**eGovernment infographic – 2018**

**SPAIN**

**Use of Internet with Public authorities**

- To interact: 52% to Obtain info, 47% to Download forms, 36% to Send forms, 33% to Obtain info.

**eGov State of Play indicators**

- User Centricity: 88\%
- Citizen cross border mobility: 78\%
- Key Enabler: 41\%
- Transparency: 78\%
- Business cross border mobility: 77\%
- Good – Fair – Moderate – Insufficient

**eGov services to business and citizens**

- **Online Tax Income Service**: 100% of pre-filled Income Tax declarations automatically provided to citizens and completed online.
- **Administration Electronic eInvoicing Platform (FACE)**: Almost 9.7 M invoices processed online in 2017.
- **Social Security RED system**: Online registration, payment of contributions and communication of changes in the situation of employees to social security schemas.

**Strategy & Legal frameworks**

- Modernisation of sectorial laws
- 2015 – 2020 Digital Transformation Plan
- Regional Governments Digital Plans
- Legal framework for the Digital Administration (foresee to working fully by electronic means)

**Actors**

- General State Administration
- Ministerial Commissions of Digital Administration
- Sectorial Committee of eGovernment
- General Secretary of Digital Administration
- Regional Gov. Local Entities Public Universities

**Infrastructure**

- National collaboration infrastructures: General Access Point and Citizen’s Folder, Data intermediation platform (once-only), Cl@ve (electronic identification and authentication), Firma: (eSignature and electronic certificates), SIR: interoperability of official registries, Notific@: electronic official notifications.

Check out the **NIFO collection** on **Joinup** for more details. NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.