



Digital Government Infographics 2019



Digital Government Infographic 2019

Austria



Services for Citizens and Businesses

The [oesterreich.gv.at](https://www.oesterreich.gv.at) App has been launched in order to provide a single, mobile and easy-to-use access for citizens and businesses to the most important eServices.



Political Communications

Austria is currently developing a new Digitisation Strategy under the auspices of the Ministry of Digital and Economic Affairs with the aim of positioning Austria as digital leader in Europe.



Governance

The new **Digitalisation Agency** represents an important step to ensure the success of Austria's digital transformation. The Agency focuses on the support of SMEs, implements targeted projects and provides expertise in the fields of innovation, digitisation and networking.



Legislation

The new **Federal Procurement Act** adopted in August 2018 transposed all the EU public procurement directives, including their provisions regarding eProcurement, into national law.



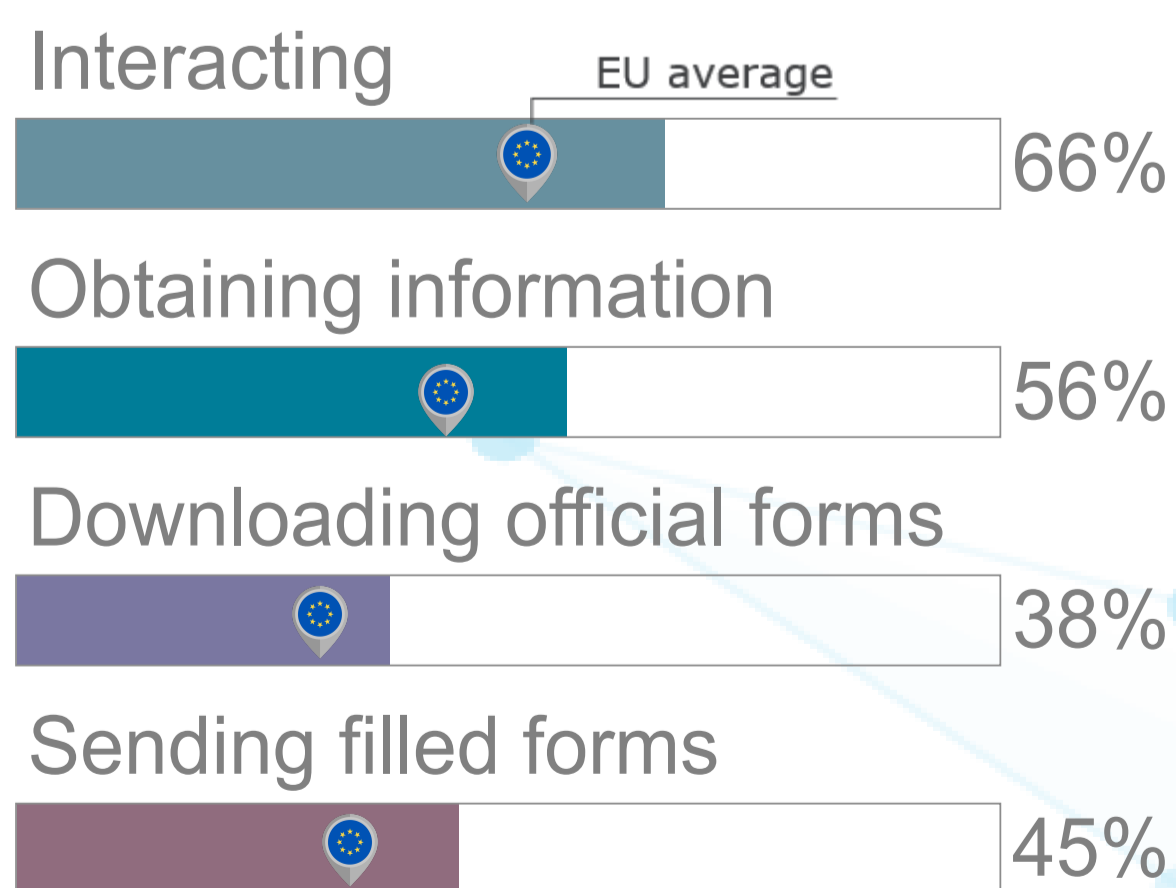
Infrastructure

The established one-stop eGovernment platform [help.gv.at](https://www.help.gv.at) has been expanded with further eServices for citizens and relaunched under the new name [oesterreich.gv.at](https://www.oesterreich.gv.at). A dedicated app named **Digitales Amt** is also available since March 2019.



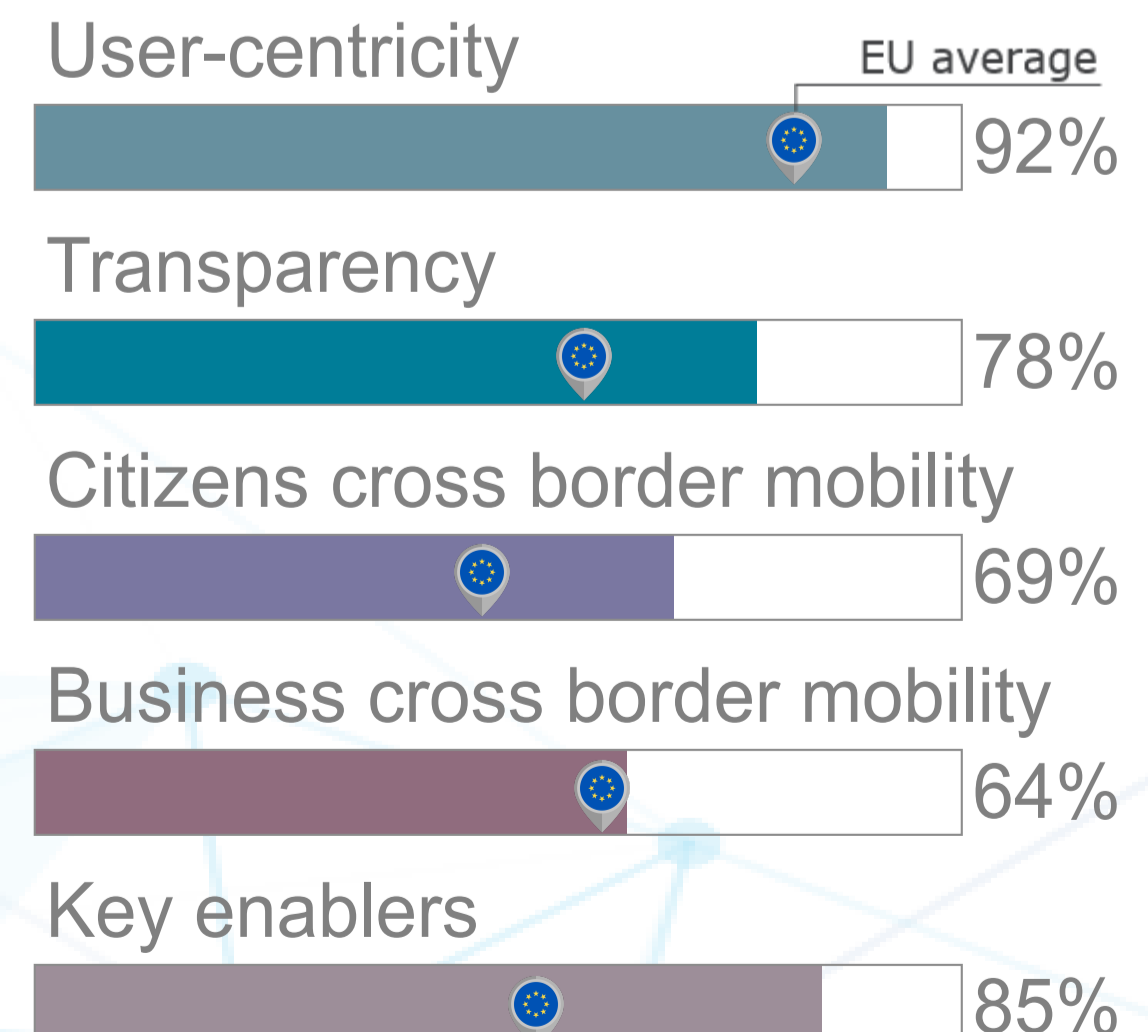
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.



Digital Government Infographic 2019

Belgium



Services for Citizens and Businesses

Several new digital public services related to healthcare records, pensions and unemployment have been launched in the reporting period.



Political Communications

On 6 December 2018 the Walloon Government validated the adoption of the Digital Wallonia strategy for 2019-2024.



Governance

In 2018 the Steering Committee for Flemish Information and ICT policy became fully active as the main governance body for Flemish information and ICT policy.



Legislation

On 25 October 2018, the Parliament of the French Community adopted key legislation on the governance framework for the digital and information technology policy.



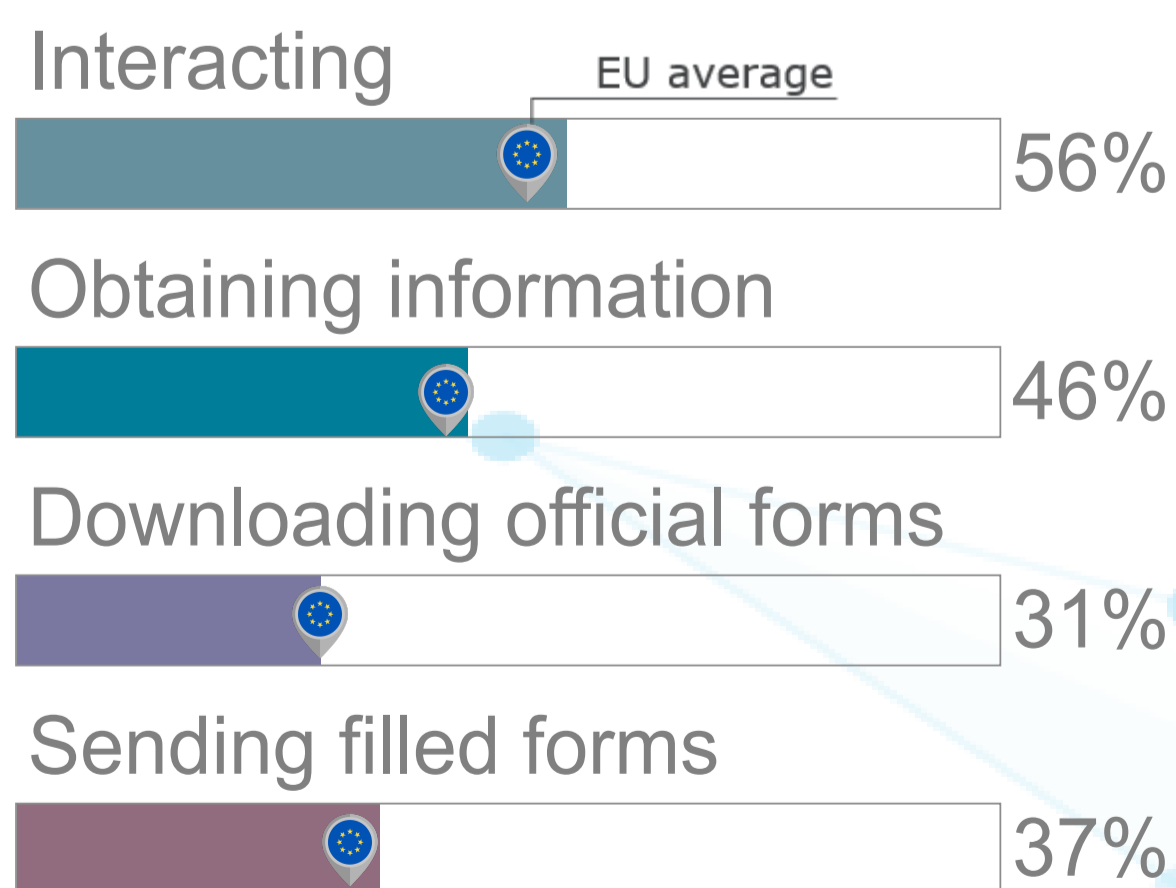
Infrastructure

The Belgian eID has been officially notified (in compliance with the eIDAS Regulation) and peer reviewed with success at the end of 2018.



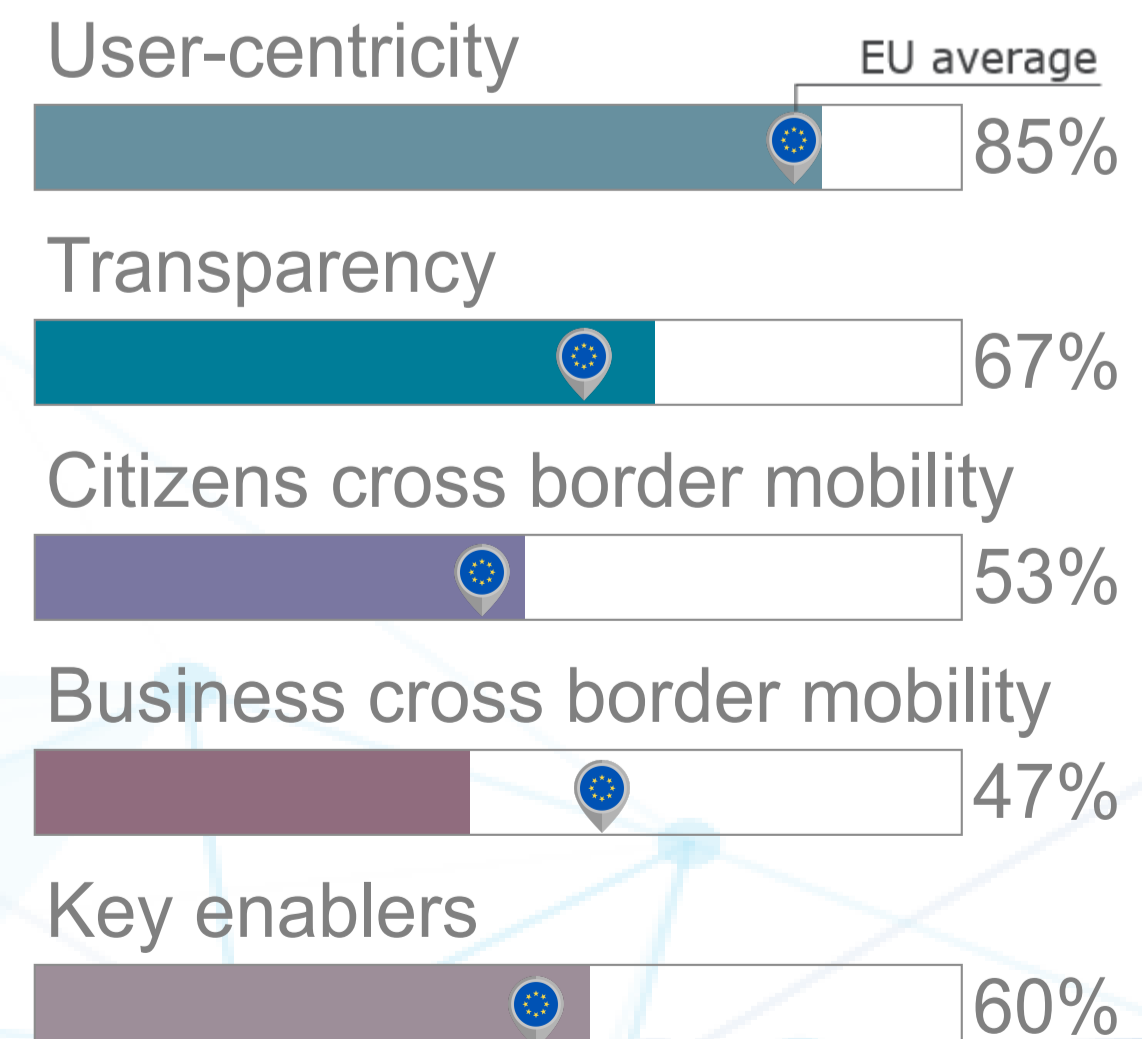
Digital Government Indicators

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Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Bulgaria



Services for Citizens and Businesses

By the end of 2018, 150 administrative services were made available including electronic request, payment and delivery.



Political Communications

No political communication was adopted in this field in this reporting year.



Governance

The State eGovernment Agency (SEGA) is the body responsible for Bulgaria's Digital Government strategy and policy.



Legislation

The law amending and supplementing the Public Procurement Act introduces the mandatory use of the National Electronic Platform for electronic applications for participation and tenders, as well as for the electronic communication.



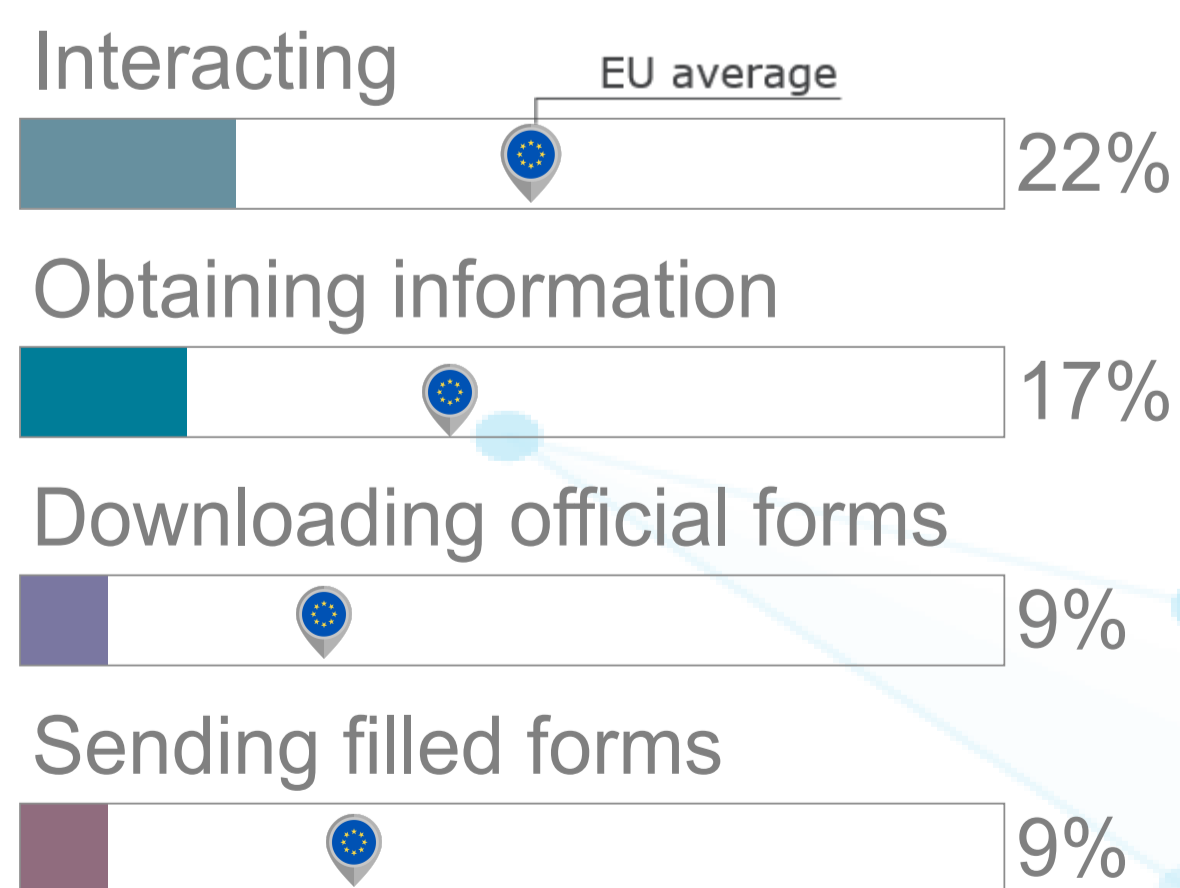
Infrastructure

The platform for access to public information was launched. The platform is a unified, central, and public web-based information system.



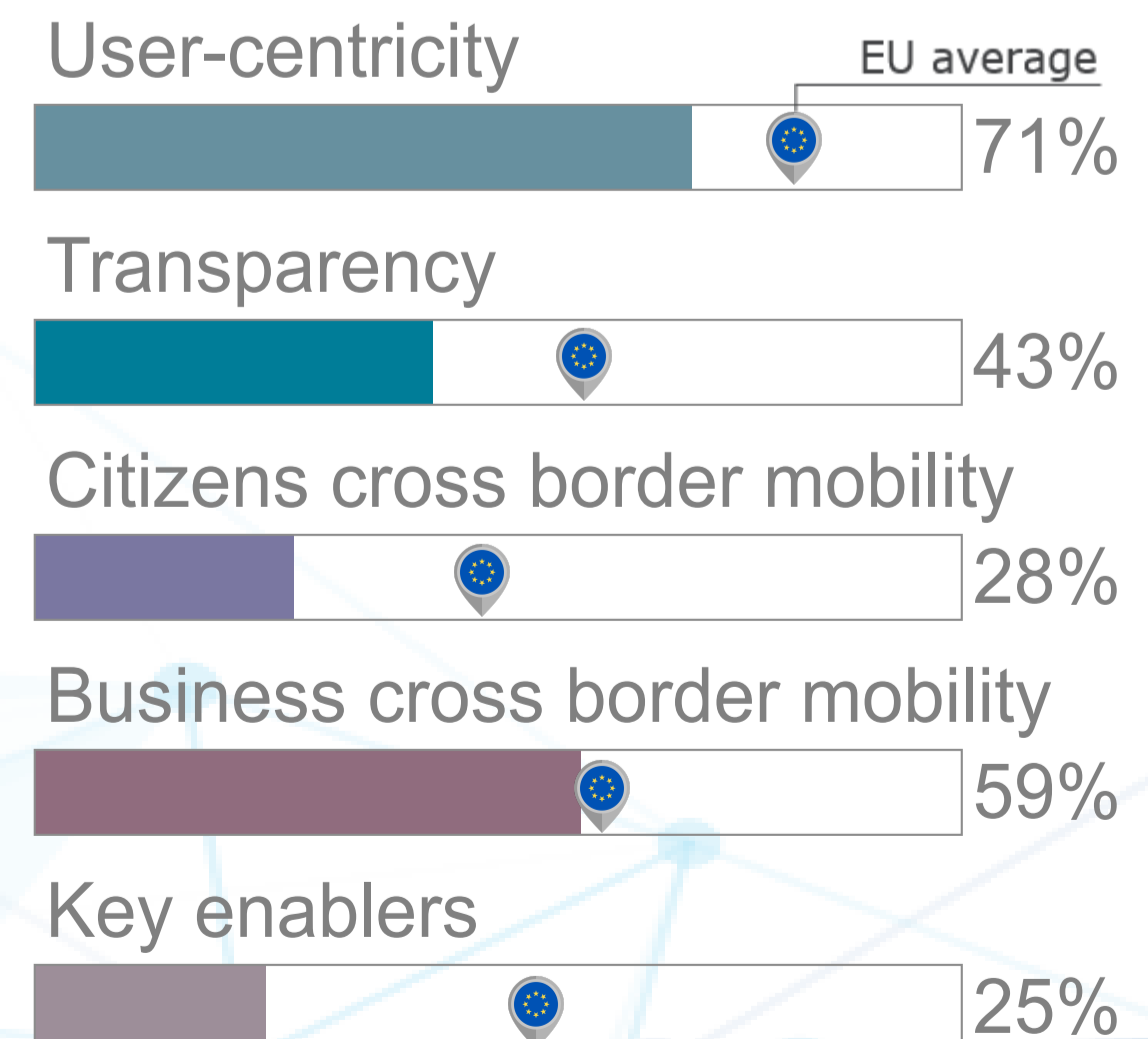
Digital Government Indicators

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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Croatia



Services for Citizens and Businesses

New online services for citizens and businesses include ePrescriptions, eHealth Record, eNewborn, eBusiness and the START system.



Political Communications

The Strategic Plan of the Ministry of Justice for the period 2019-2021 emphasises the use of solutions based on complex algorithms and artificial intelligence in order to increase process efficiency.



Governance

The Ministry of Public Administration is responsible for the harmonisation of the national policy on information society development and the promotion of the use of common interoperable solutions in collaboration with other countries at European level.



Legislation

Various laws were adopted on digitalisation subjects such as on cybersecurity, electronic invoicing, accessibility of web pages of public sector bodies, eBusiness and eCash.



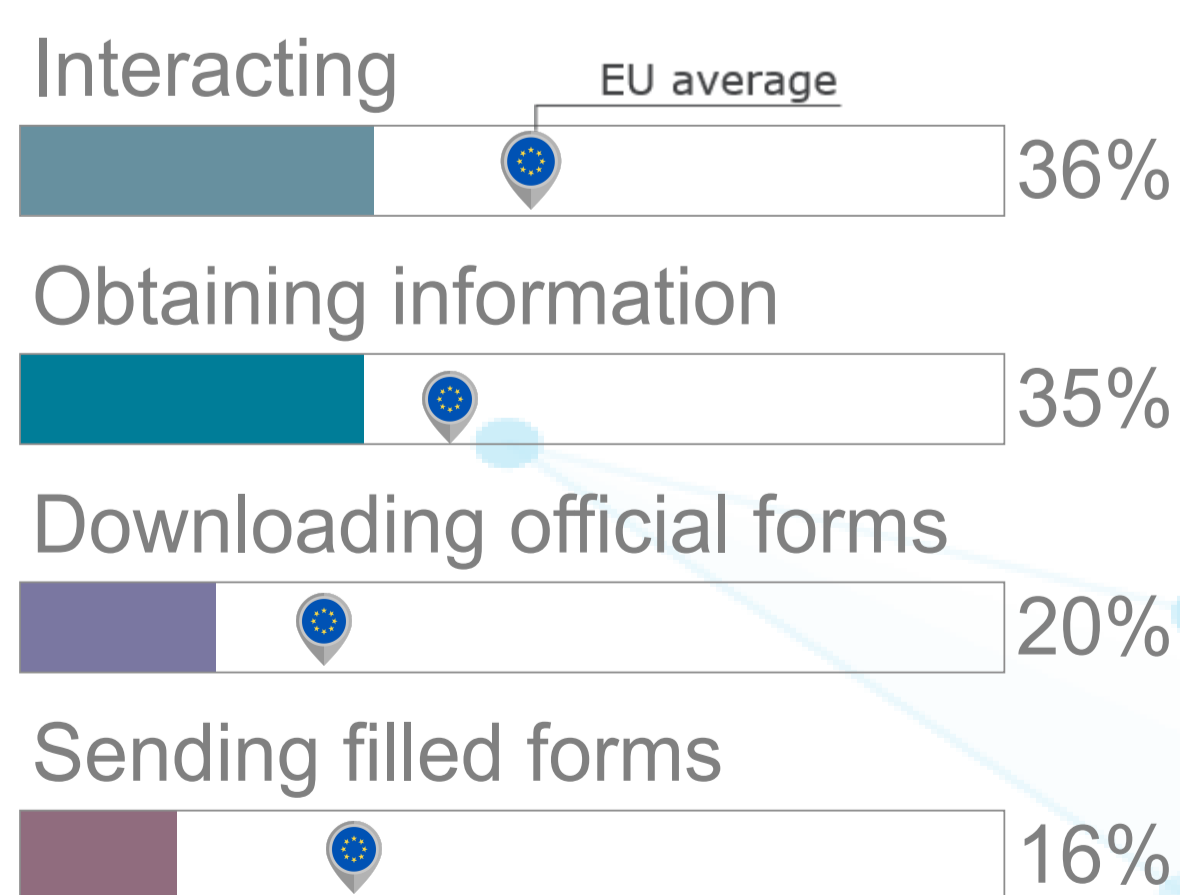
Infrastructure

Croatia implemented the Central Salary System (COP) in all institutions that have salaries financed from the State budget.



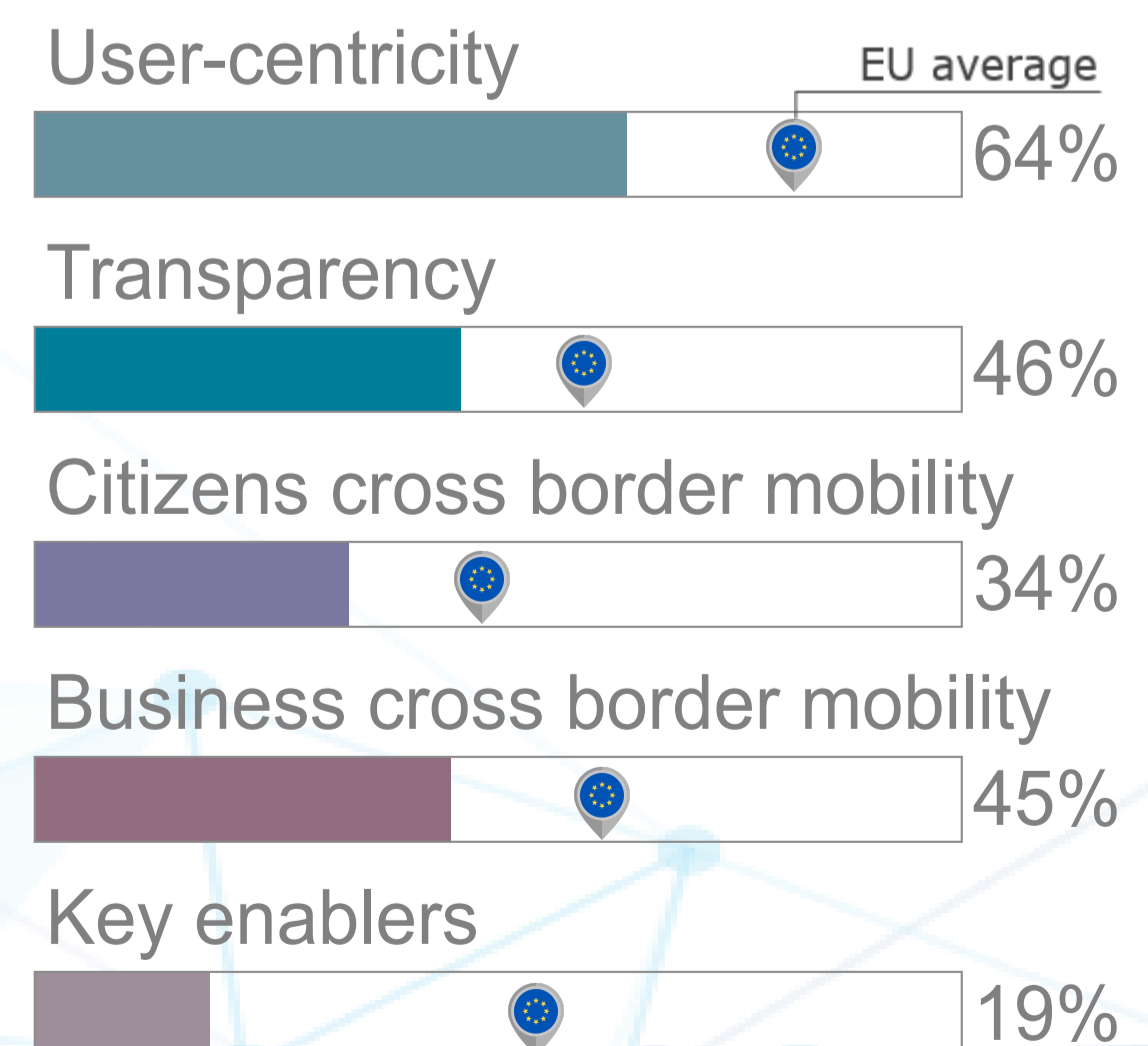
Digital Government Indicators

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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Cyprus



Services for Citizens and Businesses

The TaxisNet system, an online system which allows taxpayers to submit initial tax returns electronically, was improved to enhance users' experience and automatically calculate taxes.



