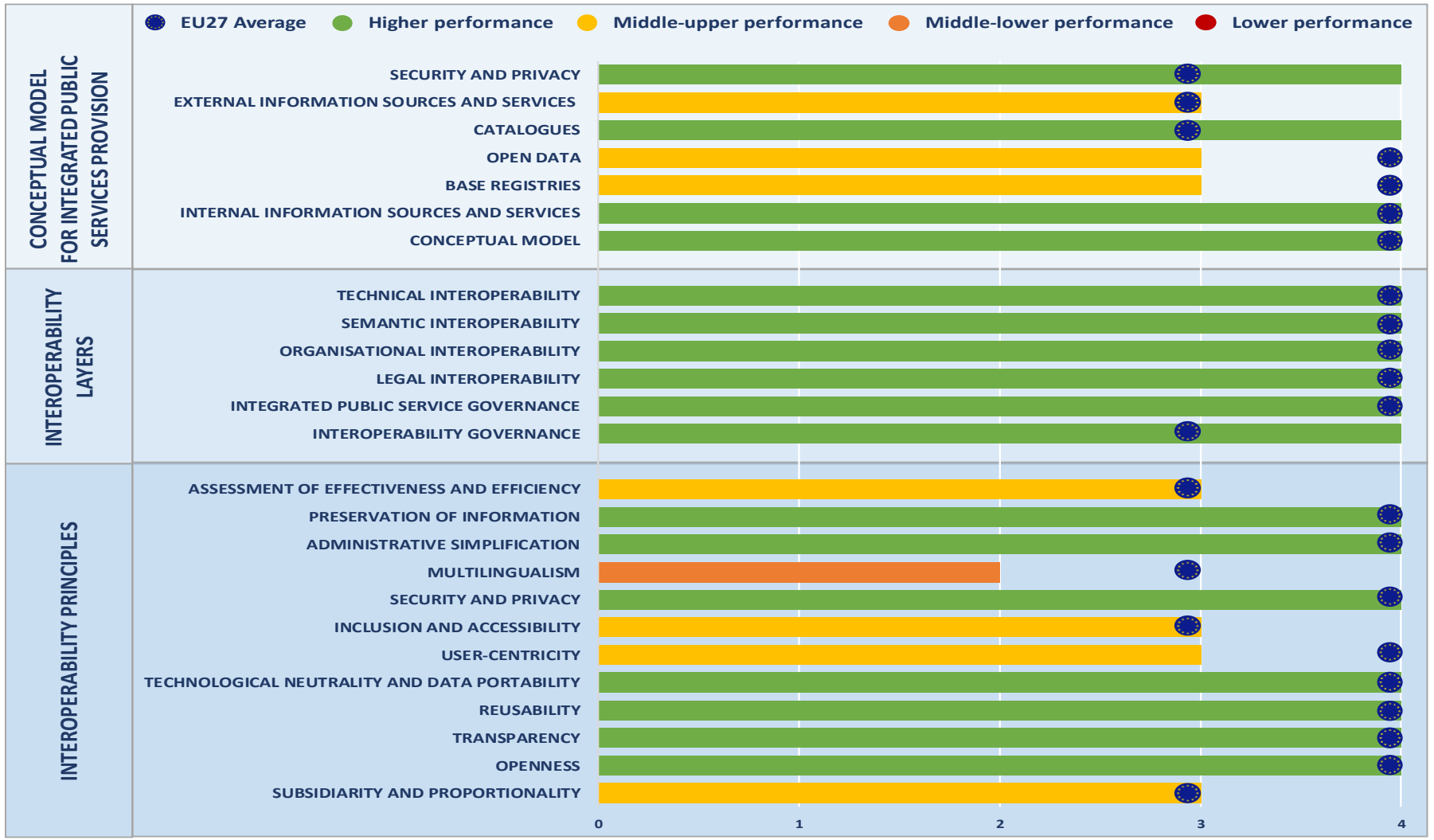


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

SLOVAKIA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Slovakia, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The main area of improvement is within the first scoreboard and it is related to the principle of multilingualism.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 3, the Commission urges Slovakia to focus its future investments on improving its healthcare services and solutions through new research and innovative tools. The use of eHealth could improve the access and quality of care that is currently lagging behind in the country.

eHealth

NATIONAL REFORM PROGRAMMES

8 priorities

eSkills

Slovakia also developed a digital transformation vision for the education sector. Indeed, the Slovak Action plan of digital transformation for 2019-2022 contains measures to **enhance digital skills in schools**, in order to encourage the development of the digital economy and the future of the labour market.

eInvoicing

The country has put in place the electronic invoicing system, which will make the transactions between the public and private entities **faster and less burdensome**.

eTax

Slovakia has started the implementation of the **eKasa system**, the country's electronic cash register. This tool will ensure a fairer competition between taxpayers, improve control activities and thus facilitate the fight against tax evasion.

eHealth

Slovakia has been putting in place some eHealth measures since 2018, with the creation of online health documentations and electronic appointment planning. However, it aims to further expand this sector by setting up **electronic examinations**, personalised treatments and by putting in place **eLabs.**

OPERATIONAL PROGRAMMES

10 priorities

eJustice

Slovakia supports the development of eJustice measures by introducing **electronic court records** and **electronic exchange of information** to provide more efficient administrations within the judicial system.

eGovernment and interoperability

Slovakia plans to link the use of eGovernment to identified life events of citizens. These events can be delivered electronically by the citizens which will simplify the process of serving citizens. The implemented life situations will be linked to eServices delivered by various government departments.

Digital public services delivery

To provide digital services to its citizens, Slovakia will put in place the actions needed to ensure **eCommerce, eID, eCulture and eCustom** services. The main goal is to stimulate citizens and businesses to use more digital tools.

eInclusion

Slovakia aims to have its eServices used by all citizens. Therefore, additional efforts will be made to **include the disadvantaged groups**. To this end, assistance and infrastructure availability will be established in order to increase their benefits of participation in the digital market.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The Strategy of the Digital Transformation of Slovakia 2030 framed the governmental strategy defining national policies and particular priorities with regard to the ongoing digital transformation of the economy and society. The Strategy followed up on the priorities of the EU Digital Single Market.

Legislation

As of 1 May 2019, a new Act No. 95/2019 on Information Technologies in Public Sector entered into force replacing former Act 275/2006 on information systems in public administration. The new Act brought a systemic change into the management of IT in public sector.

Governance

The responsibility for Slovakia's eGovernment strategy/policy lies within the Division of the Information Technologies of the Public Administration at the Deputy Prime Minister's Office, also the body responsible for interoperability activities.

