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.

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

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

The 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.

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.

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The 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.

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


Initiated by NIFO


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.

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

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

Individuals using internet for interacting with public authorities

<table>
<thead>
<tr>
<th>Service</th>
<th>EU average</th>
<th>Belgium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td></td>
<td>56%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td></td>
<td>46%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td></td>
<td>31%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td></td>
<td>37%</td>
</tr>
</tbody>
</table>

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

Digital Government Indicators

User-centricity

<table>
<thead>
<tr>
<th>Priority</th>
<th>EU average</th>
<th>Belgium</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transparency</td>
<td></td>
<td>85%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td></td>
<td>67%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td></td>
<td>53%</td>
</tr>
<tr>
<td>Key enablers</td>
<td></td>
<td>47%</td>
</tr>
</tbody>
</table>

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.

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.

Governance

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

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

Individuals using internet for interacting with public authorities

- Interacting: 22%
- Obtaining information: 17%
- Downloading official forms: 9%
- Sending filled forms: 9%

User-centricity: 71%

Transparency: 43%

Citizens cross border mobility: 28%

Business cross border mobility: 59%

Key enablers: 25%

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).
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. Various laws were adopted on digitalisation subjects such as cybersecurity, electronic invoicing, accessibility of web pages of public sector bodies, eBusiness and eCash.

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

Digital Government Indicators

<table>
<thead>
<tr>
<th>Service</th>
<th>EU average</th>
<th>Croatia</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>36%</td>
<td>64%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>35%</td>
<td>46%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>20%</td>
<td>34%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>16%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).
The Cyprus Productivity Centre launched an educational programme, urban and regional areas, to minimise digital illiteracy and further promote the use of eGovernment services.

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.

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.

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.

Database system

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

Individuals using internet for interacting with public authorities

| Service                              | EU average | Cyprus  
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td></td>
<td>42%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td></td>
<td>39%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td></td>
<td>27%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td></td>
<td>26%</td>
</tr>
</tbody>
</table>

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

Digital Government Indicators

| Policy Priority                      | EU average | Cyprus  
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centricity</td>
<td></td>
<td>72%</td>
</tr>
<tr>
<td>Transparency</td>
<td></td>
<td>45%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td></td>
<td>42%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td></td>
<td>76%</td>
</tr>
<tr>
<td>Key enablers</td>
<td></td>
<td>44%</td>
</tr>
</tbody>
</table>

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.

Services for Citizens and Businesses

Digital Government Indicators

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

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.

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.

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

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.

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

Digital Government Indicators

<table>
<thead>
<tr>
<th>Services for Citizens and Businesses</th>
<th>Legislation</th>
<th>Governance</th>
<th>Infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Digital registrar option now available at digilugu.ee</td>
<td>Cybersecurity Act entered into force</td>
<td>Ministry of Economic Affairs and Communications</td>
<td>eesti.ee portal renewed</td>
</tr>
</tbody>
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Legislation
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Digital Government Indicators

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<th>Infrastructure</th>
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<td>Ministry of Economic Affairs and Communications</td>
<td>eesti.ee portal renewed</td>
</tr>
</tbody>
</table>

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 autorisation to use digital services.

Digital Government Indicators

<table>
<thead>
<tr>
<th>Individual Services</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>83%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>78%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>67%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>65%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>eGovernment performance across policy priorities</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centricity</td>
<td>93%</td>
</tr>
<tr>
<td>Transparency</td>
<td>66%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>75%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>71%</td>
</tr>
<tr>
<td>Key enablers</td>
<td>66%</td>
</tr>
</tbody>
</table>

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.

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.

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

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.

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In 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.

The eGovernment Indicators

<table>
<thead>
<tr>
<th>Political Communications</th>
<th>Services for Citizens and Businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
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<table>
<thead>
<tr>
<th>Legislation</th>
<th>Infrastructure</th>
</tr>
</thead>
<tbody>
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<td>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.</td>
</tr>
</tbody>
</table>

**Digital Government Indicators**

- **Interacting**: 71% (EU average)
- **Obtaining information**: 46%
- **Downloading official forms**: 37%
- **Sending filled forms**: 59%

**User-centricity**: 87% (EU average)

**Transparency**: 64%

**Citizens cross border mobility**: 57%

**Business cross border mobility**: 63%

**Key enablers**: 45%

Data source: Eurostat (isoc_bde1sei, last updated 15 March 2019).