Political Communications

The Cyprus Productivity Centre launched an educational programme, urban and regional areas, to minimise digital illiteracy and further promote the use of eGovernment services.



Governance

The Ministry of Finance is the initiator and facilitator of eGovernment policy in Cyprus. Through the specialised government body Department of Information Technology Services (DITS), eGovernment is promoted and implemented within the public sector.



Legislation

The health system moved towards the cross-border integration with the Law on eHealth 59 (I) / 2019.



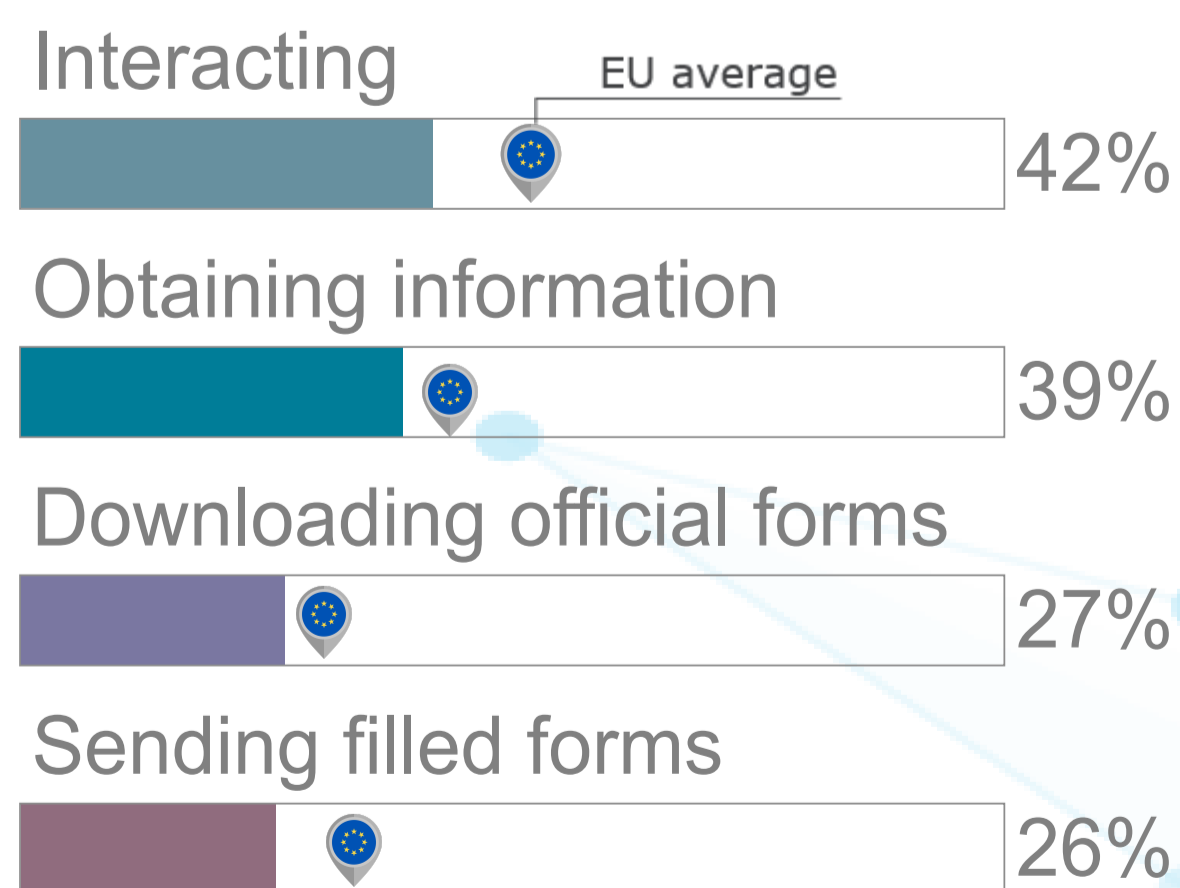
Infrastructure

The IT infrastructure for eInvoice in Cyprus was built, while eDelivery in Cyprus was implemented as a pilot to connect the municipalities with the Union of Cyprus Municipalities.



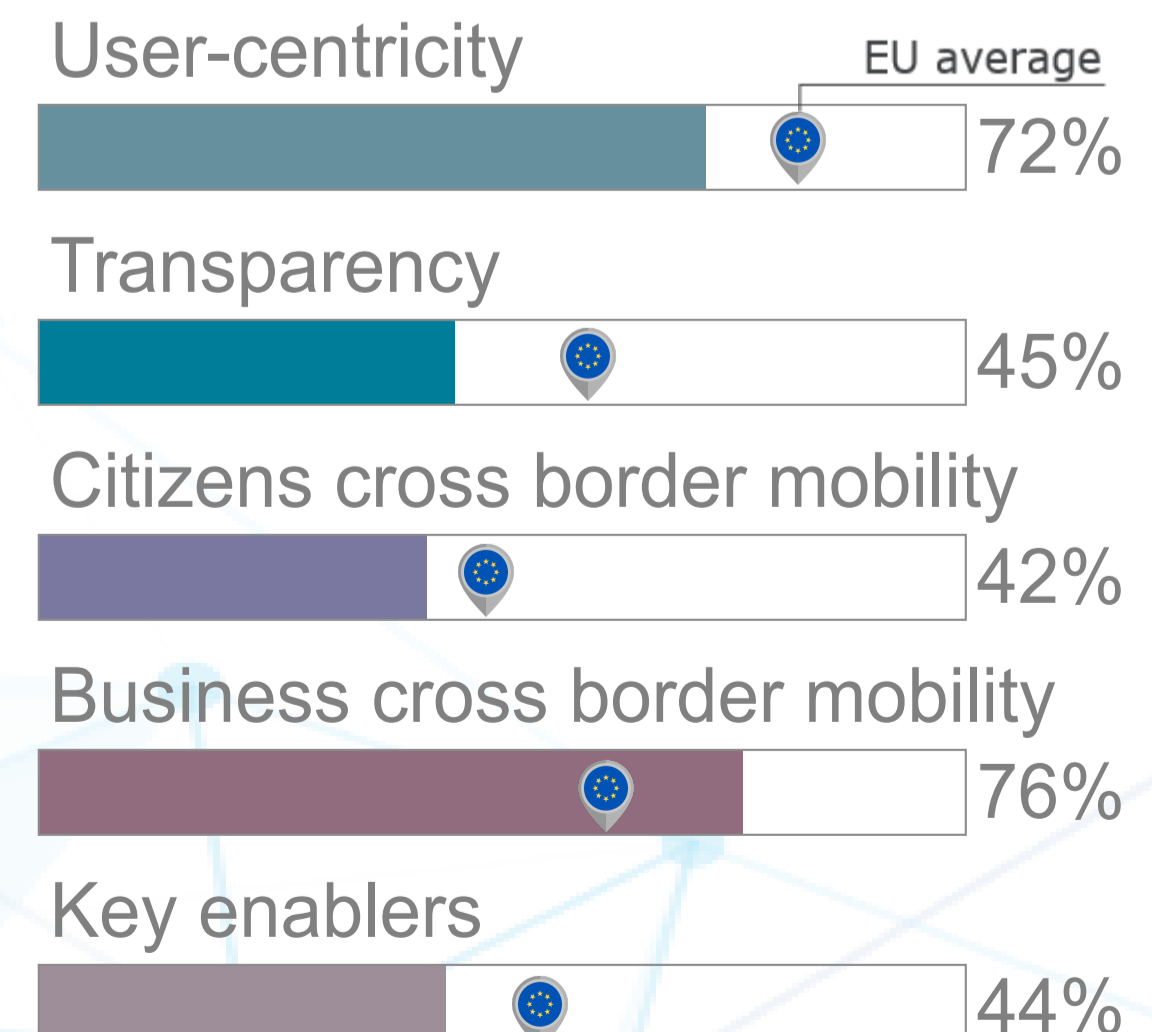
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Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 23 May 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Czech Republic



Services for Citizens and Businesses

New services on the Citizen's Portal include obtaining the driver's ranking listing, preview of the cadastre, access to the patients' medical accounts and submitting requests for information. Businesses can obtain an extract from the Trade Register and have a single registration form.



Political Communications

The Government launched the Digital Czechia programme, which focuses on digital economy and society.



Governance

One of the main activities of the Ministry of Interior is to formulate policy on eGovernment.



Legislation

Amendments to digital government legislation include the Acts on electronic identification, public procurement, cybersecurity and base registers.



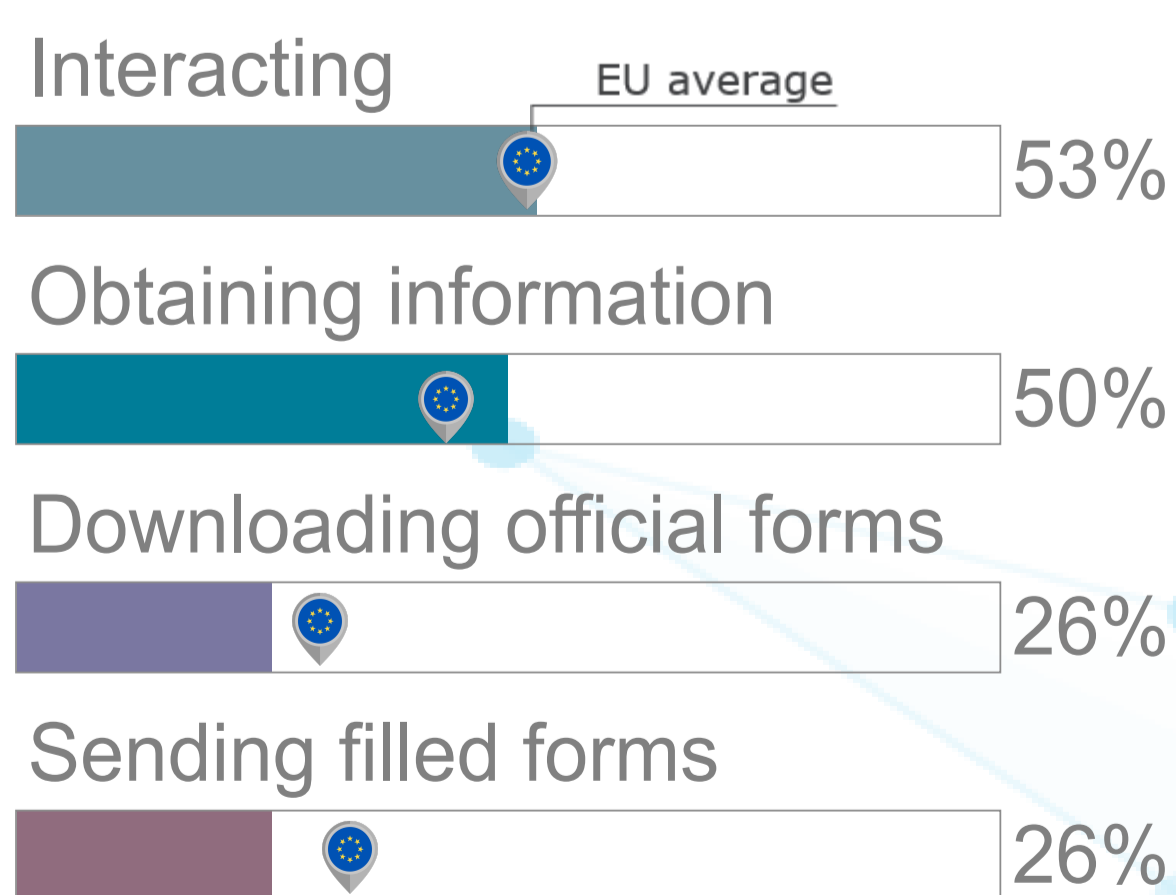
Infrastructure

The Citizen's Portal was launched, offering over 80 eServices to citizens.



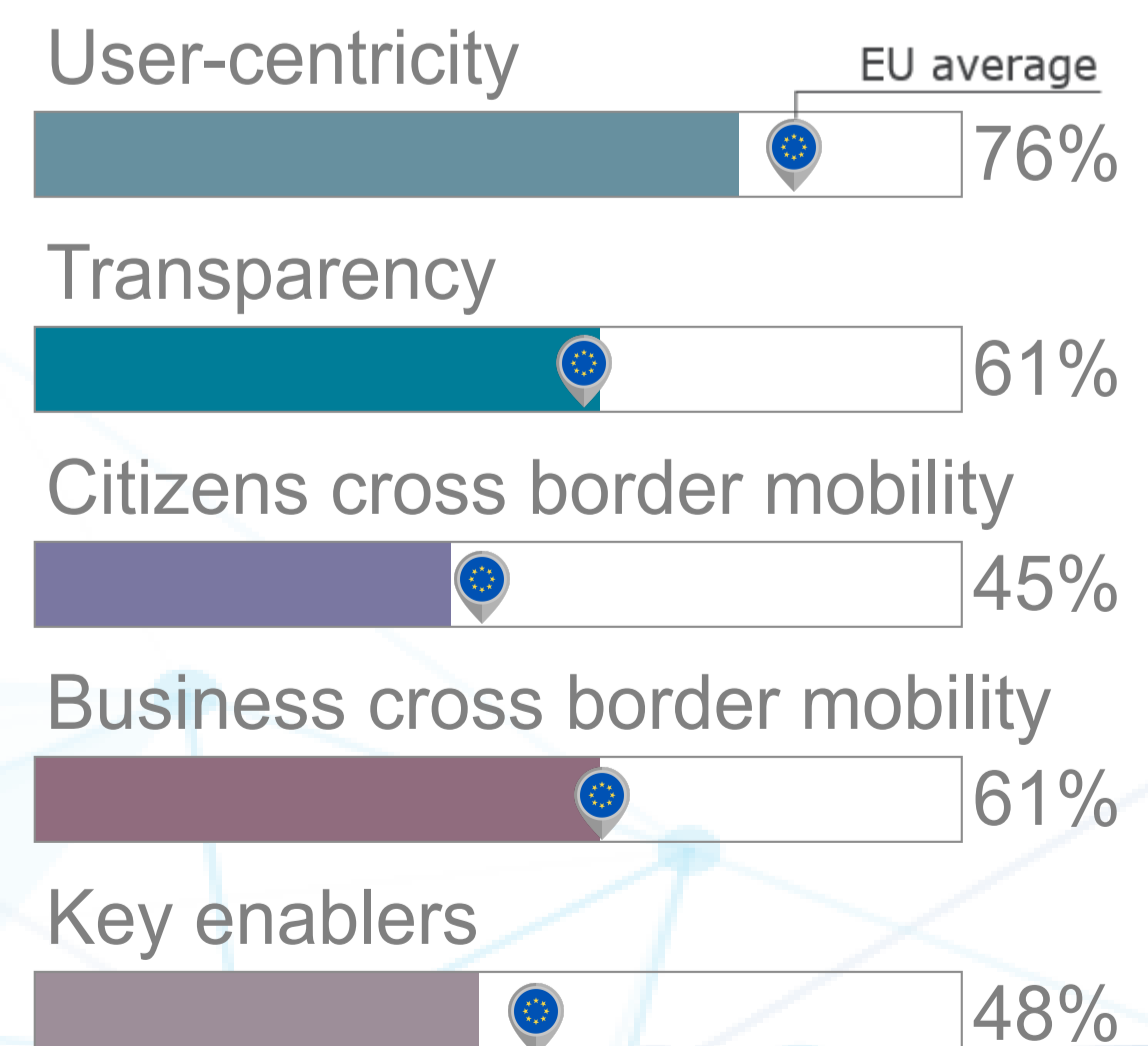
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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Estonia



Services for Citizens and Businesses

Digital registrar option now available at digilugu.ee and at hospitals. It allows for the possibility to book ambulatory appointments, pay bills, view and cancel registered ambulatory appointments.



Political Communications

The **Digital Agenda 2020** for Estonia includes more detailed sub-objectives in two fields: development of information society and increasing cyber security.



Legislation

In May 2018, the **Cybersecurity Act** entered into force, the purpose of which is to strengthen the security of digital systems used in providing vital and other socially important services to the public.



Governance

The **Ministry of Economic Affairs and Communications** holds political responsibility for the development of the State information policy.



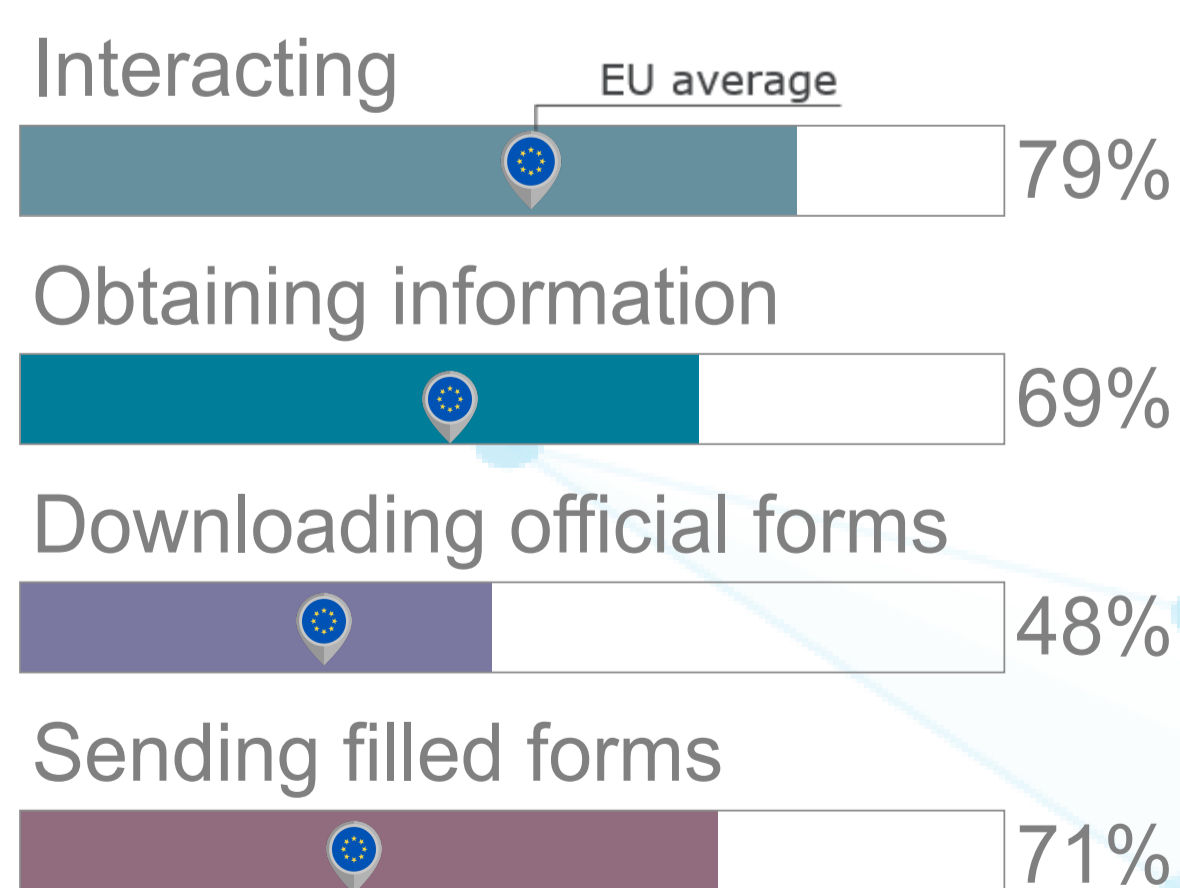
Infrastructure

The eesti.ee portal, the gateway to government information and eServices has been renewed.



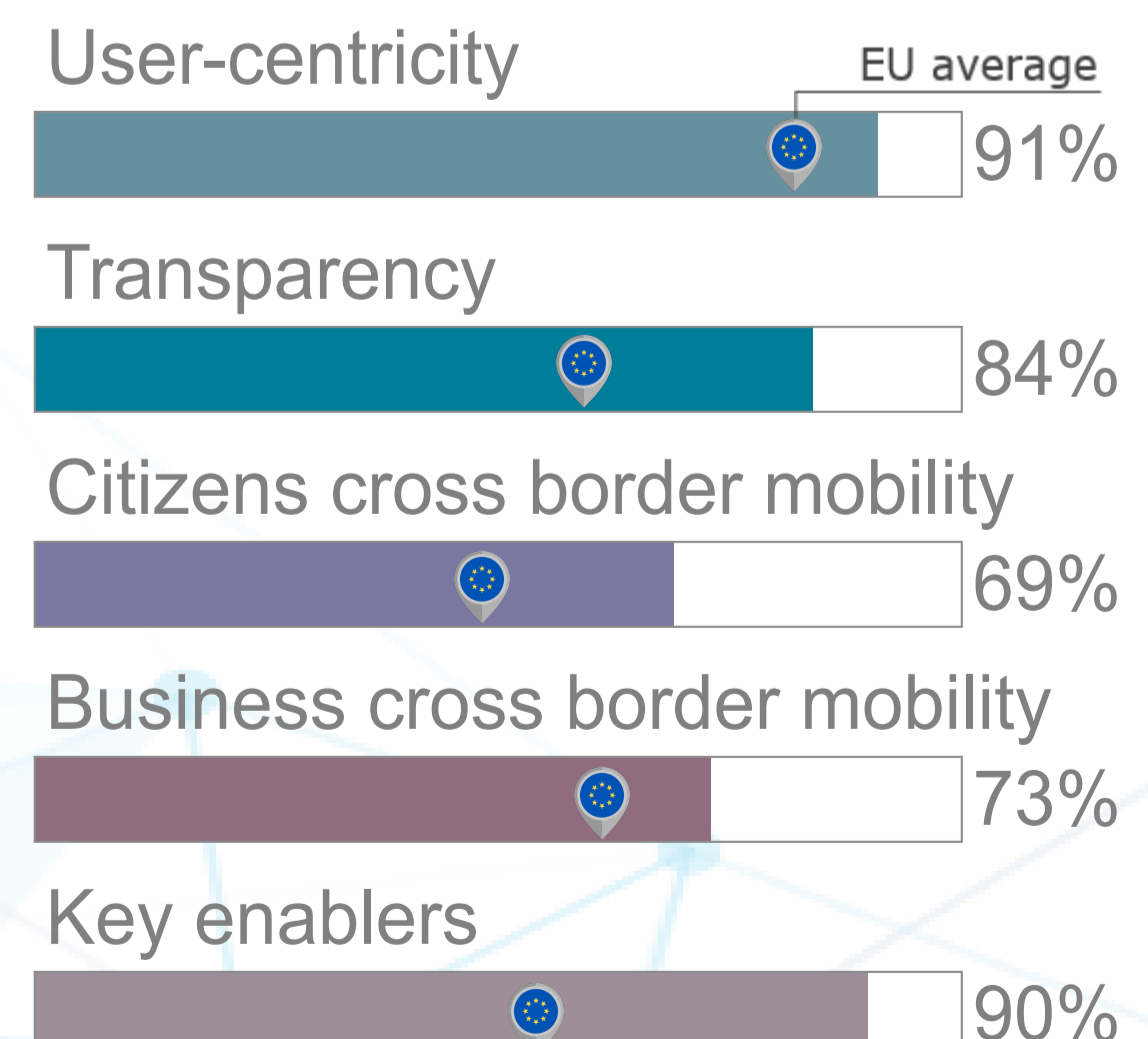
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eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Finland



Services for Citizens and Businesses

The new national study credit, degree and qualification disclosure service **Koski** brings together all study credits, degrees and qualifications stored in different data warehouses.



Political Communications

The **Artificial Intelligence Programme** was launched, with the aim of steering Finland towards the age of AI, taking into consideration measures reaching far into the future and at the same time measures that are relevant today.



Governance

The law on a new Digital and Population Data Agency has been approved and the new Agency will start in the beginning of 2020.



Legislation

Various new legislations have recently come into force in Finland on the subject of digital government: Act on Providing Digital Services; Act on Secondary Use of Health and Social Data; Act on eInvoices.



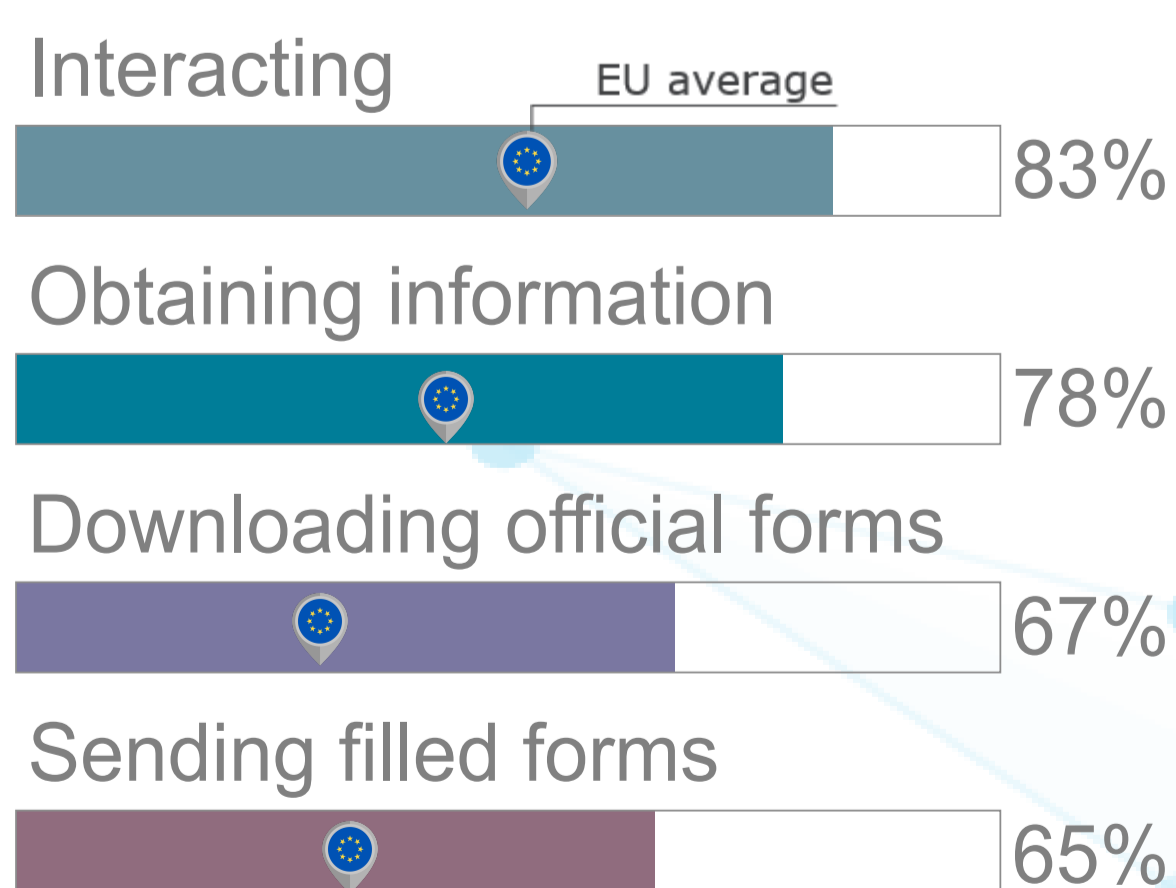
Infrastructure

The new **eAuthorisations** service verifies a person's or organisation's authorisation to use digital services.



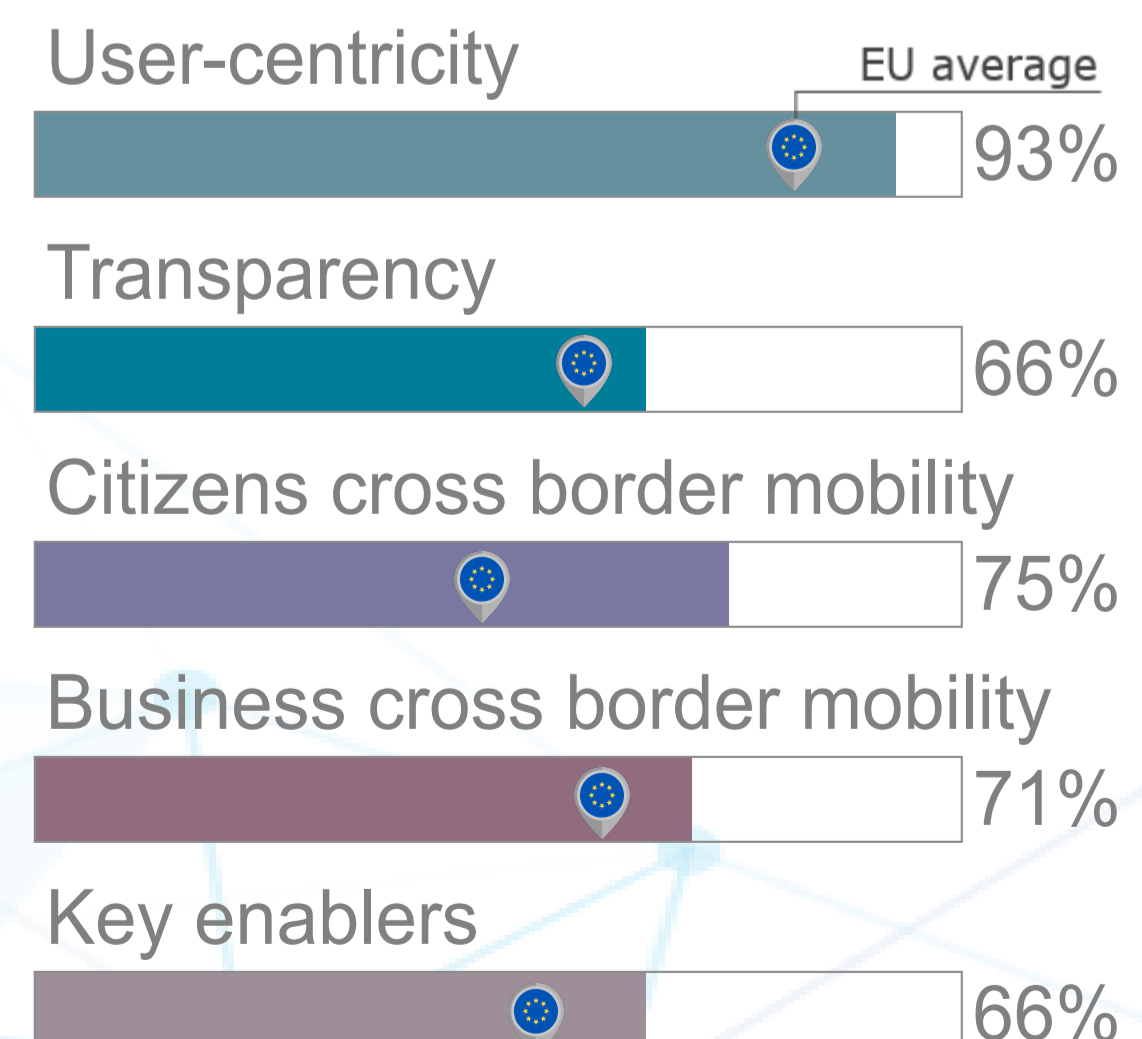
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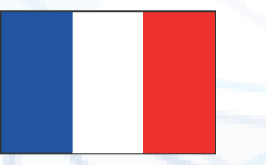
eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

France



Services for Citizens and Businesses

Since mid-October 2018, the Directorate General of Public Finance (DGFIP) has been providing public authorities and their users with an enhanced, secure and modern online payment service, PayFiP.



Political Communications

In September 2018, the **National Plan for Inclusive Digital and Launch of Digital in Common(s)** was launched, the first event bringing together all the actors of digital mediation in the nation.



Governance

The eGovernment strategy is under responsibility of the **Prime Minister** with support of the Secretary of State for the Digital Sector.