Infrastructure

In January 2019, the Slovak Ministry of Finance approved the feasibility study for the creation of an eInvoicing information system. The corresponding information system will offer an interface facilitating the issuing, sending and receiving of electronic invoices in order for it to be processed.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

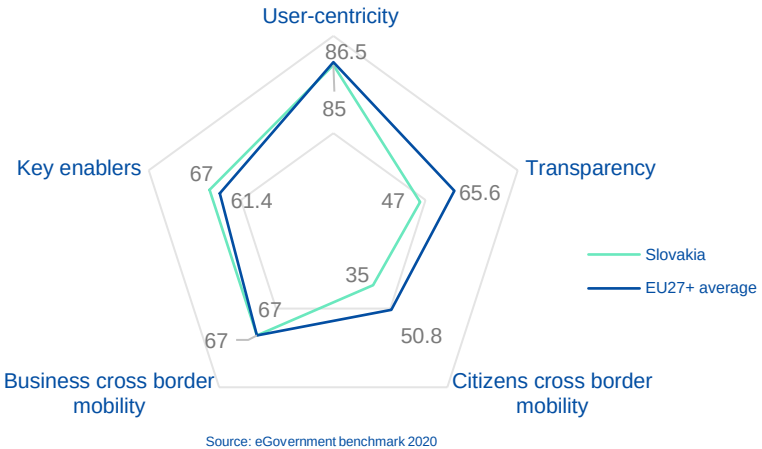
	Slovakia	EU28 average
Interacting with public authorities	↑ 59% (+8%*)	55%
Obtaining information	↑ 47% (+1%*)	44%
Downloading official forms	↑ 25% (+1%*)	33%
Sending filled forms	↑ 18% (+2%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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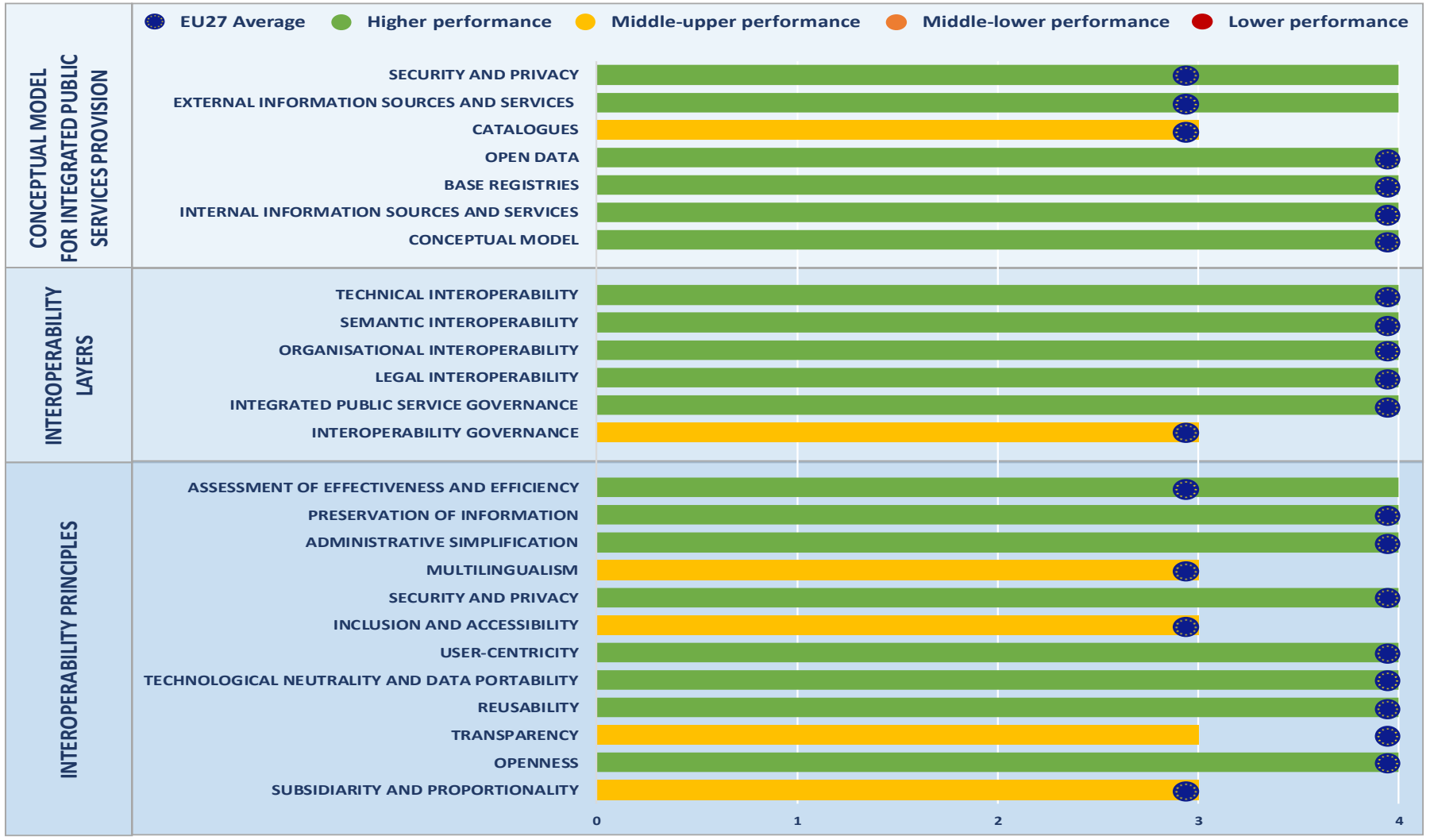
SLOVENIA

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Slovenia, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements, if any, are related to principle of catalogues and interoperability governance among others.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 1, Slovenia is called on to increase the employability of its low-skilled and older workers trough lifelong learning and especially through **better digital literacy**. Indeed, this solution might tackle labour shortages in certain fields and help workers meet the requirements of the labour market.

eSkills

NATIONAL REFORM PROGRAMMES

15 priorities

eSkills

Due to demand in the labour market, adult education programmes will aim to acquire **basic and vocational skills** with an emphasis on **information and communication technologies**.

eGovernment portal

In 2019, the government plans to migrate to a centralised website informational content for 200 existing web pages on the gov.si website. Users will have **easy one-site access** to comprehensive information on the public administration and its services, which will be published on self-service portals.

eProcurement

In 2018, an online public procurement system was introduced, which brought increased **transparency** for public openings. The **eFile system** was also upgraded and, additionally, individual modules of the existing system were combined into an integrated one.

ICT infrastructure

A **digital platform** will be built to establish a development environment for start-ups, researchers, students, etc.. These actors, with the use of a **shared development-oriented IT infrastructure** and in connection with national data lakes, will develop new innovative, user friendly e-services and telecommunications solutions.

OPERATIONAL PROGRAMMES

7 priorities

eLearning

Slovenia intends to improve its efforts in strengthening eSkills in education. As a first step, the **ICT infrastructure in the education field** will be enforced and updated. Afterwards, the focus can be oriented towards **digital learning** for both students and teachers.

Open Data

Slovenia finds that open data of the public sector can enhance innovation in society, therefore, it intends to open up the state-owned **computing cloud** and make certain data available for businesses and citizens, making it a good basis for the development of new services and products.

eProcurement

Slovenia intends to upgrade the information system for eProcurement with **additional modules** for the publication of contracts and the transparency of the entire public procurement procedure and calls for tenders.

ICT infrastructure

Slovenia will develop the technical and semantic interoperability as well as the building blocks, applications, data records and open data publishing systems to be compliant with the Data Reuse Directive.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

Following the 2nd World Congress on Open Educational Resources, hosted by Slovenia in September 2017, the Minister of Education, Science and Sport adopted in May 2018 the initiative to establish the International Research Centre on Artificial Intelligence under the auspices of UNESCO (IRCAI).

Legislation

Slovenia continues the preparation of a new law in the area of electronic identification and trust services, which will align national legislation with the new Regulation (EU) No 910/2014 on electronic identification and trust services for electronic transactions in the internal market.

Governance

The responsibility for Slovenia's eGovernment strategy/policy lies within the Ministry of Public Administration. The Division of the Information Technologies of the Public Administration is the body responsible for interoperability activities.