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.

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.

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

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

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.

Data source: Eurostat (iso_bde15ei, last updated 15 March 2019).
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

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

<table>
<thead>
<tr>
<th>Services for Citizens and Businesses</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>50%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>47%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>29%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>24%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>eGovernment performance across policy priorities</th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centricity</td>
</tr>
<tr>
<td>Transparency</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
</tr>
<tr>
<td>Business cross border mobility</td>
</tr>
</tbody>
</table>

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

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.

Legislation

No new legislation was adopted in this field to date.

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.

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

Individuals using internet for interacting with public authorities

<table>
<thead>
<tr>
<th>Activity</th>
<th>EU average</th>
<th>Hungary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Obtaining information</td>
<td>48%</td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>38%</td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>37%</td>
<td></td>
</tr>
</tbody>
</table>

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

eGovernment performance across policy priorities

<table>
<thead>
<tr>
<th>Policy Priority</th>
<th>EU average</th>
<th>Hungary</th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centricity</td>
<td>68%</td>
<td></td>
</tr>
<tr>
<td>Transparency</td>
<td>33%</td>
<td></td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>33%</td>
<td></td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>13%</td>
<td></td>
</tr>
<tr>
<td>Key enablers</td>
<td>38%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>47%</td>
<td></td>
</tr>
</tbody>
</table>


Initiated by NIFO
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.

Legislation

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

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.

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.

Digital Government Indicators

<table>
<thead>
<tr>
<th>Services for Citizens and Businesses</th>
</tr>
</thead>
<tbody>
<tr>
<td>There have been no changes in Digital Government Services for Citizens and Businesses in the reporting year.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Political Communications</th>
<th>Legislation</th>
<th>Governance</th>
<th>Infrastructure</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Digital Government Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>Individuals using internet for interacting with public authorities</td>
</tr>
<tr>
<td>Interacting</td>
</tr>
<tr>
<td>Obtaining information</td>
</tr>
<tr>
<td>Downloading official forms</td>
</tr>
<tr>
<td>Sending filled forms</td>
</tr>
</tbody>
</table>

| User-centricity | EU average | 91% |
| Transparency | 72% |
| Citizens cross border mobility | 37% |
| Business cross border mobility | 50% |
| Key enablers | 76% |

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

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.

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.

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

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.

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.

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>EU average</th>
<th>Italy 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>24%</td>
<td>24%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>17%</td>
<td>17%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>15%</td>
<td>15%</td>
</tr>
</tbody>
</table>

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

User-centricity

<table>
<thead>
<tr>
<th>Priority</th>
<th>EU average</th>
<th>Italy 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transparency</td>
<td>54%</td>
<td>54%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>27%</td>
<td>27%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>67%</td>
<td>67%</td>
</tr>
<tr>
<td>Key enablers</td>
<td>56%</td>
<td>56%</td>
</tr>
</tbody>
</table>

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.

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

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.

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

<table>
<thead>
<tr>
<th>Service</th>
<th>Latvia</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>66%</td>
<td></td>
</tr>
<tr>
<td>Obtaining information</td>
<td>53%</td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>15%</td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>50%</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Key Indicators</th>
<th>Latvia</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centricity</td>
<td>87%</td>
<td></td>
</tr>
<tr>
<td>Transparency</td>
<td>76%</td>
<td></td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>63%</td>
<td></td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>89%</td>
<td></td>
</tr>
<tr>
<td>Key enableers</td>
<td>82%</td>
<td></td>
</tr>
</tbody>
</table>

Data source: Eurostat (isoc_bde15ei, last updated 15 March 2019).
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.
In the first quarter of 2019, Lithuania adopted a National Strategy on Artificial Intelligence. Lithuanian government adopted several pieces of legislation relating to eID and Trust services in 2018 to ensure compliance with the eIDAS Regulation.

