Digital Public Administration factsheet 2020

Austria

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1 Country Profile

1.1 Basic data

Population: 8 858 775 inhabitants (2019)
GDP at market prices: 398 521.9 million Euros (2019)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 128 (2018)
GDP growth rate: 1.6% (2019)
Inflation rate: 1.5% (2019)
Unemployment rate: 4.5% (2019)
General government gross debt (Percentage of GDP): 70.4% (2019)
General government deficit/surplus (Percentage of GDP): 0.7% (2019)
Area: 83 879km^2
Capital city: Vienna
**Official EU language**: German
Currency: Euro

Source: Eurostat (last update: 23 March 2020)

1.2 Digital Public Administration Indicators

The following graphs present data for the latest Digital Public Administration Indicators for Austria compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the factsheet is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Austria
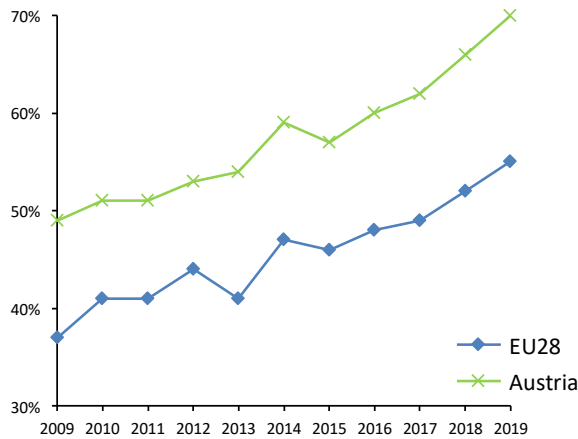
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Austria
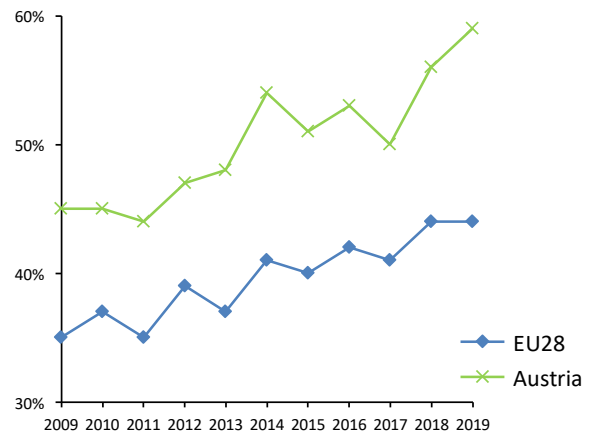
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for downloading official forms from public authorities in Austria
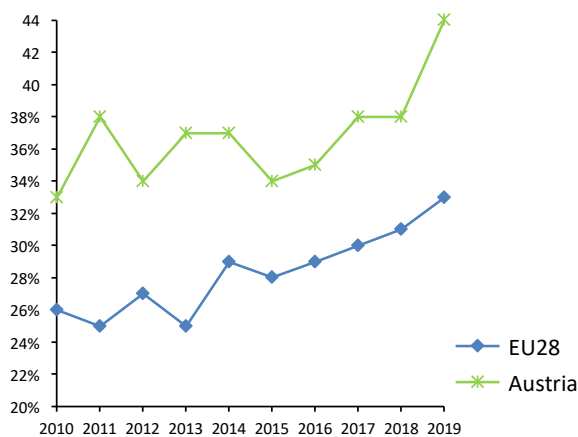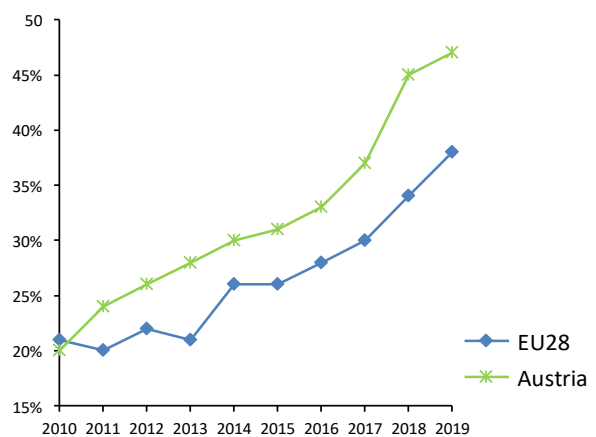

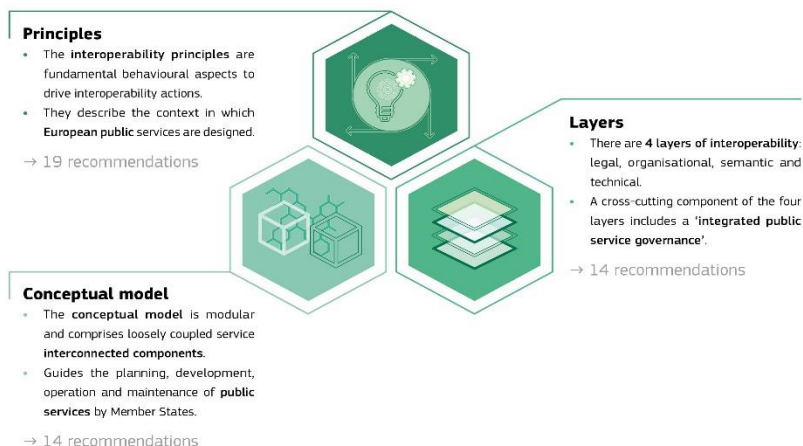Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Austria

Source: Eurostat Information Society Indicators

1.3 Interoperability State of Play

In 2017, the European Commission published the European Interoperability Framework (EIF) to give specific guidance on how to set up interoperable digital public services through a set of 47 recommendations. The picture below represents the three pillars of the EIF around which the EIF Monitoring Mechanism was built to evaluate the level of implementation of the EIF within the Member States. It is based on a set of 68 Key Performance Indicators (KPIs) clustered within the three main pillars of the EIF (Principles, Layers and Conceptual model), outlined below.

Principles
- The **interoperability principles** are fundamental behavioural aspects to drive interoperability actions.
- They describe the context in which **European public** services are designed.

→ 19 recommendations

Layers
- There are **4 layers of interoperability**: legal, organisational, semantic and technical.
- A cross-cutting component of the four layers includes a '**integrated public service governance**'.

→ 14 recommendations

Conceptual model
- The **conceptual model** is modular and comprises loosely coupled service **interconnected components**.
- Guides the planning, development, operation and maintenance of **public services** by Member States.

→ 14 recommendations

Source: European Interoperability Framework Monitoring Mechanism 2019

For each of the three pillars, a different scoreboard was created to breakdown the results into their main components (i.e. the 12 principles of interoperability, the interoperability layers and the components of the conceptual model). The components are evaluated on a scale from one to four, where one means a lower level of implementation, while 4 means a higher level of implementation. The graph below shows the result of the first EIF Monitoring Mechanism data collection for Austria in 2019. It is possible to notice an overall good performance of the country, with particularly positive results within the second scoreboard (Interoperability layers). The areas of improvements are related to principle of reusability and multilingualism. Not enough data was collected to measure the principle of inclusion and accessibility.
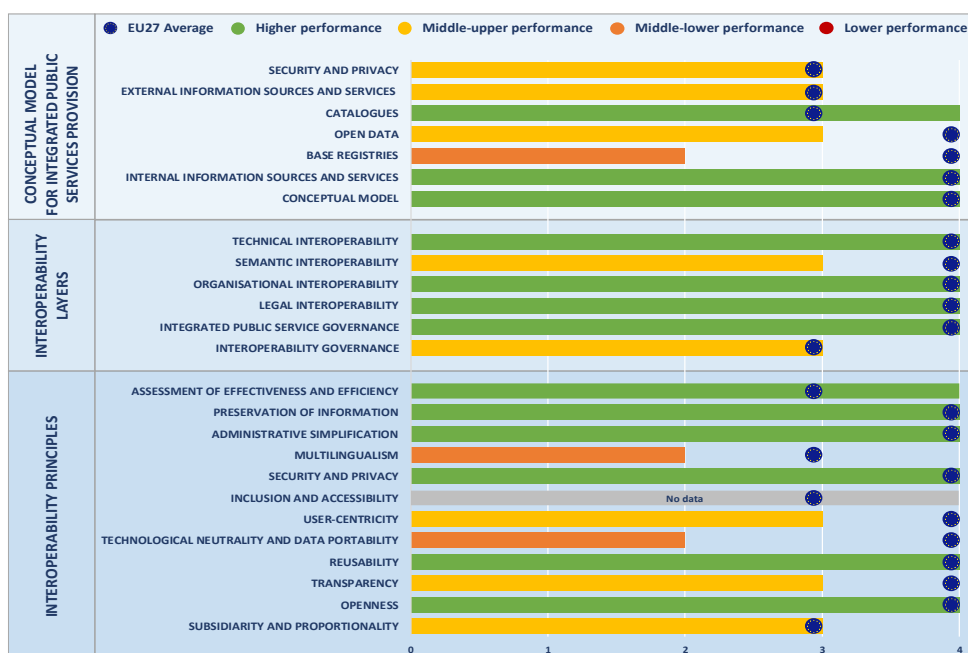
Source: European Interoperability Framework Monitoring Mechanism 2019