Infrastructure

The Slovenian government launched the centralized governmental portal GOV.SI, cutting down the number of governmental websites from 335 to around 30.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

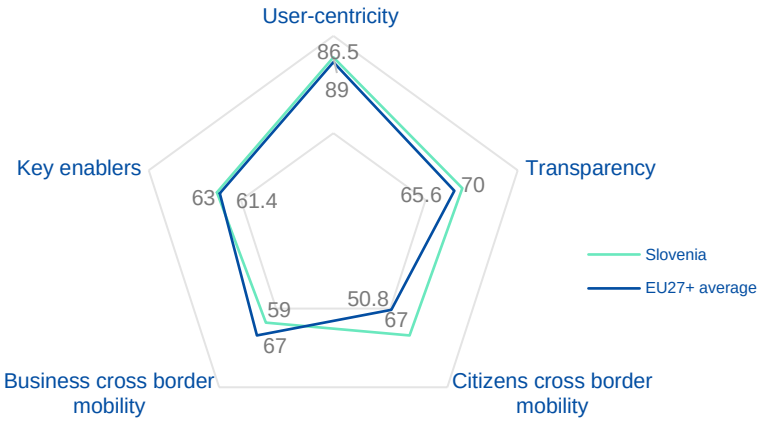
	Slovenia	EU28 average
Interacting with public authorities	↑ 61% (+3%*)	55%
Obtaining information	↑ 46% (+4%*)	44%
Downloading official forms	↑ 44% (+9%*)	33%
Sending filled forms	↑ 55% (+6%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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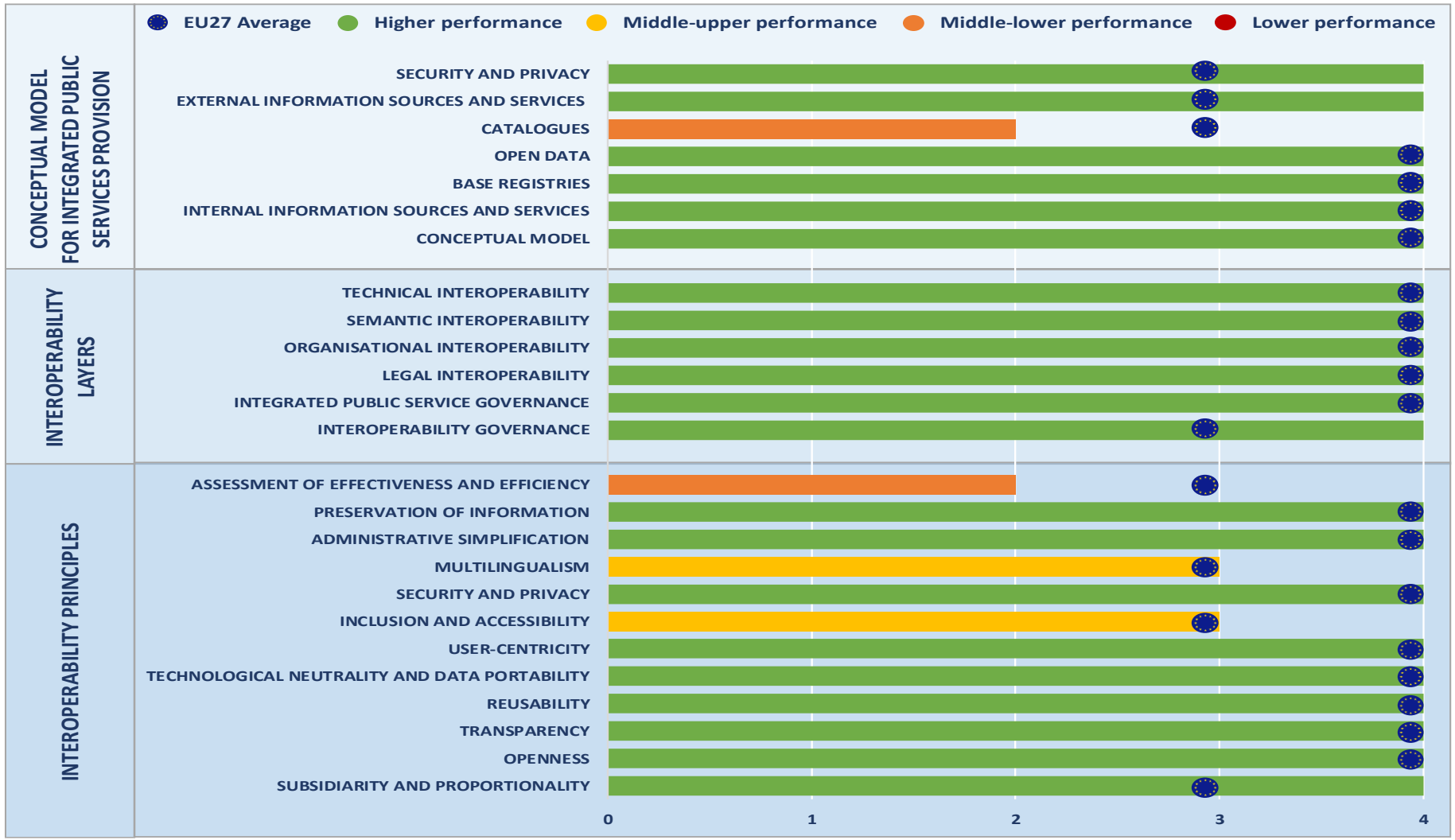
SPAIN

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Spain, it is possible to notice an overall good performance of the country, with particularly positive results within the interoperability layers' scoreboard. The areas of improvements are concentrated within the first scoreboard and are related to principle of multilingualism, user-centricity and assessment of effectiveness and efficiency.

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COUNTRY SPECIFIC RECOMMENDATIONS

1 recommendation

In recommendation 2, Spain is encouraged to foster synergies between education and businesses in order to develop skills and qualifications relevant for the Spanish labour market, in particular regarding information and communication technologies.

eSkills

NATIONAL REFORM PROGRAMMES

12 priorities

eSkills

The **Agenda for Change** is a strategy set up by the government which plans an extensive and deep educational reform. The teachers will be trained, and the educational community will be digitalised. It also insists on the development of digital skills for students at all stages of education.

Capacity Building

The **Administration's Digitalisation Plan 2020** will incorporate measures aimed at reducing the digital gap in the use of Electronic Administration, through the development of universal, quality, open, efficient, flexible and inclusive electronic public services

ICT infrastructure

The Spanish government will invest in the creation of **high capacity networks** and lead the implementation of the **5G mobile technology**. With the New Generation Broadband Extension Programme, 93.5% of the population will benefit from very high-speed broadband by June 2021.

eInclusion

The **Strategy Spain Entrepreneurial Nation** envisages the launch of several training programmes to strengthen STEM skills and abilities to reduce the digital gap among workers. This also aims at promoting the role and presence of women in STEM matters.

OPERATIONAL PROGRAMMES

6 priorities

eLearning

In its Digital Agenda, Spain plans to boost the use of **ICT tools in schools** with the aim of enhancing the digital skills of all. In order to benefit from these infrastructures and technological services, a common frame of reference for teaching, as well as several guidelines and standards for the use of Educational ICTs, will be created.

eHealth

Investments will be made to use ICT in the management of chronic pathologies and in deploying **telemedicine and telecare**. The integration of the information systems and the implementation of the **Interoperable Electronic Recipe** in the entire National Health System will be finalised.

eInclusion

Spain is set to promote ICT in **urban development strategies** by deploying technologies for bridging the digital divide. In particular, the issue of digital gender will be addressed though promoting access to public services to disadvantaged groups. and content of ICT

eSkills

Spain indicated the will to put in practice **ultrafast internet connectivity for educational centres**. This will help to create both an educational network on the one hand and modernise the teaching and learning processes on the other.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The Secretariat-General for Digital Administration (SGAD) will develop a new strategic plan in the field of digital government and ICT, for the period 2021 to 2024. It will be written according to the Agenda 2030 as well as European policies, such as Digital Europe Programme 2021-2027.

