**eGovernment infographic – 2018**

**UNITED KINGDOM**

### Use of Internet with Public authorities

- **to interact:** 49%
- **to download forms:** 35%
- **to obtain info:** 25%
- **to send forms:** 35%

### eGov State of Play indicators

- **User Centricity:** 82%
- **Citizen cross border mobility:** 59%
- **Transparency:** 51%
- **Business cross border mobility:** 92%

### Good – Fair – Moderate – Insufficient

### eGov services to business and citizens

In 2017, various new eGovernment Services have been made available for citizens through the GOV.UK Portal. Such as Travel, Passport, Job Search, Driver’s licence, multiple certificates, eHealth...

GOV.UK Verify is the safe and secure way for citizens to prove who they are online. It is the government digital identity solution that allows citizens to securely access online services.

### Strategy & Legal frameworks

- **new Gov Transformation Strategy 2017-2020**
- **The Digital Economy Act 2017**
- **Government’s Digital Charter**

### Actors

- Oliver Dowden CBE, MP was appointed as Parliamentary Secretary at the Cabinet Office on 9 January 2018. He has responsibility for eGovernment.
- The Rt Hon Matt Hancock MP was appointed Secretary of State for Digital, Culture, Media and Sport on 8 January 2018. He was previously Minister of State for Digital from July 2016 to January 2018.

### Infrastructure

The Government Gateway is the website used to register for online government services, both at the national and local level. Its services are gradually moved to replacement systems. All services will be migrated by March 2019.

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.