1.4 eGovernment State of Play

The graph below is the result of the latest eGovernment Benchmark report, which evaluates the priority areas of the eGovernment Action Plan 2016-2020, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates the extent to which a service is provided online, its mobile friendliness and usability of the service (in terms of available online support and feedback mechanisms).
- **Transparency** – indicates the extent to which governments are transparent about (i) the process of service delivery, (ii) the responsibilities and performance of public organisations and (iii) the personal data processed in public services.
- **Cross-Border Mobility** – indicates the extent to which users of public services from another European country can use the online services.
- **Key Enablers** – indicates the extent to which technical and organisational pre-conditions for eGovernment service provision are in place, such as electronic identification and authentic sources.

The 2020 report presents the biennial results, achieved over the past two years of measurement of all eight life events used to measure the above-mentioned top-level benchmarks. More specifically, these life events are divided between six 'Citizen life events' (Losing and finding a job, Studying, Family life, all measured in 2012, 2014, 2016 and 2018, and Starting a small claim procedure, Moving, Owning a car, all measured in 2013, 2015, 2017 and 2019) and two 'Business life events' (Business start-up, measured in 2012, 2014, 2016 and 2018, and Regular business operations, measured in 2013, 2015, 2017 and 2019).

eGovernment performance across policy priorities

		EU27+ average [%, 2018 2019]	Country average [%, 2018 2019] (growth since 2016 2017)
USER CENTRICITY	**Overall scores**	86.5	96 (+3)
	Online availability	86.8	97 (+1)
	Usability	90.5	95 (0)
	Mobile friendliness	76.3	92 (+23)
TRANSPARENCY	**Overall scores**	65.6	82 (+4)
	Service delivery	57.8	82 (+4)
	Public organisations	74.4	79 (+2)
	Personal data	64.8	86 (+6)
CITIZEN CROSS BORDER MOBILITY	**Overall scores**	50.8	82 (+13)
	Online availability	62.3	92 (+17)
	Usability	65.0	92 (0)
	eID	9.3	42 (+25)
	eDocuments	24.3	50 (-17)
BUSINESS CROSS BORDER MOBILITY	**Overall scores**	67.0	80 (+16)
	Online availability	75.5	90 (+15)
	Usability	75.5	67 (0)
	eID	36.0	96 (+66)
	eDocuments	51.0	50 (0)
KEY ENABLERS	**Overall scores**	61.4	89 (+3)
	eID	57.4	84 (+3)
	eDocuments	68.4	88 (+2)
	Authentic sources	56.9	81 (+2)
	Digital post	67.3	100 (+6)

Source: eGovernment Benchmark Report 2020 Country Factsheet

2 Digital Public Administration Highlights

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Digital Public Administration Political Communications

The Austrian Government Programme, "In Responsibility for Austria - Government Programme 2020 - 2024", gives the subject of digitisation a particularly high priority and includes numerous measures to establish and further ensure Austria's role as a leading digital nation.

Digital Public Administration Legislation

On 1 January 2020, the right to electronic correspondence with the public administration entered into force. Citizens now have the opportunity of handling their contacts with the authorities electronically and entirely without a break in media.

Digital Public Administration Governance

The development of a Vision "Digital Austria in 2050" - which will be the starting point for the overall digitisation strategy ("strategic action plan") - was started in 2019 under the auspices of the Ministry of Digital and Economic Affairs.

The Vision will provide the necessary framework for the Digitalisation Strategy, which will in turn consist of several strategic action plans focusing on selected priority topics.

The strategy is intended to harmonise many existing and replace partly outdated strategies (e.g. Digital Roadmap). Fostering the digital transformation in selected priority topics (e.g. data, art/culture, climate and environment protection, etc.) and improving user-centric, modern eGovernment services are among the main topics within the upcoming strategic action plans.

Digital Public Administration Infrastructure

In March 2019, the government relaunched the Austrian One-stop eGovernment portal for citizens - oesterreich.gv.at. The portal is based on the internationally recognised and award-winning One-stop portal HELP.gv.at that has been expanded with the introduction of new services for citizens (e.g. baby point and relocation) and relaunched under the new name of oesterreich.gv.at. In addition, in March 2019 a chatbot named "Mona" and a dedicated mobile app (Digital Office App) were launched to improve the service quality of Austria's most used eGoverment portal for citizens.

The "Digital Office App" was also launched in March 2019, as an essential step to improve user-centric, modern digital eGovernment by moving from eGovernment to mGovernment ("mobile first"). The App was launched to facilitate a centralised, mobile and easy access for citizens to the most important administrative services; an important step towards location- and time-independent use of eGovernment. The Digital Office App additionally offers a single sign-on functionality and underlines the consistent mobile first approach of the Austrian federal government.

3

Digital Public Administration Political Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

Digitisation Strategy

The development of a 'Digital Austria in 2050' vision - which will be the starting point for the overall digitisation strategy - was started in 2019 under the auspices of the Ministry of Digital and Economic Affairs.

The vision will provide the necessary framework for the Digitisation Strategy, which will in turn consist of several strategic action plans focusing on selected priority topics.

The strategy is intended to harmonise/merge many existing strategies and replace partly outdated ones (e.g. Digital Roadmap). Fostering the digital transformation in selected priority topics and improving user-centric, modern eGovernment services are among the main topics within the upcoming strategic action plans.

Each action plan will contain concrete measures and implementation steps on a specific topic (e.g. data, art/culture, climate and environment protection, etc.). The process for the digital strategic action plan is streamlined in close cooperation with the CDO (Chief Digital Officer) taskforce of the federal government and with the support of academia (experts from universities).

This way Austria aims to establish and further ensure its role as a leading digital nation and to guarantee and expand prosperity, job opportunities and the quality of life in the long term.

eGovernment Vision 2020 (2009 - 2020)

The Platform Digital Austria (PDÖ), which is the Austrian federal government's coordination and strategy committee for eGovernment, formulated some principles for continued fruitful cooperation in the field of eGovernment. These are included in the short document eGovernment Vision 2020. This document is not a legally binding strategy; it sets out the mission statement and basic strategic principles to be followed in the years to come in relation to eGovernment initiatives. The guidelines of Vision 2020 were relevant to the objectives of the 2011-2015 eGovernment Action Plan for electronic public services launched by the European Commission on 15 December 2010. Establishing the eID as a key enabler and advancing the inclusion of innovative public services were among the priorities of the Austrian eGovernment strategy. The Vision 2020 aims at developing in particular the following areas: comfort and simplicity, increase in efficiency, reliability and security, transparency and openness, participation, innovation, businesses, national and international convergence and synergy.

Federal eGovernment Strategy

The Federal eGovernment Strategy - which is going to be revised under the current federal government (which took office on 7 January 2020) - pursues an efficient implementation of electronic government services, based on the basic premise that all businesses and citizens must be able to perform all the procedures of public administration quickly and easily, electronically and without any special technical

expertise. To achieve this goal, the Austrian eGovernment strategies promote the involvement and close cooperation between federal state, cities and municipalities.

