Digital Public Administration factsheet 2020

Hungary

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1 | Country Profile

1 Country Profile

1.1 Basic data

Population: 9 772 756 (2019)
GDP at market prices: 143 826.4 (2019)
GDP per inhabitant in PPS (Purchasing Power Standard EU 27=100): 73 (2019)
GDP growth rate: 4.9% (2019)
Inflation rate: 3.4% (2019)
Unemployment rate: 3.4% (2019)
General government gross debt (Percentage of GDP): 66.3 (2019)
General government deficit/surplus (Percentage of GDP): -2.0 (2019)
Area: 93 000 km²
Capital city: Budapest
**Official EU language**: Hungarian
Currency: Hungarian Forint HUF

Source: Eurostat (last update: 26 June 2020)

1.2 Digital Public Administration Indicators

The following graphs present data for the latest Generic Information Society Indicators for Hungary compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

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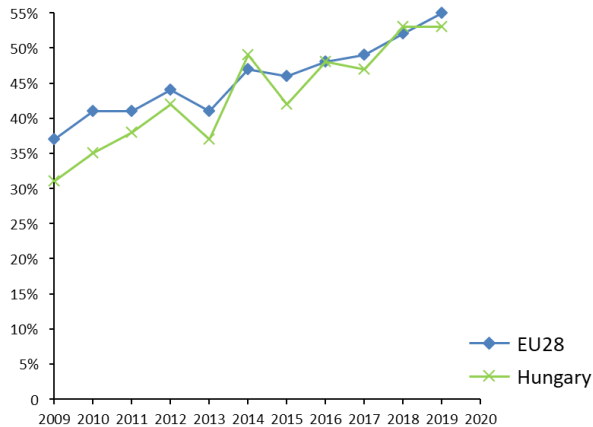
Source: Eurostat Information Society Indicators

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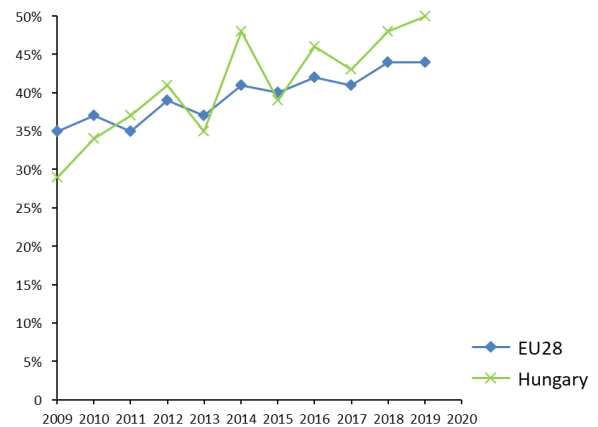
Source: Eurostat Information Society Indicators

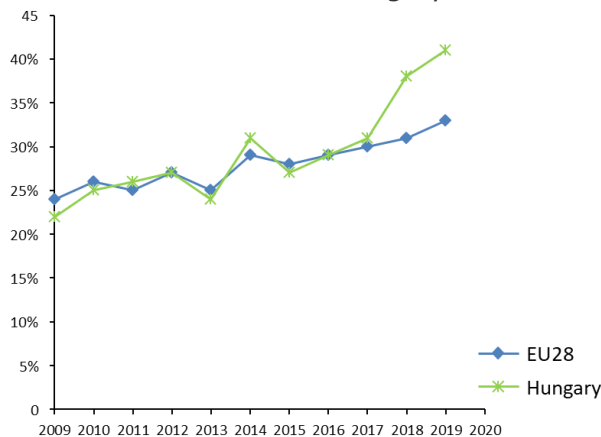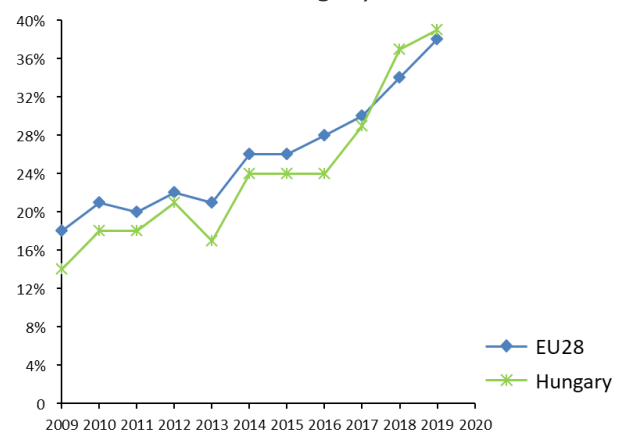Percentage of individuals using the Internet for downloading official forms from public authorities in Hungary