Legislation

A new Interoperability guideline has been approved by the Council of Ministers in October 2019. The use of the Common Metadata Scheme (eEMC) is now recommended to all Public Administrations.

Governance

The responsibility for Spain's digital transformation processes lie with the new Ministry of Economic Affairs and Digital Transformation. While the Secretariat-General for Digital Administration is the main body responsible for interoperability activities.

Infrastructure

The National Cryptological Centre published the CCN-STIC 883 Guide for the Implementation of the National Security Framework (ENS) for Local Entities, which includes the appropriate measures to adopt within an organisation to ensure the management of information security.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

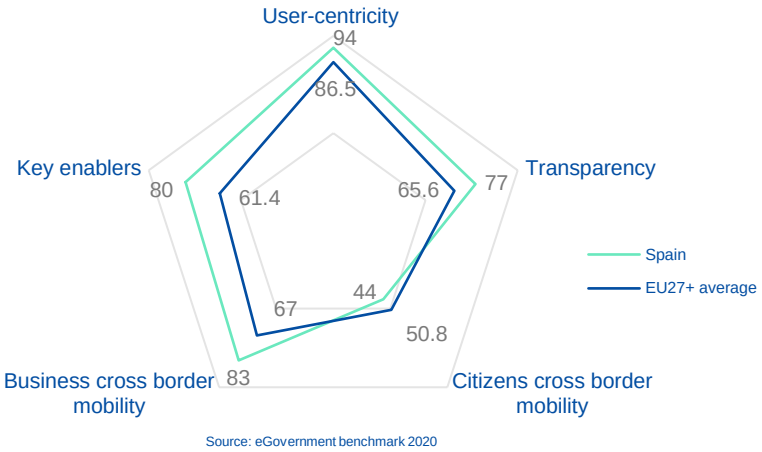
	Spain	EU28 average
Interacting with public authorities	↑ 58% (+1%*)	55%
Obtaining information	→ 49% (+0%*)	44%
Downloading official forms	↓ 37% (-2%*)	33%
Sending filled forms	↓ 47% (-6%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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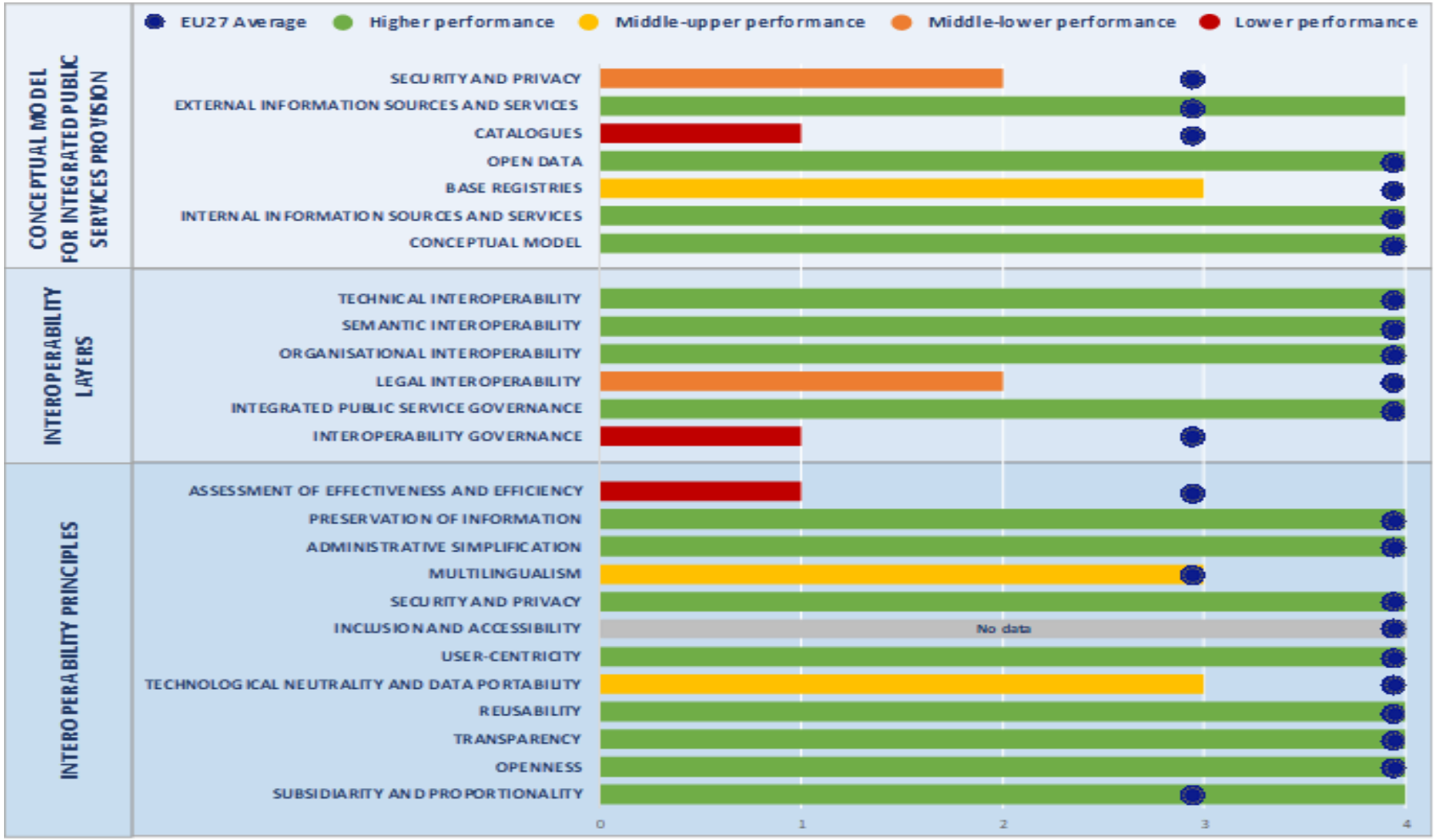
SWEDEN

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Sweden, It is possible to notice positive results within the first scoreboard (Interoperability principles). The main areas of improvements are distributed between the three scoreboards, and are related to the catalogues, interoperability governance, and assessment of effectiveness and efficiency. Not enough data was collected to measure the principle of inclusion and accessibility.

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COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for Sweden makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

2 priorities

Digitalisation of businesses

As part of the Digital SME project, the **Smart and Innovative Automation in Manufacturing project** was created. Its objective is knowledge and digital skills transfer to bolster the level of innovation and competitiveness of SMEs in the county of Kronoberg. This, in turn, will improve and increase the sustainability of the overall Swedish manufacturing system, through higher flexible and innovative automation and digitalisation.

eGovernment and interoperability

The government has proposed amendments to the Planning and Building Act in order to promote **digital developments in the housing market.** This new act should enable the government, or any designated agency, to create and issue digital base maps, electronic development plans and plan provisions, which can then be easily exchanged online between different urban and rural entities.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of Sweden's national OPs for the 2014-2020 financing period has revealed that there are no initiatives under TO2 and TO11 that fell under the scope of the study.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
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HIGHLIGHTS

Political Communications

The Government and the Swedish Association of Local Authorities and Regions agreed on a 2016-2025 vision for eHealth. Sweden shares the 2019-2020 presidency of the European Blockchain Partnership with Italy and the Czech Republic. In addition, Sweden is developing its AI strategy.

Legislation

Sweden is complying with the eIDAS Regulation (910/2014) and is preparing to notify a Swedish electronic identification scheme in accordance with the regulation in 2020. Another important legislative development is that DIGG published the required regulations MDFFS 2019:2 in May 2019.