Legislation

In 2018, the **Personal Data Protection Act** was implemented as well as the law for a State at the Service of a Trusted Society, which allows for experiments in the exchange of information between administrations.



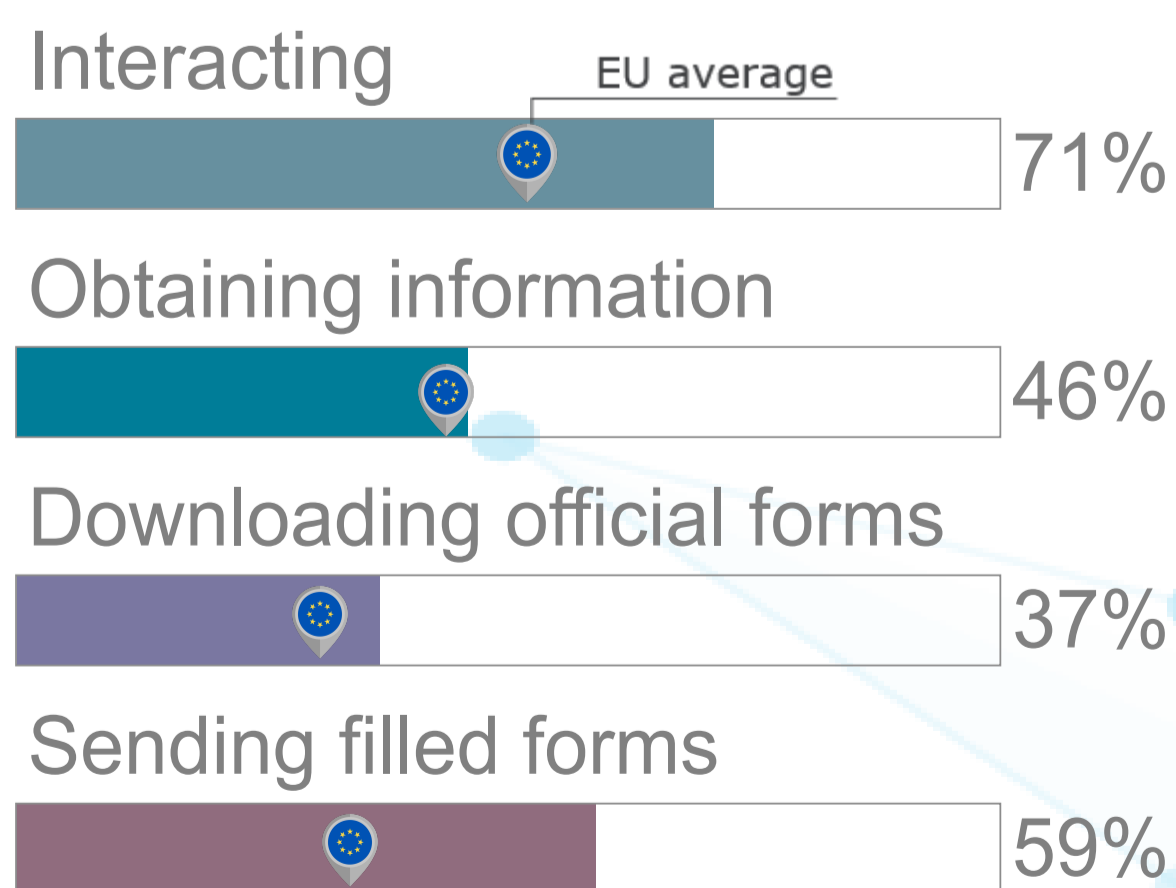
Infrastructure

Since 23 January, 2018, for all online processes on **impots.gouv.fr**, users benefit from a new way of connecting with FranceConnect using the digital identity of their choice.



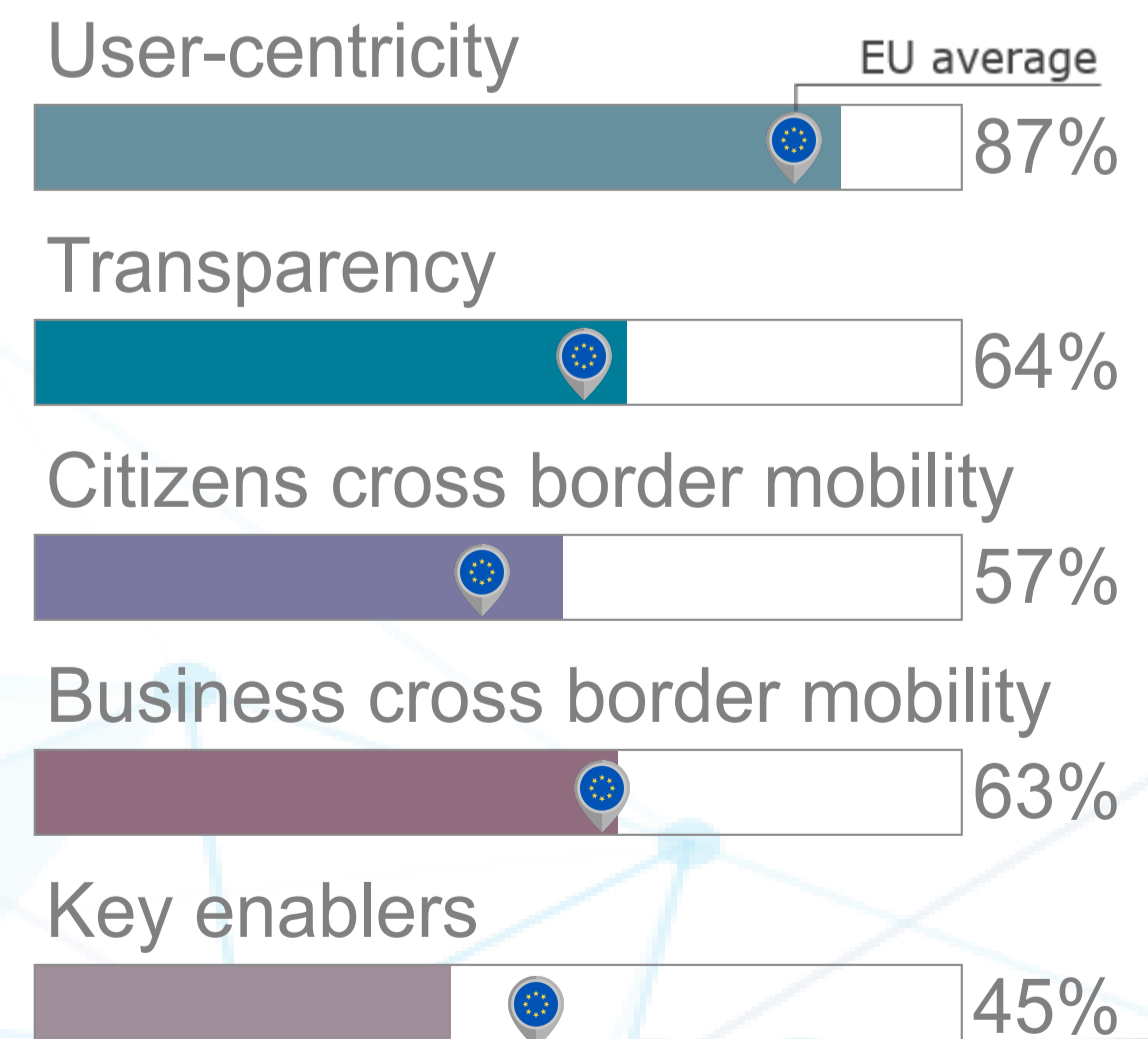
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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Germany



Services for Citizens and Businesses

As part of the digitisation programme, digital public services are currently developed in **digitisation laboratories**, which represent a multi-stakeholder approach where different experts and users are brought together to achieve user-oriented solutions.



Political Communications

The **Digitalisierung gestalten – Umsetzungsstrategie der Bundesregierung** strategy was adopted in November 2018. It aims to shape the digital transformation of Germany and to further develop its economic and ecological potential.



Governance

The role of **State Minister for Digitalisation** at the Federal Chancellery was established in March 2018.



Legislation

In February 2019, the **Trust Services Ordinance**, the core of the **eIDAS Implementation Act**, came into force, providing the final specifications of the requirements for trust services and trust service providers, such as accessibility and financial security.



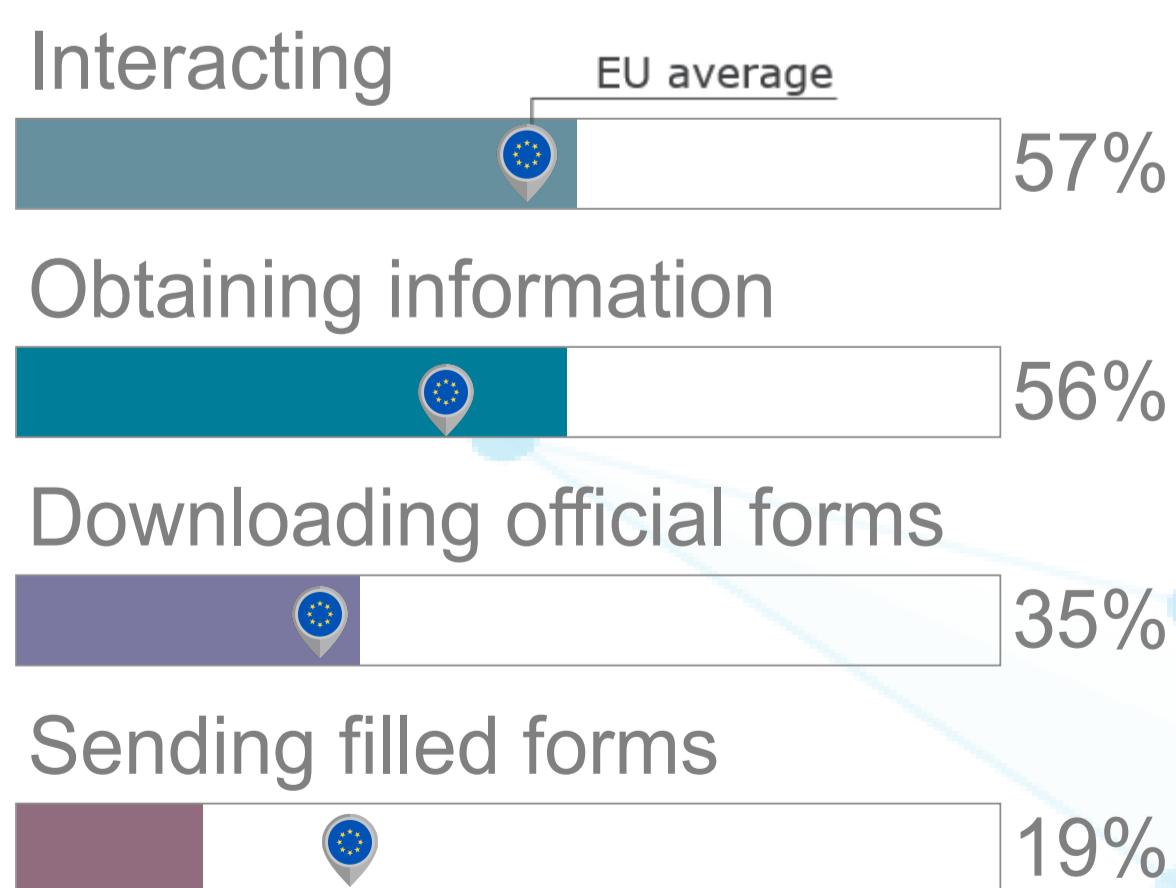
Infrastructure

eRechnung, the **eInvoicing Service for the Federal Government**, was launched in November 2018.



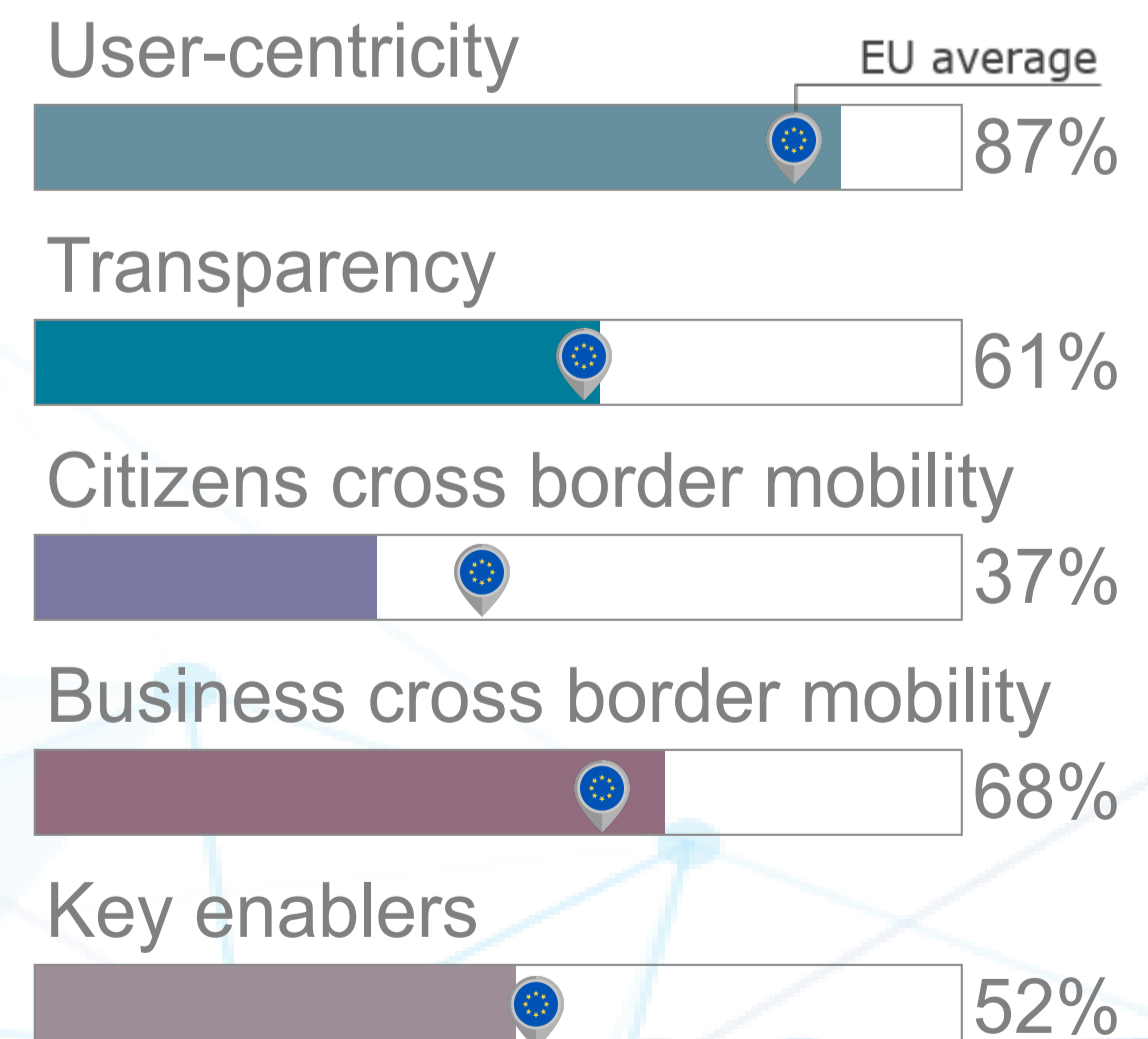
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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Greece



Services for Citizens and Businesses

AADE is a new portal which provides and supports eServices to citizens, businesses and public sector bodies to achieve tax fairness and transparency.



Political Communications

Two new financial actions were launched in Greece which are aimed at supporting businesses in all sectors for targeted investments in ICT.



Legislation

Greece adopted Law 4601/2019 on the issuing of electronic invoices in the context of public procurement..



Governance

The Ministry of Telecommunications and Media Policy is responsible for developing and implementing the Greece national policy on issues related to communication and digital infrastructures.



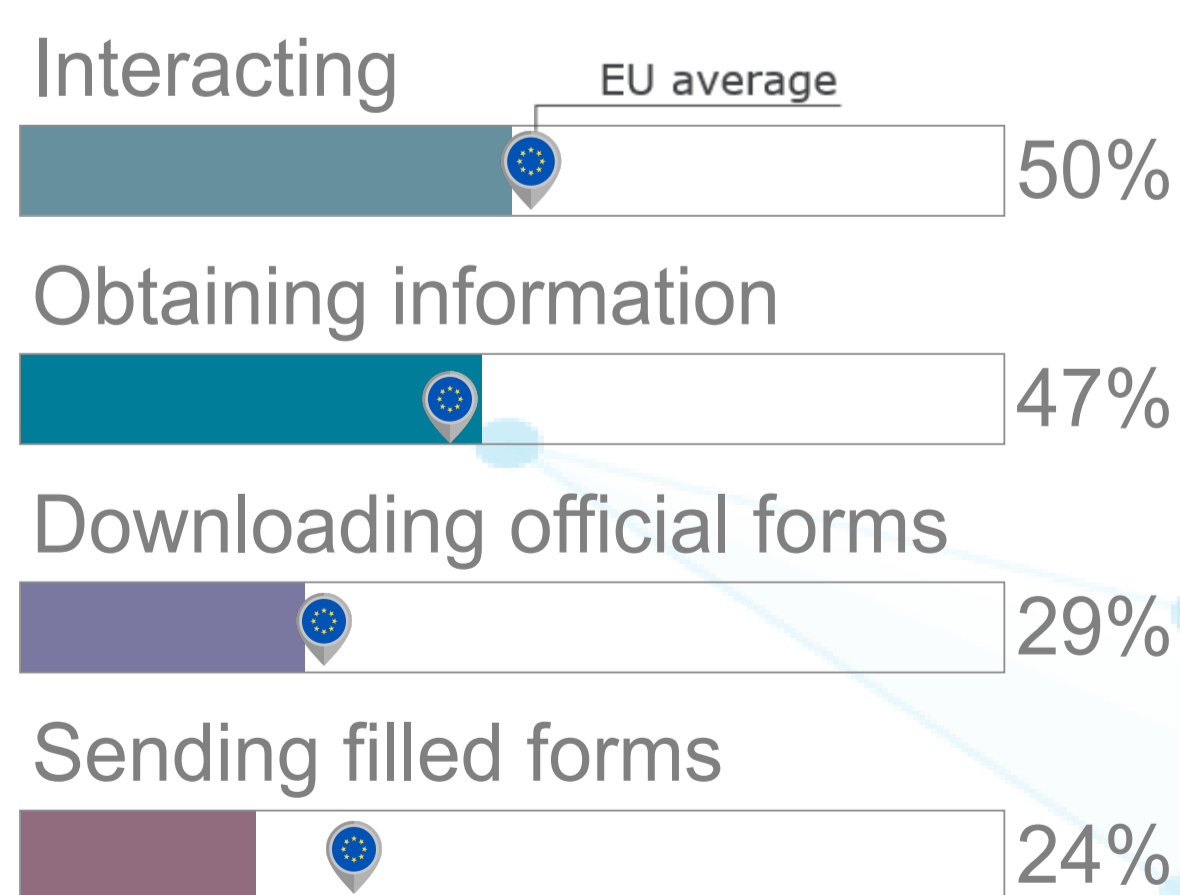
Infrastructure

A Central Infrastructure for the Electronic Exchange of Documents between Public Bodies with "Advanced Digital Signatures" will be installed in a national cloud infrastructure.



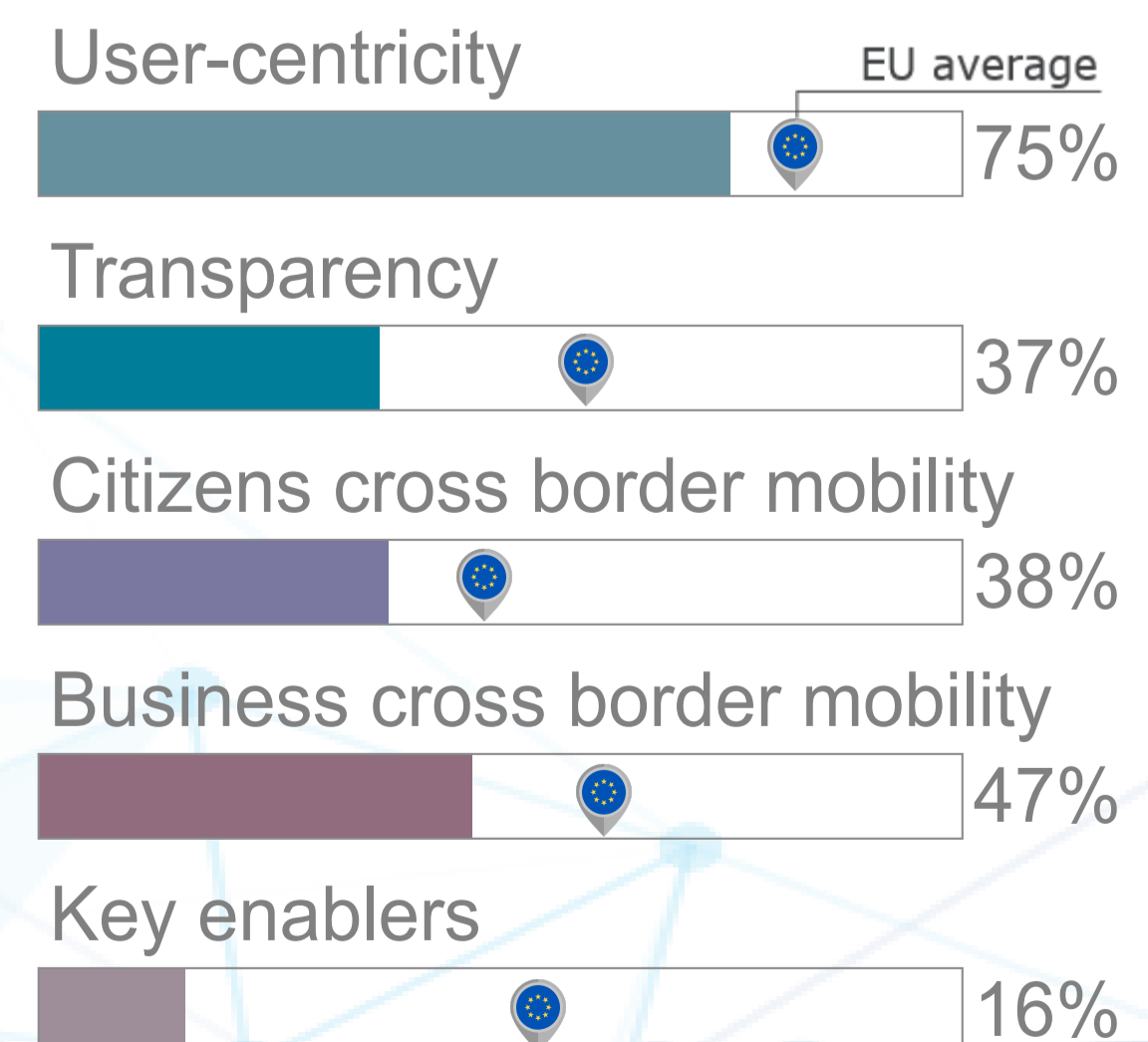
Digital Government Indicators

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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Hungary



Services for Citizens and Businesses

From 1 January 2019, business organisations are obliged to use electronic administration and to use their **Company Gate** digital mailbox for official communication with the State.



Political Communications

The **Digital Success Programme** initiated the establishment of the Hungarian 5G Coalition. The Programme also initiated the establishment of the Hungarian Artificial Intelligence Coalition.



Governance

The Department for eGovernment and IT Developments of the Prime Minister's Cabinet Office is in charge of high level coordination and strategy-making related to infocommunications and eGovernment.



Legislation

No new legislation was adopted in this field to date.



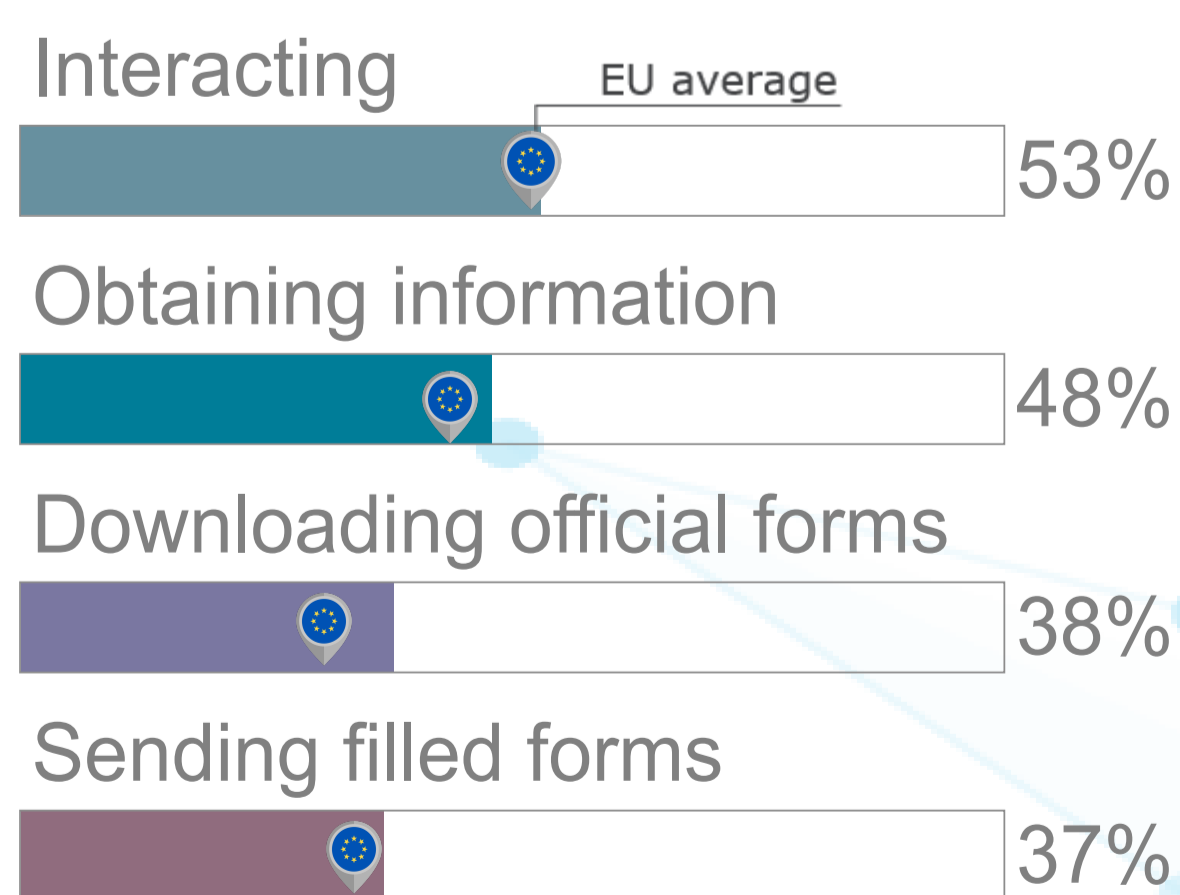
Infrastructure

The national central **eProcurement System** was launched in January 2018. Its use became obligatory from 15 April 2018, meaning that paper-based administration of procurements ceased.



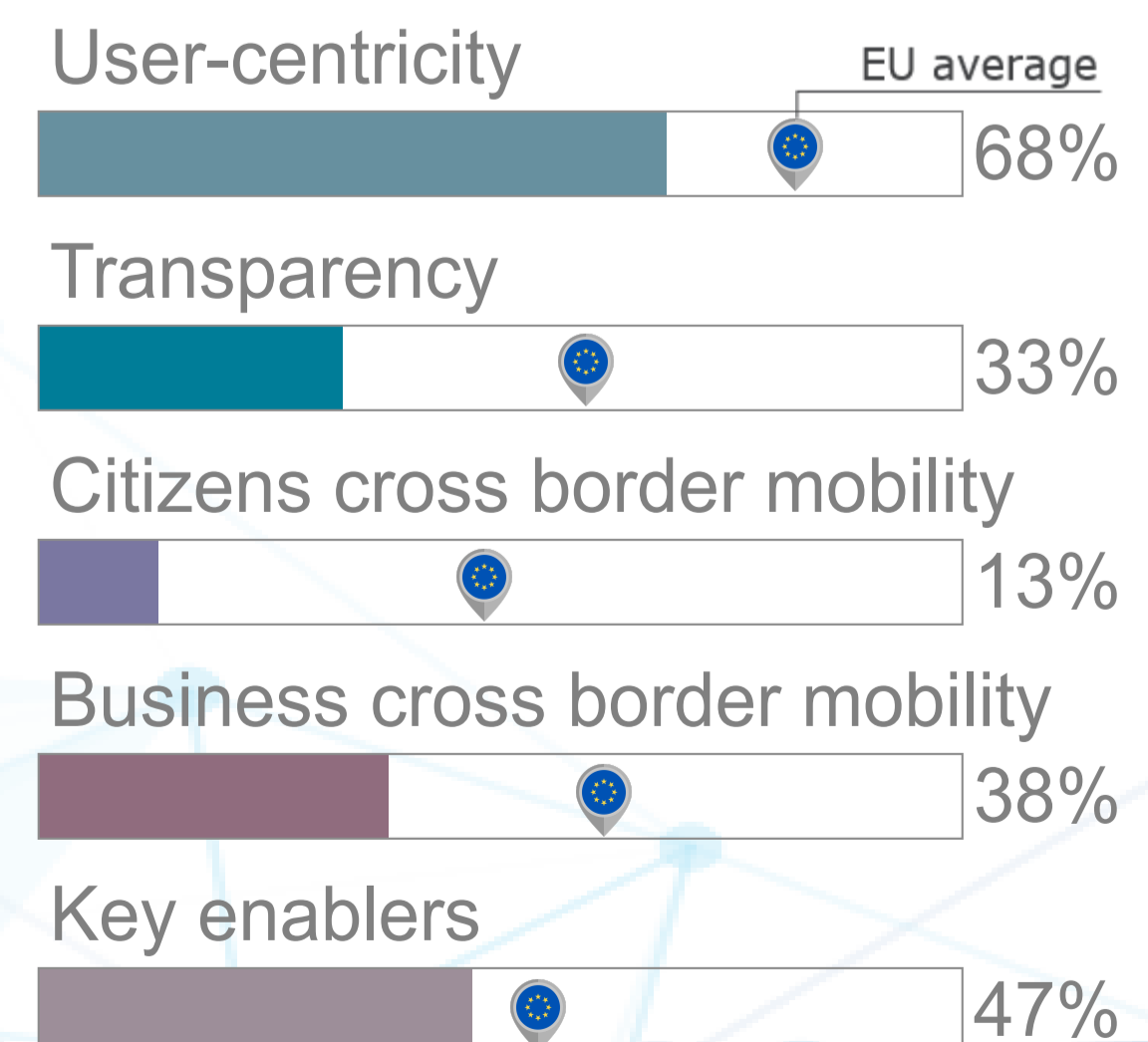
Digital Government Indicators

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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Iceland



Services for Citizens and Businesses

There have been no changes in Digital Government Services for Citizens and Businesses in the reporting year.



Political Communications

Iceland 2020 forms the basis for the Icelandic government's policy-making and it aims to transform Iceland into one of the top 10 nations on the eGovernment development and eParticipation indexes measured by the United Nations.



Governance

The eGovernment policies are coordinated and supervised by a special project management team, the 'Information Society Taskforce', operating under the auspices of the Ministry of the Interior.



Legislation

There have been no changes in Digital Government Legislation in the reporting year.