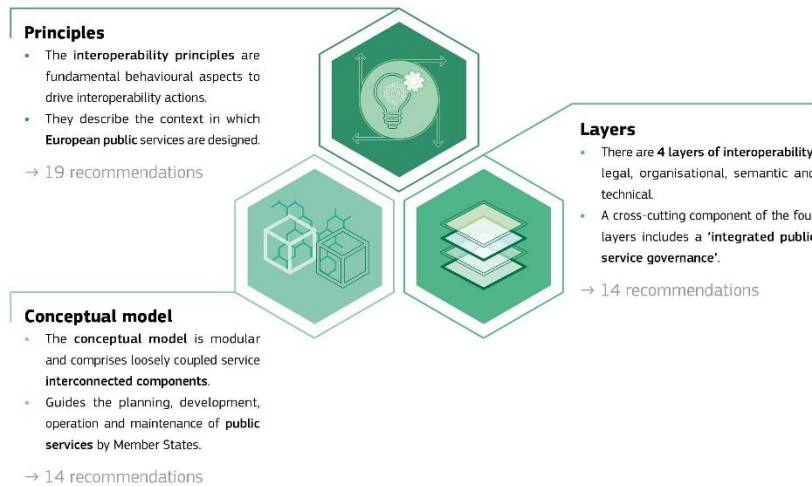Source: Eurostat Information Society Indicators

Percentage of individuals using the Internet for sending filled forms to public authorities in Hungary

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 Hungary 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 main area of improvement is related to the principle of multilingualism within the first scoreboard.
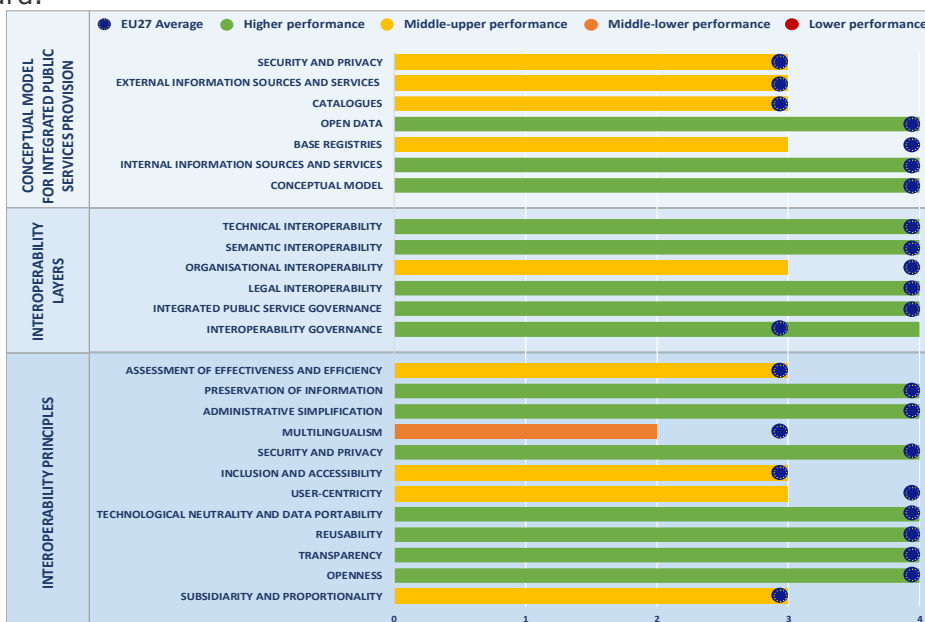