Governance

The responsibility for Sweden's eGovernment strategy/policy lies within the Ministry of Infrastructure. The main body responsible for interoperability activities is the Agency for Digital Government (DIGG).

Infrastructure

In 2019, the beta version of the DIGG data portal was launched to provide easy access to data resources. Furthermore, two new government assignments started with the focus to establish a national basic data framework for basic data in public administration by 2021.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

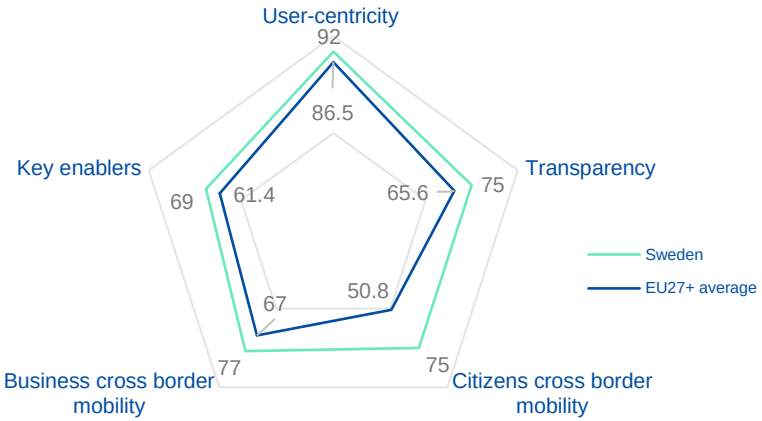
	Sweden	EU28 average
Interacting with public authorities	+2%* ↑ 86%	55%
Obtaining information	+4%* ↑ 79%	44%
Downloading official forms	+6%* ↑ 77%	33%
Sending filled forms	+3%* ↑ 55%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities

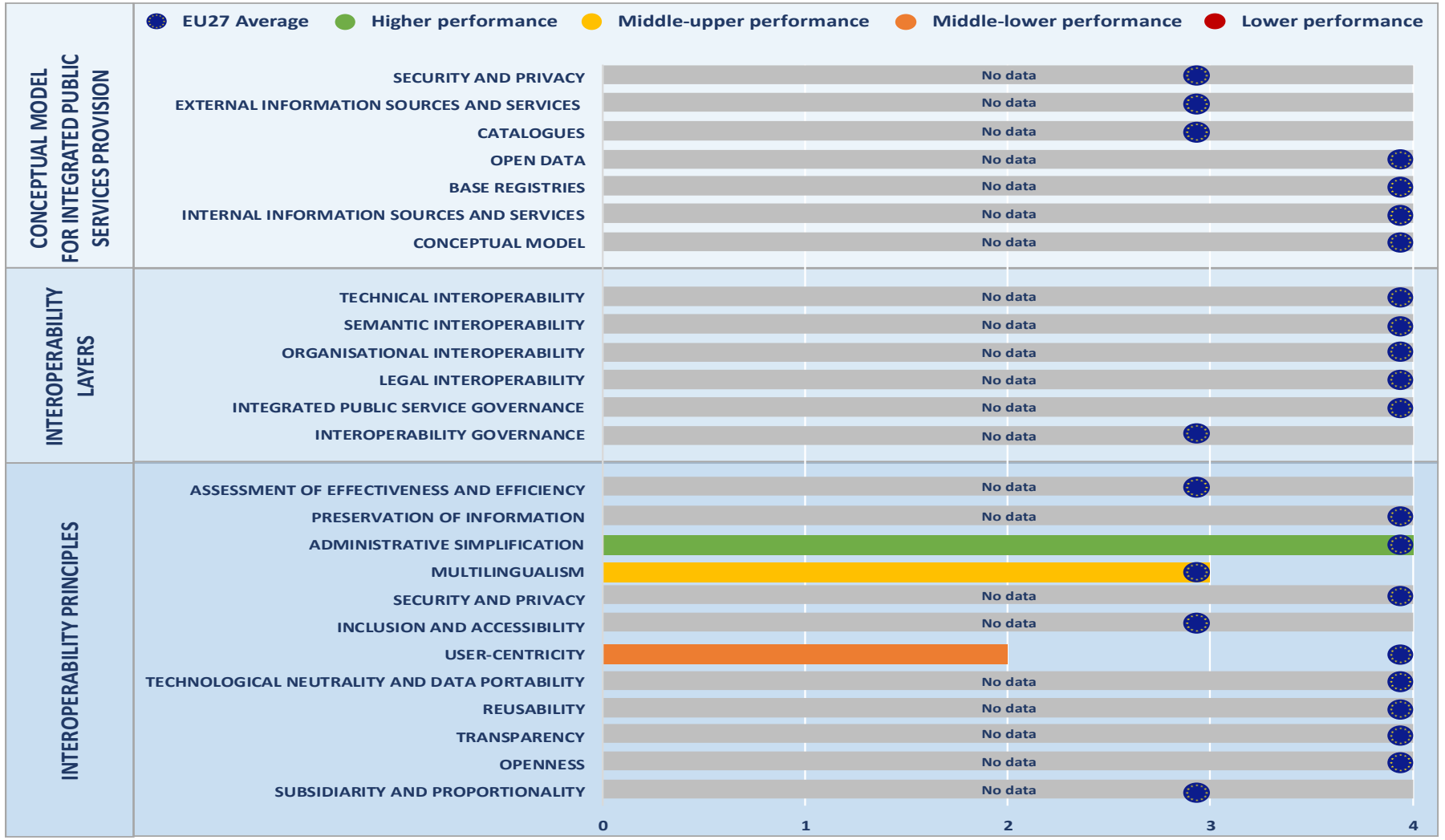


Source: eGovernment benchmark 2020

Methodology: Findings for the Highlights are taken from the Highlights section of the Digital Public Administration factsheets 2020. The Digital Public Administration indicators are based on Eurostat, which provides statistics on individuals and households on the use of Information and Communication Technologies at European level. *The eGovernment indicators are the result of the latest eGovernment Benchmark report.*

SWITZERLAND

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Switzerland, it is not possible to give an overall assessment of the performance of the country, as not enough data was collected to measure the average performance.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

Member States' performance is assessed on a scale of one to four, from the lowest to the highest level of implementation of the different components of each scoreboard. The first official data collection and EIF assessment was launched at the end of 2019.
More information available here.

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HIGHLIGHTS

Political Communications

The Federal Council, the Conference of the Cantonal Governments and the boards of the Swiss Union of Cities and the Association of Swiss Communes signed the new eGovernment strategy at the end of 2019, replacing the eGovernment strategy from 2016.

Legislation

The legal framework for a secure identification solution for online services was put in place in Autumn 2019, through the Federal Act on Electronic Identification Services (eID Act).

Governance

Federal Council has initiated legal frameworks for the participation in eOperations Switzerland, a company supported by the cantons and the communes which acts as an organisational body and competent service provider at all federal levels for implementing IT cooperation.