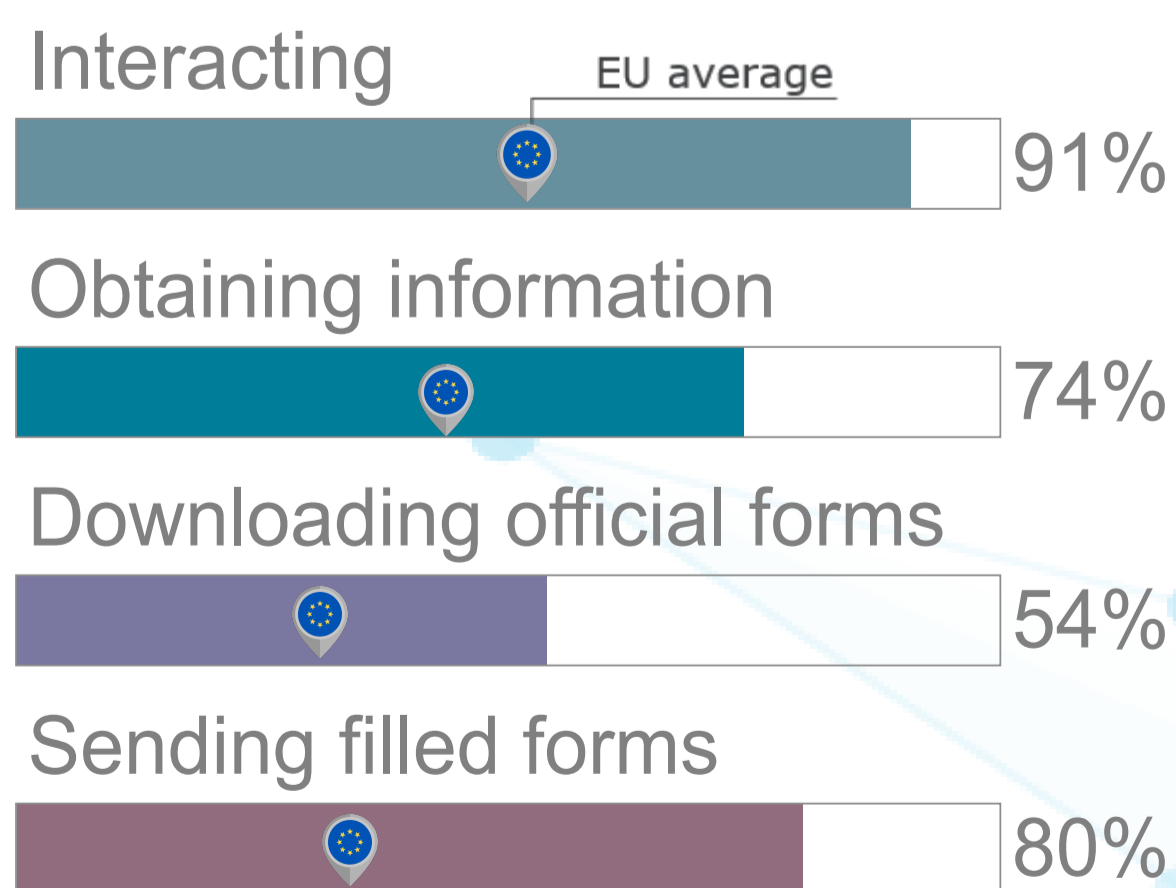
Infrastructure

Iceland will start using **Straumurinn**, which is based on the Estonian X-Road platform. It will foster synergies between the different IT systems of public bodies by streamlining and automating the processes for data exchange.



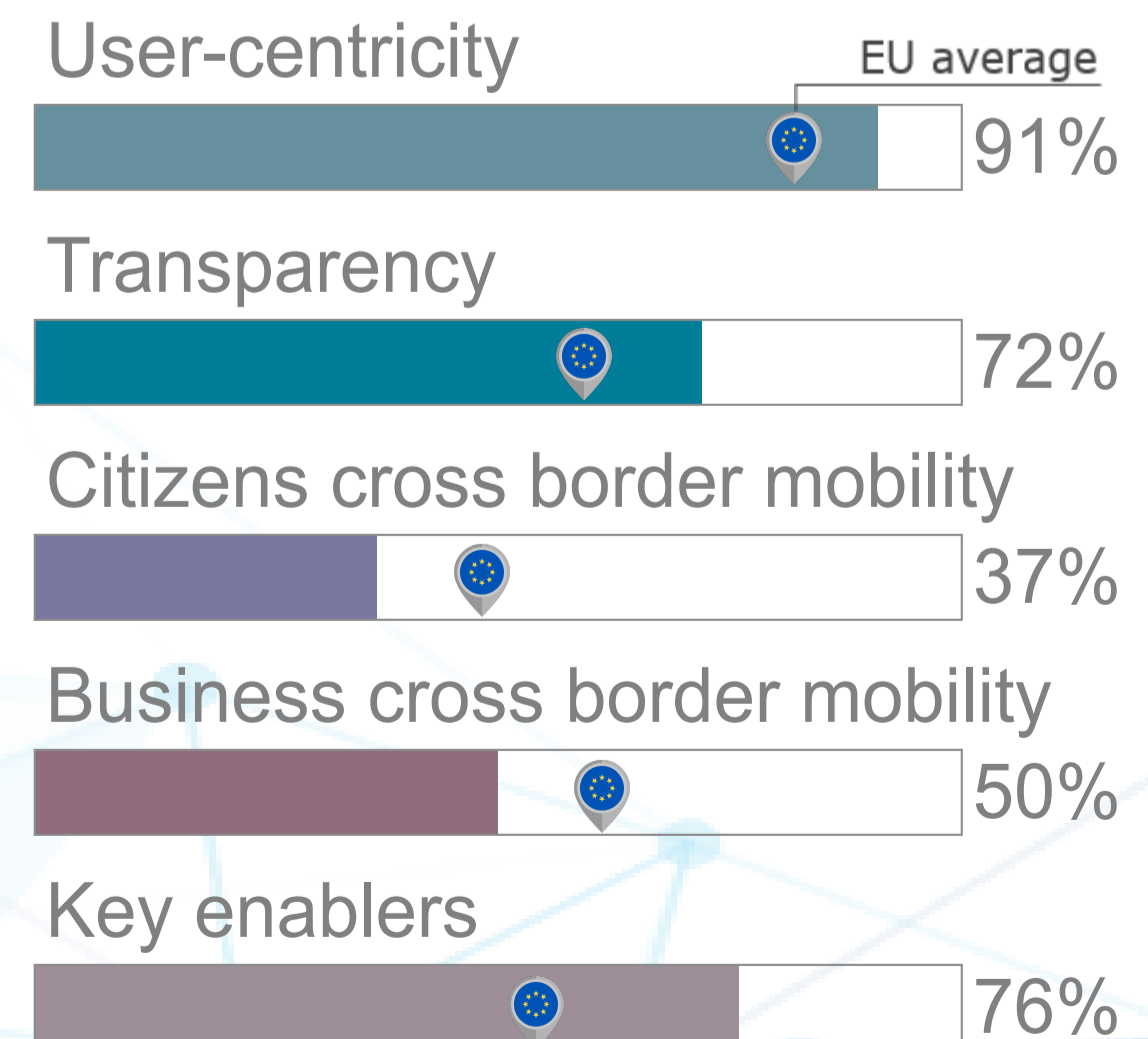
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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Ireland



Services for Citizens and Businesses

In 2018, the Road Safety Authority of Ireland (Department of Transport), implemented an online service where drivers licences and learner permits could be renewed and requested.



Political Communications

The **Public Service Data Strategy** for the period 2019-2023 was published in December 2018 which provides a detailed vision with a set of goals on how data is used and managed within the public service.



Governance

The overall responsibility for the eGovernment policy and the provision of central eGovernment infrastructure and services lies with the **Department of Public Expenditure and Reform**.



Legislation

The **Data Sharing and Governance Act 2019** (the "Act") was signed into law on 4 March 2019.



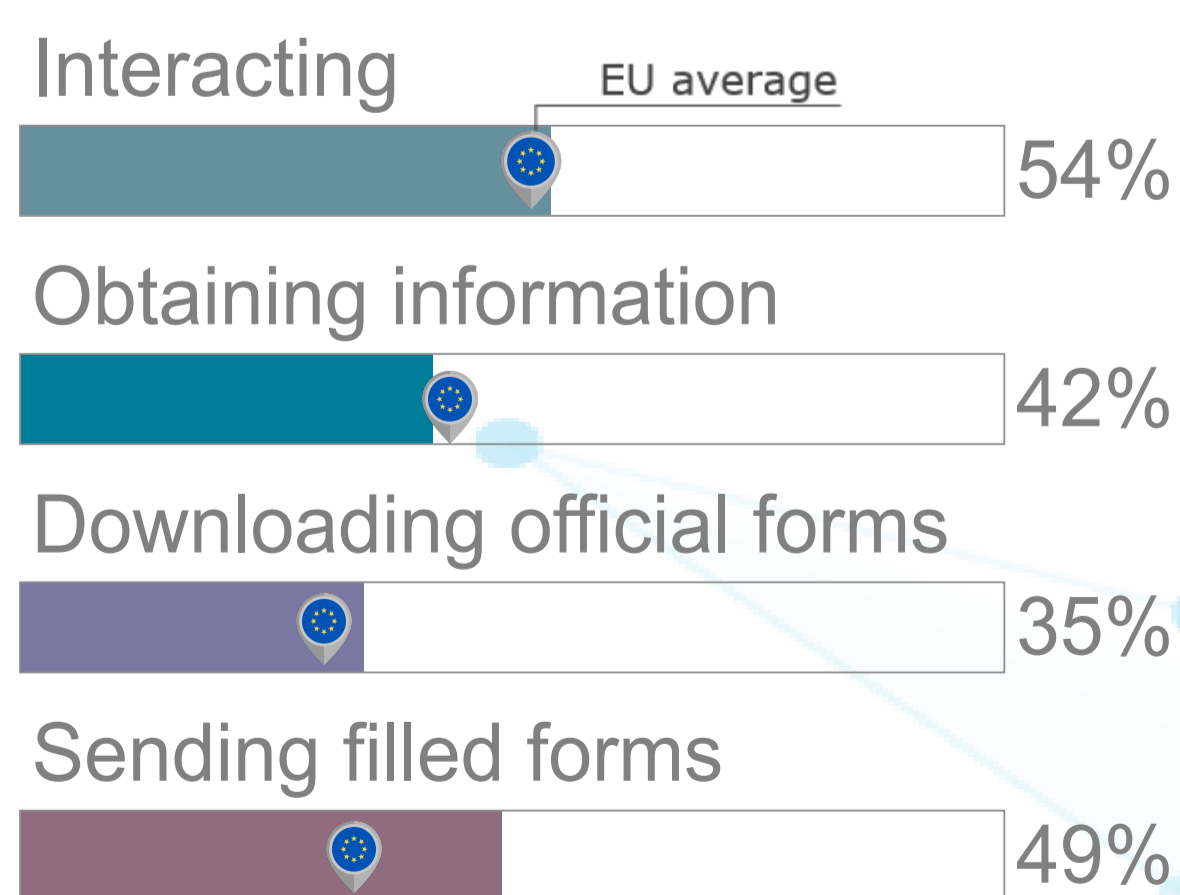
Infrastructure

Ireland implemented a new **website** 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.



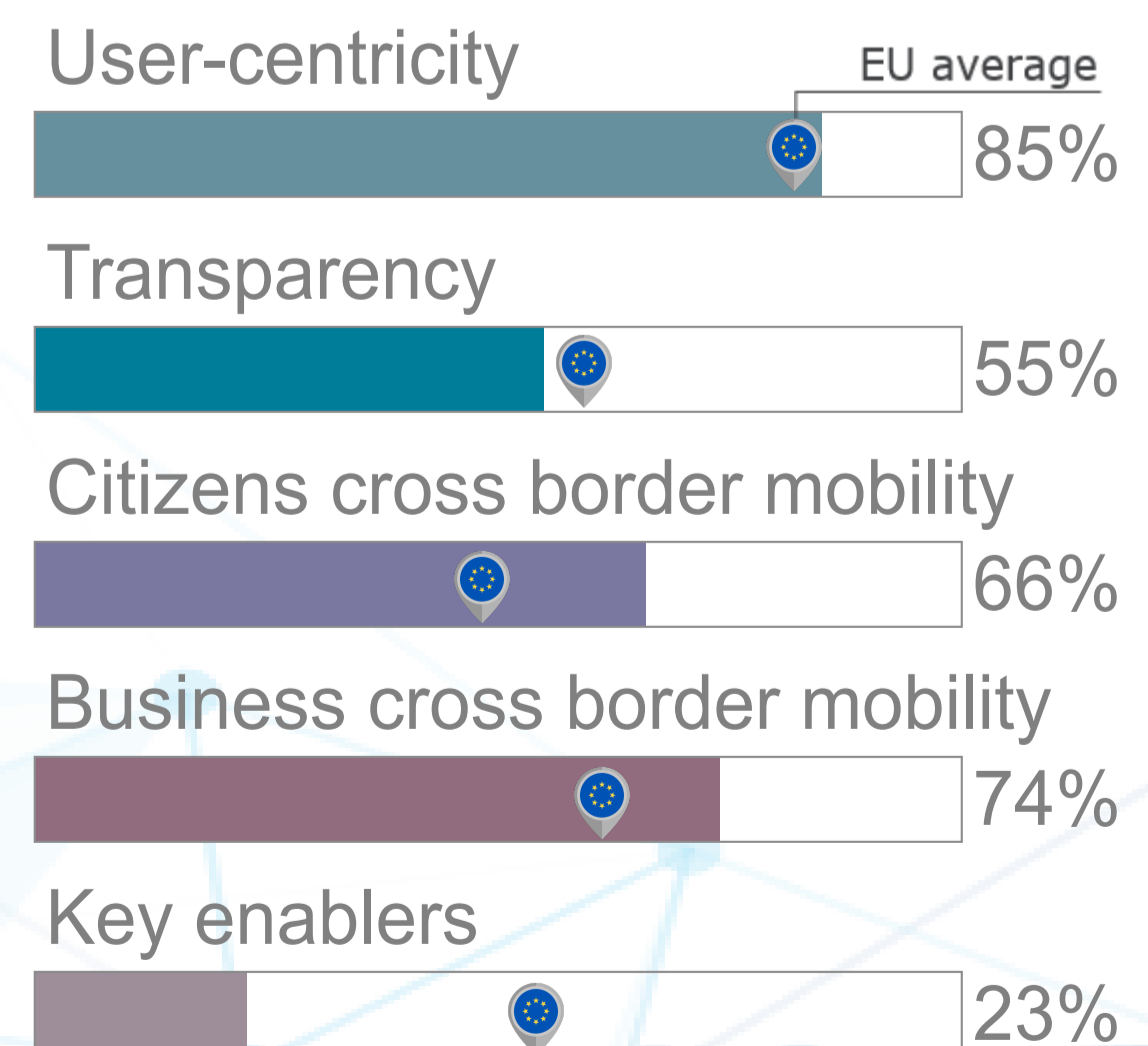
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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Italy



Services for Citizens and Businesses

The FSE (Electronic Health File) is the set of digital health data and documents generated by present and past clinical events concerning patients.



Political Communications

The **Three-year Plan** for Information Technology in public administration 2019 - 2021 was approved and it introduces a novel perspective to understand the digital transformation by identifying the areas of intervention and defining the roles and responsibilities.



Governance

The Agency for Digital Italy and Digital Transformation Team are shaping the future of digital public services by defining and implementing the country's strategy on digitisation of public administration.



Legislation

Circular no. 3 of 1 October 2018 was approved and it urges all public administrations to identify within them a person responsible for the transition to digital.



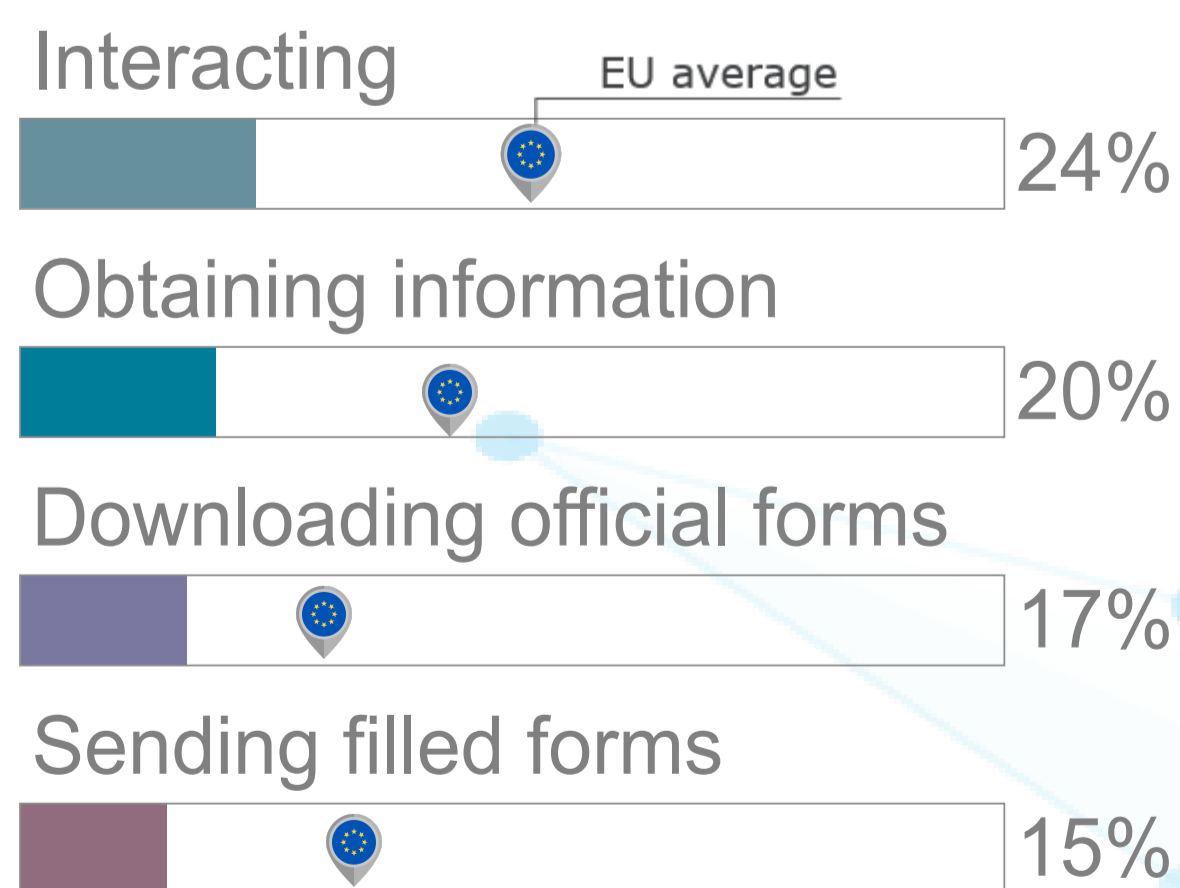
Infrastructure

The **Innovative procurement portal** was created to promote the use of innovation contracts, to support Italian public administrations in carrying out procurement procedures and to match supply and demand of innovative solutions.



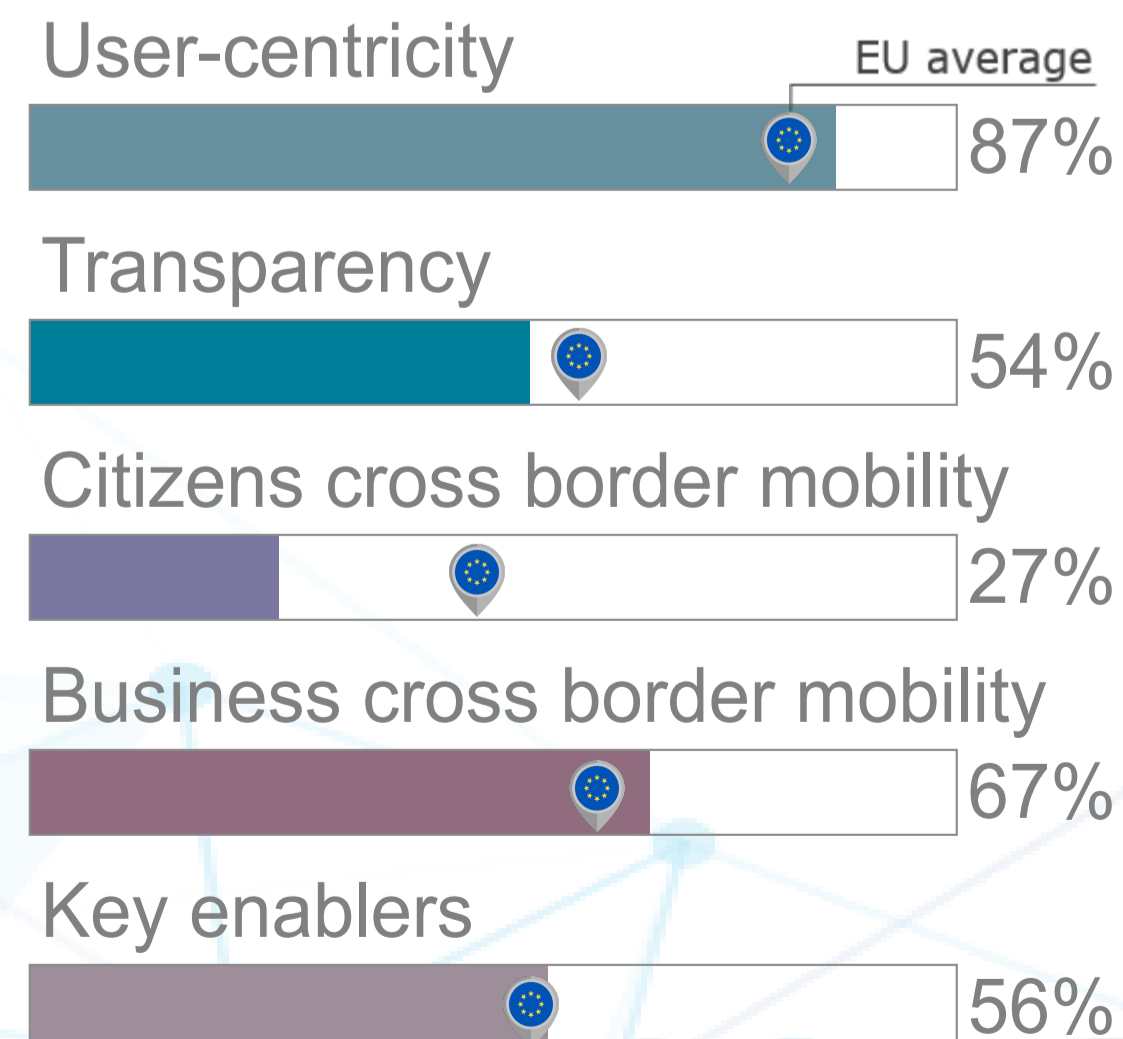
Digital Government Indicators

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Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Latvia



Services for Citizens and Businesses

Latvia implemented a mobile application, Ceļo droši (Travel Safe) which provides citizens with information to prepare for cross-border trips, warns of possible risks abroad and gives directions in the event of an emergency.



Political Communications

The Office of Citizenship and Migration Affairs launched the "Modernisation of the Natural Persons Data Service" project for the European Regional Development Fund.



Legislation

The eID Decision on "Possible financing solutions for the provision of certification services in personal certificates and how a single and priority means for ensuring the electronic identity of a person" was approved.



Governance

The Electronic Government Department draws up national policies in the domains of eGovernment, information society development and public information systems development.



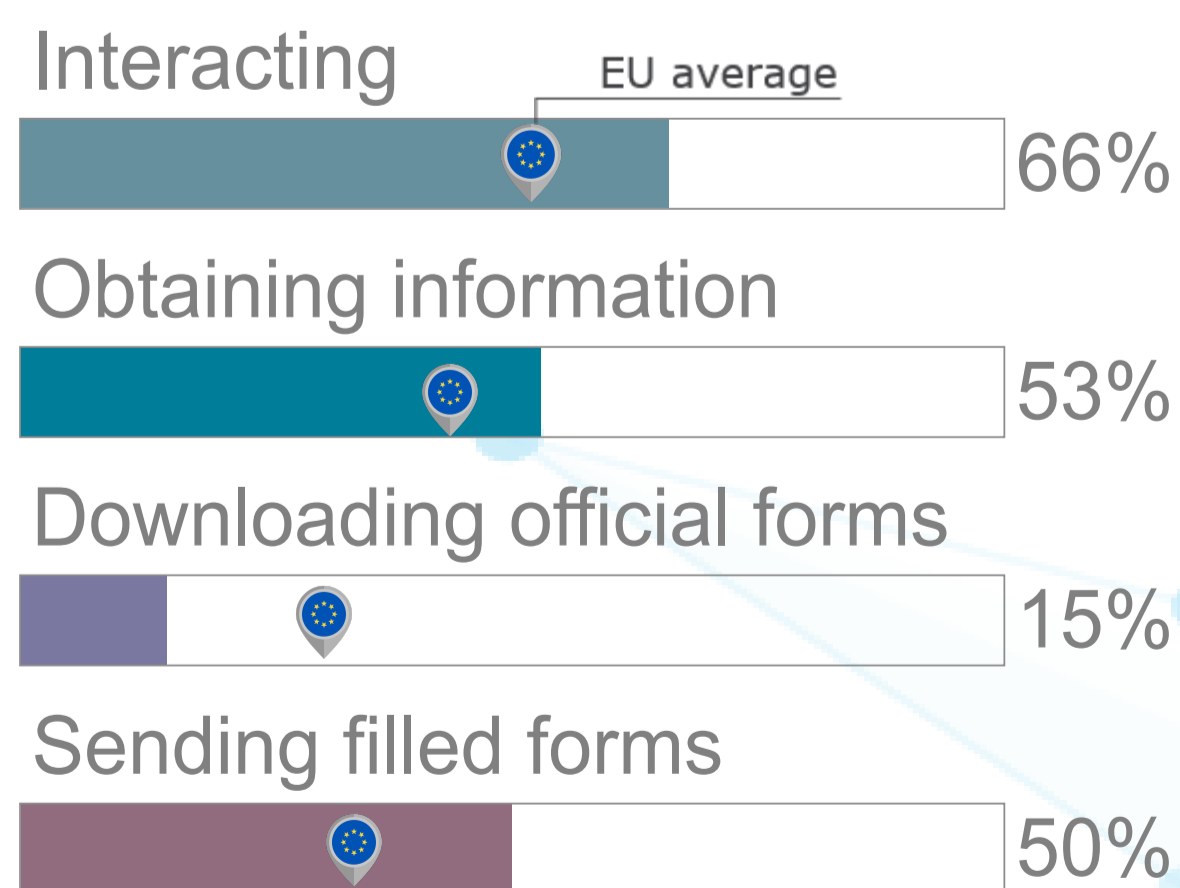
Infrastructure

In 2018, the Latvia's eIDAS-Node was implemented. The software contains the necessary modules to help Member States to communicate with other eIDAS-compliant counterparts in a centralised or distributed fashion.



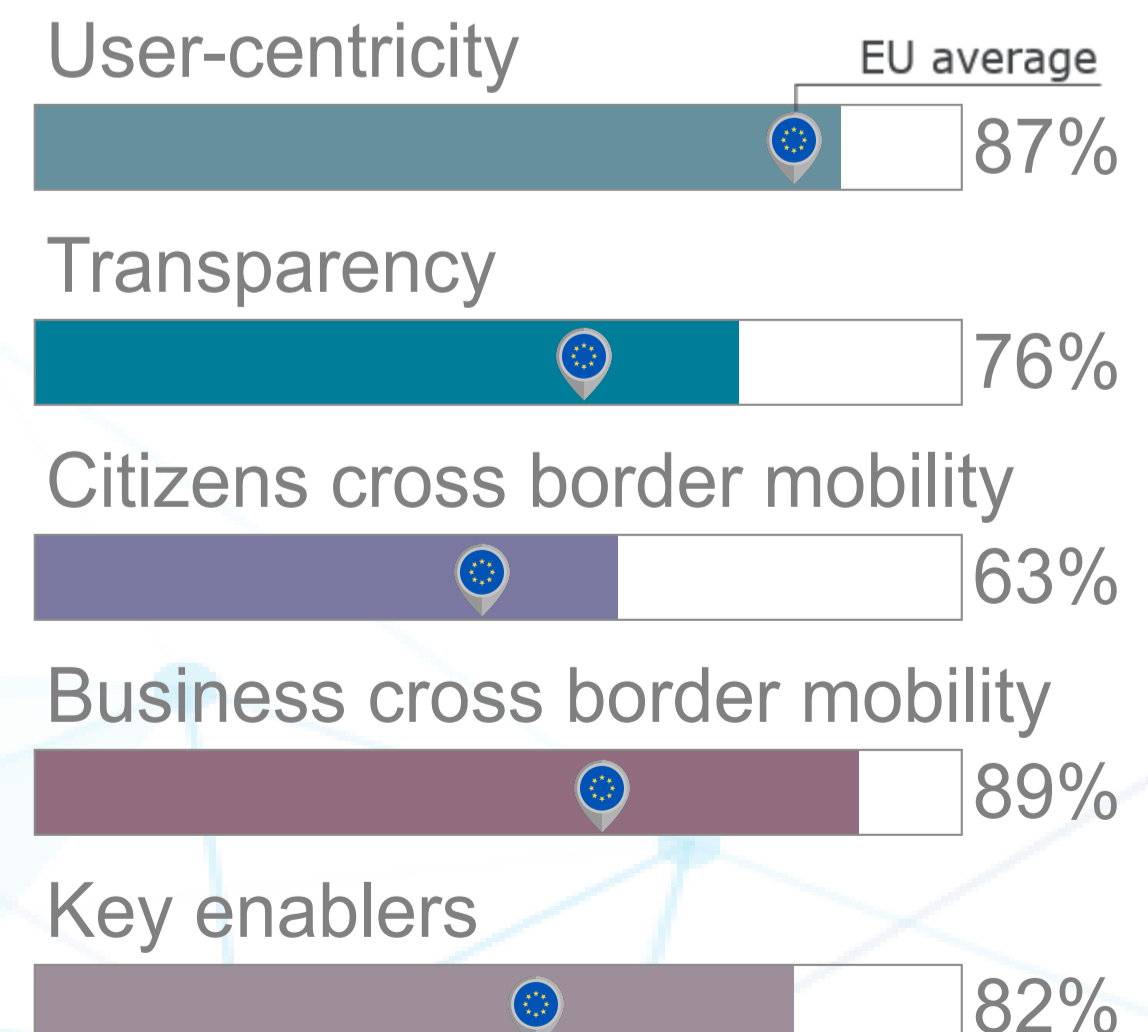
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Liechtenstein



Services for Citizens and Businesses

The GDL Service, a digital exchange for cross-border services from Citizens and Businesses has been launched in 2018.



Political Communications

As part of the **Government program 2017-2021**, the Digital Agenda is a central field of action to optimise the process efficiency of the National Administration.



Legislation

The Principality of Liechtenstein signed the Declaration joining the **European Blockchain Partnership**, the main objective of which is to support and improve the delivery of cross-border digital public services.



Governance

Policy and strategy on eGovernment are drawn up by the Prime Minister through the **Ministry for General Government Affairs and Finance** under his responsibility.



Infrastructure

The Government adopted the Consultation Report on the adoption of a law implementing the eIDAS Regulation.

Digital Government Infographic 2019

Lithuania



Services for Citizens and Businesses

Users of the Information System of Legal Entities Participants can now provide data about staff and shareholders of cooperative and agricultural companies online.



Political Communications

In the first quarter of 2019, Lithuania adopted a **National Strategy on Artificial Intelligence**.