Source: European Interoperability Framework Monitoring Mechanism 2019

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).
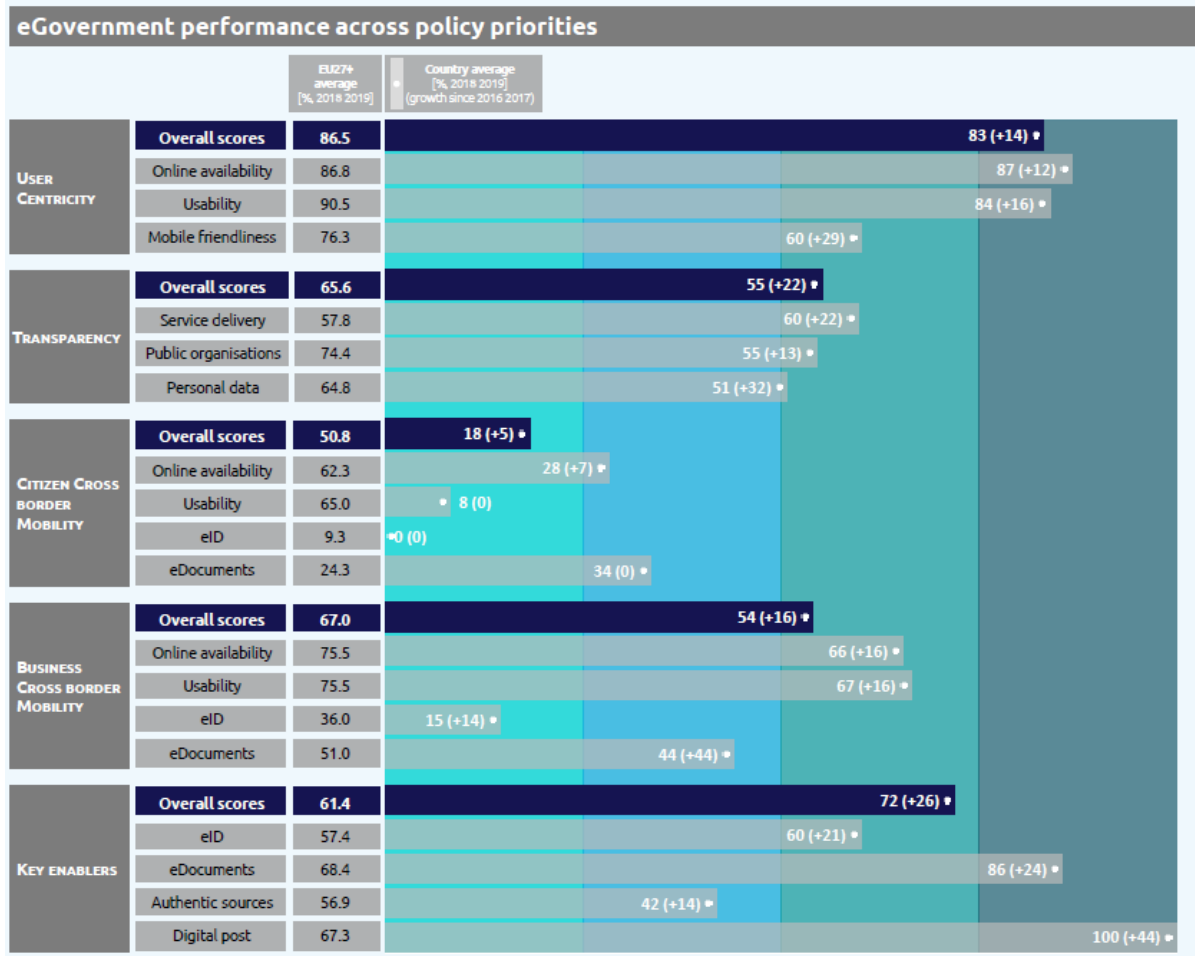
Source: eGovernment Benchmark Report 2020 Country Factsheets

2 | Digital Public Administration Highlights

2 Digital Public Administration Highlights

Digital Public Administration Political Communications

Since January 2018, all public administration bodies are legally obliged to provide online services without requiring physical appearance. As there are thousands of public administration services, only a few hundred have their dedicated services or structured electronic forms, all other cases may be initiated online by the ePaper general online form service. For public administration's services used only few times a year, it would not be economical to use online services other than the simple ePaper authenticated eDelivery service. From January 2020, however, it is obligatory to provide structured online forms for cases which are initiated a minimum of 100 times monthly.

In line with the suggestions provided by Hungary's Digital Success Programme in previous years, the Government has put a greater emphasis on the user centricity (availability, usability and mobile-friendliness) of digital public services. This eases a higher level of transparency and the take-up of digital services by individuals and businesses.