The Federal eGovernment Strategy is structured in a modular fashion:

- **eGovernment Strategy, part I: online procedures**
  Part I deals with online procedures from the perspective of the user and provides framework, objectives and implementation directives for online processes. Online processes or online transactions are official channels that citizens can use to contact the authorities electronically. They should be open around the clock, 7 days a week.
- **eGovernment Strategy, part II: methods and procedures**
  Part II focuses on methods and procedures within the administration. Well-functioning automation-assisted methods require joint action by the authorities. Thus, standardised processes and systems that communicate with each other are necessary. Technical and **organisational agreements** must be respected and common standards must apply. In order to develop such electronic methods, it is therefore appropriate to analyse current business processes and to restructure them, where necessary.
- **Development of modules for online applications (MOA)**
  The modules for online applications are provided by the federal government to serve as a tool by which eGovernment applications can be created efficiently and safely. The MOA are components that facilitate the use of electronic signatures and other applications such as delivery to public agencies. The modules have been prepared on behalf of the Federal Chancellery and the Federal Ministry of Finance. Since June 2005, they have been placed under the open source license for Apache Software Foundation in version 2.0. The distribution of the modules and the associated source code are thus freely available to all users.
- **Sample Applications**
  Several sample applications, like testing the Citizen Card, are open to public and private users. Some of these include testing the Citizen Card, creation of a toolkit for the generation of user certificates, provision of a citizen capsule (an emulation of a Citizen Card environment for test purposes and for the development of Citizen Card applications available), and a test mail message application.

3.2 Interoperability

Austrian Interoperability Framework (AIF)

The establishment of the Austrian public services was an important initiative which represented a common goal among the different initiatives to which the federal government has agreed to. The approval of the Austrian Interoperability Framework (AIF) in January 2015 set a mutual goal to guide, promote and support the delivery of Austrian public services by fostering cross-border, cross-organisation and cross-sector interoperability. The framework addressed issues such as its underlying principles, the conceptual model for the public services, the interoperability levels, the interoperability agreements and the interoperability governance.

The purpose of the Austrian Interoperability Framework was:

- to promote and support the delivery of Austrian public services by fostering cross-border, cross-organisation and cross-sector interoperability;
- to guide public administrations in their work to provide Austrian public services to businesses and citizens;
- to complement and tie together the various Organisational Interoperability Frameworks (OIFs) at Austrian level.

This non-technical document was addressed to all those involved in defining, designing and implementing Austrian public services. The AIF should be taken into account when

making decisions on Austrian public services that support the implementation of Austrian policy initiatives. The AIF should also be considered when establishing public services that in the future may be reused as part of Austrian public services.

Once-only principle

The Once-only principle has been a pivotal part of Austria's digital public administration efforts in recent years, with a strong focus given to this principle within the current Austrian government programme, as well as the Austrian Digitisation Strategy. The federal government has identified the Once-only principle and herewith the reduction of administrative burden for citizens, as well as for companies, as a key issue to be addressed in this legislative period (2020-2024). This includes several measures to alleviate the burden of information obligations on businesses and citizens that should provide their data only once to the administration.

Thanks to the smart use of back-office data available to a growing number of our public authorities, it became possible to provide to citizens no-stop procedures in which visits to or contacts with authorities were eliminated entirely. For example, Austria grants a family allowance for which no application is necessary, i.e. citizens automatically receive the benefits that they are entitled to without having to complete or send in any form. Since the implementation in May 2015, families have automatically received the allowance granted at the birth of a child without having to apply for it. Overall, an estimated 80 000 families a year benefit from this 'no-stop shop' solution.

At the same time the Austrian government places strong emphasis on improving the framework conditions for companies. This includes taking concrete measures to reduce the information obligations for companies and thus alleviating the administrative burden. For example, Austria is carrying out a project which aims to ensure that the necessary data for the registration of a company car need to be provided only once.

The Digital Office regulatory framework amended the existing legal framework in order to create a new legal basis for the development, testing and application of new/selected inter-ministerial electronic administrative processes and services (broad stakeholder involvement is planned to be finalised in 2020 and will further support the implementation of the Once-only principle).

3.3 Key enablers

3.3.1 Access to public information

Open Government Data

Fostering the provision and use of Open Government Data to increase transparency and create new opportunities for companies is a major cornerstone of the recently published Austrian Government Programme: 'Out of responsibility for Austria - Government Programme 2020-2024'. The data topic will also be included in one of the digital strategic action plans addressed in point 2 under 'Digital Government Governance'.

3.3.2 eID and Trust Services

eID

With regard to the strategic 'mobile first' orientation, the Austrian Government Programme 2020-2024 provides for a mobile eID that can be used for eGovernment services as well as for private sector applications in the same secure and user-friendly

way. The common project of the Ministry for Digital and Economic Affairs and the Federal Ministry of the Interior is planned to be completed by the end of 2020. By 2021 the Austrian eID will be extended to include further helpful functions (e.g. proof of certain details/permissions such as age, nationality or driving licence).

3.3.3 Security aspects

National Cybersecurity Strategy

The Austrian National Cybersecurity Strategy was implemented in 2013. It was developed on the basis of the Security Strategy and is guided by the principles of the Austrian Programme for Critical Infrastructure Protection. The Austrian Cybersecurity Strategy (*Österreichische Strategie für Cyber Sicherheit,* ÖSCS) is a comprehensive and proactive concept for protecting the cyberspace and the people in the virtual space while guaranteeing human rights. It aims to enhance the security and resilience of Austrian infrastructures and services in the cyberspace.

Based on the 2013 strategy, an annual report on cybersecurity in Austria was prepared by the Cybersecurity Steering Group. The current Cybersecurity Report builds on the contents of last year's report, supplementing it with current international and operational developments. The observation period covers the year 2018 and individual current developments in 2019. The objective of the report is to provide a summary of the cyber threats and the national and international developments. Since new challenges have emerged, Austria is currently updating the Cybersecurity Strategy adopted in 2013.

3.3.4 Interconnection of base registries

No political communication has been adopted in this field to date.

3.3.5 eProcurement

Public tenders

According to the 2018 Federal Public Procurement Act that entered into force on 18 April 2019 all public tenders in Austria are announced in the One-stop eGovernment platform for businesses, the USP (*Unternehmensserviceportal*), giving SMEs free and unlimited access to tenders of 7000 public authorities. A free 'tender search is available since March 2019.

3.4 Domain-specific political communications

No political communication has been adopted in this field to date.

3.5 Emerging Technologies

Artificial Intelligence Mission Austria 2030

The Artificial Intelligence Mission Austria 2030 (AIM AT 2030) strategy was launched by a decision of the Austrian Council of Ministers on 23 November 2018. AIM AT 2030 is an experts' report for the correct handling of AI. This means the optimal exploitation of opportunities and, simultaneously, the prevention of possible undesirable developments.

The development of the upcoming Austrian AI strategy as announced in the current government programme 2020-2024 was launched with a decision of the Austrian Council of Ministers on 16 October 2019. The strategy will be based on the present expert report from 2019 (elaborated by 150 experts).

Blockchain, virtual reality, augmented reality, smart cities

Blockchain, virtual reality, augmented reality, smart cities are, among others, important pieces of the puzzle of the vision for a comprehensive digitisation strategy and for the digital strategic action plans currently being developed by the Ministry of Digital and Economic Affairs.

4 | Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

eGovernment Act

The eGovernment Act, the centrepiece of Austrian eGovernment law, entered into force on 1 March 2004 and was last amended on 27 December 2018. Austria was one of the first EU Member States to adopt a comprehensive legislation on eGovernment. This act is the core of Austrian laws on eGovernment. It serves as the legal basis for eGovernment instruments and components. Many mechanisms - such as the Citizen Card, sector-specific personal identifiers and electronic delivery - can also be put to use in the private sector.