Infrastructure

The Swiss Federal Archives has developed a plan for the publication of basic registers and central vocabularies as linked open data. In 2019, it started the process of a consultation to clarify which are the relevant basic registers and central vocabularies, in order to publish it as open data.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

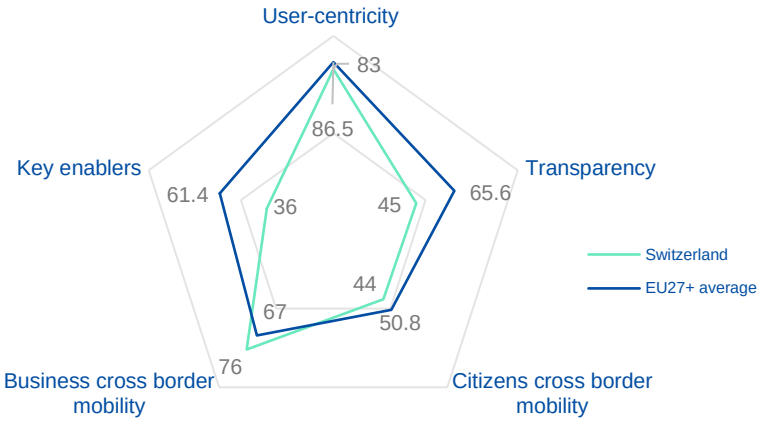
	Switzerland	EU28 average
Interacting with public authorities	+0%* 75%	55%
Obtaining information	+0%* 67%	44%
Downloading official forms	+0%* 59%	33%
Sending filled forms	+1%* ↑ 45%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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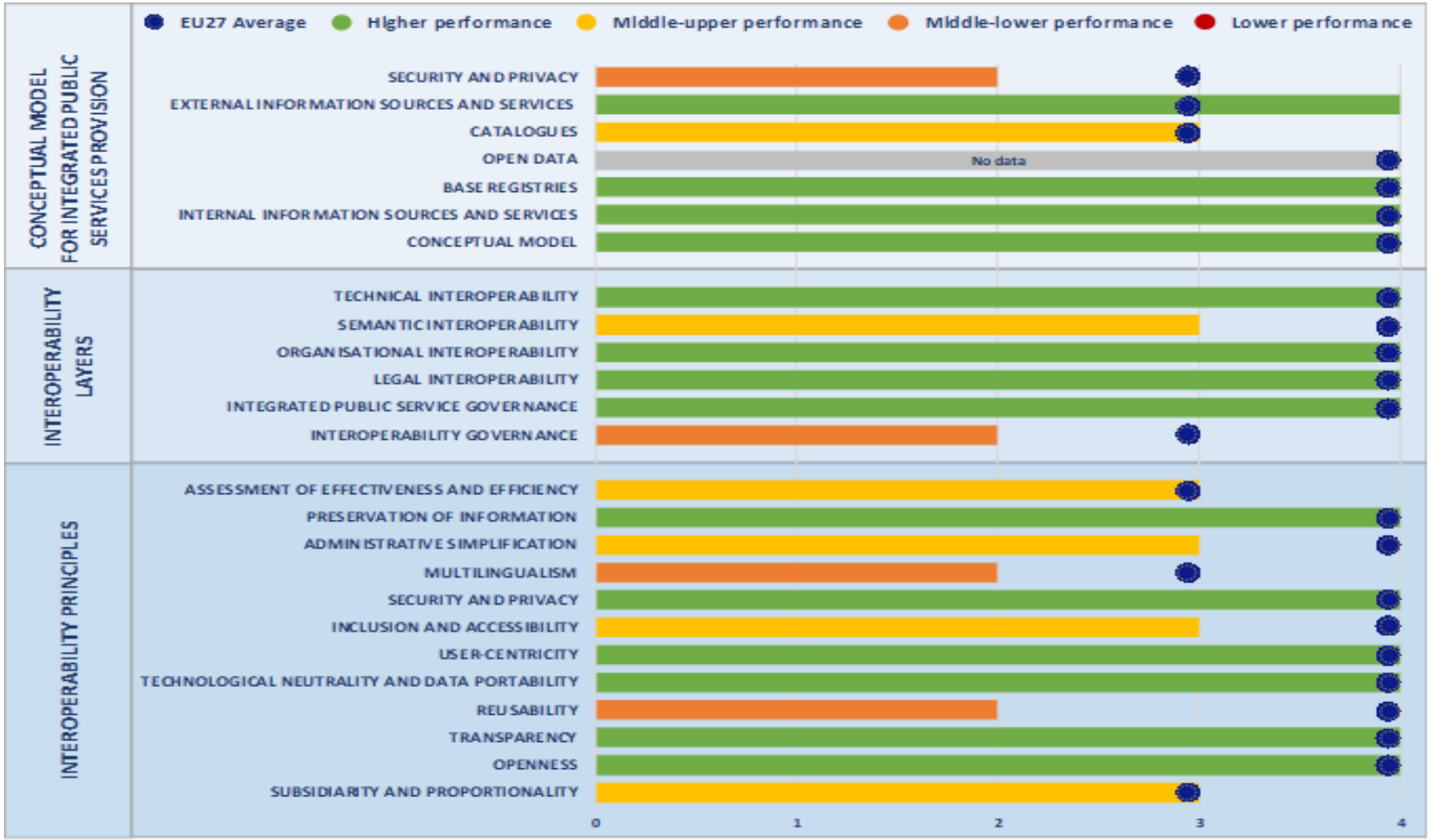
TURKEY

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Turkey, it is possible to notice an overall good performance of the country. The areas of improvements are distributed in the three scoreboards and are related to security and privacy, interoperability governance, and the principles of multilingualism and usability. Not enough data was collected to measure the area related to open data.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

The EIF is characterised by three pillars, i.e. Interoperability principle, Interoperability layers and conceptual model for integrated public services delivery, divided into 25 thematic areas, some of which are represented here.

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HIGHLIGHTS

Political Communications

In July 2019, the Eleventh Development Plan (2019-2023) was approved by the Grand National Assembly of Turkey.

Legislation

The Decree No 2303 relieved the Ministry of Transportation from its duties related to the eGovernment Gateway.
The Presidential Circular 2019/12 has been issued in order to reduce the security risks faced by public administrations and to ensure the security of critical types of data.

Governance

The responsibility for Turkey's eGovernment strategy/policy lies within the Digital Transformation Office (DTO). The DTO is also the body responsible for interoperability activities.

Infrastructure

After a pilot phase in 2017, the eMunicipality Information System has started being extensively used in 2019.
The State Supply Office launched the Integrated eProcurement System. This system allows to electronically perform the whole public purchasing process.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

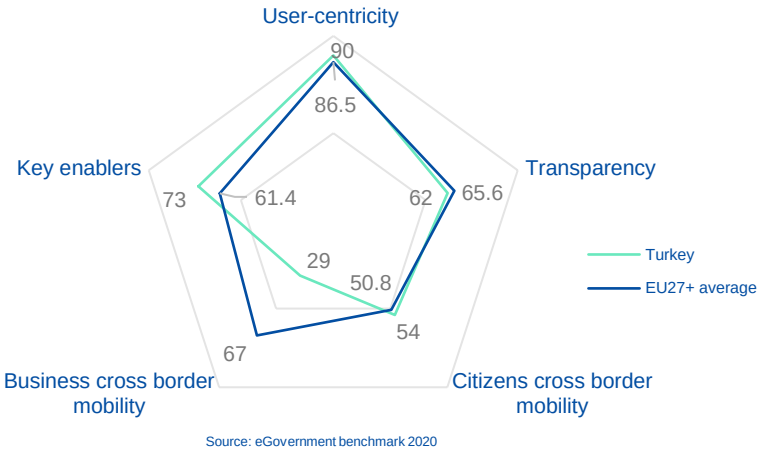
	Turkey	EU28 average
Interacting with public authorities	+5%* ↑ 51%	55%
Obtaining information	+4%* ↑ 46%	44%
Downloading official forms	+4%* ↑ 29%	33%
Sending filled forms	+6%* ↑ 36%	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