Digital Public Administration Legislation

No major digital government legislation was adopted in Hungary during the previous year. However, several amendments have been made to the existing legal framework in order to promote the digitalisation objectives. The implementing regulation (Government decree No. 451/2016. (XII. 19.) of the eAdministration Act has set the national coordination of task implementation in relation to the Single Digital Gateway Regulation. Another relevant legislative action is the centralisation of public IT procurement under the newly established Digital Government Agency Ltd.

Digital Public Administration Governance

As previously mentioned, the Government has established a Digital Government Agency Ltd. (DKÜ Zrt.) under the Prime Minister's Cabinet Office. It aims to make public IT expenditure more transparent and to standardise public IT procurement. In this way, the Agency will improve the efficiency of public administration, public enterprises and public utilities through planned and improved public procurement.

Digital Public Administration Infrastructure

Seamless and operationally secure IT background systems are of strategic importance for the government and the public administration. This need is best met by the state-owned, secure, well-regulated, service-oriented, high performance central IT environment, the Government Data Centre. It provides the single basic infrastructure necessary for the efficient operation of the state IT systems. The Government Data Centre is a geo-redundant central IT infrastructure capable of providing cloud-based services and an IT infrastructure environment for government, public administration and public services use.

Compared to the last reported year, an additional 35 organisations have been connected to the KKSZB Central Government Service Bus interoperability platform, so now altogether 105 organisations are using the platform to provide data exchange services, meaning 161 services related to base registries are already available. On the client side 243 organisations or services are connected. The number of data exchanges has increased from 8.1 million per month to 42.7 million per month. The largest client of the platform is the Municipality ASP service.

Since January 2019, all 3 197 Hungarian local governments have been connected to the Municipality ASP system, out of which 3 158 are using all services of the Municipality ASP's portfolio. The eAdministration single point of contact portal of the Municipality ASP has got a new design and SSO aligned to the central e-government

portal of Hungary resulting in a more seamless user experience. E-payment will be introduced via the portal for all connected municipalities in the first half of 2020.

Lastly, the Police offers new online services, under which 220 cases are administered fully online, with the use of prefilled intelligent online forms, and an ePayment service is also available. According to the E-Administration Act citizens can decide whether they want to use e-services or the traditional way of administration, however businesses are obliged by law to use the electronic administration.

Therefore, the services related to business activities (e.g production or selling/distribution of pyrotechnics, production of arms, transport of explosives, protection of persons or property, private investigation, etc.) must be administered fully online.

For services that are relevant for citizens, the use of the online channel is not obligatory.

3

Digital Public
Administration
Political
Communications

3 Digital Public Administration Political Communications

3.1 Specific political communications on digital public administration

National Infocommunication Strategy 2014–2020

Infocommunication networks, tools, services and competences increasingly contribute to the improvement of the quality of life of citizens, the competitiveness of businesses and the efficiency of state operation. The National Infocommunication Strategy 2014–2020 gives a comprehensive overview of the situation of the Hungarian information society and ICT market to define the ideal target situation and to identify professional trends and development targets in infocommunication technology. The Strategy covers components of the digital ecosystem in which any task, backlog, market error or bottleneck can be clearly identified and handled effectively by the state with the help of public, regulatory and support policy instruments. The Strategy defines targets and identifies tools according to the following vertical pillars:

- **digital infrastructure**: thanks to the Superfast Internet Programme, the government achieved their goal, that is every household having the possibility to have Internet access of at least 30Mbps by 2018. The full range of the National Telecommunication Backbone Network was established in 2018. Further goals included the mobile broadband coverage reaching 95% by 2016, and a broadband Internet access of at least 20Mbps made accessible for all educational institutions;
- **digital competences**: the digital skills of citizens, enterprises (primarily SMEs) and public administration employees need to be developed. The major objective is that the rate of the digitally illiterate people among the adult population be reduced to 30% by 2020, and that the indicator of regular Internet usage should reach 65%. According to the target values set in the Strategy, 99% of micro and small enterprises could have Internet access by 2020;
- **digital economy**: the pillar encompasses the development of the ICT sector in the narrower sense, electronic (commercial, bank, etc.) services and corporate IT systems as well as the stimulation of R&D and innovation activities. The intention is to double the number of persons attending ICT trainings, as well as increase the value of Hungarian software and services exports by 2020 compared to current indicators. If strategic goals are met, one third of the SMEs may administer their transactions online by the end of this decade; and
- **digital state:** the pillar provides for the supply of internal IT services supporting the operation of the government, electronic public administration services for the population and corporate target groups, and other electronic services within the scope of interest of the state (e.g. health, education, library, cultural heritage related services or services aimed at the division of state data and information assets), as well as ensuring the security of those services. The goals of this pillar have mostly been met.