The most important principles of eGovernment law are:
- Freedom of choice for users in selecting the means of communication when contacting public authorities.
- Security and improved legal protection provided by appropriate technical measures such as the Citizen Card.
- Unhindered access for people with special needs to public administration information and services.

Amendments to the act were made on 17 May 2018 and 27 December 2018 regarding the GDPR and new responsibilities. They were made primarily to adapt the national legislation to the new terminology used in the GDPR. Furthermore, the responsibility for the Source-PIN Register Authority changed from the Austrian Data Protection Authority to the Federal Minister for Digital and Economic Affairs.

Right to electronic correspondence of citizens with the public administration (according to Article 1a eGovernment Act)

On 1 January 2020 the right to electronic correspondence with authorities entered into force. Citizens now have the opportunity to handle their contacts with the authorities entirely electronically. This also means a further essential step towards a user-centric, modern eGovernment.

General Administrative Procedures Act

The General Administrative Procedures Act lays down the basic principles of administrative procedures. Article 13 is relevant to eGovernment in that it regulates the ways with which public authorities and citizens can communicate with each other, such as the transmission of applications by email or web forms. The authority's website lists the addresses to which application forms can be sent, whether an electronic signature is needed, and which formats are recommended or required for the application.

Since 1 January 2011, documents issued by public authorities require a handwritten signature, certification or official signature. All electronic copies of paper documents from public authorities are required to have an 'official signature'. The official signature is an advanced electronic signature including specific elements to certify the official origin of the document.

4.2 Interoperability

eGovernment Act - Once-only principle

Austria's eGovernment Act contains a provision (Article 17 (2)) on the Once-only principle, which states that 'public authorities are obliged, pursuant to their technical possibilities and in compliance with the requirements stipulated by law, to draw on the

available data of the person concerned from public registers of a client under public law'. Thus, certain information (birth certificates, proof of citizenship, proof of residency or documents from the Commercial Register) need no longer be provided by the person concerned but can, with the person's consent or with legal authorisation, be directly requested by the authority from an electronic register. The public authority's responsibility to enable queries in their registers in no way increases their right to release information, since they are based solely on existing authorisations.

4.3 Key enablers

4.3.1 Access to public information

Constitutional Law on Access to Information

The Constitutional Law on Access to Information (*Auskunftspflichtgesetz*) became effective on 1 January 1988. This law contained provisions on access to public information at the federal and regional level. It stipulated a general right of access and obliged federal authorities to answer questions regarding their areas of responsibility, insofar as this did not conflict with a legal obligation to maintain secrecy. However, it did not permit citizens to access documents, but only to receive answers from the government on the content of information. The nine Austrian *Länder* enacted laws that placed similar obligations on their authorities.

Reuse of Information Act

The Directive 2003/98/EC on reusing public sector information was transposed into national law at federal level through the Reuse of Information Act (*Informationsweiterverwendungsgesetz*; IWG) in November 2005. To achieve the complete transposition of the PSI Directive, pertinent legislation was passed in all 9 Austrian *Länder*. On 7 September 2007, Austria notified the last pending implementation (State Law of Salzburg), thereby completing transposition of the PSI Directive. An amendment regarding the transposition of the revised Open Data and PSI Directive is currently in preparation.

4.3.2 eID and Trust Services

SourcePIN Register Regulation

The SourcePIN Register Regulation specifies the tasks of the SourcePIN Register Authority which are necessary for the implementation of the citizen card concept and the cooperation with its service providers. The main provisions deal with the following:

- The process for creating identity links, in particular the duties of registration offices, the validation of identity, and the identity link dataset.
- The transformation of sector-specific personal identifiers (ssPIN) into ssPINs from other sectors, generating ssPINs for certain mandate relationships and the configuration of data applications from the public sector controller.
- The electronic presentation and verification of mandate relationships as pertains to the Citizen Card concept. One of the remarkable achievements of the Citizen Card concept is the ability to mandate relationships electronically. The SourcePIN Register Authority signs or seals the mandate dataset and thus prevents forgery of such datasets stored on Citizen Cards. The SourcePIN Register Authority enables users to view and revoke mandates online.

eGovernment Sectors Delimitation Regulation

For the purpose of generating sector-specific personal identifiers, each public sector data application needs to be assigned to a sector of State activity. The eGovernment Sector Delimitation Regulation defines the designations and the sector identifiers.

Supplementary Register Regulation

This Regulation plays an important role in the implementation of the Citizen Card concept because it enables natural persons and other affected parties, who, due to legal restrictions, are not permitted to be entered into the primary registers, to be registered in the supplementary register.

The supplementary register is comprised of two registers: one for natural persons and one for other concerned parties. The eGovernment Act allows the SourcePIN Register Authority to take over the duties of service provider from the Ministry of Interior for the supplementary register for natural persons, and from the Ministry of Finance for the second supplementary register.

Signature and Trust Services Act (SVG)

Through the creation of a new EU-wide harmonised legal framework for trust services, the Signature and Trust Services Act was rescinded and a new accompanying law implementing the eIDAS Regulation was issued on the topic of trust services.

The SVG regulates those areas in which the directly applicable eIDAS Regulation gives Member States the possibility of issuing national regulations. In particular, this concerns regulations or specifications in the areas of trust service providers, supervision, formal regulations, liability and penalties in the event of non-compliance with the specifications of the eIDAS Regulation. Although the SVG applies to all trust services, the creation, validation and preservation of electronic signatures continue to be the core. It therefore continues to be possible to sign contracts electronically with an electronic signature with the same effect as if the contract were signed by hand. In addition, an important step for consumer protection was made with the SVG: companies can no longer exclude in 'hidden clauses' the acceptance of the electronic signature and thus, for example, prevent electronic terminations of subscriptions.

The last amendments to the act, made on 17 May 2018 and 27 December 2018, regarded the GDPR.

4.3.3 Security aspects

Security of Network and Information Systems Act

The Security of Network and Information Systems Act was adopted on 28 December 2018 as the transposition of the NIS Directive.

Data Protection Act

The Austrian Data Protection Act (*Datenschutzgesetz* 2000; DSG 2000, Federal Law Gazette I No 165/1999) came into effect on 1 January 2000. The act, which implements the Directive on Data Protection 95/46/EC, provides for a fundamental right to privacy with respect to the processing of personal data which entails the right to information, rectification of incorrect data and removal of unlawfully processed data. It regulates the pre-conditions for the lawful use and transfer of data, including mandatory notification and registration obligations with the Data Protection Commission. Furthermore, it provides for judicial remedy in case of breach of its provisions.

The Data Protection Act was amended in 2017, in particular as a result of the adjustment to the EU Regulation No 2016/679 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data

and repealing Directive 95/46/EC (General Data Protection Regulation, GDPR). These amendments entered into force on 25 May 2018.

The last amendment to the act, made on 15 January 2019, regarded the competences of the federation and the provinces in the field of data protection.

4.3.4 Interconnection of base registries

Central Commercial Registry

The legal bases for the Central Commercial Registry (ZGW) are the Commercial Code (*Unternehmensgesetzbuch* - UGB) and the Commercial Registry Act (*Firmenbuchgesetz* - FBG). The latter does not exactly provide a clear definition, but Article 1 states that the Commercial Registry consists of the general ledger and a collection of documents. The Registry is used to record and disclose facts, which are to be entered under this act or other legal regulations. It includes information such as which entities are intended to be registered in the general ledger, the collection of documents, the notification requirements, the database of the Commercial Registry, and judicial administration measures.

Central Civil Registry

The main legislation for the Central Civil Registry (ZPR) is the Civil Status Act of 2013, Section 2, Articles 43-45, which pleads the Central Civil Registry as a public registry. It states that the Civil Status Authorities may only use personal data when this is necessary to fulfil the tasks assigned to them. The Civil Status Authorities fulfil the tasks entrusted to them. The act also provides information regarding the use of the data from the registry, queries, certificates, the structure of the registry and the keeping and exhibition of the documents.