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.

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.

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

Individuals using internet for interacting with public authorities

- Interacting: 51%
- Obtaining information: 46%
- Downloading official forms: 28%
- Sending filled forms: 41%

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

The eGovernment performance across policy priorities

- User-centricity: 89%
- Transparency: 86%
- Citizens cross border mobility: 32%
- Business cross border mobility: 64%
- Key enablers: 86%

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.

Digital Government Indicators

<table>
<thead>
<tr>
<th>Individual use for interacting with public authorities</th>
<th>EU average</th>
<th>Luxembourg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>63%</td>
<td>80%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>38%</td>
<td>50%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>50%</td>
<td>64%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>31%</td>
<td>51%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>eGovernment performance across policy priorities</th>
<th>EU average</th>
<th>Luxembourg</th>
</tr>
</thead>
<tbody>
<tr>
<td>User-centrality</td>
<td>80%</td>
<td>80%</td>
</tr>
<tr>
<td>Transparency</td>
<td>50%</td>
<td>51%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>50%</td>
<td>51%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>51%</td>
<td>51%</td>
</tr>
<tr>
<td>Key enablers</td>
<td>64%</td>
<td>51%</td>
</tr>
</tbody>
</table>

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

Initiated by NIFO
Digital Government Infographic 2019
Malta

Services for Citizens and Businesses

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 | EU average |
| Interacting | 46% |
| Obtaining information | 42% |
| Downloading official forms | 33% |
| Sending filled forms | 23% |

| eGovernment performance across policy priorities |
| User-centrity | 97% |
| Transparency | 95% |
| Citizens cross border mobility | 87% |
| Business cross border mobility | 89% |
| Key enablers | 99% |

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

Infrastructure
The Open Data Portal was launched in 2018.

Digital Government Indicators

<table>
<thead>
<tr>
<th>Activity</th>
<th>EU average</th>
<th>Montenegro 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>24%</td>
<td>18%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>18%</td>
<td>12%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>12%</td>
<td>9%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>9%</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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.

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.

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

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


Individuals using internet for interacting with public authorities

<table>
<thead>
<tr>
<th>Service</th>
<th>EU average</th>
<th>Netherlands</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>82%</td>
<td></td>
</tr>
<tr>
<td>Obtaining information</td>
<td>77%</td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>55%</td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>59%</td>
<td></td>
</tr>
</tbody>
</table>

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

User-centricity

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


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

<table>
<thead>
<tr>
<th>Category</th>
<th>EU average</th>
<th>Norway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>90%</td>
<td>91%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>84%</td>
<td>76%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>67%</td>
<td>68%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>66%</td>
<td>59%</td>
</tr>
</tbody>
</table>


User-centricity

<table>
<thead>
<tr>
<th>Category</th>
<th>EU average</th>
<th>Norway</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transparency</td>
<td>68%</td>
<td>59%</td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>83%</td>
<td>76%</td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>76%</td>
<td>59%</td>
</tr>
<tr>
<td>Key enablers</td>
<td>76%</td>
<td>68%</td>
</tr>
</tbody>
</table>

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

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
- Interacting: 35% (EU average)
- Obtaining information: 24%
- Downloading official forms: 22%
- Sending filled forms: 25%

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

eGovernment performance across policy priorities
- User-centricity: 79% (EU average)
- Transparency: 51%
- Citizens cross border mobility: 34%
- Business cross border mobility: 40%
- Key enablers: 40%

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

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

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

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.

Individuals using internet for interacting with public authorities

- Interacting: 42%
- Obtaining information: 36%
- Downloading official forms: 21%
- Sending filled forms: 30%

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

eGovernment performance across policy priorities

- User-centricity: 93%
- Transparency: 70%
- Citizens cross border mobility: 48%
- Business cross border mobility: 78%
- Key enablers: 71%

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

<table>
<thead>
<tr>
<th>Service</th>
<th>EU average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>21%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>18%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>8%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>6%</td>
</tr>
</tbody>
</table>

Data source: Eurostat (isoc_bde15e, last updated 15 March 2019).
No new digital government political communication was adopted in the reporting year.