As a successor to the National Infocommunication Strategy 2014–2020, a new National Digitisation Strategy (NDS) is currently being prepared by the Ministry of Innovation and Technology. Key strategic documents of the Digital Success Programme (DJP) were also important catalysers of the digitisation efforts of the government.

3.2 Interoperability

National Infocommunication Strategy 2014–2020

On a strategic level, the National Infocommunication Strategy 2014–2020 (hereinafter NIS 2014–2020) states that to create efficient digital services interoperability is required between IT systems and services. In particular, the Strategy sets the following objectives:

- putting in place a legislative framework for the transferability of infocommunication technologies and elaborating a system of requirements and recommendations for the application of widely-used standards to achieve interoperability;
- putting in place a legal framework for cross-border recognition and interoperability of secure eAuthentication systems;
- modernising public records and electronic identification (IT and organisational development, interoperability, methodology, human resources, legislation); and
- strengthening the cooperation and transferability of databases, performing data cleansing processes, securing data exchanges and further increasing data protection.

Apart from technology neutrality and IT security requirements, a development based on software with open source codes needs to be encouraged. The legislative framework to that end was established according to NIS 2014–2020 with the adoption of Act CCXXII. of 2015 on eAdministration and Trust Services (hereinafter eAdministration Act). Pursuant to the eAdministration Act, from 1 January 2018 the cooperating bodies involved in administrative processes shall obtain information (data or documents) from another cooperating body rather than asking the customer (citizen or business) to resubmit it. Information must be obtained by automated data exchange processes, where possible, or otherwise by a simple secure information exchange. According to the eAdministration Act, electronically cooperating organisations are obliged to prepare and publish information transfer rules, as well as send them to the Electronic Administration Supervisory Authority (EÜF) within the Ministry of Interior.

3.3 Key enablers

3.3.1 Access to public information

Public Sector Information Re-use

Implementation of the revised Directive on Public Sector Information (PSI) Re-use (Open Data Directive) is in progress. Specifically, a new Strategy on Artificial Intelligence is under preparation which will have a dedicated part for data policy and data re-use, calling for a proper institutional background and a one-way-access data portal. The adoption of this Strategy is expected in the second quarter of 2020.

3.3.2 eID and Trust Services

Central Authentication Agent

The Central Authentication Agent building block supports the use of different electronic identification services, including the Client Gate trusted profile, the national eID card and a partial code telephone authentication. Since February 2018, eServices already integrated with the Central Authentication Agent service can be accessed via all these eID methods. According to current plans, eIDAS authentication will also be available within the Central Authentication Agent. The Hungarian eIDAS node is under development. The preparations for the Hungarian electronic identification (the eID

card) and the development of the proxy service are also in progress. More in detail, in January 2020 the number of eID cards issued since the launch in January 2016 reached five million and the number of Client Gate accounts surpassed 4 million in January 2020.

3.3.3 Security aspects

Cybersecurity Strategy

The new Cybersecurity Strategy was adopted at the end of December 2018 (1838/2018. (XII. 28.) by governmental resolution, aiming to establish a free, safe, innovative and competitive cyberspace, increase Hungary's competitiveness, introduce innovations and new technologies in a secure manner, and adapt them to the digitised public administration, government and economy. The Strategy has created a safer electronic public administration system and an innovative development of public services, as well as risen awareness in all areas of society.

Digital Government Projects and Cybersecurity

The National Cyber Defence Institute of the Special Service for National Security has to assess the conformity of each public administration IT and eGovernment service development project with the rules of the Act L. of 2013. The National Cyber Defence Institute also has to audit ongoing and realised projects.