Land Registry

The main piece of legislation underpinning the Land Registry is the General Land Registry Law (GBG), but the law does not provide a clear definition. The Land Registry is public and, therefore, anyone may access and obtain extracts from it in the presence of an official. The Law also governs the types of registration, the information regarding the certificates, the effect of the registration, the rectification of data, etc.

Central Registry of Vehicles

In the case of the Central Registry of Vehicles (KZR), the main law is the Motor Vehicles Act (KFG, 1967), which is a very extensive law covering everything related to motor vehicles.

Central Residents' Registry

For the Central Residents' Registry (ZMR), the most relevant pieces of legislation are Articles 16, 16a and 18 of the Notification Act (MeldeG) and Articles 15 and 17 of the Registration Act Implementing Regulation (MeldeV). The Notification Act states that the Central Registry is public, that it should be managed as a joint information system and provides details on the authorised use of data obtained from it. The second act specifies the administrative charges.

4.3.5 eProcurement

Federal Procurement Act

The new Federal Procurement Act (*Bundesvergabegesetz*, BVergG 2018) was adopted on 20 August 2018 and substituted the Federal Procurement Act, which entered into force on 1 February 2006, replacing the Federal Procurement Act 2002 and repealing the eProcurement Regulation 2004. The new Federal Procurement Act 2018 finally

transposed all the EU public procurement directives, including their provisions regarding eProcurement, into national law.

eInvoicing

The provisions of Section 5 of the Austrian ICT Consolidation Act of 2012 mandated that all contracting partners of the federal government, including foreign contracting partners, must submit only structured electronic invoices for the provision of goods and services to government departments. eInvoicing is mandatory only for the federal government although a few exceptions do not require eInvoicing.

Austria mandates the use of the Federal Service Portal (USP), the central processing eInvoicing platform of the federal government, to receive eInvoices. The Portal provides authentication services necessary for the submission of eInvoices and does not require further use of the electronic signature.

4.4 Domain-specific legislation

Service of Documents Act

The Service of Documents Act, last amended on 27 December 2018, governs the delivery of all documents, such as official notices, which government authorities are required by law to send out. In both electronic and paper-based circumstances, a differentiation is made between deliveries that require proof of delivery, by which the recipient confirms the delivery with a signature, and deliveries where no proof is required.

The proof of delivery is carried out through an electronic delivery service. This service is available from delivery service providers approved by the Minister of Digital and Economic Affairs. It allows customers (citizens and businesses) to register with their Citizen Card to confirm that they want to receive administrative documents electronically. A list of these delivery service providers is published by the Ministry of Digital and Economic Affairs online. Registering with a delivery service is sufficient notice in order to receive administrative documents. However, the use of an electronic delivery service is not obligatory.

Since 2019, the display module *meinpostkorb*, in accordance with Article 37b of the Service of Documents Act, bundles documents from different delivery systems into a common view and allows for a single point of registration.

Research Organisation Act

The Research Organisation Act was amended on 16 May 2018 in order to facilitate the use of information in public registers for research.

Delivery Service Regulation

The Delivery Service Regulation further defines the admission standards that are given in Article 30 of the Service of Documents Act. These standards include criteria for assessing the technical and organisational ability of delivery services and, in particular, the reliability of data protection aspects. The technical requirements that are to be fulfilled by delivery services are contained in an annex to the Delivery Service Regulation and are to be published online.Delivery Forms Regulation

The Delivery Forms Regulation defines the forms for the first and second notifications, which are sent electronically, as well as for the third and final notification, which is sent by postal delivery to the recipient's address if one has been provided.

Austrian Deregulation Act

On 12 April 2017, the 2017 Austrian Deregulation Act was published, whose aim is to substantially reduce administrative burdens for citizens within the public administration.

Health Telematics Law

The Health Telematics Law, amended on 14 June 2018 and again on 14 August 2018, was put forward by the Federal Ministry of Health to secure the transmission of sensitive patient data. The law articulated security measures already contained in the Data Protection Law of 2000. The government developed the strategy together with the public administrations, as well as regional and local authorities.

eCommerce Act

The eCommerce Act (*eCommerce Gesetz*, ECG), which came into force on 1 January 2002, implemented Directive 2000/31/EC on electronic commerce. The act dealt with certain aspects of information society services. According to the act, such information society services are – inter alia – online distribution, online information, online advertisement, access services and search engines. The act applied to virtually all services provided on the internet. It established the principles of freedom of service provision and of country of origin and provided for certain information obligations for providers of information society services for the benefit of their (potential) customers.

4.5 Emerging technologies

The Digital Office Regulatory Framework

The *Digitales Amt* (Digital Office) project was launched with a decision of the Austrian Council of Ministers of 15 January 2019 as a further important step to ensure that citizens' administrative procedures, as well as their contact with public authorities, can take place fully electronically. The federal government focuses on creating a modern legal framework for the development, testing and implementation of new/selected inter-ministerial electronic administrative processes and services (broad stakeholder involvement).

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Federal Minister for Digital and Economic Affairs

The responsibility for Austria's eGovernment strategy/policy lies with the Federal Minister for Digital and Economic Affairs in the Federal Ministry for Digital and Economic Affairs. The Federal Minister is also responsible for economic policy, innovation and technology, external trade policy & European integration, and the maintenance and use of numerous historic buildings. Furthermore, the Federal Minister is responsible for coordinating tasks in the field of digitisation. Regarding digitalisation issues, the Federal Minister is supported by the various bodies of all relevant actors, such as the Platform Digital Austria, as well as by administrative units within the Federal Ministry for Digital and Economic Affairs.

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5.1.2 Coordination

Platform Digital Austria

After the successful implementation of the eGovernment Offensive, which was launched in 2003 by the federal government, the coordination structure for eGovernment was consolidated in autumn 2005 with the establishment of the Platform Digital Austria. The platform pooled together the former eGovernment Platform set up in 2003 as part of the eGovernment Offensive, and the ICT Board created in 2001.
Digital Austria is a strategic platform that ensures the active participation of all levels of government. It is composed of representatives of the federal government, regions, cities, municipalities, private and public sector bodies. The main tasks of the platform are strategic decision-making and priority-setting regarding the implementation, coordination and monitoring of common eGovernment projects and the communication of these activities.

It is headed by the Chief Information Officer (CIO) and supported by administrative units within the Federal Ministry for Digital and Economic Affairs and a public relation officer. Digital Austria provides the operational umbrella for various task forces already active under the former ICT Board and eCooperation Board and specific thematic working groups. Participation in all these groups is open to representatives from all levels of government. The workload is shared amongst its members. It strengthens the general culture of cooperation and coordination between all stakeholders and guarantees the sustainable development of eGovernment in Austria through large-scale implementation of interoperable and secure solutions.
The CIO, appointed by the federal government in 2001, advises the federal government at strategic and technical level, supports the formulation of its eGovernment policies, chairs Digital Austria and promotes Austrian eGovernment solutions in the European and international arenas.
The CIO regularly reports to the competent Minister for Digital and Economic Affairs on ongoing activities.

Digitisation Agency of the federal government

The federal government has emphasised the importance of digital transformation for industry, society and public administration and given it high priority. The recently founded Digitization Agency of the federal government (DiA) is another important step in ensuring the success of Austria's digital transformation. The agency will focus on the support of SMEs, implement projects and provide expertise and know-how in the fields of innovation, digitisation and networking.

5.1.3 Implementation

Federal Ministries

Even though overall coordination of ICT and eGovernment policies and activities lies within the competence of the Federal Ministry for Digital and Economic Affairs, the different federal ministries and agencies are responsible for implementing their own projects.

Directorate on Digital and eGovernment

The Directorate on Digital and eGovernment supports the Platform Digital Austria at legal and organisational level and represents Austrian positions at European and international level.

eGovernment Innovation Centre (EGIZ)

The eGovernment Innovation Centre (*eGovernment Innovations Zentrum*, EGIZ) was founded in autumn 2005 as part of a consolidation of the bodies in charge of ICT and eGovernment. EGIZ consists of a research group that investigates innovative technologies and solutions for eGovernment. Under this cooperation, both groups (the EGIZ for research, the ICT Strategy Unit for implementation) focus on their respective duties. In addition, it allows for closer collaboration between research and application. The EGIZ represents a platform and network for research activities with respect to eGovernment solutions.