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.

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

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.

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

Individuals using internet for interacting with public authorities:
- Interacting: 9% (EU average: 63%)
- Obtaining information: 7%
- Downloading official forms: 5%
- Sending filled forms: 4%

eGovernment performance across policy priorities:
- User-centricity: 44%
- Transparency: 32%
- Citizens cross border mobility: 18%
- Business cross border mobility: 12%
- Key enablers: 12%

Data source: Eurostat (soc_bde15ei, last updated 15 March 2019).

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

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.

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.

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.

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

<table>
<thead>
<tr>
<th>Services for Citizens and Businesses</th>
<th>User-centricity</th>
<th>Transparency</th>
<th>Citizens cross border mobility</th>
<th>Business cross border mobility</th>
<th>Key enablers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>54%</td>
<td>49%</td>
<td>28%</td>
<td>19%</td>
<td></td>
</tr>
<tr>
<td>Obtaining information</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

User-centricity: EU average 80%
Transparency: 44%
Citizens cross border mobility: 60%
Business cross border mobility: 49%
Key enablers: 38%

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

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

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).

Digital Government Indicators

<table>
<thead>
<tr>
<th>Service</th>
<th>EU average</th>
<th>Spain</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>57%</td>
<td>90%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td>49%</td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>41%</td>
<td></td>
</tr>
</tbody>
</table>

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

User-centricity: 90%
Transparency: 73%
Citizens cross border mobility: 37%
Business cross border mobility: 79%
Key enablers: 73%
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.

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.

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

The verksam.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.

The eGovernment performance across policy priorities include:

- **User-centricity**: 89%
- **Transparency**: 67%
- **Citizens cross border mobility**: 74%
- **Business cross border mobility**: 76%
- **Key enablers**: 67%

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

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).

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

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

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.

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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.

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

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

Digital Government Indicators

<table>
<thead>
<tr>
<th>Indicators</th>
<th>EU average</th>
<th>Data source: Eurostat [isoc_bde15ei], last updated 15 March 2019.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td>46%</td>
<td></td>
</tr>
<tr>
<td>Obtaining information</td>
<td>42%</td>
<td></td>
</tr>
<tr>
<td>Downloading official forms</td>
<td>25%</td>
<td></td>
</tr>
<tr>
<td>Sending filled forms</td>
<td>30%</td>
<td></td>
</tr>
<tr>
<td>User-centricity</td>
<td>85%</td>
<td>eGovernment performance across policy priorities</td>
</tr>
<tr>
<td>Transparency</td>
<td>56%</td>
<td></td>
</tr>
<tr>
<td>Citizens cross border mobility</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td>18%</td>
<td></td>
</tr>
<tr>
<td>Key enablers</td>
<td>55%</td>
<td></td>
</tr>
</tbody>
</table>


Initiated by NIFO
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.

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.

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.

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.

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.
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.

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.

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.

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

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

Individuals using internet for interacting with public authorities

<table>
<thead>
<tr>
<th>Activity</th>
<th>EU average</th>
<th>UK 2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interacting</td>
<td></td>
<td>59%</td>
</tr>
<tr>
<td>Obtaining information</td>
<td></td>
<td>47%</td>
</tr>
<tr>
<td>Downloading official forms</td>
<td></td>
<td>36%</td>
</tr>
<tr>
<td>Sending filled forms</td>
<td></td>
<td>45%</td>
</tr>
</tbody>
</table>

Data source: Eurostat ([ec_bde15ei](https://ec.bde15ei), last updated 15 March 2019).

**Digital Government Indicators**

**User-centricity**

- EU average: 80%

- UK 2019: 59%

**Transparency**

- EU average: 59%

- UK 2019: 53%

**Citizens cross border mobility**

- EU average: 90%

- UK 2019: 22%

**Business cross border mobility**

- EU average: 22%

- UK 2019: 90%


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