3.3.4 Interconnection of base registries

Central Governmental Service Bus (KKSZB)

The Hungarian Central Governmental Service Bus (KKSZB) serves as interoperability platform to ensure a service-oriented and standardised connection between the national base registries and the different specific public administration information systems. More specifically, the KKSZB makes it possible to connect systems with different technological, operational and integrational levels, as well as to reduce redundant data storage and data integrity errors resulting from former practice. Government Decree 451/2016. (XII. 19) on the Detailed Rules of Electronic Administration enumerates 27 base registries that are obliged to provide their data exchange services via the KKSZB. Nevertheless, the use of the KKSZB is spreading further, as more and more services and base registries become available through the platform (see also 6.3).

3.3.5 eProcurement

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

3.4 Domain-specific political communications

Public Administration and Civil Service Development Operational Programme

The Public Administration and Civil Service Development Operational Programme (OP) will invest over EUR 935 million, including nearly EUR 795 million from EU funding (75.7% from the European Social Fund and 24.3% from the Cohesion Fund), to reinforce services provided by public authorities. The OP will help Hungary increase the efficiency of its public administration through the development of quality public services that are considered essential to attain sustainable growth in line with the Europe 2020 Strategy. The following results are expected from the Programme:

- 400 procedures will benefit from administrative services and end-to-end time reduction;
- 250 new eGovernance procedures will be developed;

- 63,800 public servants will participate in competence development programmes; and
- 1,000 local municipalities will be connected to the integrated public administration information system.

3.5 Emerging technologies

Artificial Intelligence Coalition

The Hungarian Artificial Intelligence (AI) Coalition was founded on 9 October 2018 with the following goals:
- providing a continuous cooperation forum for AI developers, market operators, state participants representing AI users, academics and professional organisations;
- developing a Hungarian AI Strategy; and
- analysing the social and economic impacts related to the spread of AI.

So far, the Coalition has developed an Action Plan that lays the groundwork for the Hungarian data market and the institutional framework of the local AI ecosystem. The Action Plan also defines the legislative and infrastructural structure of data capital management by creating data markets and making personally non-identifiable public data searchable. In addition, widespread multi-stage awareness-raising campaigns have been launched by relying on a diverse range of communications tools. Finally, the Coalition is also finalising the National Strategy, due to be released in the spring of 2020.

Fintech Strategy

The aim of Hungary's Fintech Strategy, as part of the Digital Success Programme, is to form a favourable regulatory and market environment for both traditional and new stakeholders of the financial market, enabling them to supply customers with innovative, easy-to-use and cost-friendly solutions.

Blockchain Working Group

The Digital Success Program operates a Blockchain Working Group consisting of all Ministries, authorities and market players relevant to the blockchain technology. The aim is to map and tackle regulatory challenges related to blockchain technology.

Gigabit Hungary Strategy (GHS)

The main goal of the Gigabit Hungary Strategy (GHS), as part of the Digital Success Programme, is to ensure that Hungary will be the first country among EU Member States to build a nationwide ultrafast broadband infrastructure that in 5-10 years does not pose any threats in terms of capacity needed.

5G Coalition (5GC)

The objective of the Hungarian government is to make Hungary a front-runner in 5G developments in terms of regulation and technological development in the fields of automotive industry (autonomous and connected vehicles), industrial Internet of Things (IoT), health, transport and other areas.

The Digital Success Programme (DSP) 2.0 described clear and definite goals regarding the introduction of 5G technologies, as the establishment of the 5G Coalition (5GC) and the preparation of the 5G Strategy of Hungary. In this context, the DSP called for all partners who intended to work together to achieve the ambitious goals set by the Coalition.

5GC's intention is to contribute to increasing the social awareness, understanding, acceptation and recognition of successful 5G solutions via its members' independent

but coordinated communication activities and the presentation of successful 5G solutions. More specifically, the key priorities of the 5G Coalition are:

- to make Hungary evolve to reach the aimed position as a major European centre for 5G developments;
- to contribute to the creation of a world-class 5G test environment; and
- to introduce 5G in Hungary among the first in the world.

The Coalition was established on 19 June 2017 with 46 founding members, then reaching 77, and held more than 50 Working Group meetings with more than 850 participants. In the five Working Groups 145 professionals are working together to give inputs to the 5G Strategy of Hungary which is to be adopted by the Hungarian government in the first quarter of 2020.