Austrian Federal Computing Centre

The Austrian Federal Computing Centre (*Bundesrechenzentrum* – BRZ) is a state-owned company that implements eGovernment solutions applicable to all aspects of public administration, such as the oesterreich.gv.at eGovernment portal.
Furthermore, it is one of the main providers of IT services to federal departments and administrations, including technical support and hosting. eGovernment solutions include ELAK, MOA Services, eDemocracy and eDK. It has also developed an Application Service Provider (ASP) service for its government customers.

5.1.4 Support

Secure Information Technology Centre (A-SIT)

Founded in May 1999 by the Ministry of Finance, the Austrian National Bank and the technical University of Graz, A-SIT is an independent non-profit association tasked with the development of expertise in the area of technical information security in order to serve authorities, the economy and citizens. Specific issues addressed include the introduction of the Citizen Card (*Bürgerkarte*), the evaluation of cryptographic methods and eGovernment security aspects.

5.1.5 Interoperability coordination

Platform Digital Austria

The main body responsible for interoperability activities is the Platform Digital Austria (PDA).

5.1.6 Base registry coordination

Ministry of Interior

The Ministry of Interior is responsible for coordinating and managing the following base registries: Central Registry of Residents (ZMR), Central Civil Registry (ZPR),

Central Civil Status and Nationality Registry, Central Registry of Vehicles (KZR), Central Registry of Associations and Commercial Registry.

Ministry of Justice

Among other responsibilities, the Ministry of Justice is tasked with coordinating and managing the Land Registry.

Statistics Austria

The Statistics Austria office is responsible for coordinating and managing the Companies Registry in Austria.

Federal Ministry for Digital and Economic Affairs

The Ministry for Digital and Economic Affairs is responsible for coordinating the Central Commercial Registry.

5.1.7 Audit

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is a financially independent state body subject to Parliament's scrutiny. The Court's jurisdiction extends to the federal, regional and local government, as well as to all bodies controlled or substantially funded by these.

5.1.8 Data Protection

Data Protection Authority

The Austrian Data Protection Authority (*Datenschutzbehörde* – DSB) is the national supervisory authority for data protection in the Republic of Austria. Its role is to safeguard data protection in accordance with the corresponding data protection regulations. It shares this role with the Data Protection Council. The Data Protection Authority has the power to make rulings on matters of data protection and rules on all requests for information. The registration of data processing is done electronically in the Data Processing Registry.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Platform Digital Austria

Senior representatives of regional and local governments participate in the Platform Digital Austria, which is responsible for devising integrated eGovernment strategies headed by the Federal Chief Information Officer. The objectives and roadmaps adopted by the platform are thus also valid for regional and local governments. These guidelines are then translated or included into regional and local strategies, for which regional states (*Länder*) and municipal governments are responsible.

5.2.2 Coordination

Platform Digital Austria

The Platform Digital Austria coordinates and monitors the elaboration and implementation of the road map for horizontal eGovernment projects involving all layers of government (federal, regional, local). Its tasks include allocating

responsibility for the preparation of implementation projects and monitoring current work and implementation projects of participating organisations.

eGovernment Working Group of the Federal, Regional and Local Authorities

To provide a uniform system of eGovernment, intensive cooperation across all levels of administration is required. Such cooperation is guaranteed by the support of the Platform Digital Austria which operates as an umbrella for all working groups open to representatives of the federal, regional and local authorities. The open participation enables the federal administration, the regions, the Austrian Association of Cities and Towns and the Austrian Association of Municipalities to develop joint solutions for legal, technical and organisational issues. The required transparency is ensured by a common information and communication platform.

5.2.3 Implementation

Regional and municipal governments

The responsibility for implementation lies with individual states (*Länder*) and municipal governments.

5.2.4 Support

Austrian Association of Cities and Towns

The Austrian Association of Cities and Towns represents 255 members, including all towns with more than 10 000 inhabitants. The smallest city member has 1000 inhabitants.

The Austrian Association of Cities and Towns is involved in the preparation of legislation and, among other things, comments on some 100 federal regulations every year expressing the point of view of local governments. Moreover, representatives of the Austrian Association of Cities and Towns are active in a number of advisory bodies in fields such as the environment or welfare.

Some 40 technical committees explore innovative measures and programmes adopted by towns and communities, issue statements on new legislation and discuss the implementation of new policies. eGovernment is currently one of its main focuses.

Austrian Association of Municipalities

The Austrian Association of Municipalities (*Österreichischer Gemeindebund*) is the entity representing the interests of small and medium-sized municipalities in Austria. A total of 2 343 municipalities are members of the association.

5.2.5 Interoperability coordination

No responsible body has been reported to date.

5.2.6 Base registry coordination

No responsible body has been reported to date.

5.2.7 Audit

Court of Audit

The Austrian Court of Audit (*Rechnungshof*) is a financially independent state body subject to Parliament's scrutiny. The Court's jurisdiction covers the federal, regional

and local governments, as well as all bodies controlled or substantially funded by these.

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6 | Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

Oesterreich.gv.at (former HELP.gv.at)

Oesterreich.gv.at is an internet platform linking to a large number of public authorities. As the one-stop eGovernment platform for citizens, it provides information on all interactions with Austrian authorities required in the most frequent life situations – such as pregnancy, childbirth, marriage or housing – and allows to complete some of these procedures electronically. The portal constitutes an interface between authorities and citizens, with an emphasis on transparency, user-friendliness and clarity of information. The portal can be accessed 24/7 in order to obtain useful information on dealing with different authorities in over 200 life situations. It makes it possible to complete a large number of administrative procedures electronically via the oesterreich.gv.at website.

Since 22 March 2019, this website has been expanded with the introduction of new services for citizens (e.g. baby point and relocation) and was renamed oesterreich.gv.at. In addition, in March 2019 a chatbot named 'Mona' and a dedicated mobile app were launched to improve the service quality of Austria's most used eGoverment portal for citizens.

The Digital Office App was launched to facilitate a centralised, mobile and easy access for citizens to the most important administrative services: an important step to allow the use of eGovernment anytime and anywhere.

Business Service Portal (USP)

The Business Service Portal USP.gv.at (*Unternehmens-serviceportal*) was set up on the initiative of the federal government on 1 January 2010 and offers useful information on a wide range of topics that are of interest to businesses. The portal aims to serve as a single-entry point for businesses to administrative services. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help businesses fulfil their information obligations and reduce their administrative burden. Information and advice are provided on administrative activities, including starting a business, tax and legal requirements.

As a result of the successive expansion of the One-stop eGovernment platform for businesses, more than 40 eGovernment services were already available via single sign-on at the end of 2019. Moreover, all public tenders are announced in the USP one-stop platform giving SMEs free and unlimited access to tenders from 7000 public authorities. In addition, Austria has transposed the EU Procurement and Concessions Directives from 2014. Thus, Austria's public procurement legislation is in line with EU requirements.

Legal Information System of the Republic of Austria (RIS)

The Legal Information System of the Republic of Austria (RIS) is an electronic database operated by the Austrian Federal Chancellery. It serves for the publication of authentic legal texts as an alternative to the paper-based BGBl (Federal Law Gazette) and provides information on current laws in the Republic of Austria to citizens and businesses (e.g. in the form of a consolidated version of the Austrian Federal Law).

Open Government Data Portal (data.gv.at)

Through the implementation and start of the Austrian One-stop Open Government Data Metaportal in 2012, another obstacle on the path to a successful implementation of Open Government Data in Austria was eliminated. Data.gv.at, a central catalogue for open government data, was launched to make it possible for users to quickly find data via a single electronic point of contact. Open Government Data is seen as holding the potential for promoting social, cultural, scientific and economic progress in many areas in the long term. The development of new products and services is promoted by making it possible to use non-personal public sector information. In addition, Open Government Data is seen as an appropriate tool to increase the transparency of administrative activities, to improve collaboration between politics, administration, business, research and citizens and to strengthen democracy. In 2014 data.gv.at was won the first place at the UN Public Service Awards in the 'Improving the delivery of public services' category. Altogether there were 4 categories and Austria was the only European prize winner.

