Highlights

Political Communications
In order to meet the information technology infrastructure (IT) needs of public institutions more effectively and to increase the quality of public services, the Public Cloud Computing Strategy and Action Plan is planned to be ready by the end of 2022.

Legislation
Following the introduction of the By-Law on the Procedures and Principles Pertaining to the Implementation of the Electronic Signature Law, six Electronic Certificate Service Providers were authorised as of December 2021.

Governance
The Information and Communication Security Audit Guide was published in 2021 which sets guidelines for the way audit and surveillance activities will be carried out by the internal audit units of institutions and organisations.

Infrastructure
The eGovernment Gateway provides an infrastructure for electronic payment transactions. Payment is made to public institutions via credit card. 79 municipalities have already been integrated into the ePayment infrastructure of the eGovernment Gateway.

Digital Public Administration indicators
Percentage of individuals using the internet for

- Interacting with public authorities: 59% (+7%*)
- Obtaining information: 56% (+7%*)
- Downloading official forms: 28% (+3%*)
- Submitting completed forms: 32% (+3%*)

Source: Eurostat 2022

State-of-Play of Interoperability

eGovernment indicators

eGovernment performance across policy priorities

Source: eGovernment Benchmark report 2022

Source: European Interoperability Framework Monitoring Mechanism 2021