High-Performance Computing Infrastructure and Ecosystem

As Hungary's supercomputer infrastructure is underdeveloped (with a total capacity of less than 0.5 PetaFlops), the country is not able to serve the growing needs of R&D and industrial innovation. As a result, the Ministry of Innovation and Technology is working to significantly improve the available national High-Performance Computing (HPC) capacity. Preparatory work is ongoing to formulate a government decree on the procurement of a national HPC centre with a capacity of (about) 15 PetaFlops, including the necessary building and technology facilities and the human capacity needed for the operation of the HPC. The launch of HPC services based on the new infrastructure is planned for 2021, serving both academic and industrial communities, including SMEs.

In parallel with infrastructure development and ecosystem building, Hungary is working on tightening its Europe-wide links and collaboration in the field of supercomputing within the frame of the EuroHPC Joint Undertaking (JU) and the PRACE (Partnership for Advanced Computing in Europe) Programme. More in detail, Hungary joined the EuroHPC Joint Undertaking in September 2018 as a founding Member State and has been an active partner in all development programmes of the EuroHPC JU since then.

4

Digital Public Administration Legislation

4 Digital Public Administration Legislation

4.1 Specific legislation on digital public administration

eAdministration Act

For a wide range of administrative bodies, electronic administration has been regulated according to the unified principles of Act No CCXXII of 2015 on the General Rules for Electronic Administration and Trust Services (hereinafter: eAdministration Act). The Act was rolled out over the two-year period 2016-18.

To extend the regulation to all organisations concerned, a new implementing decree was adopted in December 2016 (451/2016. (XII. 19.)), stipulating a detailed set of rules on eAdministration, including detailed rules for electronic administration and electronic communications, and regulated electronic administration services (SZEÜSZ) and central electronic administration services (KEÜSZ), i.e. the building blocks of eGovernment services.

eGovernment legislation

The most important laws regulating eGovernment are the following:
- Act No CCXXII. of 2015 on the General Rules for Electronic Administration and Trust Services, setting out the general rules applying to electronic administration, and the relationship and contacts between citizens and public bodies providing eAdministration services; the rules for the renewal of interoperability; the legal provisions necessary to implement the eIDAS Regulation (910/2014/EU); and the rules of authenticity of electronic and paper-based documents. The eAdministration Act introduces the underlying principles for electronic administration, defines the role of the Electronic Administration Inspectorate (EÜF), and introduces the so-called regulated electronic administration services, i.e. the building blocks for developing eGovernment services;
- Government Decree 451/2016. (XII. 19.) on the Detailed Rules for Electronic Administration, containing the detailed rules applying to electronic administration and electronic communications, and regulated electronic administration services (SZEÜSZ) and central electronic administration services (KEÜSZ), i.e. the building blocks of Hungarian eGovernment services;
- Act No CXXI. of 2016 on the Amendment of Certain Acts Necessary to Develop a Single Electronic Administration System, adjusted to reflect the necessary amendments to sectoral legislation allowing electronic administration according to the eAdministration Act;
- Government Decree 123/2016. (VI. 7.) on the Amendment of Certain Government Decrees Necessary to Introduce the E-Filing Portal Service and Other Services Related to Electronic Administration;
- Government Decree 228/2016. (VII. 29.) on the Coordination of the IT Development of Administrative Bodies;
- Government Decree 257/2016. (VIII. 31.) on the ASP System of Local Governments;
- Decree of the Ministry of Interior 25/2016. (VI. 30.) on the Amount of Administrative Service Fee to Be Paid to the Trust Authority;
- Decree of the Ministry of Interior 41/2016. (X. 13.) on the Organisations Certifying the Compliance of Tools Creating Qualified Electronic Signatures and Qualified Electronic Stamps and the Rules Regarding their Assignment;
- Act No CL. of 2016 on the Code of General Administrative Procedure;
- Government Decree 84/2012. (IV. 21.) on the Assignment of Certain Organisations Related to Electronic Administration;

- Decree 13/2011. (XII.27.) of the National Media and Infocommunication Authority on Customer Protection-related Quality Requirements of Electronic Communication Services;
- Government Decree 335/2005. (XII. 29.) on the Common Provisions for Document Management in Public Administrative Bodies;
- Government Decree 346/2010. (XII. 28.) on the Networks for Governmental Purpose (National Telecommunication Backbone Network);
- Government Decree 309/2011. (XII.23.) on the Centralised IT and Electronic Communication Services (introducing the National Infocommunications Service Provider Ltd.);
- Decree of the Ministry of Innovation and Technology 1/2018. (VI. 29.) on the Rules for Digital Archiving;
- Decree of the Ministry of Interior 48/2016. (XI. 28.) on the Administrative Service Fee to Be Paid for the Declaration of Regulated Electronic Administrative Services; and
- Decree of the Ministry of Human Capacities 39/2016. (XII. 21.) on the Detailed Rules regarding the Electronic Health Cooperation Service Space (EESZT), including its obligatory usage.