Governance

Lithuanian Ministry of the Economy and Innovation is now the main governmental body responsible for the policy setting and coordination in the digital government domain.



Legislation

Lithuanian government adopted several pieces of legislation relating to eID and Trust services in 2018 to ensure compliance with the eIDAS Regulation.



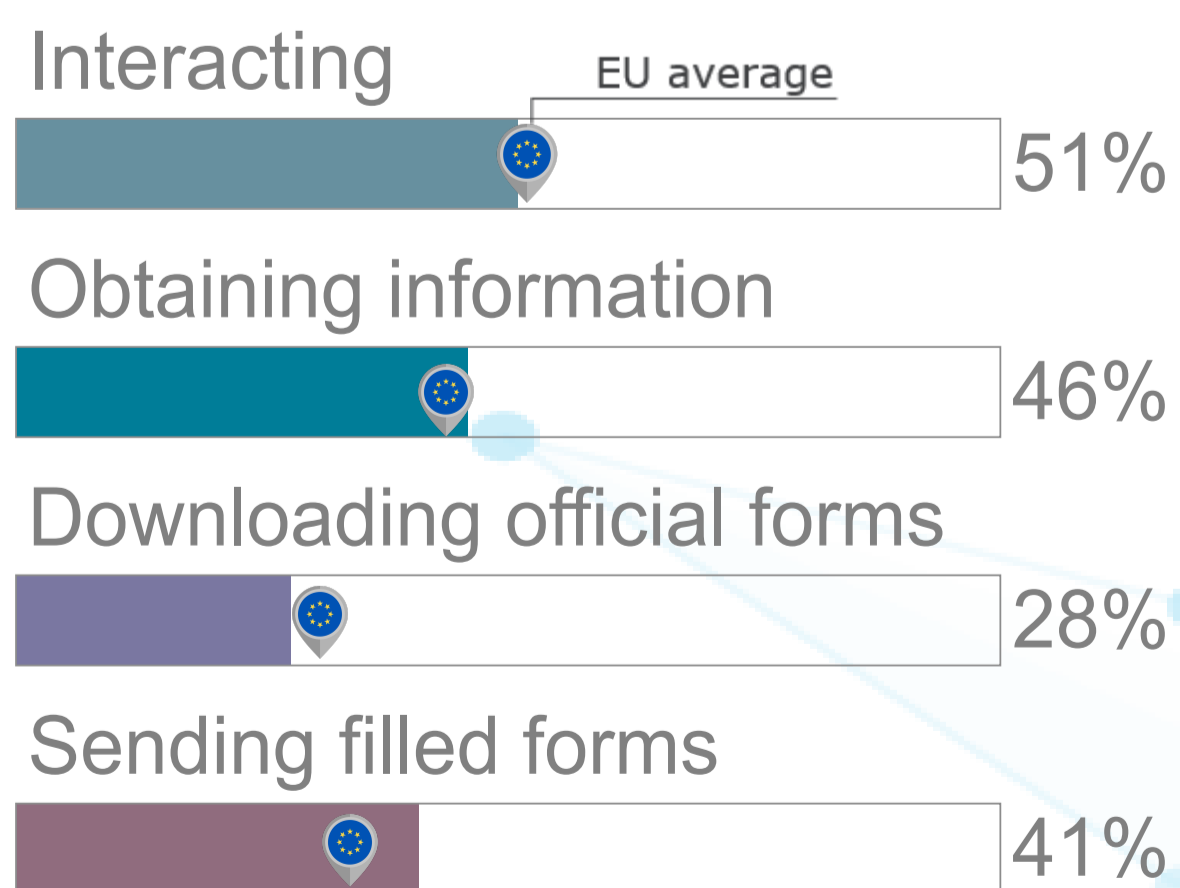
Infrastructure

In 2018, the **State Enterprise Centre of Registers** initiated a project for developing technology for the preparation, storage and management of spatial 3D data necessary for effective implementation of economic development projects.



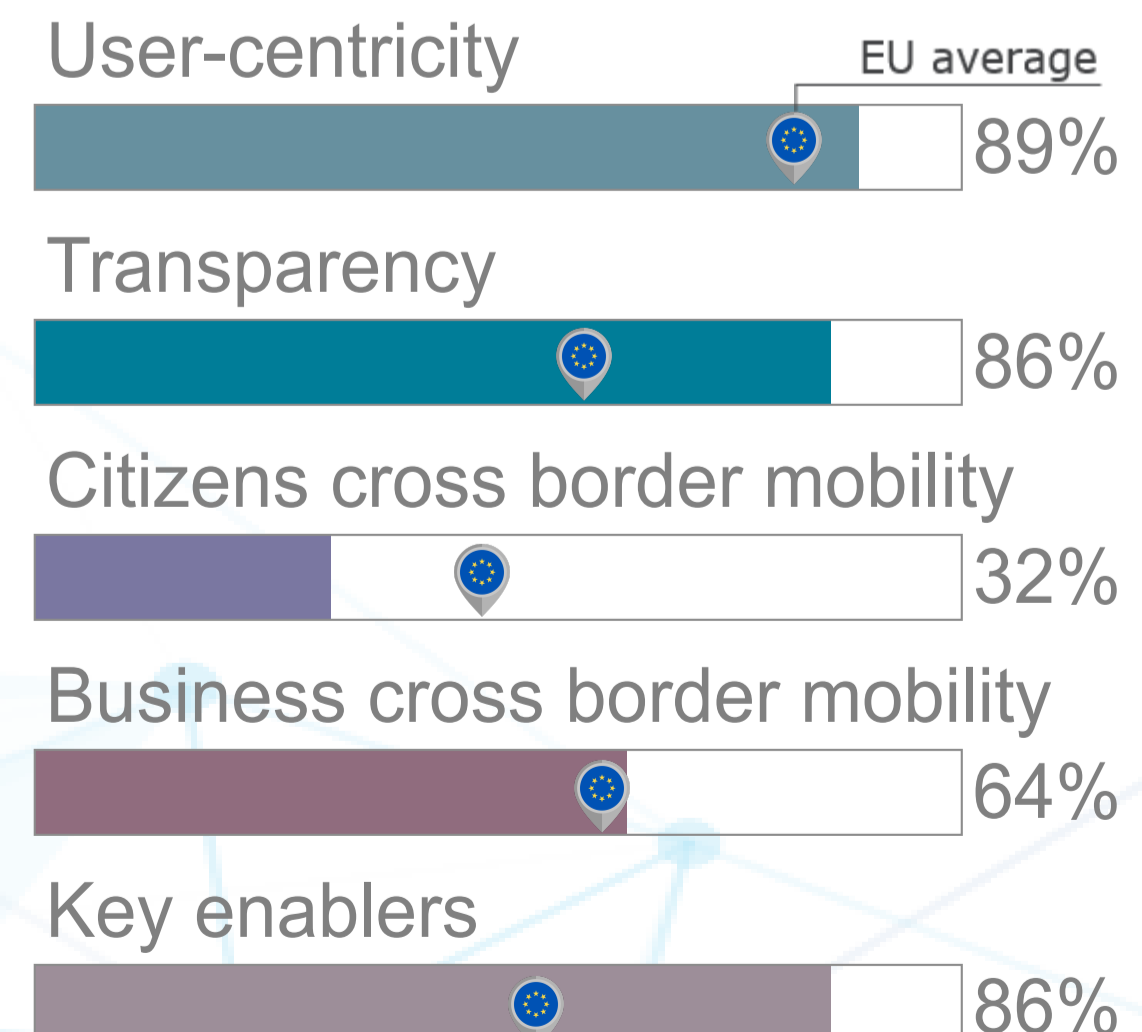
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eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Luxembourg



Services for Citizens and Businesses

Citizens can now pay standard fines online, register for the electoral polls and apply to vote by post online. Businesses can now apply for a business permit and certify Luxembourgish documents for use abroad.



Political Communications

The third national strategy on Cybersecurity has been approved and implemented for the period 2018-2020.



Governance

A **Ministry of Digitalisation** has been set up, which promotes ICT and contributes to the development of digital infrastructure.



Legislation

The **Law relating to a transparent and open administration** defines the framework for the implementation of a policy of opening up to citizen's administrative documents held by government departments and public institutions placed under the supervision of the State or the municipalities.



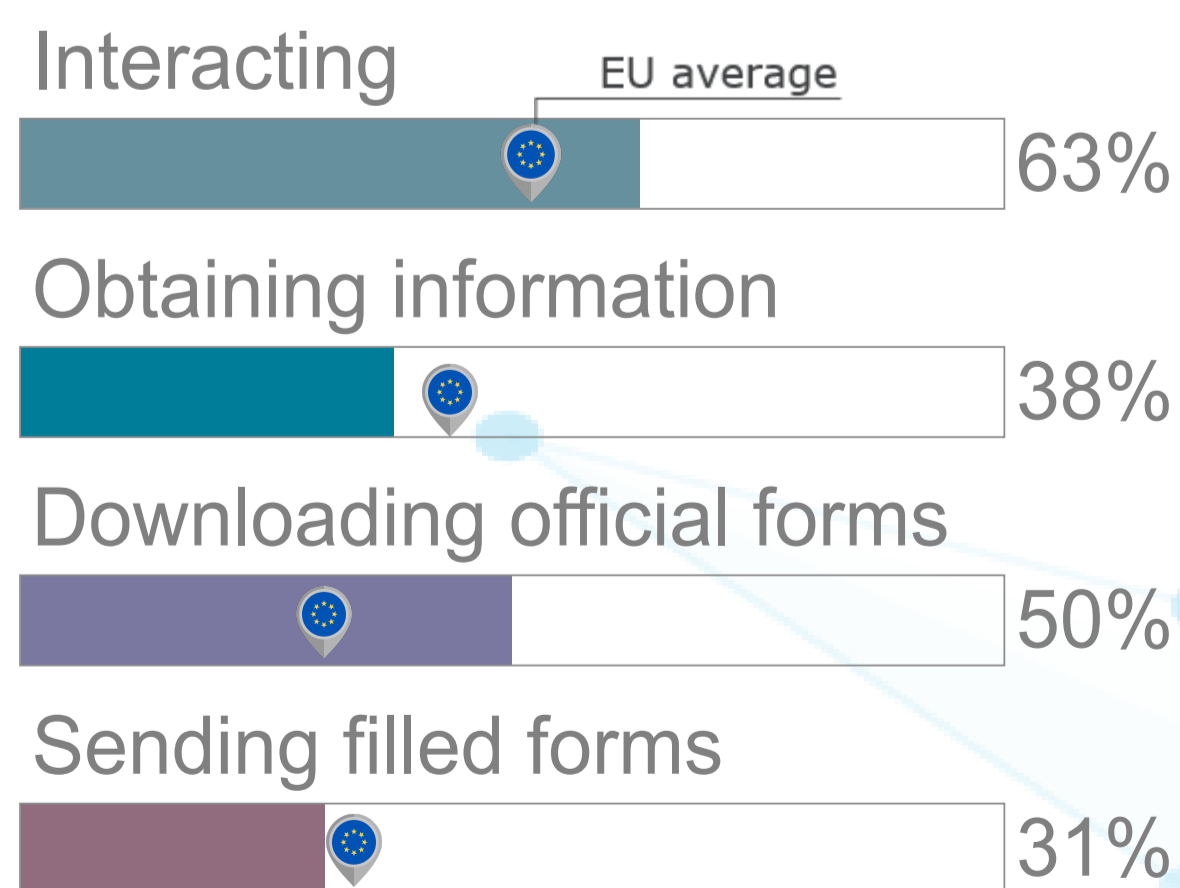
Infrastructure

The new **Cybersecurity Competence Centre (C3)**, aims to promote the national cybersecurity ecosystem by focusing on three areas of expertise: observation, training and testing.



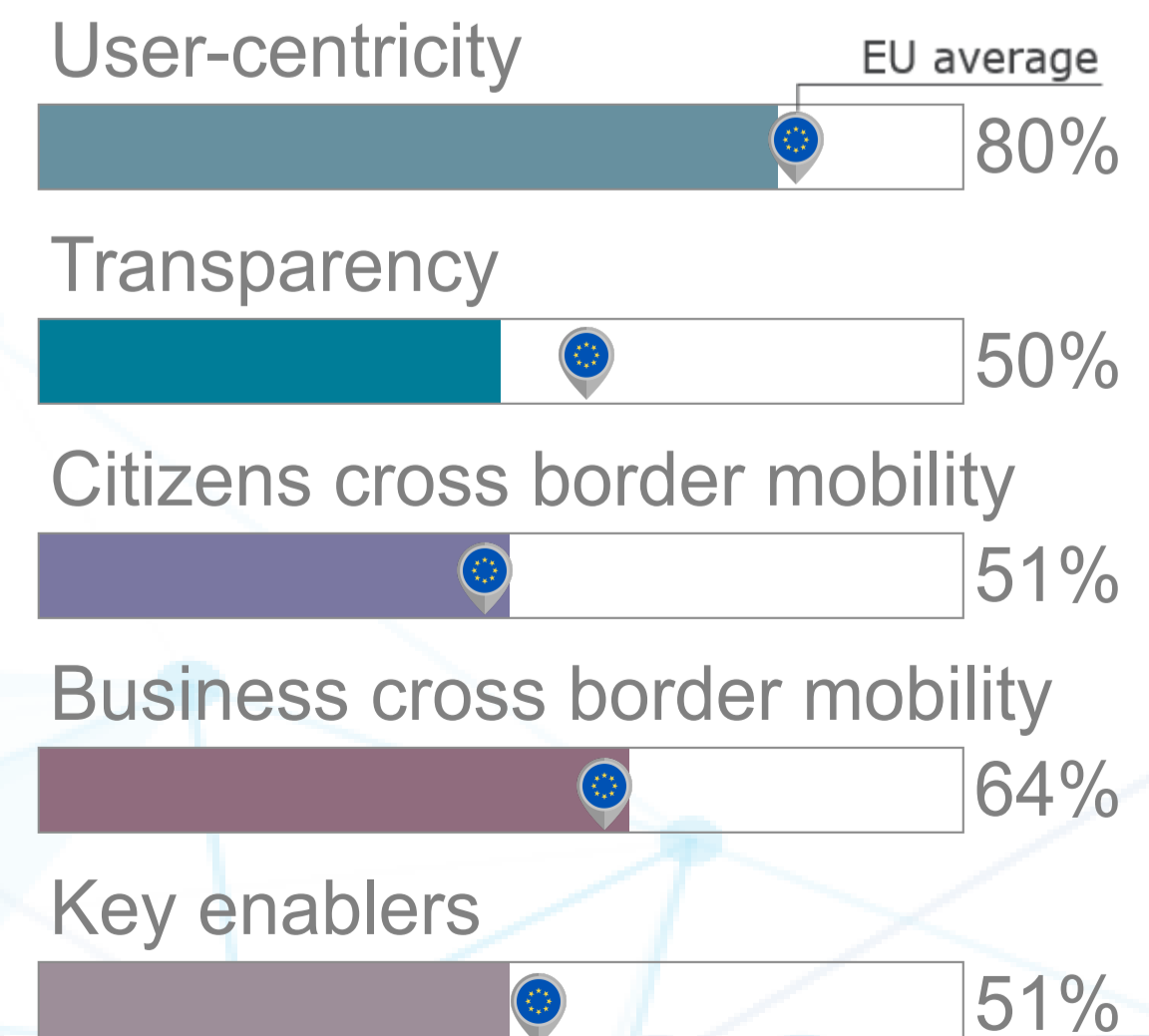
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eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Malta



Services for Citizens and Businesses

As a means of enabling digital government services for those citizens who require some form of assistance, servizz.gov set up new regional hubs across Malta: Edu servizz.gov, Taxpayer servizz.gov and Centru Servizz Familja servizz.gov.



Political Communications

On 16 October 2018, the Parliamentary Secretary for Financial Services, Digital Economy and Innovation, in the presence of the Minister for National Security and Home Affairs, launched the [National Cyber Security Awareness and Education Campaign](#).



Governance

eGovernment in Malta falls under the remit of the [Office of the Prime Minister](#).



Legislation

The General Data Protection Regulation (EU) 2016/679 (GDPR) became applicable EU-wide on 25 May 2018, and concurrently the [Data Protection Act \(Cap 586\)](#) was passed through Parliament.



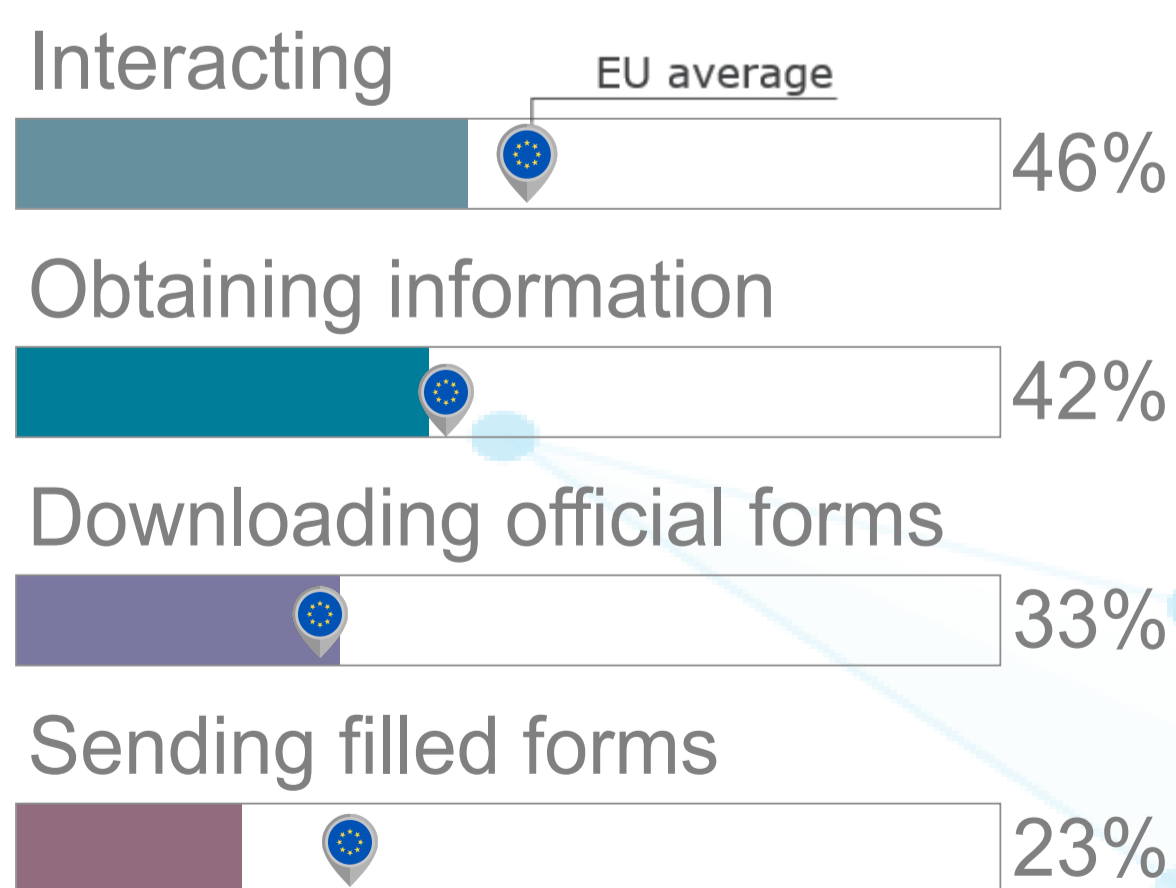
Infrastructure

In 2018, an mAdministration service, [My personal Kiosk](#), was launched to provide Public service to employees.



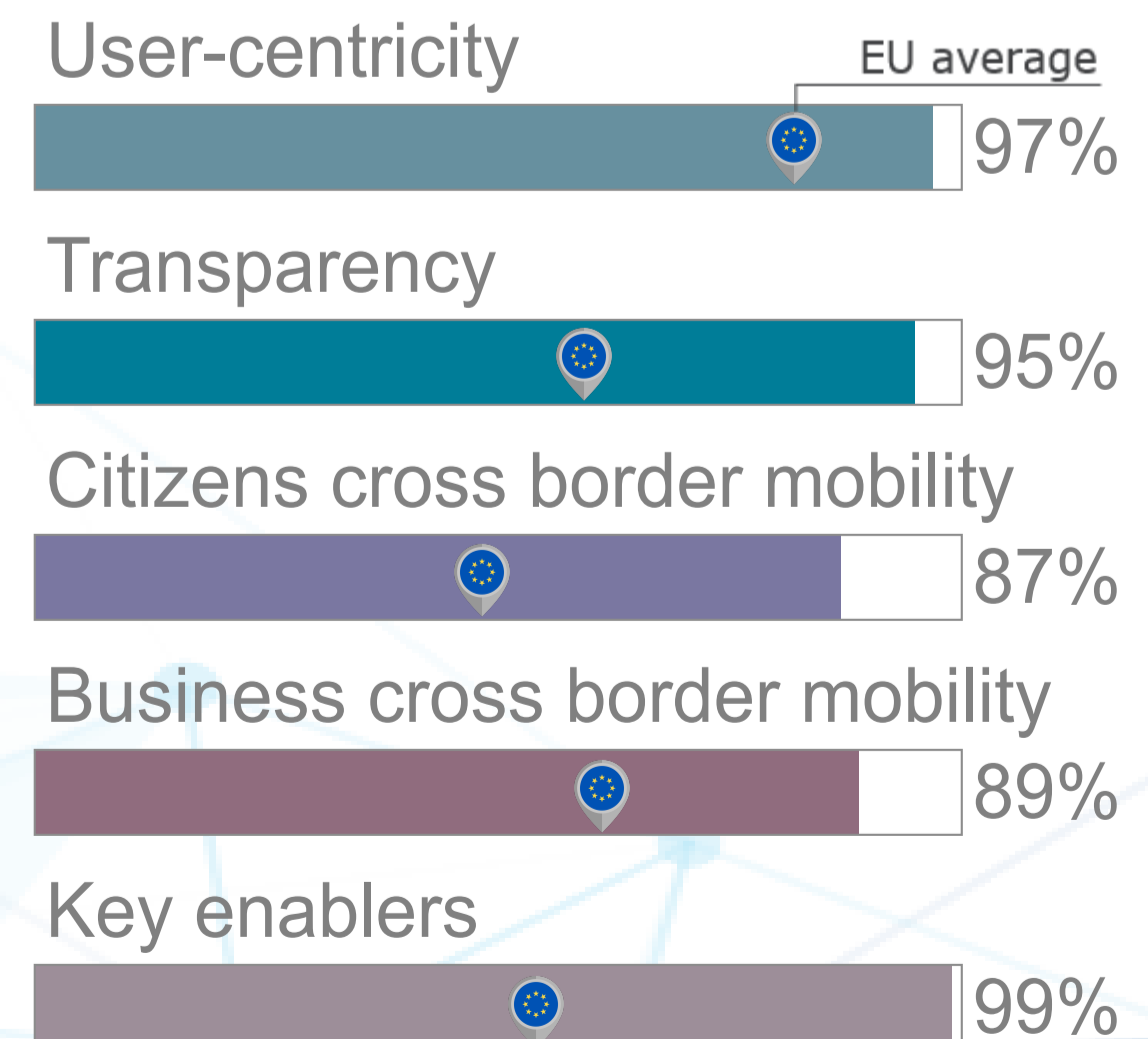
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat ([Isoc_bde15ei](#), last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Montenegro



Services for Citizens and Businesses

In 2018, 315 new services were created on the Montenegro eGovernment Portal.



Political Communications

The [Strategy of Smart Specialisation](#) for Montenegro 2018-2024 follows three key strategic directions: healthier, sustainable, modernised and digitised Montenegro.



Governance

The [Ministry of Public Administration](#) is responsible for the development of information society in Montenegro.



Legislation

The [Rulebook on eID and Open Data](#) (2018) prescribes the manner of publishing information in open data.



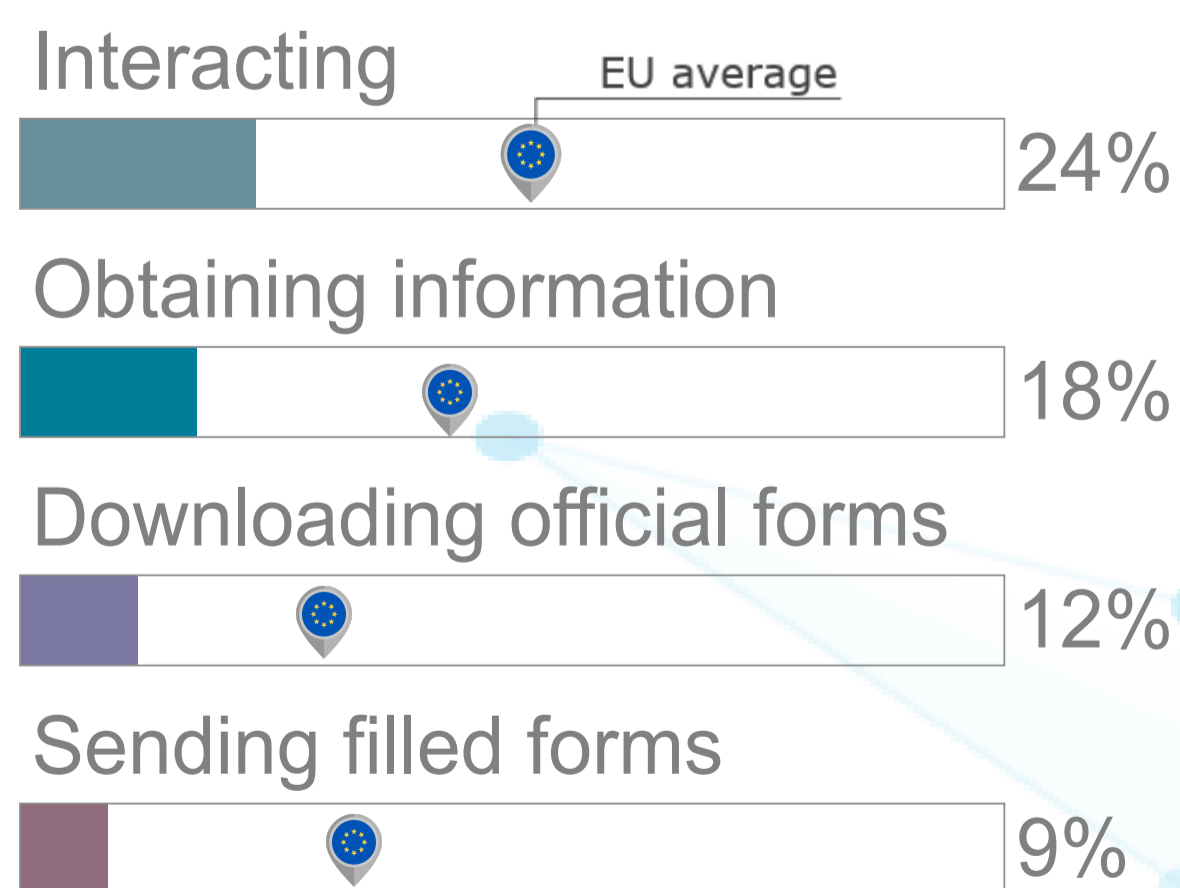
Infrastructure

The [Open Data Portal](#) was launched in 2018.



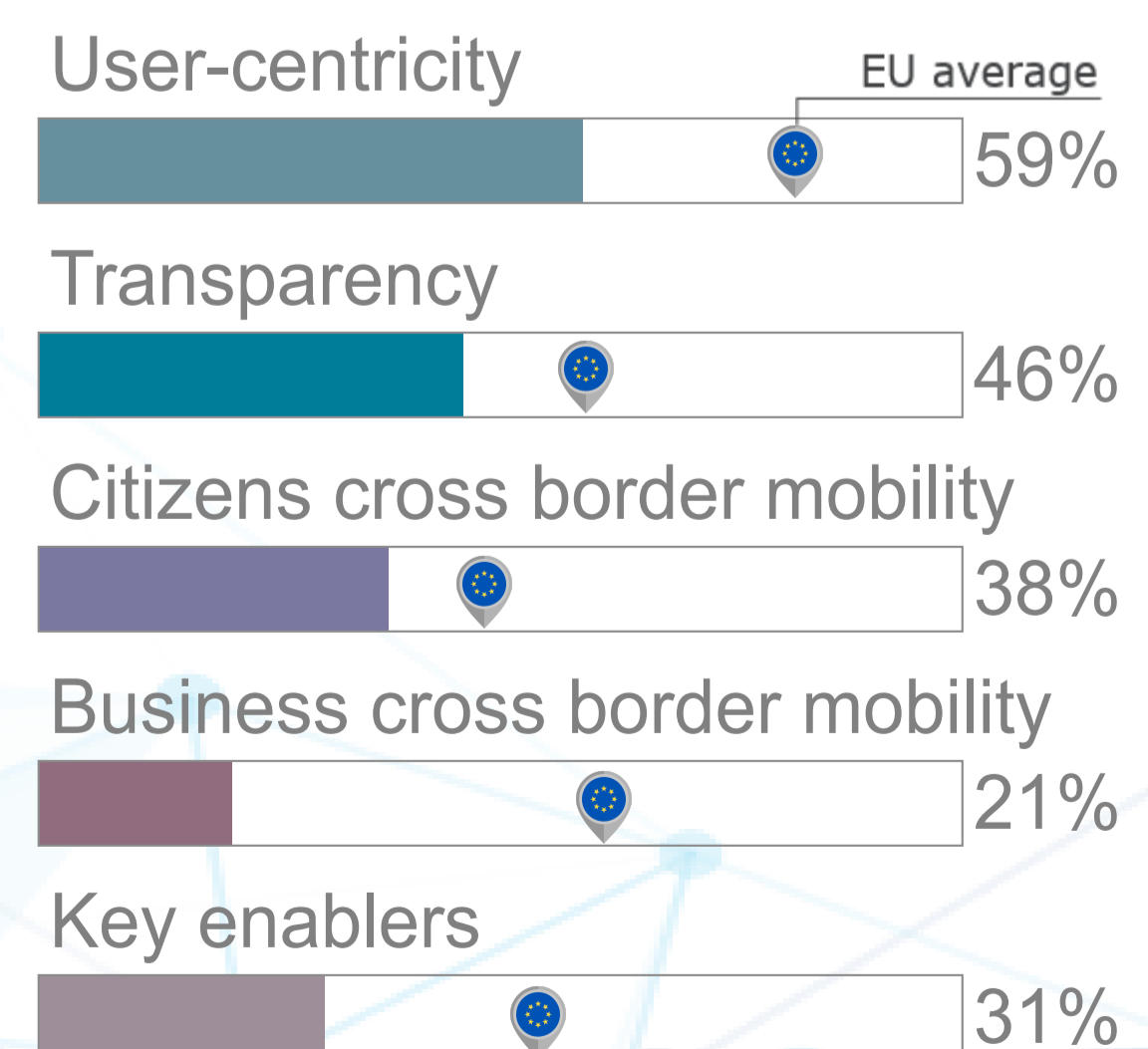
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 10 June 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Netherlands



Services for Citizens and Businesses

There were no new services created during the reporting year for the Netherlands.



Political Communications

The Digital Government Agenda, connected to the Dutch Digitalisation Strategy, is adopted and aims at making optimal use of digital opportunities.



Governance

Political responsibility for digital government in the Netherlands lies with the State Secretary for the Interior and Kingdom Relations. Sectorial ministers are responsible for ICT in their domains.



Legislation

The Digital Government Law was sent for adoption to Parliament. It has the objective to ensure a safe login for the Dutch citizens and businesses to (semi) government entities.