Source: eGovernment benchmark 2020

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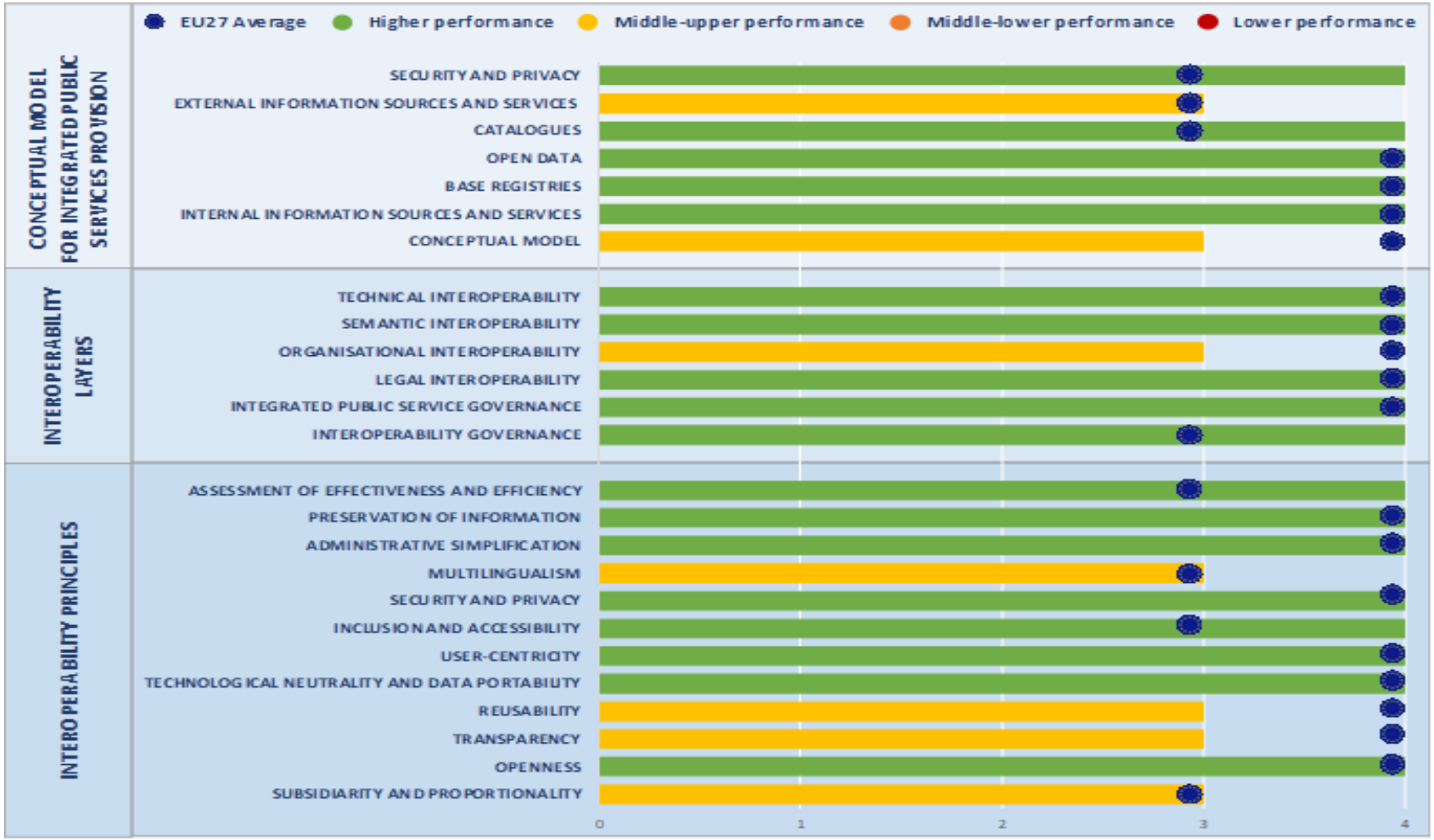
UNITED KINGDOM

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of the UK, it is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are concentrated within the first scoreboard and are related to principle of reusability, multilingualism, transparency and subsidiarity and proportionality.

Methodology: The EIF Monitoring Mechanism is based on a set of 68 Key Performance Indicators (KPIs) linked to primary and secondary data sources that monitor he implementation of the 47 EIF recommendations.

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Member States' performance is assessed on a scale of one to four, from the lowest to the highest level of implementation of the different components of each scoreboard. The first official data collection and EIF assessment was launched at the end of 2019.
More information available here.

THE ROLE OF DIGITAL GOVERNMENT IN THE EUROPEAN SEMESTER PROCESS 2019

The annual report assesses how issues related to digital government are addressed within the European Semester process thought an analysis of 2019 Country Specific Recommendations (CSR), the 2019 National Reform Programmes (NRP) and the 2014-2020 Operational Programmes (OP).

COUNTRY SPECIFIC RECOMMENDATIONS

0 recommendations

The CSR for the United Kingdom makes no recommendation of the need to intervene in the field of either TO2 or TO11.

NATIONAL REFORM PROGRAMMES

8 priorities

New technologies

The government created so-called Catapult Centres with the aim to commercialise new and emerging technologies: in Belfast, for example, a **Digital Catapult Regional Centre** was created with the aim of increasing the commitment by industry to invest in innovative solutions to support productivity and competitiveness.

Digitalisation of businesses

As part of the **Industrial Strategy Challenge Fund**, the government intends to support the transformation of the manufacturing sector and make it 'smarter', This will be achieved through the use of digitally enabled technologies.

ICT infrastructure

The government plans to increase spending in infrastructure by financing, through the National Productivity Investment Fund, the next-generation **digital infrastructure and intra-city transport**. £740 million will be devoted to setup digital infrastructures and the development of full-fibre broadband networks and 5G capacity.

Cybersecurity

Digital security is a key point addressed by the government through the Industrial Strategy Challenge Fund. The aim is to update the **digital computing infrastructure** and make it more secure through hardware innovation.

OPERATIONAL PROGRAMMES

0 priorities

A thorough evaluation of the United Kingdom's national OPs for the 2014-2020 financing period has revealed that there are no initiatives under TO2 and TO11 that fell under the scope of the study.

Methodology: Findings were classified according to a well-defined taxonomy which distinguishes between ESIF TO2 "Enhancing access to, and use and quality of, information and communication technologies" and TO11 "Enhancing institutional capacity of public authorities and stakeholders and efficient public administration". More information on this taxonomy can be found in Chapter 2 of the report.
For the countries having set more than four objectives in their respective National Reform Programmes and/or Operational Programmes, only the top four priorities will be reported in this slide deck.

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HIGHLIGHTS

Political Communications

In 2019, the Government Digital Service unveiled the 2030 Vision for a trusted and responsive eGovernment. In 2020, a consultation will take place for the Online Harms White Paper, which sets out a world-leading package of online safety measures that supports innovation and users' needs.

Legislation

Accessibility Regulations 2018 came into force on 23 September 2018. These regulations require all UK public sector websites and mobile applications to meet accessibility standards and publish a statement detailing how accessible they are.

Governance

The responsibility for the UK's eGovernment strategy/policy lies within the Cabinet Office. The main body responsible for interoperability activities is the Government Digital Service, which is part of Cabinet Office.

Infrastructure

Gov.UK Verify allows individuals to prove who they are when accessing online public services. With GOV.UK Verify, users set up an account, which can be used to assert their identity every time they access a government service.