FinanzOnline portal

FinanzOnline provides a one-click link to the Austrian tax administration. Using FinanzOnline, Austrian citizens can, for instance, file their tax return electronically from home 24 hours a day. Processing your employment tax return online saves both time and money. Upon request, assessment notices can be delivered electronically in just a few days.

GESUNDheit.gv.at portal

The guiding principle of the Health Portal is to provide information to people in order to ensure and expand their participation and choices in health care (i.e. patient empowerment). Accordingly, this portal (My Electronic Health Records) provides to citizens quality-assured information about the healthcare system and other benefits. Besides medical information, the portal also contains information on the structure and organisation of health services.

ICT security portal

At the address www.onlinesicherheit.gv.at citizens can find an internet portal with comprehensive information on the topic of 'Security of information and communication technologies (ICT)'. The ICT security portal pursues the goal of promoting the ICT security culture in Austria by raising awareness among the target groups concerned and through the provision of specific recommendations for action to each target group.

6.1.2 Subnational Portals

No particular infrastructure in this field has been reported to date.

6.2 Networks

Trans European Services for Telematics between Administrations

Austria uses the TESTA network as a main cross border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

6.3 Data Exchange

Electronic Delivery Service

In 2008 and 2009, the first two privately run delivery services that complied with legal regulations and technical specifications for electronic delivery became operational. Between 2004 and 2008, the Austrian Government operated an official electronic delivery service (*Zustelldienst*) designed to enable citizens to conduct administrative procedures online from the application stage to delivery. The service allowed public administrations and citizens to exchange messages with the guarantee that they would be actually sent and received. It provided users with an official acknowledgement of receipt, and registered mails delivered by the system had legal status. To subscribe to the service, a user needs to have a digital signature (mobile phone signature or Citizen Card). The official electronic delivery service was meant to gradually replace all paper-based notifications from public authorities to citizens and businesses. The specification of the delivery service was extended to include the option to generate paper-based deliveries (e.g. by automated printing). This provides a single interface for the administration, but also alternative means of delivery for citizens and businesses. Currently, there are five privately run delivery services on the market.
In the future, official notifications will mainly be sent by electronic means. The new electronic delivery system - which can be seen as an evolution of the old system - was launched on 1 December 2019. The new system brings many advantages to citizens, businesses and public authorities. Just like the letterbox in the paper world, recipients only need one system to receive official notifications as well as private mail in the electronic world. This central system is called 'MyPostbox' and it was launched on 1 December 2019. The revised electronic delivery offers great saving potential for public authorities, citizens and businesses (e.g. postage costs, printing costs, time).

Electronic File System (ELAK)

The Electronic File system was introduced in order to replace paper-based filing and archiving in all Austrian ministries. An electronic file is created for every written request requiring an answer and every internal project of possible future interest. In this way, every procedure can be easily audited anytime by viewing the file. The electronic file system at the federal level means that many procedures can now be conducted more efficiently facilitating inter-administrative transactions, which can now be processed using just one medium. The introduction of ELAK brought about significant savings. At the beginning of 2020, a new Electronic File system was launched was with further useful features (e.g. team rooms for cross-sector collaboration with private sector partners) and a modernised design.

6.4 eID and Trust Services

Portal Group

The Portal Group is a link-up of administrative portals and the basic infrastructure for the authentication and authorisation of public sector employees when accessing restricted online resources. By implementing the Portal Group protocol, the user

management of shared eGovernment applications can be radically simplified, providing a single sign-in for users. The federal administration portal operators are obliged to implement the Portal Group agreement, building a web of trust. Participating organisations can rely on their own local user administrations to manage access to external eGovernment applications.

Mobile Signature and Citizen Card

Public authorities must be able to verify a person's identity to make their procedures secure and traceable. An electronic tool to uniquely identify citizens and businesses is therefore necessary. This electronic identification is the Citizen Card (*Bürgerkarte*). The Citizen Card can also be used to sign documents securely and electronically. Since the implementation of the mobile phone signature (Citizen Card with mobile phone function) at the end of 2009, it is no longer necessary to have chip cards, card reading devices, or to install software on a local machine in order to use the functionalities of the Citizen Card. In comparison to other systems, the Citizen Card has many advantages. The normal username/password approach presents a high security risk due to poorly chosen passwords. Research has shown that many computer users select bad, easy to crack passwords (e.g., their own name) or write the passwords down. Passwords can also be intercepted on the internet. All of these problems lead to unauthorised access. The 'digital signature' is covered by law and protects against unwanted access and changes to content.

The term Citizen Card is used to describe an identity management concept that makes it possible to provide electronic services for public administration employees and customers in a simple and secure manner. It provides unique user identification and authentication which are necessary in order to offer certain electronic procedures. When its functionality is activated, two certificates and an identity link are saved on the storage medium. The identity link establishes a link between the person and the storage medium. This enables the person to be identified at a later time. The authentication and signature certificates are used to encrypt data and sign documents.

The requirement in the eGovernment Act specifying that the Citizen Card must contain a qualified electronic signature ensures its functionality. As the legal equivalent of a handwritten signature, it has countless uses in business and international affairs.
Since the end of 2009 citizens have been able to choose between two different Citizen Card options. The first is the well-known eCard which is activated as a Citizen Card. The other choice is a mobile phone solution called the Mobile Phone Signature (*Handy-Signatur*). The Mobile Phone Signature (Citizen Card function on the mobile phone) was developed with the support of the EU Commission in a large EU pilot project on interoperability of electronic identities called 'STORK'. It was activated during the last quarter of 2009. This solution makes it possible to use electronic signatures with a mobile phone. In contrast to the eCard, this option does not require the installation of software and additional hardware (card reader). Mobile phone signature functionalities have been fully integrated in the recently launched one-stop citizen portal, as well as in the associated *Digitales Amt* app which is the mobile version of the portal.

Since April 2016, the already established *Handy-Signatur* – for qualified electronic signatures and unique identification via web – is also available as a mobile app. Thanks to sophisticated security mechanisms the usage of the app is highly secure and some additional features (e.g. speed-sign function) ensure a very user-friendly experience across the digital world. The planned ID platform (for the electronic proof of driving licence and registration certificate) will also be based on the Austrian eID that is currently being revised to enable further functionalities.

Signature Verification

The Signature Verification (*Signaturprüfung*) service is a web application with which it is also possible to verify electronic signatures without installing a specialised software. The supported signatures conform to internationally standardised formats, such as XMLDSIG and CMS, as well as formats used in Austrian eGovernment applications (e.g. PDF-AS). The user interface is both in German and English, depending on the browser settings. In order to ensure confidentiality of communication, the service is encrypted.

6.5 eProcurement

PEP online

The Public Procurement Platform (PEP-Online) gives the opportunity to public buyers in Austria and Croatia to electronically provide interested suppliers with information about tender notices. Upon registration at *www.lieferanzeiger.at*, buyers have to enter the required information about a public procurement procedure into the system. A subsequent electronic verification ensures that all data is consistent and valid. Following this, buyers must specify the date and the media to be used for the publication, and upload the tender documents. After registration at *www.auftrag.at*, interested suppliers are able to search the online database, view and download tender documents, visit a buyer's profile or define automatic search profiles.

BBG Portal

The BBG electronic purchasing system, which uses web technology by the Federal Procurement Agency (*Bundesbeschaffung GmbH*), allows its customers to manage electronic framework agreements and contracts. The purchasing process (from raising a purchase requisition, approval workflows, completing the purchase order to dispatching the PO to the vendor) is covered within the BBG portal. It simplifies and speeds up internal processes by using flexible, customer-oriented electronic workflows. Furthermore, it improves the quality of business process documentation for registered users and their organisations.

European standard on eInvoicing

A specific federal plan for the implementation of the European standard on eInvoicing has been put in place. The following formats are accepted: ebInterface, UBL 2.0 and 2.1, AustroFIX and CII D16B.