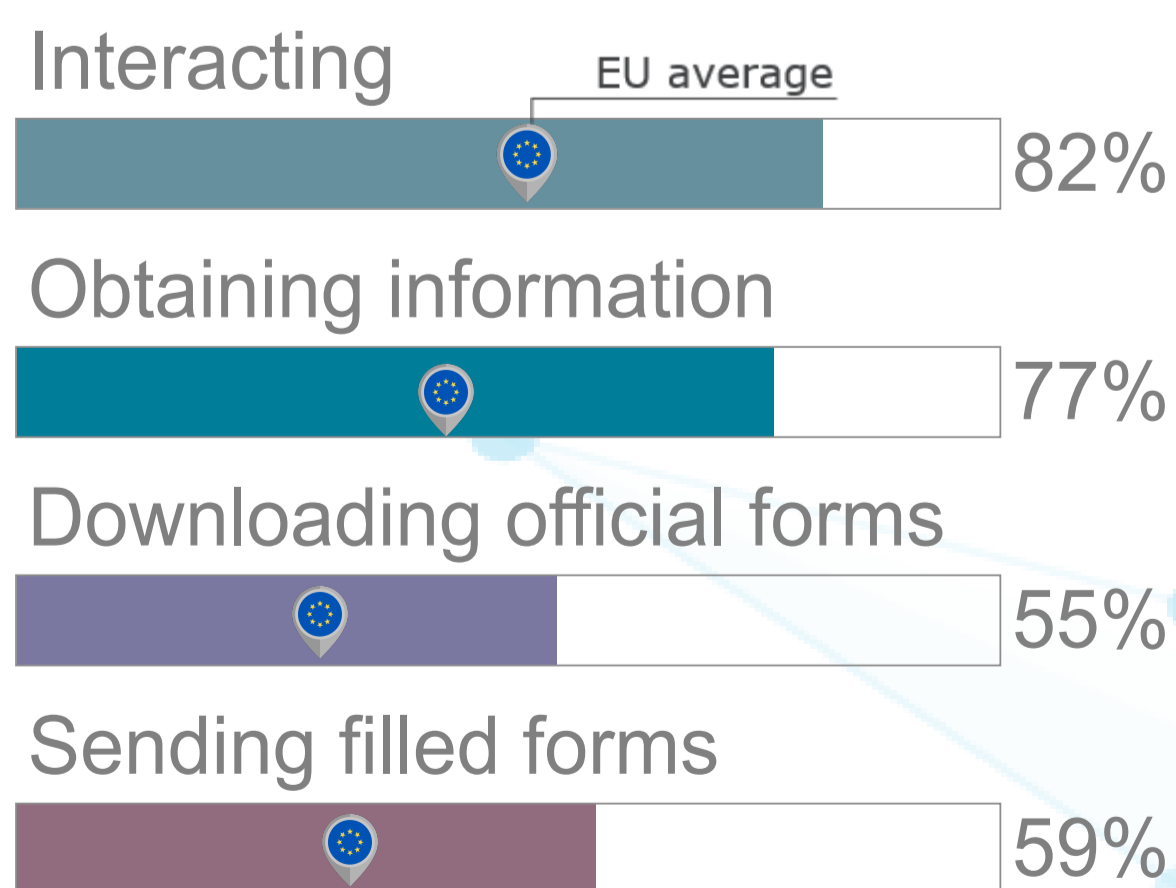
Infrastructure

An API platform and a national API alliance, which will draft the National API strategy have been set up.



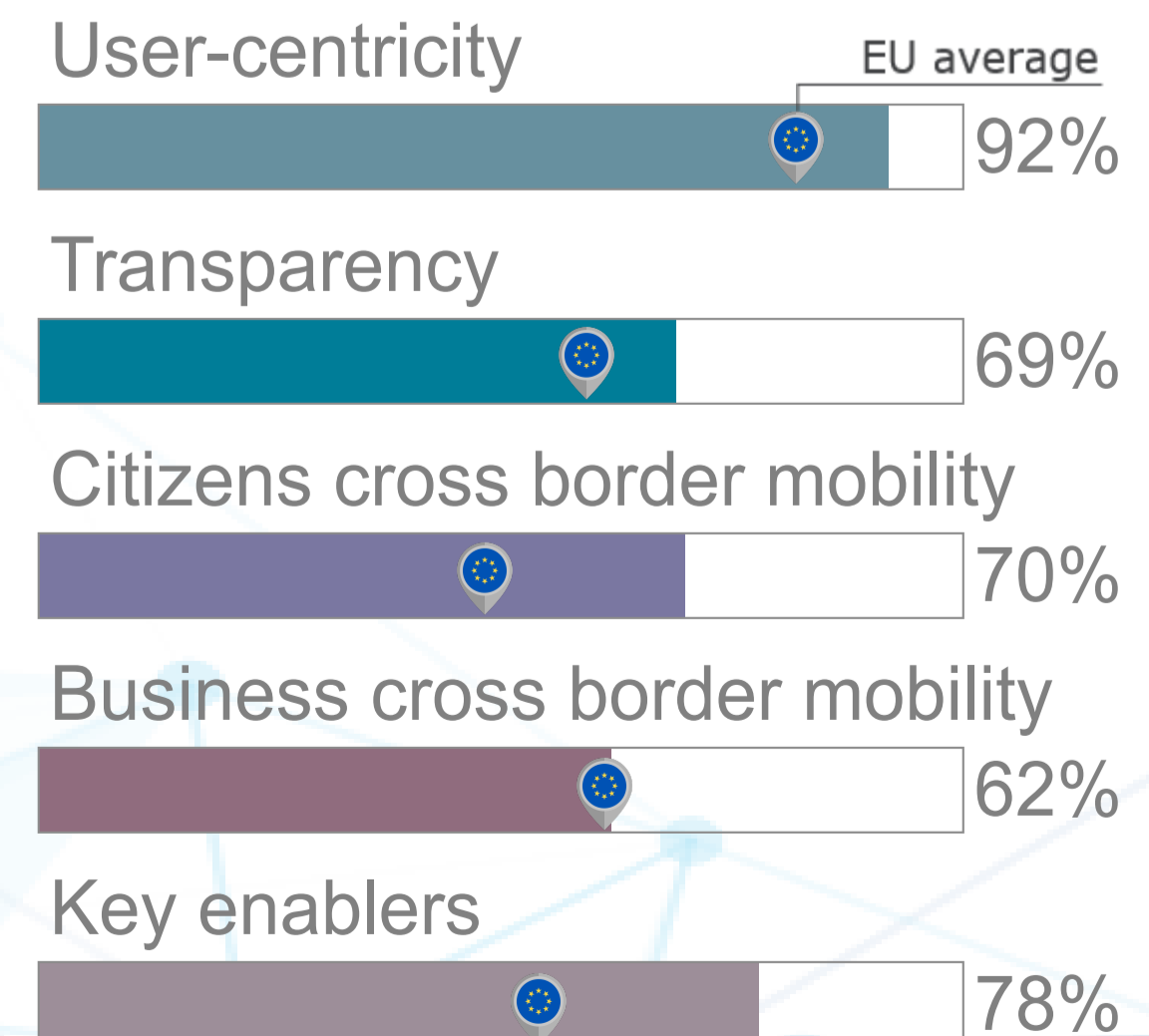
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Norway



Services for Citizens and Businesses

Entur operates the national registry for all public transport in Norway. Based on this registry, it now also provides Norway's public transport route planner "Entur".



Political Communications

In January 2019, the government presented a **National Strategy for Digital Security** and a **National Strategy for Digital Security Competence**.



Legislation

The eIDAS Regulation has been incorporated into **Norwegian law**, and came into effect in June 2018.



Governance

The function of **Minister of Digitalisation** has been established. The Minister of Digitalisation is responsible for ICT policy, electronic communications and business-oriented ICT.



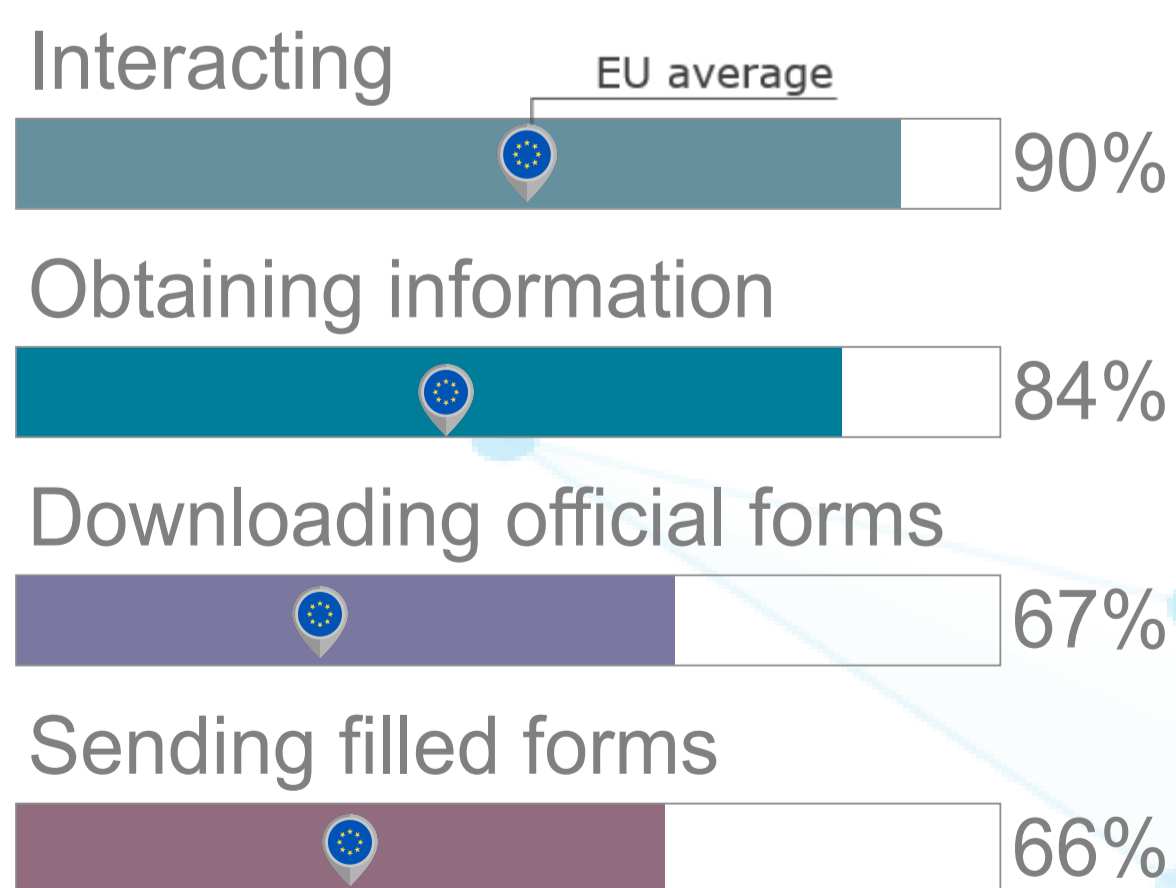
Infrastructure

The Nordic-Baltic eID Project (**NOBID**) aims to secure borderless access to digital services throughout the Nordic-Baltic region for citizens and businesses using their own national eIDs.



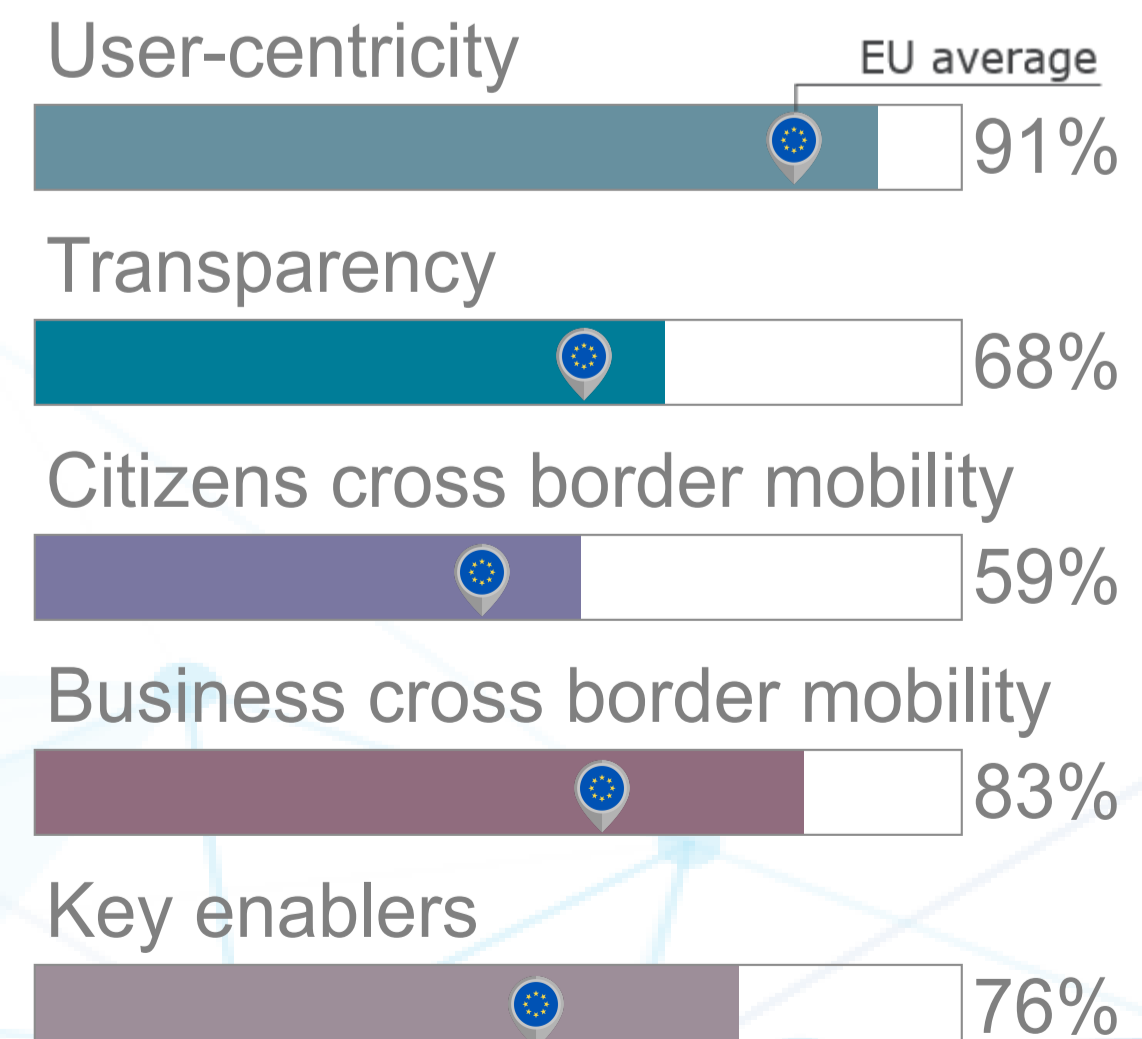
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Poland



Services for Citizens and Businesses

Poland developed a Mobile School ID and Mobile Student ID giving access to timetables for instance, of registered schools and universities.



Political Communications

A document on the Assumptions for the Strategy of Artificial Intelligence in Poland was published in November 2018.



Legislation

Poland adopted the Act on the National Cyber Security System. It concerns measures for a high common level of security of network and information systems across the Union.



Governance

The Polish Ministry of Digital Affairs is the main governmental body responsible for policy setting and coordination in digital government.



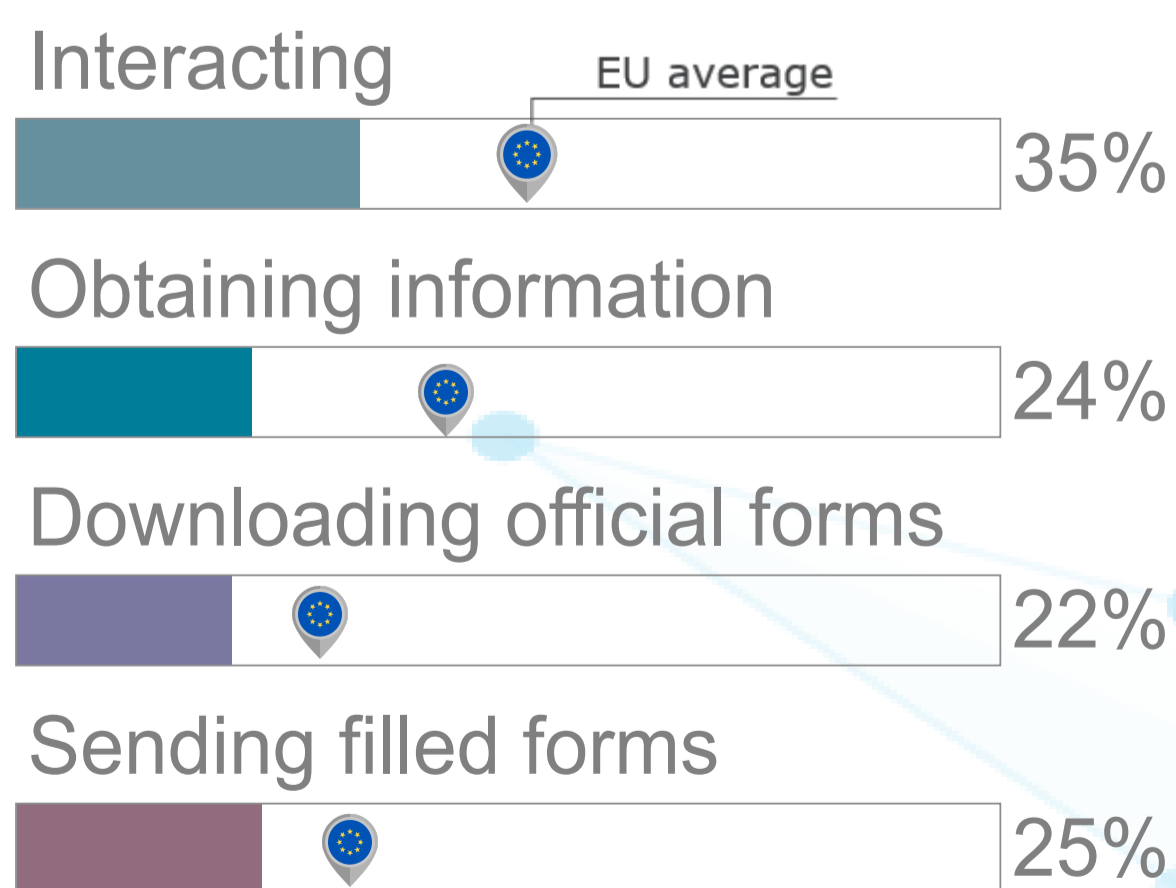
Infrastructure

The Gov.pl portal was established to ensure all official, public matters for Polish citizens.



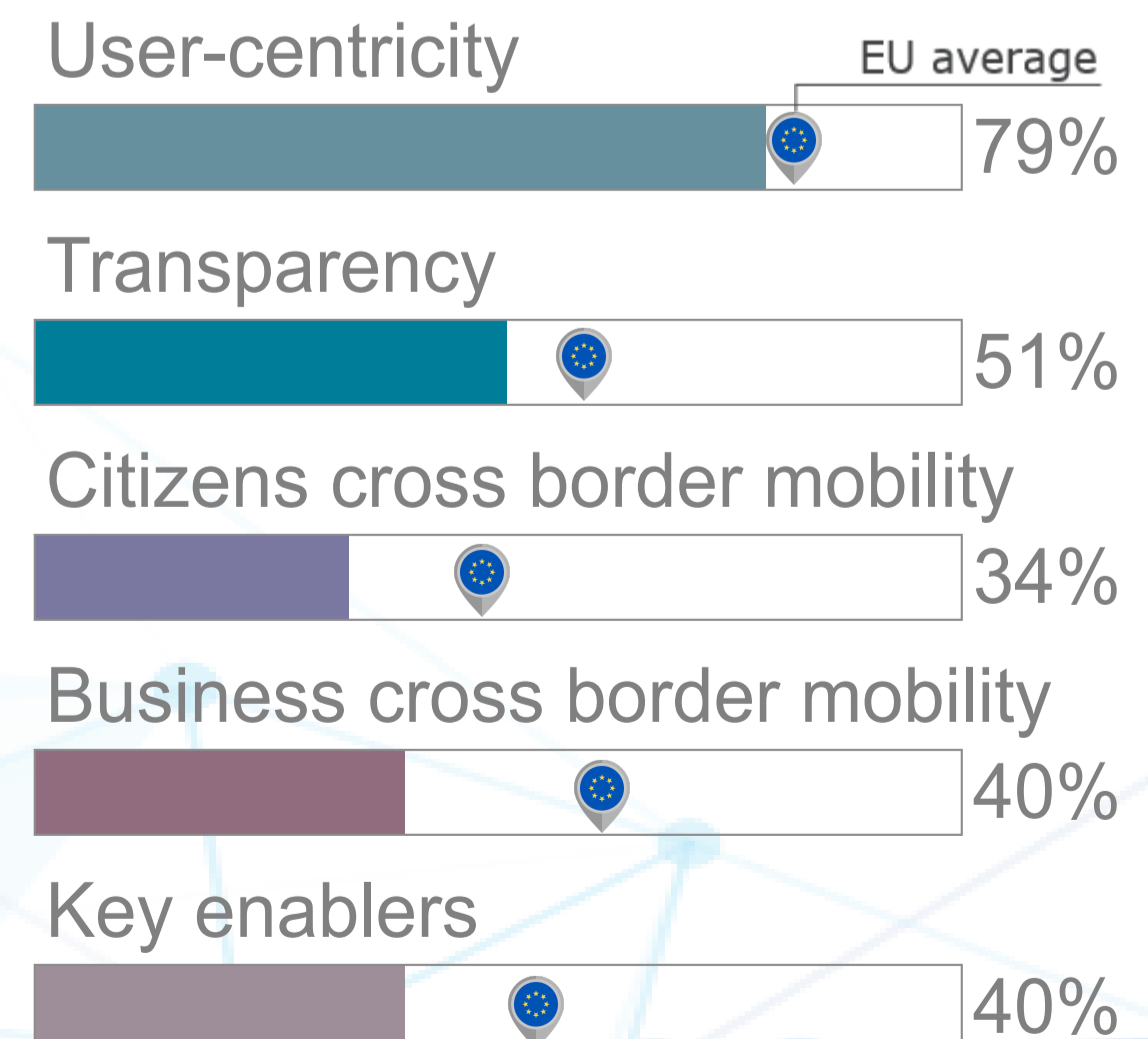
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Portugal



Services for Citizens and Businesses

The Mobile Medical Electronic Prescription (PEM Mobile) is launched in February 2019 and is a mobile application that allows the physicians to perform medical prescriptions using their smartphones.



Political Communications

Portugal signed the Digital 9 (D9) charter in November 2018, thus integrating into network of advanced digital nations.



Legislation

Portugal adopted Law no. 46/2018, establishing a legal regime for the security of cyberspace, transposing Directive 2016/1148 of the European Parliament and of the Council.



Governance

The Minister of the Presidency and of Administrative Modernisation is responsible for the modernisation of public administration and eGovernment.



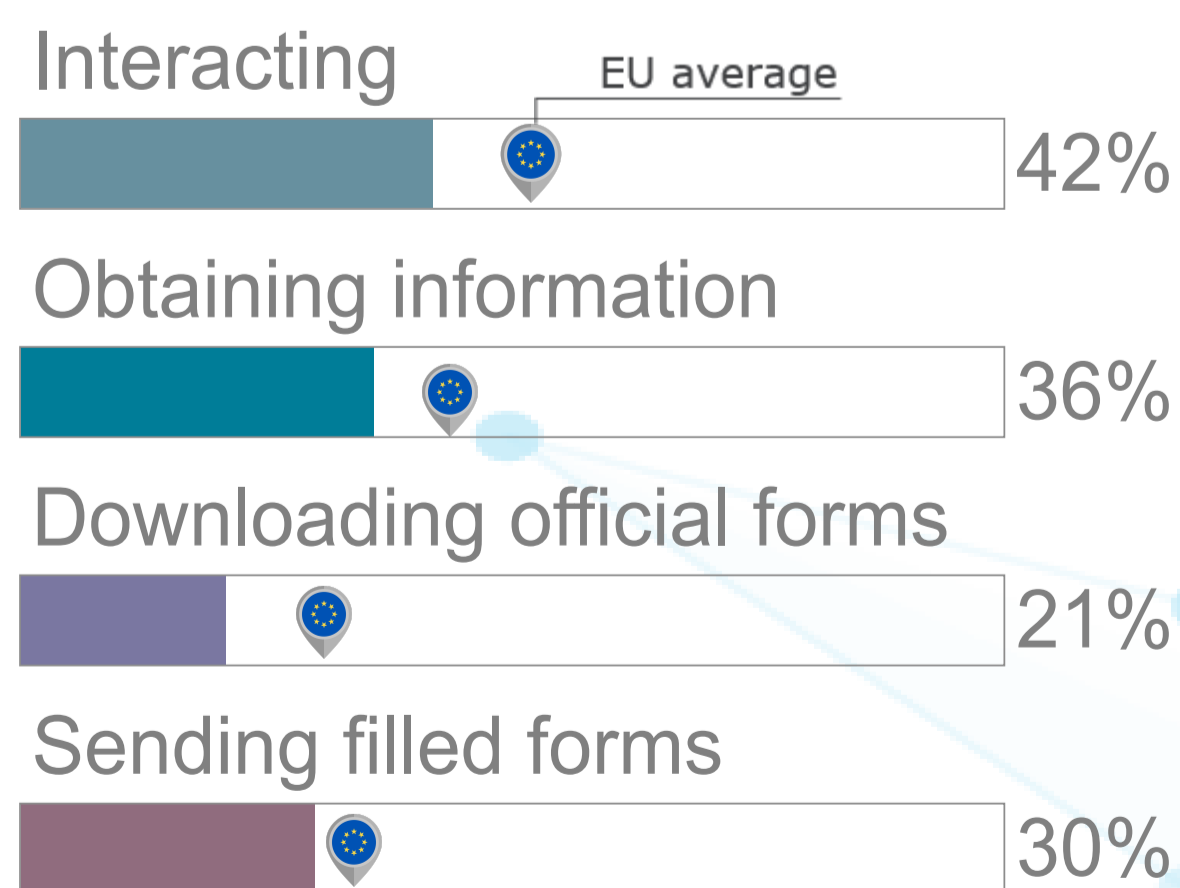
Infrastructure

The ePortugal portal, launched in February 2019, replaced the Citizen Portal as the main channel for accessing digital services of the public administration.



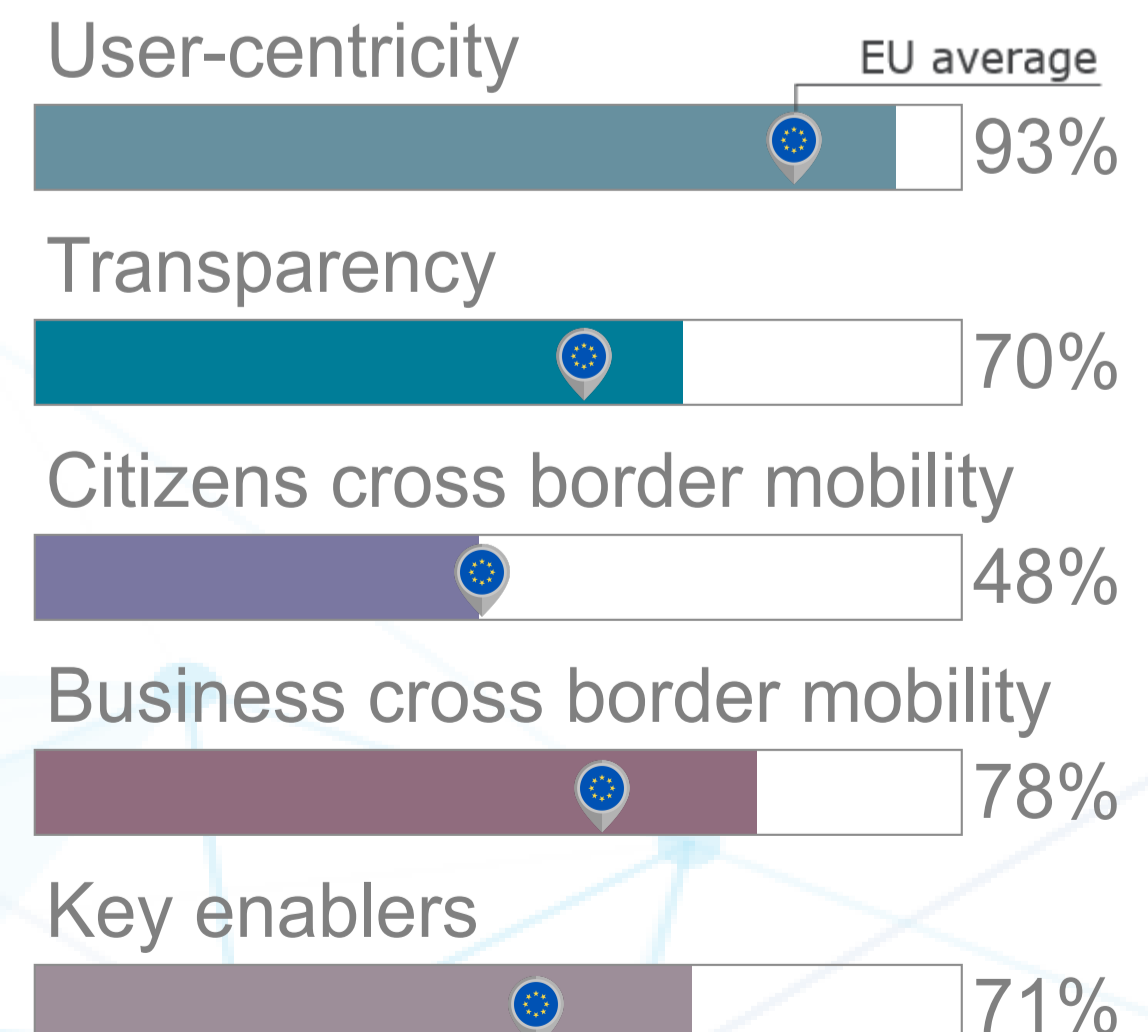
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Republic of North Macedonia



Services for Citizens and Businesses

In 2018, MALMED introduced two systems, the System for registration and management of medicines and the National Pharmacovigilance System which are two digital government services for the health of citizens.



Political Communications

In 2018, the Strategy for Public Administration Reform 2018-2022 and respective Action Plan were adopted as well as the Strategy for Open Data.



Legislation

The Law for Procurement was changed and adopted in May 2018.



Governance

The National ICT Council was established in February 2018. The responsibilities, members and authority of the Council were later extended to the National ICT and Cyber Security Council.