INDICATORS

Digital Public Administration Indicators

Percentage of individuals using the internet for

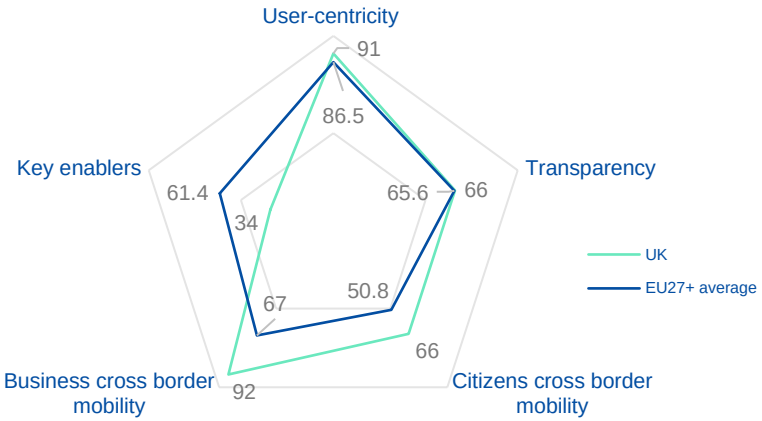
	UK	EU28 average
Interacting with public authorities	↑ 63% (+4%*)	55%
Obtaining information	↓ 43% (-4%*)	44%
Downloading official forms	↑ 41% (+5%*)	33%
Sending filled forms	| 51% (+0%*)	38%

Source: Eurostat 2019

* This is the trend evolution compared data from Eurostat in 2018.

eGovernment Indicators

eGovernment performance across policy priorities



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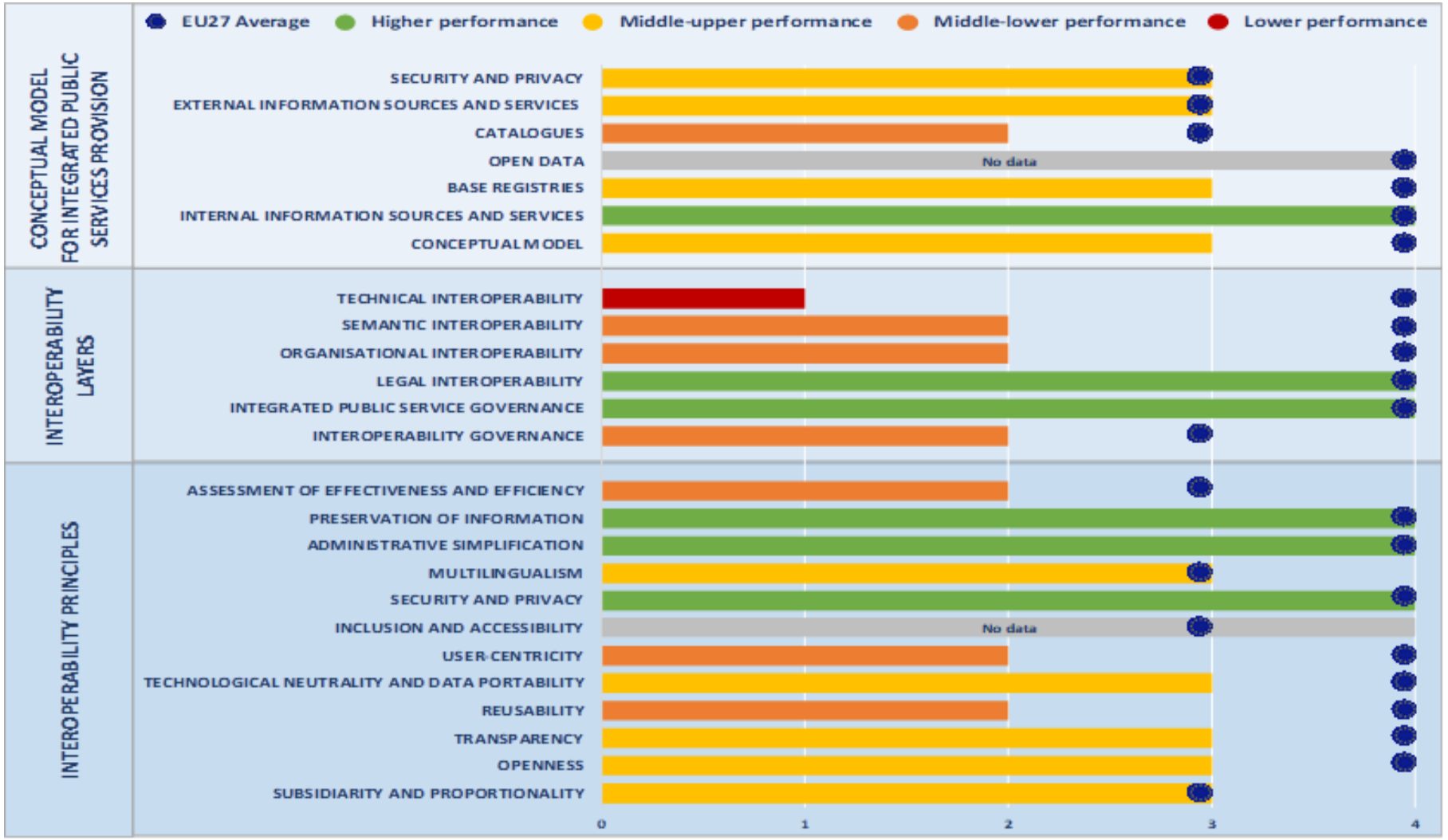
UKRAINE

STATE OF PLAY OF INTEROPERABILITY



The graph represents the result of the first European Interoperability Framework Monitoring Mechanism data collection 2019, which evaluates the level of implementation of the EIF the Member States.

In the case of Ukraine, it is possible to notice an overall medium performance of the country. The areas of improvements are concentrated within the second scoreboard, particularly the principle of technical interoperability. Not enough data was collected to measure the principle of open data and inclusion and accessibility.

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HIGHLIGHTS

Political Communications

The Ministry of Digital Transformation (MDT) published the draft concept of the digital infrastructure development in Ukraine.
In September 2019, the Cabinet of Ministers of Ukraine adopted its Action Programme.

Legislation

In September 2019, the President of Ukraine issued the Order No 647/2019 on Some Activities to Ensure Access to High-quality eServices. The order introduced the principle of state as a service.

Governance

The responsibility for Ukraine's eGovernment strategy/policy lies within the Ministry of Digital Transformation. The Ministry is also the body responsible for interoperability activities.

Infrastructure

In December 2019, the Cabinet of Ministers of Ukraine adopted the Decree No 1137/2019, introducing the DIIA State eServices Portal. The DIIA State eServices Portal was presented in April 2020.

INDICATORS

Digital Public Administration Indicators

Subscription per 100 inhabitants*:

	Ukraine
Mobile-cellular	127.8
Fixed (wired)-broadband	14.4
Mobile-broadband	45.2

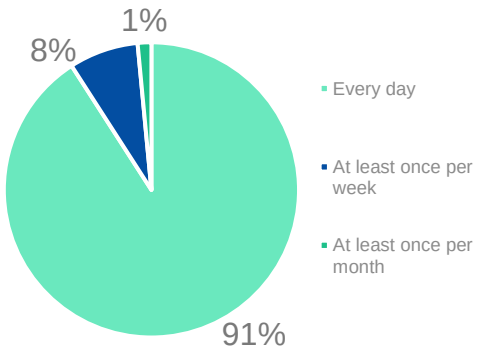
Percentage of households/citizens**:

	Ukraine
Households with a computer	62.7%
Ukrainian citizens using the internet	71%
Ukrainian citizens with internet access at home	65%

*Source: ICT statistics on Ukraine (Latest data available: 2018) –ITU

**Source: Research of Factum Group made on request of Ukrainian Internet Association

Citizens using internet***



***Source: Ministry of Digital Transformation survey on digital skills and Internet use in Ukraine (2019)

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