6.6 ePayment

No infrastructure in this field has been reported to date.

6.7 Knowledge Management

MOOC (Massive Open Online Course)

Updated courses on internet competences have been implemented at teacher training colleges. The aim is to educate educators to use digital media in their lessons. The course includes eight different topics: digital world for children and adolescents, behaviour when using computer and internet, online communication, evaluation of online sources and copyright, digital devices in school, data protection, dealing with denigration on internet, cyberbullying and hate mailing.

eGovLabs - Joinup

Many eGovernment applications use modules for online applications (MOA), software components that encapsulate all the procedures needed to carry out specific functions, including verifying and affixing electronic signatures, reading identification data from

the Citizen Card and delivering notifications from authorities. For this reason, the software is continually maintained in a collaborative process and upgraded to fulfil new requirements. For this purpose, the eGovLabs platform was created for the developer community so that a structured cooperation can be established when it comes to feature and change requests, error reports and enhancements. The modules and all their versions, including the source code, are available on this open source repository. In order to underline the European dimension and cross-border usability, eGovLabs was shifted to the EU Joinup open source platform.

6.8 Cross-border platforms

No particular infrastructure in this field has been reported to date.

6.9 Base registries

Electronic Data Processing Register ('DVR-Online')

The Electronic Data Processing Register has been online since 1 September 2012 in Austria. It allows for free and anonymous insight into online public registries. Information concerning how every Austrian data controller is processing data can be requested without any previous registration or login. Furthermore, over time this online data processing register shall evolve to an important public compliance tool that allows the population (e.g. customers, employees, works councils, competitors or journalists) to retrieve within seconds the current register status concerning a specific data controller. The procedure of electronic filing/submission is furthermore enforced as it is mandatory, and submission of conventional paper-based forms is no longer accepted.

EUCARIS, ECRIS and EULIS

Austria is a member of EUCARIS and ECRIS, and it also has full connection to EULIS.
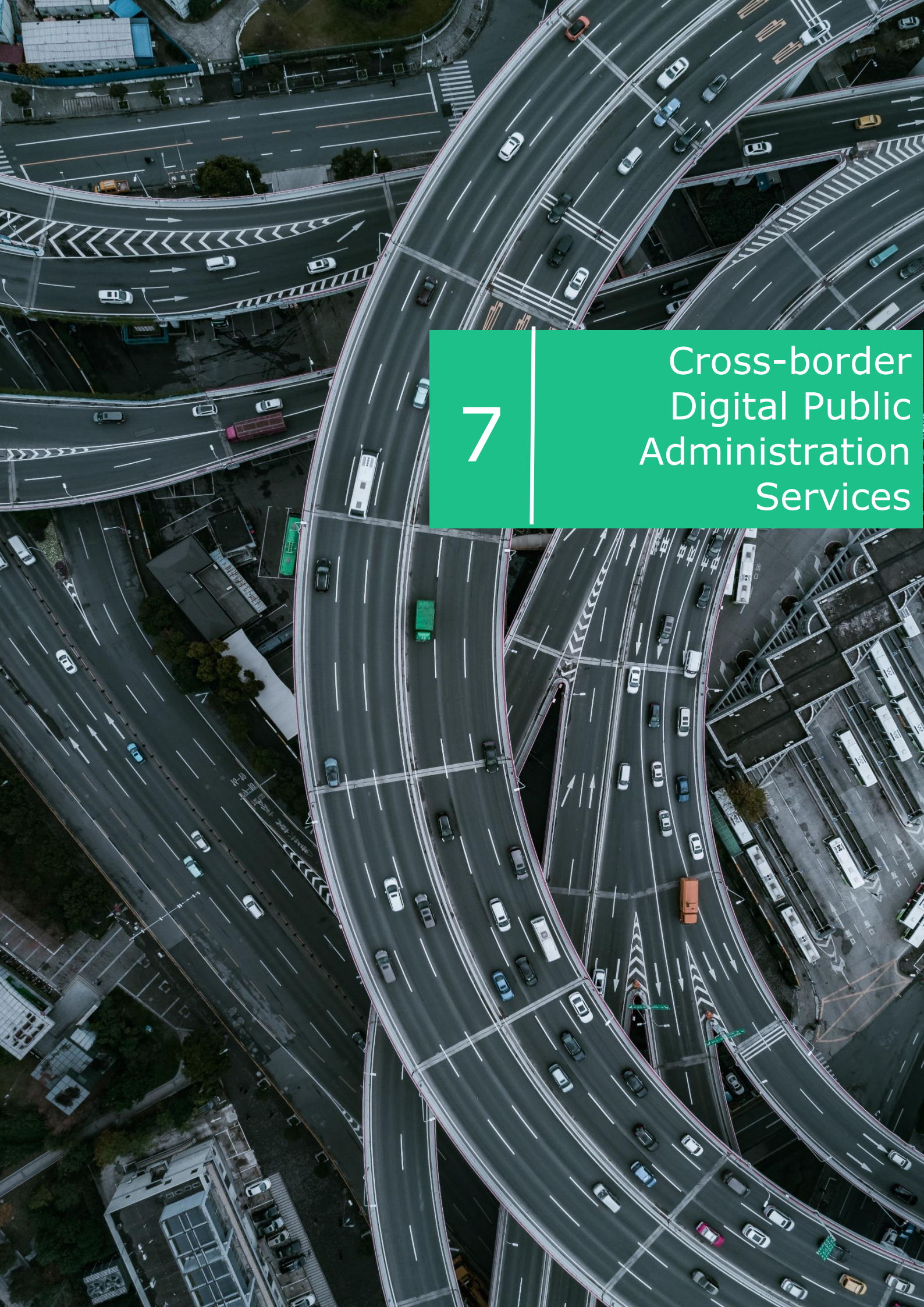
7 | Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services

Further to the information on national digital public services provided in the previous chapters, this final chapter presents an overview of the basic cross-border public services provided to citizens and businesses in other European countries. Your Europe is taken as reference, as it is the EU one-stop shop which aims to simplify the life of both citizens and businesses by avoiding unnecessary inconvenience and red tape in regard to 'life and travel', as well as 'doing business' abroad. In order to do so, Your Europe offers information on basic rights under EU law, but also on how these rights are implemented in each individual country (where information has been provided by the national authorities). Free email or telephone contact with EU assistance services, to get more personalised or detailed help and advice is also available.

Please note that, in most cases, the EU rights described in Your Europe apply to all EU member countries plus Iceland, Liechtenstein and Norway, and sometimes to Switzerland. Information on Your Europe is provided by the relevant departments of the European Commission and complemented by content provided by the authorities of every country it covers. As the website consists of two sections - one for citizens and one for businesses, both managed by DG Internal Market, Industry, Entrepreneurship and SMEs (DG GROW) - below the main groups of services for each section are listed.

7.1 Life and Travel

For citizens, the following groups of services can be found on the website:
- Travel (e.g. Documents needed for travelling in Europe);
- Work and retirement (e.g. Unemployment and Benefits);
- Vehicles (e.g. Registration);
- Residence formalities (e.g. Elections abroad);
- Education and youth (e.g. Researchers);
- Health (e.g. Medical Treatment abroad);
- Family (e.g. Couples);
- Consumers (e.g. Shopping).

7.2 Doing Business

Regarding businesses, the groups of services on the website concern:
- Running a business (e.g. Developing a business);
- Taxation (e.g. Business tax);
- Selling in the EU (e.g. Public contracts);
- Human Resources (e.g. Employment contracts);
- Product requirements (e.g. Standards);
- Financing and Funding (e.g. Accounting);
- Dealing with Customers (e.g. Data protection).

The Digital Public Administration Factsheets

The factsheets present an overview of the state and progress of Digital Public Administration and Interoperability within European countries.

The factsheets are published on the Joinup platform, which is a joint initiative by the Directorate General for Informatics (DG DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT). This factsheet received valuable contribution from Harald Pirker, Federal Ministry for Digital and Economic Affairs.

The Digital Public Administration factsheets are prepared for the European Commission by Wavestone.

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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