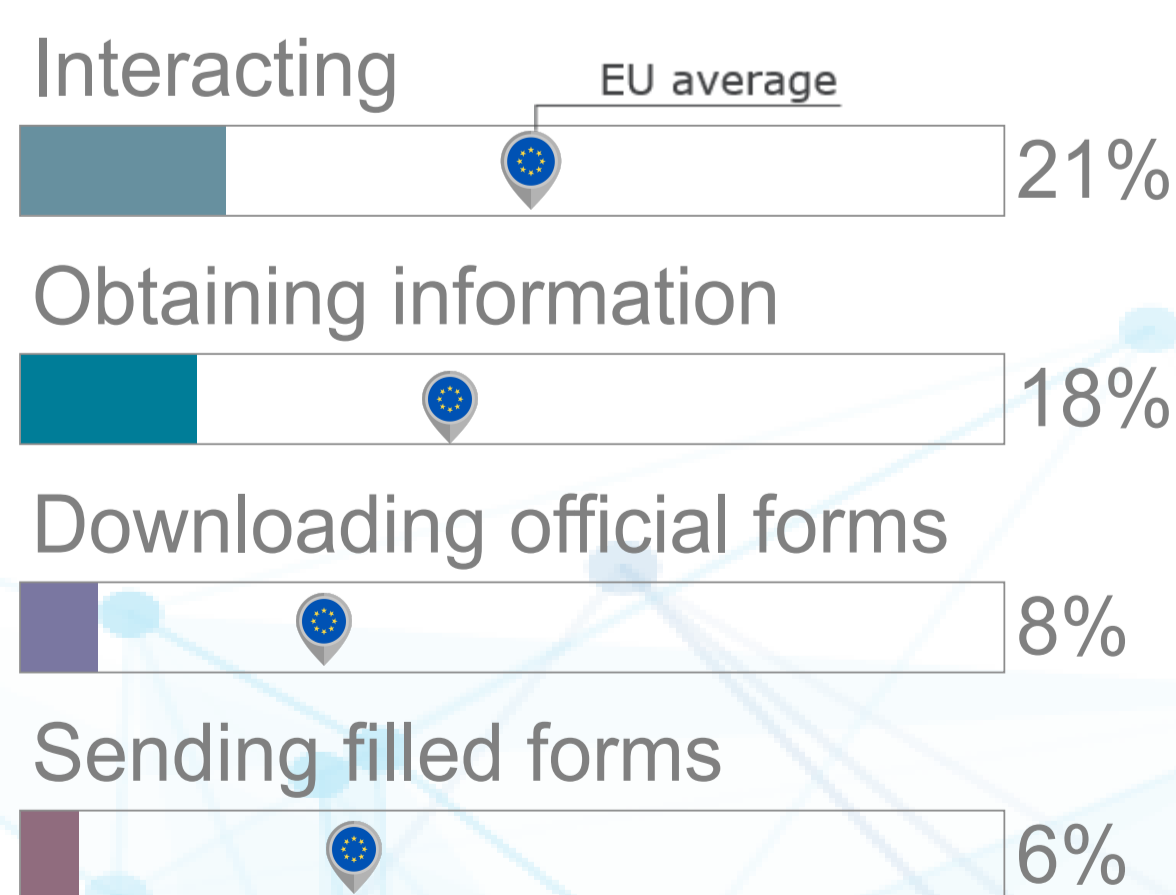
Infrastructure

The New Computerised Transit System (NCTS) was introduced in North Macedonia. This new tool uses advanced technologies for the exchange of electronic data between economic operators and customs offices, as well as between customs offices only.



Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

Digital Government Infographic 2019

Romania



Services for Citizens and Businesses

No new digital government services were developed in the reporting year.



Political Communications

No new digital government political communication was adopted in the reporting year.



Governance

Romania has established the Digital Romania Council, an expert group whose chief aim is strengthening the development of information society.



Legislation

In compliance with the eIDAS Regulation, Romania passed a law on eID and trust services for electronic transactions. The law established the legal regime of the electronic signature and of legal documents in electronic form.



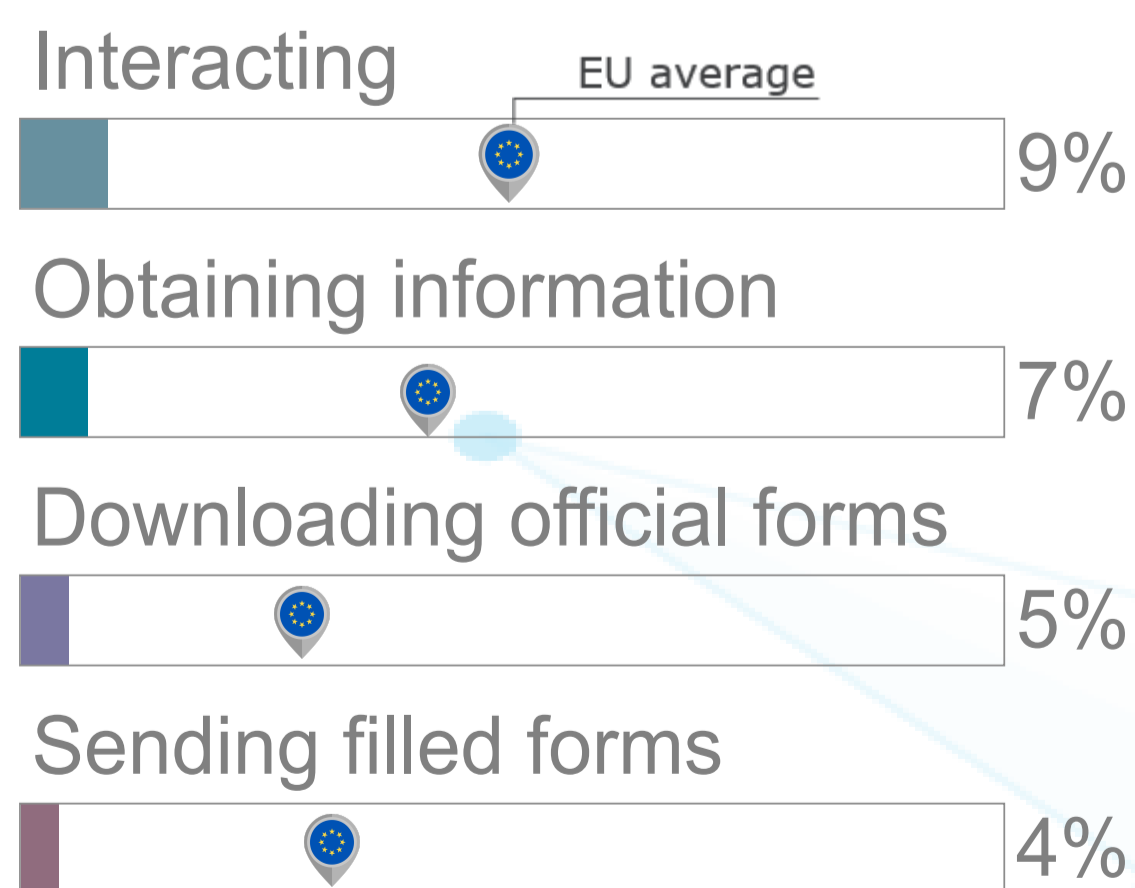
Infrastructure

The Romania Virtual Payment Office was upgraded with an access point eDelivery. The platform allows citizens to make electronic payment of fines, taxes and other fiscal obligations via bank cards.



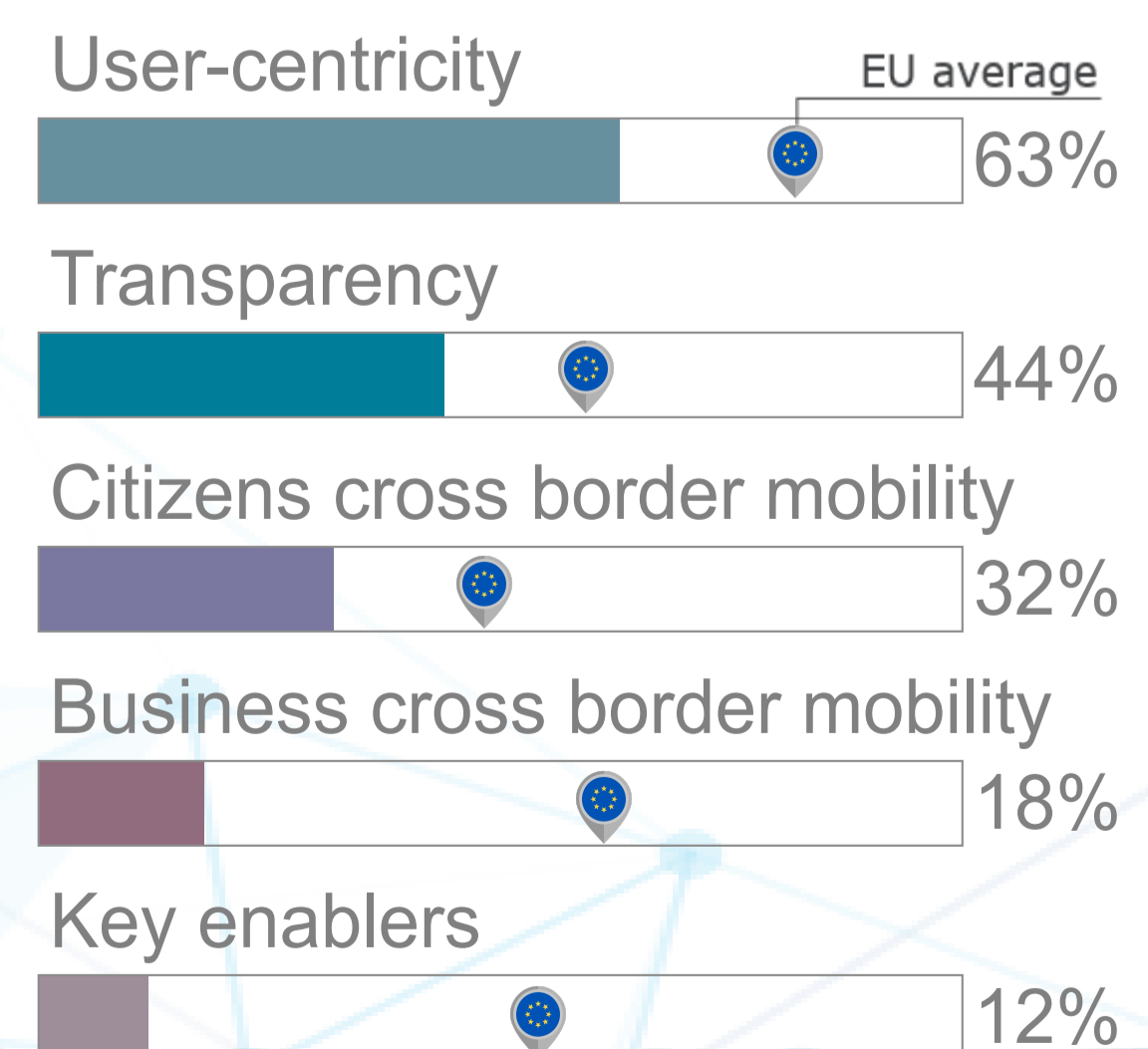
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Slovakia



Services for Citizens and Businesses

No new digital government services were developed in the reporting year.



Political Communications

Slovakia launched a **Digital Transformation Strategy 2019-2022** together with its action plan which defines specific policies related to ongoing digital transformation.



Governance

The Deputy Prime Minister's **Office for Investments and Informatisation** of the Slovak Republic is the public authority body responsible for the informatisation of the society, eGovernment and investments.



Legislation

The Information Systems in Public Sector Act No.95/2019 came into force in May 2019 and is responsible for regulating the complete lifecycle of the IT governance within the public sector.



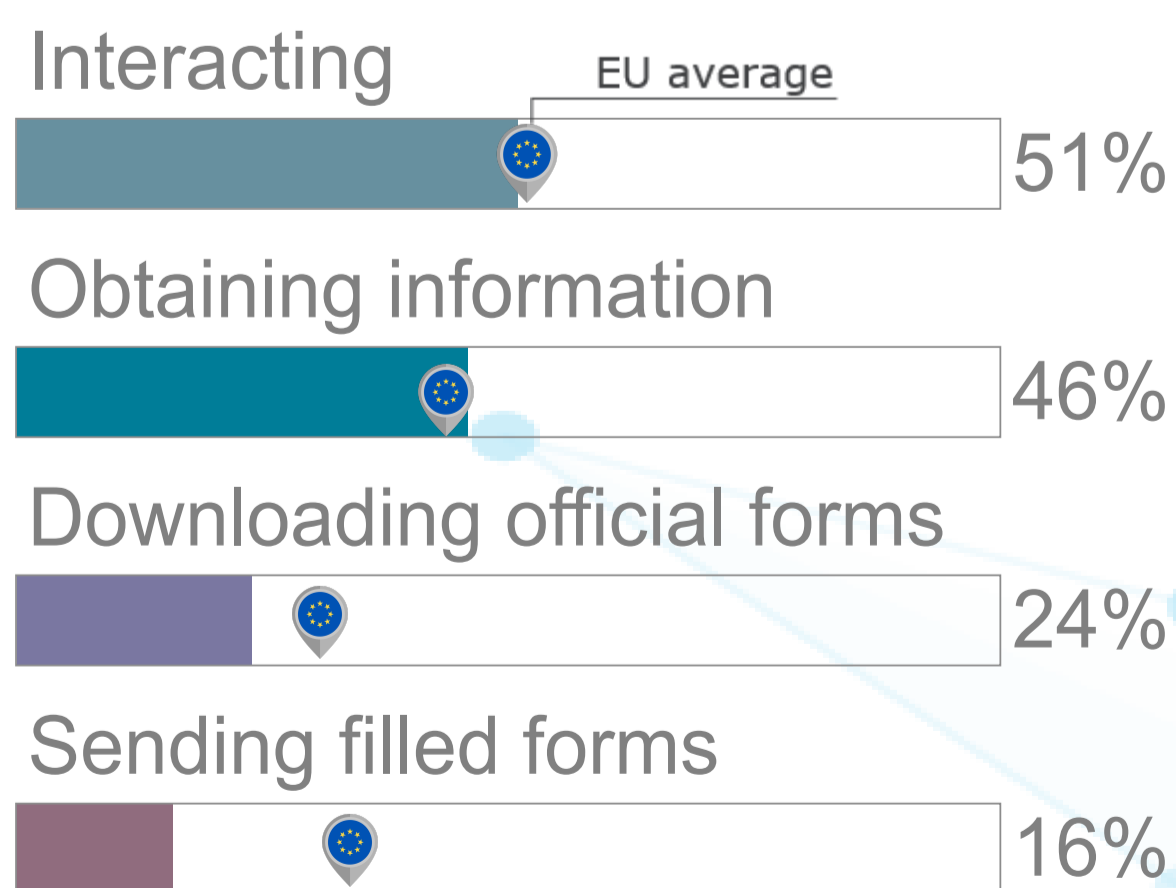
Infrastructure

In 2018, the financial administration SR introduced a new project to facilitate the online connection of all cashiers to the **eKasa financial management portal** as a measure to combat tax fraud.



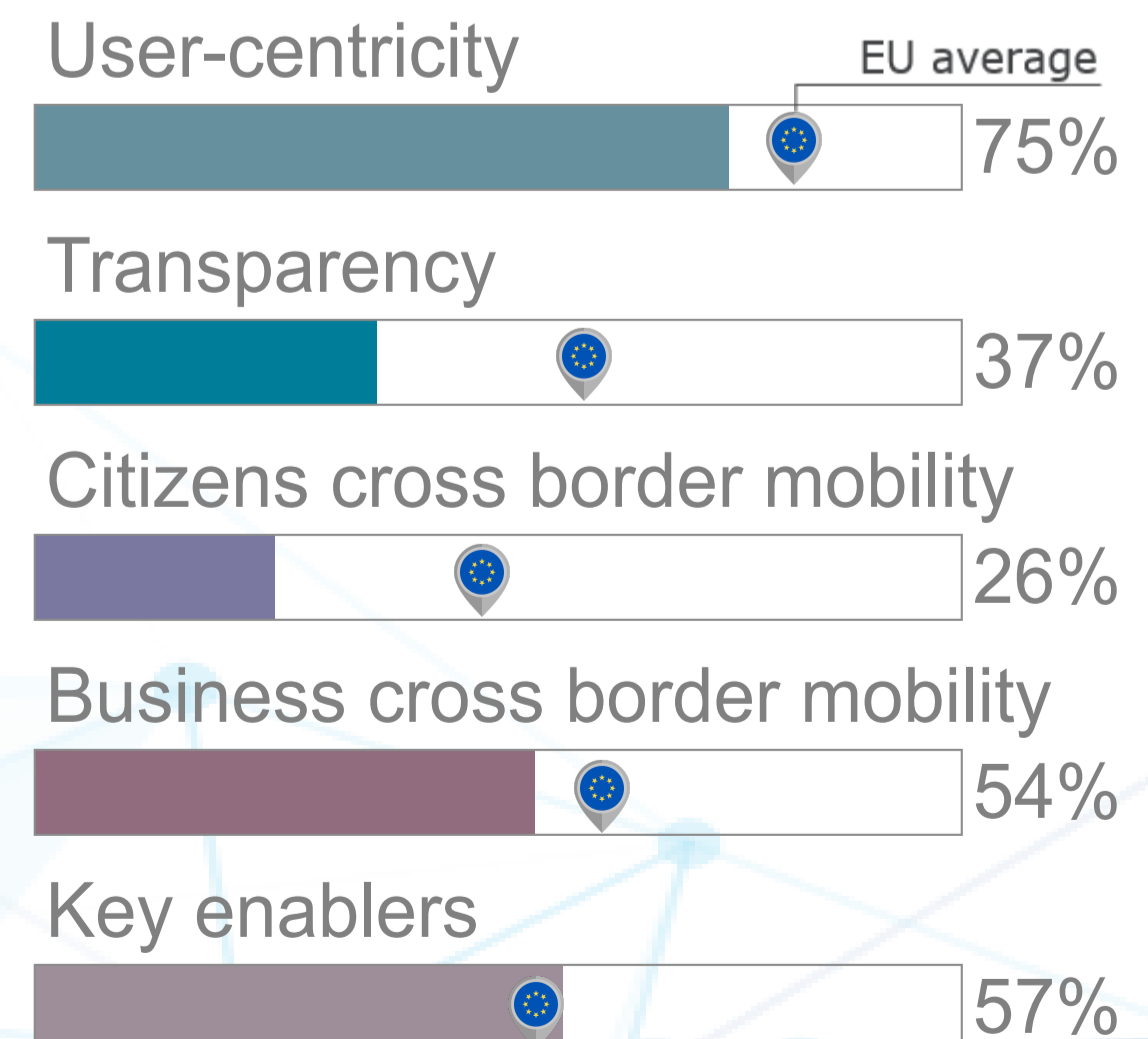
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Slovenia



Services for Citizens and Businesses

As of 2018, the State government portal eUprava allows Slovenian drivers to have access to and insight in their record or penalties.



Political Communications

In 2018, the new **Semantic Interoperability Implementation Strategy** was prepared to address the Once Only Principle, standardised planning of information solutions models and quality of data exchanged between systems.



Governance

The **Ministry of Public Administration** deals with policies and strategies on eGovernment and administrative processes in Slovenia.



Legislation

Following the Decree on Information Security, the new **Information Security Act** regulates the measures to achieve a high level of network and information security in the Republic of Slovenia.



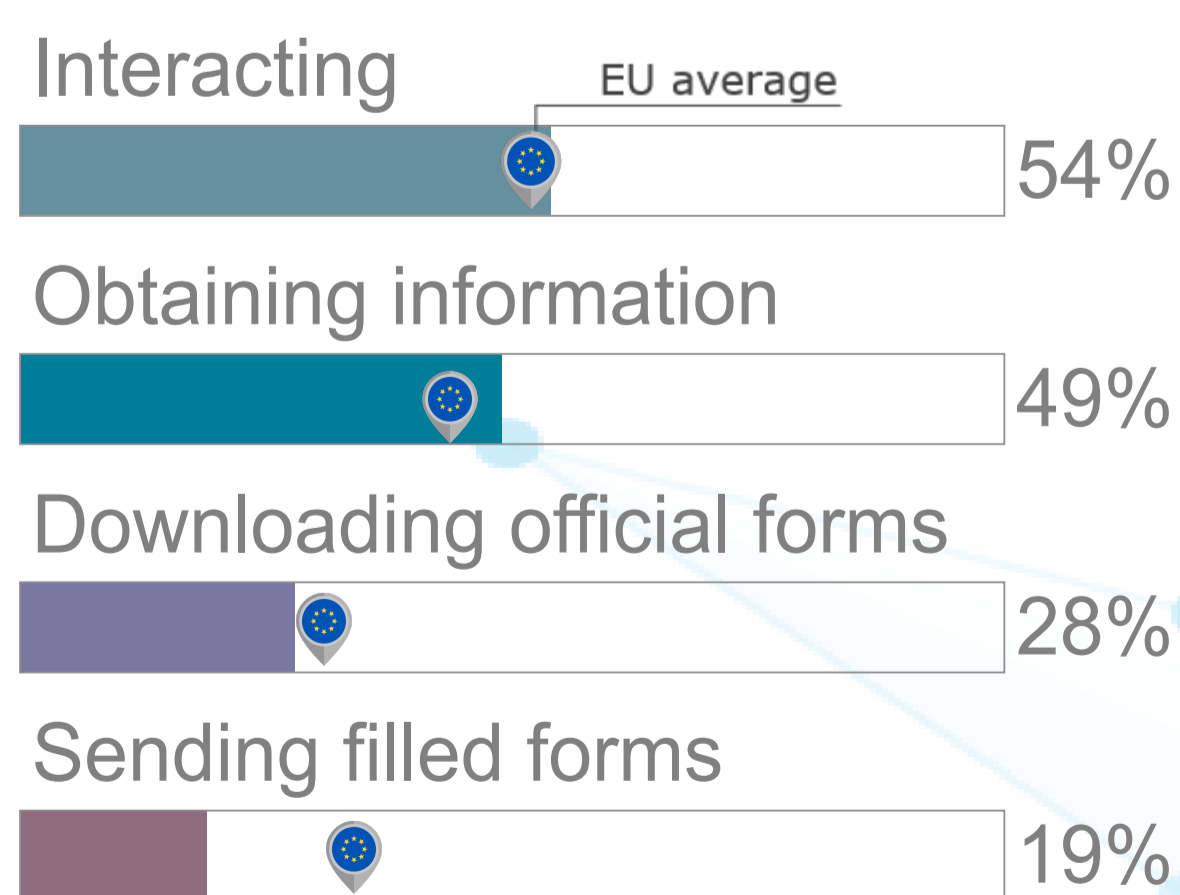
Infrastructure

SI-PASS is the central authentication and e-signature service that offers the possibility to verify electronic identities in one place and enables remote e-signature according to eIDAS requirements.



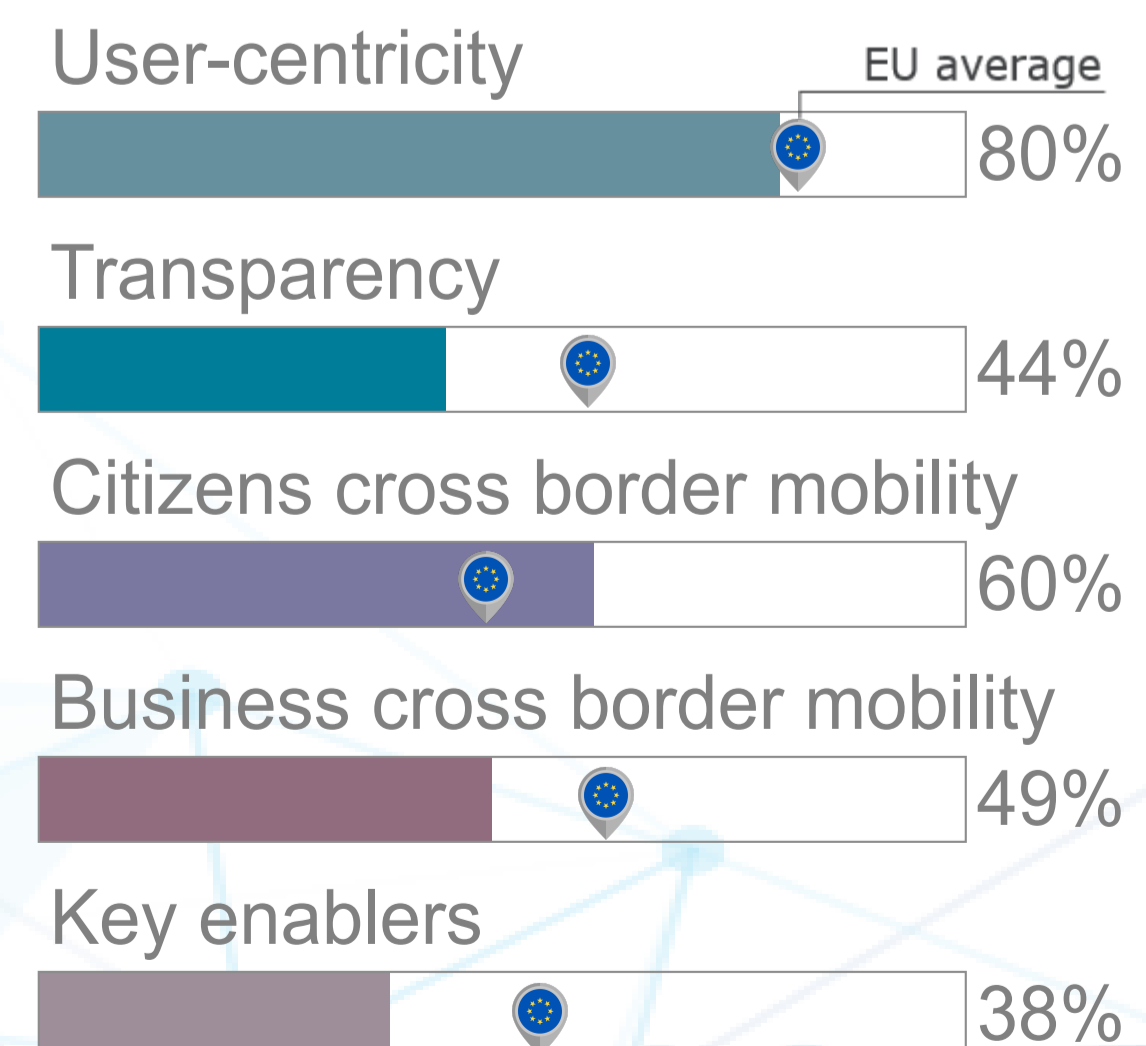
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Spain



Services for Citizens and Businesses

The Department of Health of the Generalitat of Catalonia launched a new service that made it possible for interoperable reports of its population to be accessible by the rest of the National Health System (NHS).



Political Communications

In 2019 Spain has adopted a new Cyber Security Strategy, Spanish RDI Strategy in Artificial Intelligence and is developing a Fourth National Action Plan (2019-2021).



Governance

According to the Royal Decree 355/2018, the **General Secretary of Digital Administration** now depends on the Ministry of Territorial Policy and Civil Service.



Legislation

Among other things, the Spanish Government has adopted a new law on Protection of Personal Data and Guarantee of Digital Rights and has published the notification of the DNIe as a Spanish identification system according to the eIDAS Regulation.



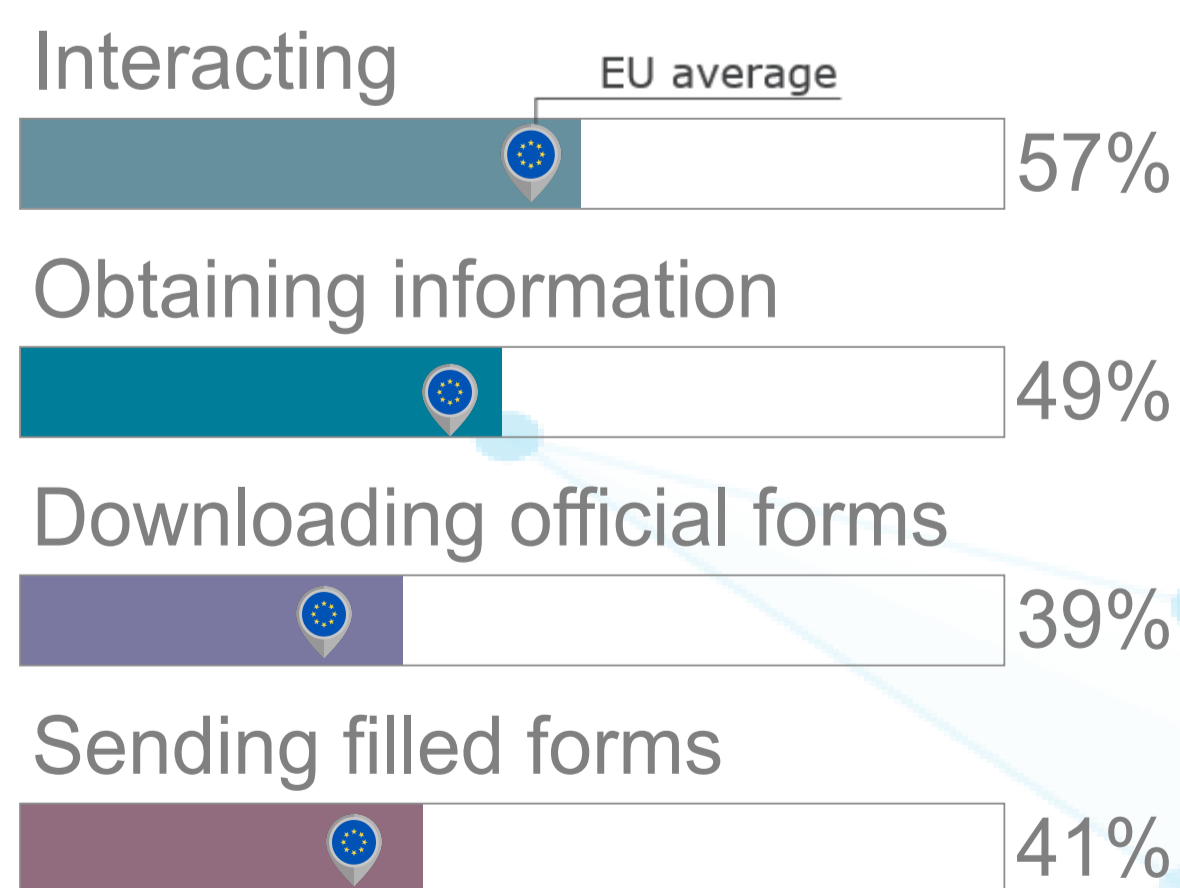
Infrastructure

Among other things, the European invoice formats UBL 2.1 and CII (Cross Industry Invoice) were incorporated into the service for eInvoicing FAcE in accordance with Directive 2014/55/EU.



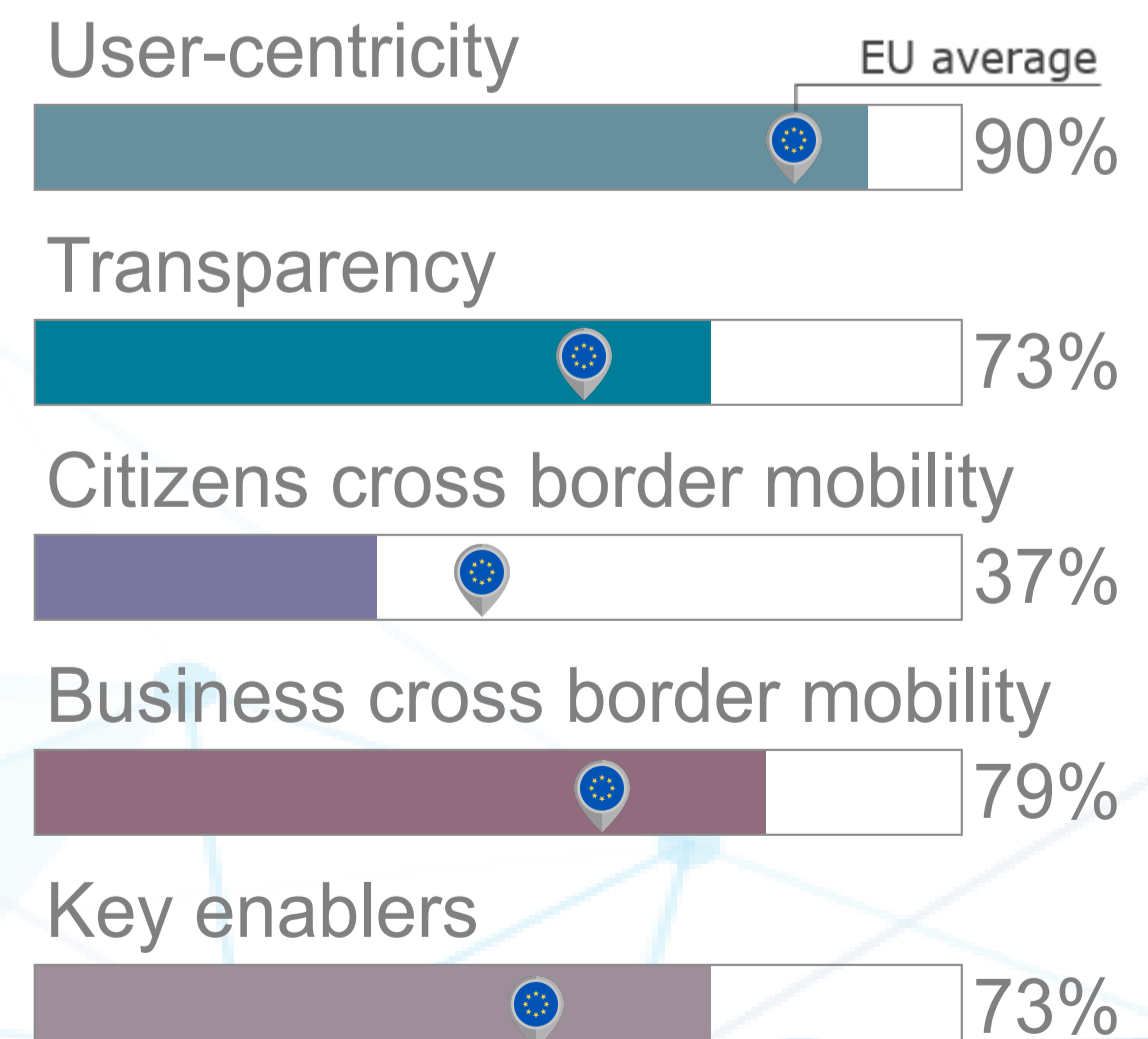
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Sweden



Services for Citizens and Businesses

The verksamt.se portal provides a comprehensive single-point for entrepreneurs and enterprises to access relevant and official eServices and information from three public authorities: the Swedish Companies Registration Office; the Swedish Tax Agency; and the Swedish Agency for Economic and Regional Growth.



Political Communications

Sweden presented its first **National Cyber Security Strategy** in June 2017, which was supplemented with an appendix in July 2018. At the beginning of March 2019, a joint action plan to implement the strategy at the agency level was also presented.



Governance

Since January 2019, the government unit responsible for Digital Government was moved from the Ministry of Finance to the new Ministry of Infrastructure.



Legislation

The law on accessibility to digital public service entered into force in January 2019. The Agency for Digital Government (DIGG) has now the right to create legislation for the electronic format of the transfer of eInvoices.



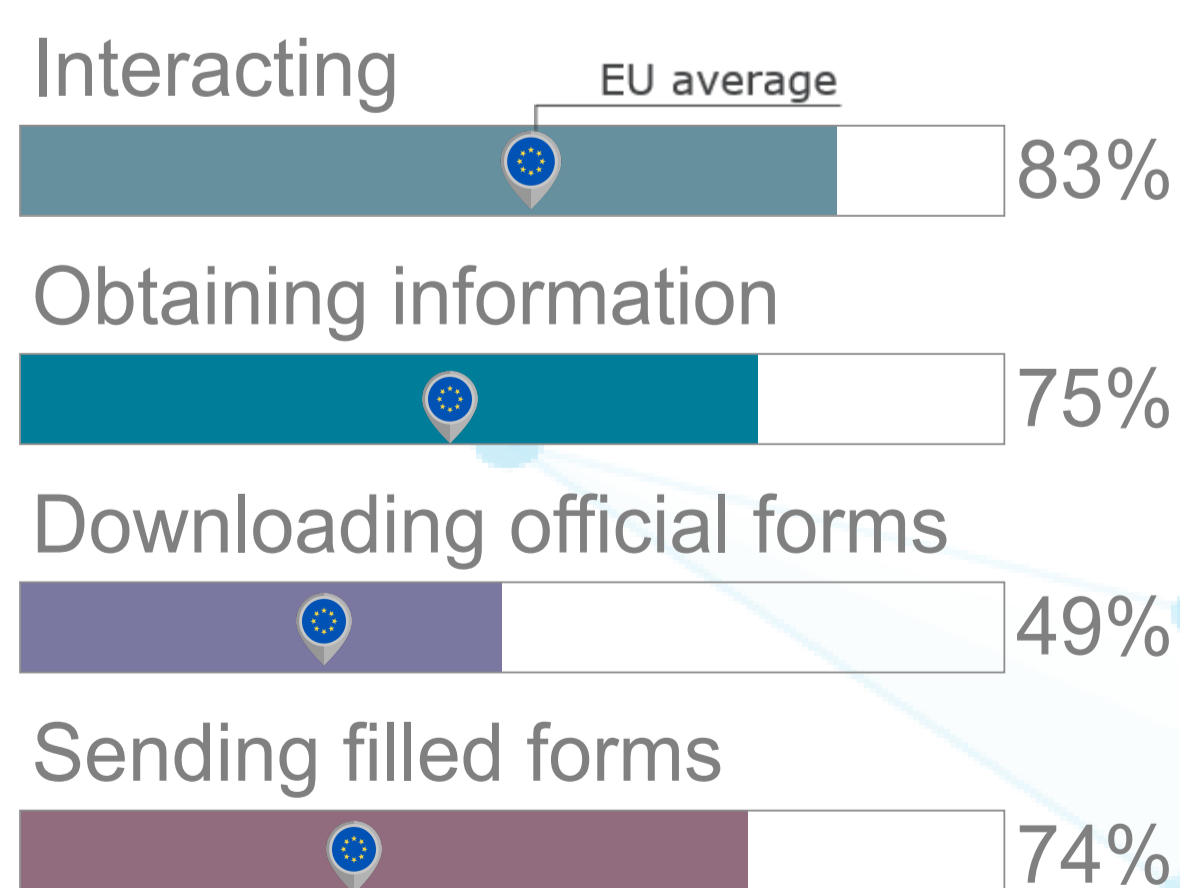
Infrastructure

Two government assignments were issued in May 2018 focusing on establishing the foundation for a more standardised and interoperable national approach to base registries and information exchange.



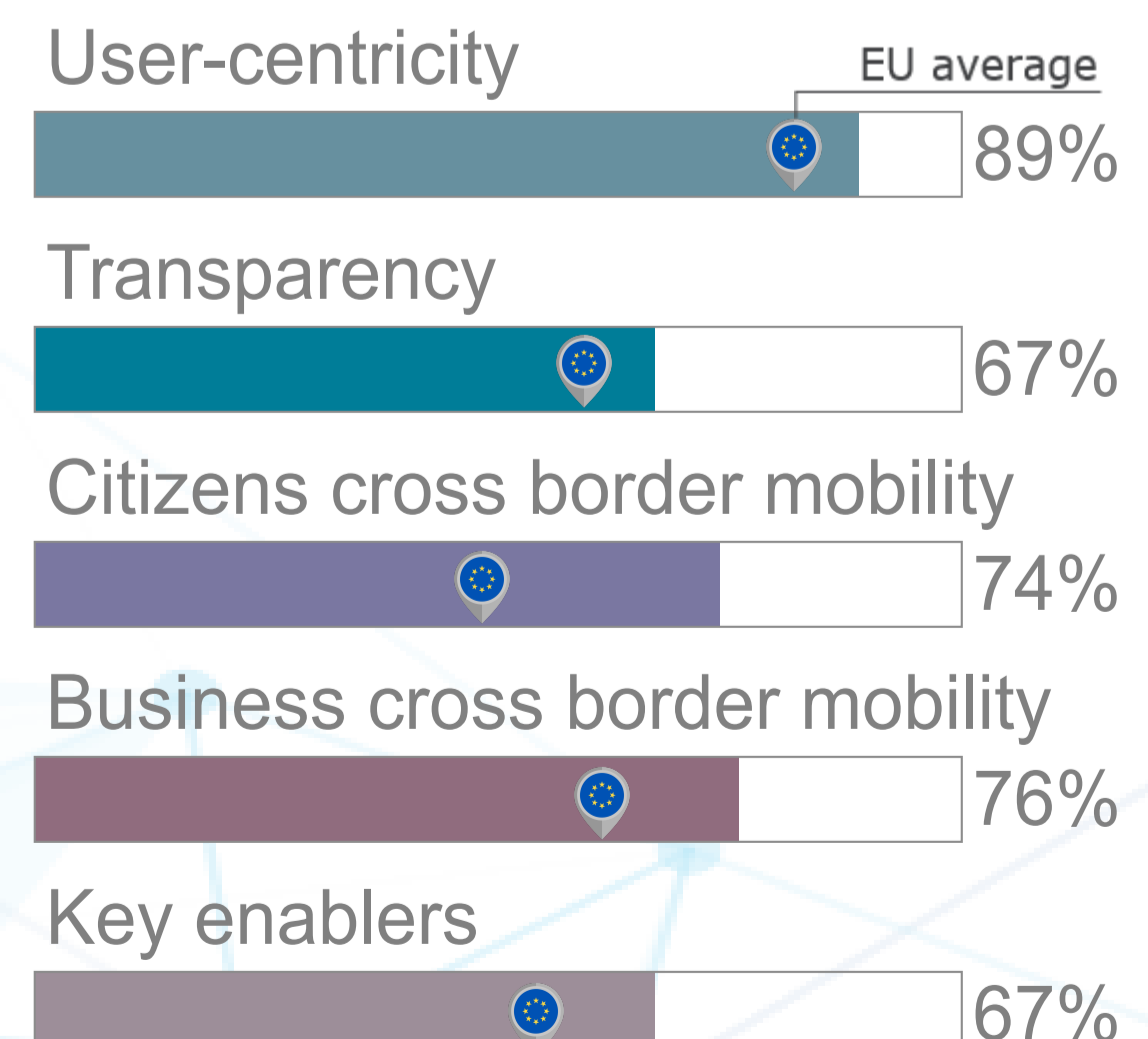
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Switzerland



Services for Citizens and Businesses

The city of St. Gallen will use a prototype to test a chatbot that enables chatting with a technical system. The objective is to improve access for both residents and tourists to the administration's services and information.



Political Communications

The key value for the eGovernment 2020-2023 Strategy is approved. Interaction of population in politics and public administration is a central action field of the Strategy



Legislation

A state-approved digital identity, E-ID is introduced. E-ID is under the responsibility of the federal government and issued by private providers, namely the Identity Providers (IdP).



Governance

eOperations is founded to jointly develop and operate IT solutions for the eGovernment services of the Confederation, cantons and communes.



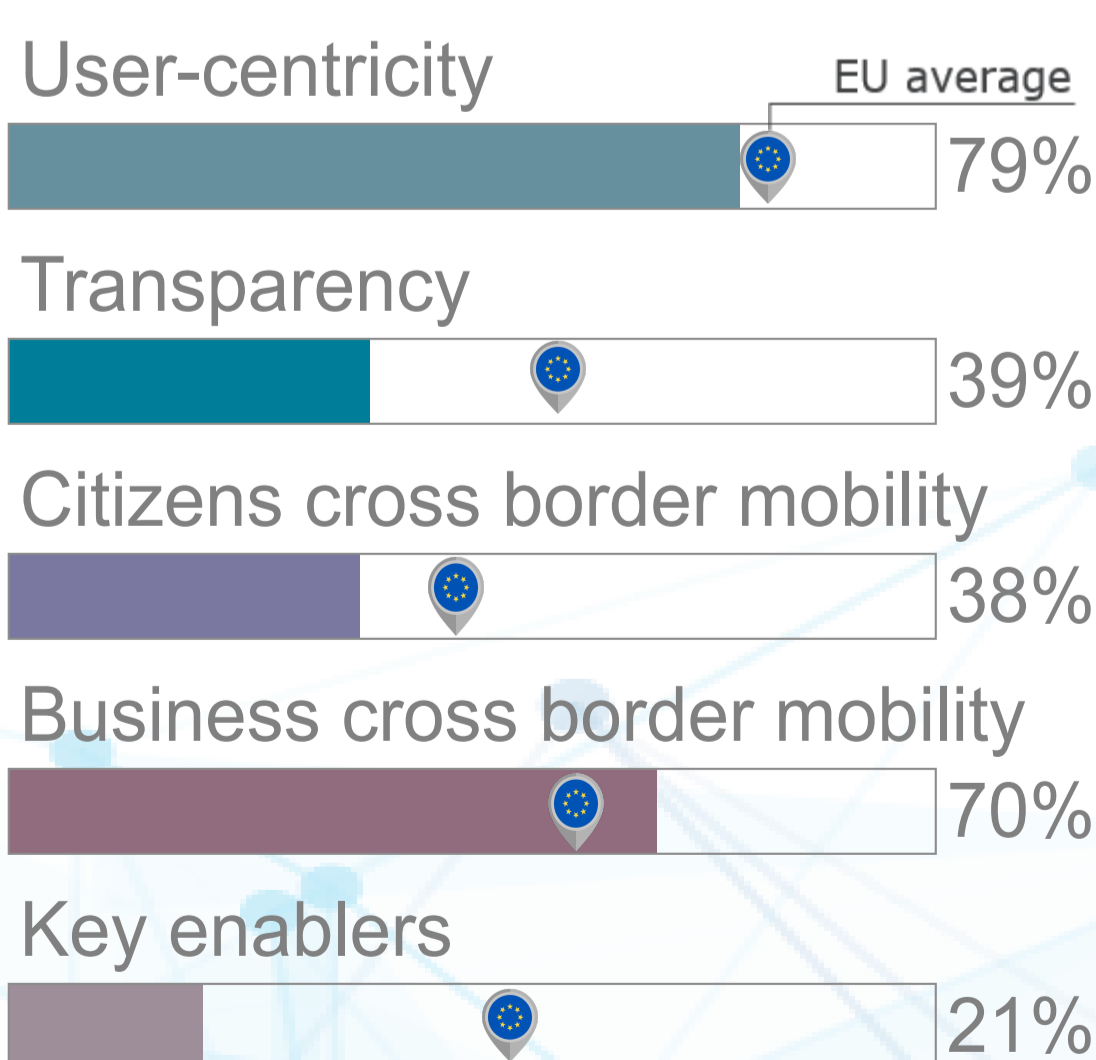
Infrastructure

The data exchange platform Sedex ensures secure data transfer in line with the Once-Only principle incorporated in the eGovernment Strategy 2020-2023.



Digital Government Indicators

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Turkey



Services for Citizens and Businesses

With the **Single Window Port Application Service**, agencies and public institutions can use the same database for foreign trade procedures such as permissions or notifications.



Political Communications

The Digital Transformation Office has been putting together 100-day action plans to transfer all public services to the eGovernment portal.



Governance

A **Digital Transformation Office of the Presidency** was established to coordinate digital transformation of public institutions.



Legislation

The Regulation Regarding Principles of Implementation of **Integrated Public Financial Management Information System** was published in the Official Gazette on 26th June 2018.



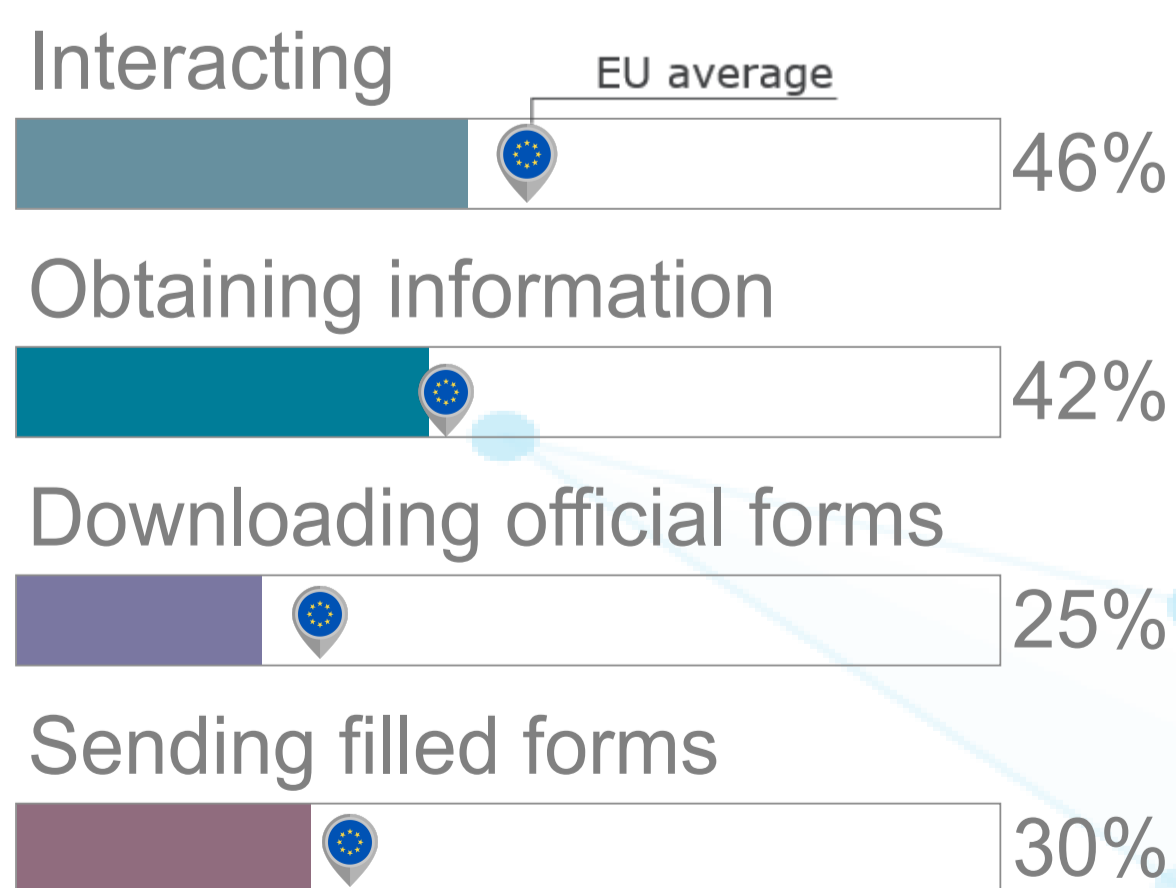
Infrastructure

The eInvoice application provides security, time and cost saving between buyer and seller with single format and standard.



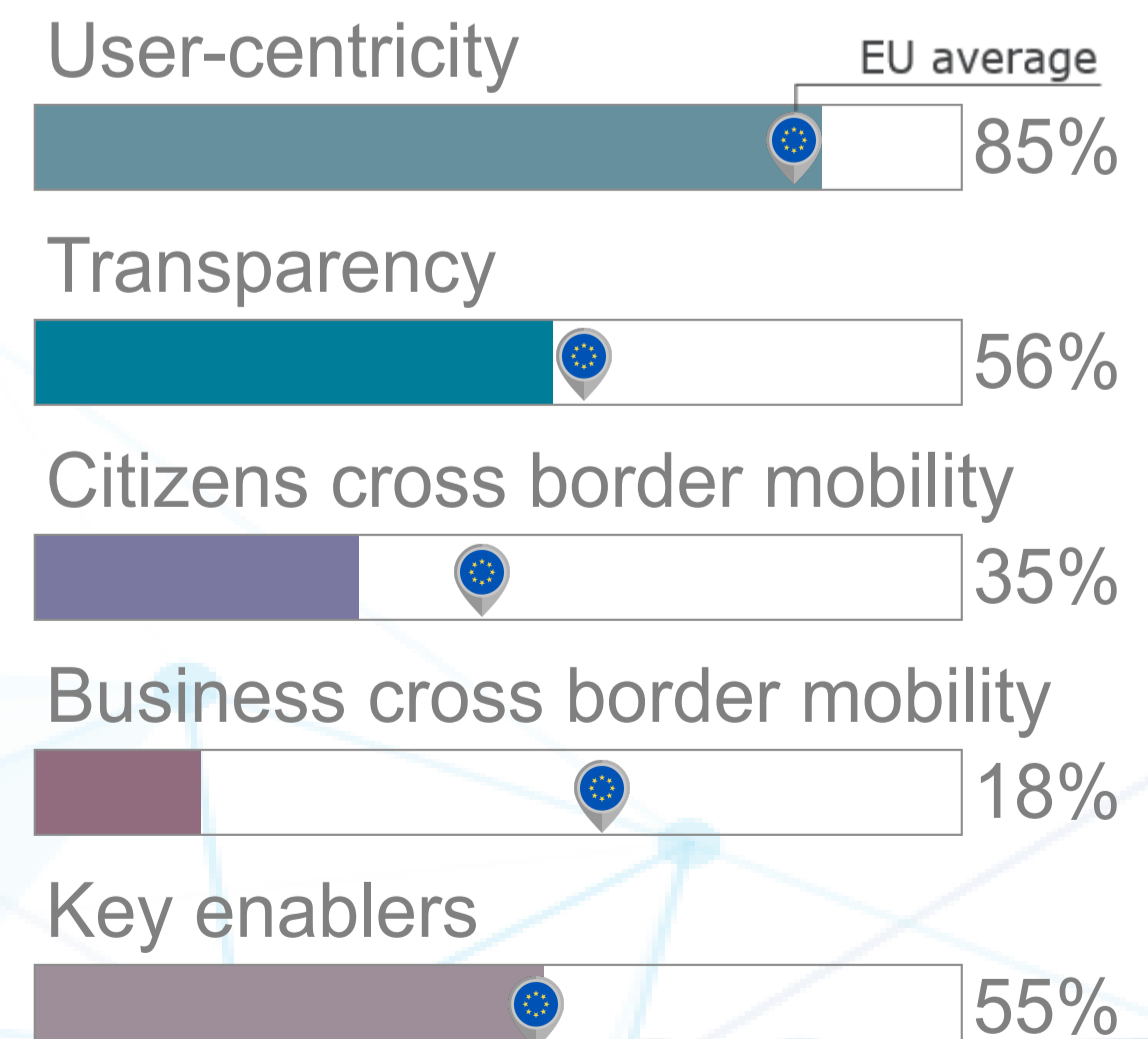
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

Digital Government Infographic 2019

Ukraine



Services for Citizens and Businesses

The State Agency of eGovernance has created a **Registry of Registers**. This will significantly ease the delivery of digital public services to citizens and businesses.



Political Communications

On 30 January 2019, the Cabinet of Ministers of Ukraine adopted the **Action Plan** for the implementation of eServices development concept for years 2019-2020.



Legislation

On 7 November 2018, the law of Ukraine on **Trust Electronic Services** came into force. The law implements the key principles of the eIDAS Regulation in Ukraine.



Governance

The **Ukrainian State Agency for eGovernance** is the main body responsible for the policy formulation and implementation in the sphere of digital government and information society creation.



Infrastructure

In 2018, the Ukrainian government finalised and launched the National Interaction system **TREMBITA**, allowing for data exchange between the state information resources. The system is based on the Estonian interaction system X-Road.



Digital Government Infographic 2019

United Kingdom



Services for Citizens and Businesses

The Government implemented the Set up of a business service which aims to register a business online.



Political Communications

The Department for Digital, Culture, Media and Sport published the **UK Digital Strategy** which set out how to build on their success to date to develop a world-class digital economy that works for everyone.



Governance

eGovernment resides in the **Cabinet Office** under the political responsibility of the Minister for the Cabinet Office. The Minister for Implementation in the Cabinet Office is responsible for eGovernment.



Legislation

No new digital government legislation was adopted in the UK in the reporting year.



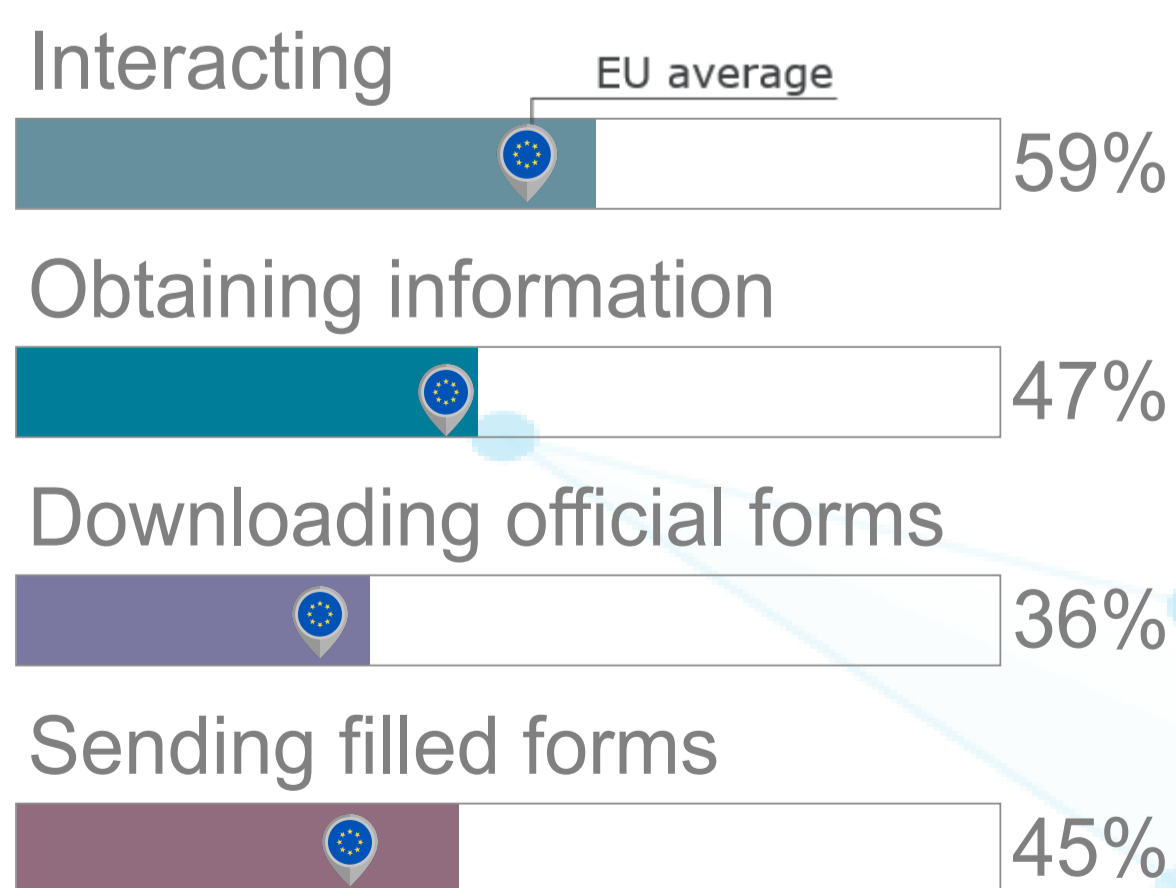
Infrastructure

The **data.gov.uk** site was re-designed and the Find open data service was launched to help people to find and use open government data.



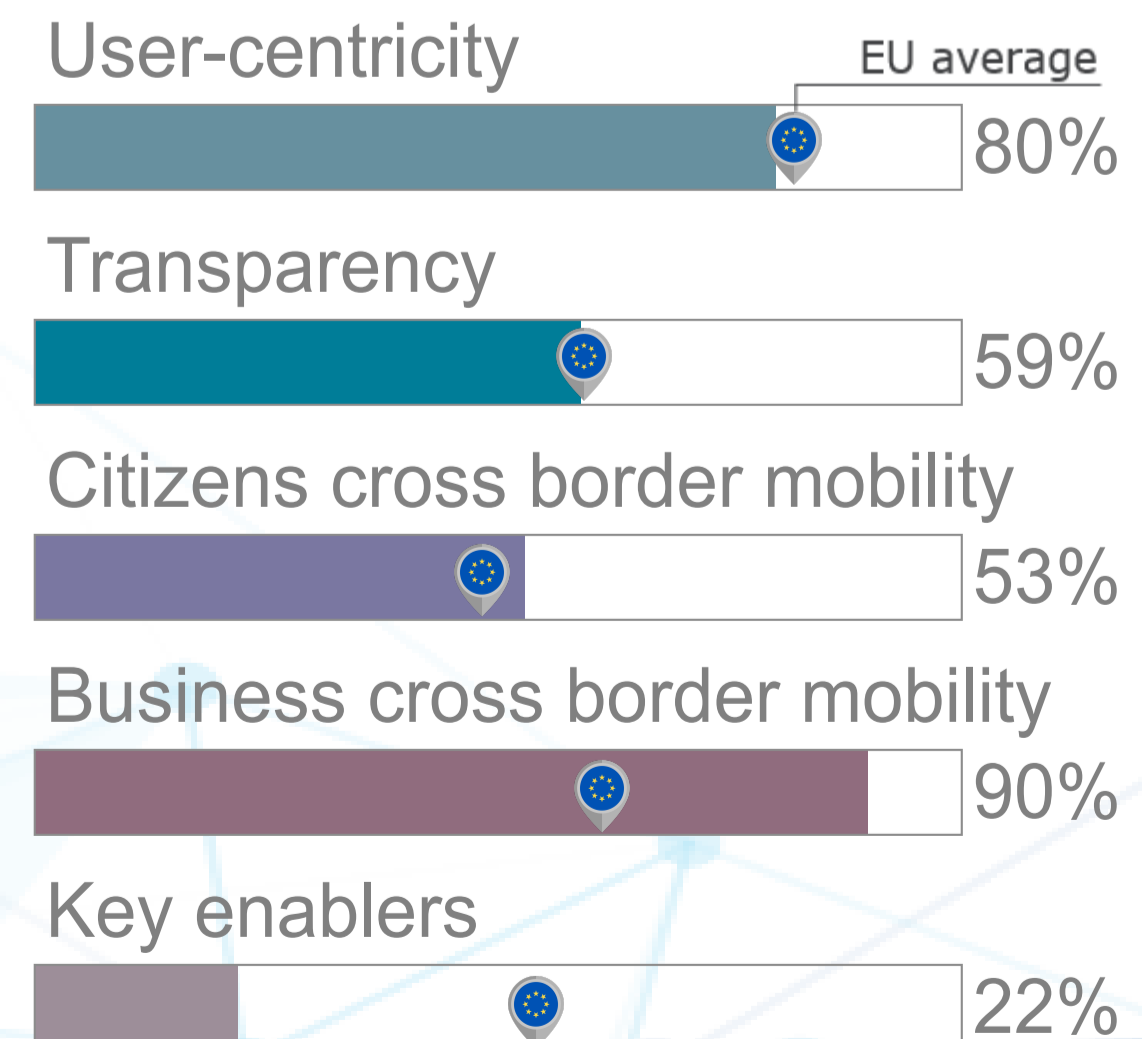
Digital Government Indicators

Individuals using internet for interacting with public authorities



Data source: Eurostat (Isoc_bde15ei, last updated 15 March 2019).

eGovernment performance across policy priorities



Data source: eGovernment Benchmark Report 2018.

An action supported by ISA²

ISA² is a EUR 131 million programme of the European Commission which develops digital solutions that enable interoperable cross-border and cross-sector public services, for the benefit of public administrations, businesses and citizens across the EU. ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action. ISA² solutions can be used free of charge and are open source when related to IT.

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isa2@ec.europa.eu

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