4.2 Interoperability

eAdministration Act

The third part of the eAdministration Act regulates cooperation in the field of information technology between bodies providing electronic administrative service, as well as interoperability.

The new eAdministration Act aims to achieve interoperability and cooperation between state registries. More specifically, it strongly encourages bodies to obtain information, decisions and statements from cooperating bodies if the information, decisions or statements are made or already obtained by these cooperating bodies by electronic means.

4.3 Key enablers

4.3.1 Access to public information

Act on the Re-use of Public Data

Act No LXIII. of 2012. on the Re-use of Public Data regulates the re-use of public data and public cultural data held by public bodies (and private bodies with a public service mission) for the purpose of re-use by private persons or entities.

Act on Informational Self-determination and Freedom of Information

Act No CXII of 2011. on Informational Self-determination and Freedom of Information (also available in English) is a combined data protection and freedom of information act. The Act sets rules and safeguards for the processing of personal data by public and private bodies. In addition, based on this Act access to public information is free upon request and public bodies are obliged to proactively publish fundamental information on their operation on their websites. The application is overseen by the National Data Protection and Freedom of Information Authority. In addition, Government Decree 305/2005. includes detailed rules on the electronic publication of public data and establishes a public data search system.

4.3.2 eID and Trust Services

Act on the General Rules for Electronic Administration and Trust Services

Act No CCXXII. of 2015. on the General Rules for Electronic Administration and Trust Services (eAdministration Act) sets out the general rules on electronic signatures. More in detail, the Act introduces the legal provisions necessary to implement the eIDAS Regulation (910/2014/EU), as well as the rules of authenticity of electronic and paper-based documents (repealing previous legislation on electronic signatures). With the new rules, the use of electronic stamps instead of organisational signatures becomes obligatory. This is to be achieved in the context of the provisions of Regulation (EU) No 910/2014 of the European Parliament and of the Council of 23 July 2014 on electronic identification and trust services for electronic transactions in the internal market and repealing Directive 1999/93/EC.
Further detailed provisions are to be found in several other decrees (see below).

Government Decree 137/2016. (VI. 13.)

Government Decree 137/2016. (VI. 13.) sets out the requirements concerning electronic signatures and stamps for providing electronical administration services.

Government Decree 451/2016. (XII. 19.)

To extend the regulation to all organisations concerned by the eAdministration Act, an implementing decree, Government Decree 451/2016. (XII. 19.) on the Detailed Rules for Electronic Administration, was issued.

Decree of the Ministry of Interior 24/2016. (VI. 30.)

Decree of the Ministry of Interior 24/2016. (VI. 30.) establishes detailed requirements concerning trust services and their providers.

4.3.3 Security aspects

Act on the Electronic Information Security of State and Municipal Bodies

Act No L. on the Electronic Information Security of State and Municipal Bodies is the legal act dealing with cybersecurity aspects of digital government. The electronic information systems covered by the Act must be implemented ensuring:
- the confidentiality, integrity and availability of data and information processes in the electronic information system; and
- the integrity and availability of the electronic system and its elements' closed, full, continuous and proportionate protection.

4.3.4 Interconnection of base registries

Act on Citizens' Personal Data and Address of Registration

Act No LXVI of 1992 on Citizens' Personal Data and Address of Registration defines the content, concept and functions of the Civil Registry. More in detail, the Act regulates the organisation of records, competence and jurisdiction, the data records, the reporting from the Registry, the registration process, data security and other aspects. Another part worth mentioning is that relating to data sources, clearly defining how the Civil Registry collects data from different sources.

Act on Public Company Information, Company Registration and Winding-up Proceedings

Act No V of 2006 on Public Company Information, Company Registration and Winding-up Proceedings is the primary piece of legislation in Hungary regulating the Business

Registry. The purpose of this Act is to lay down the appropriate legal framework to facilitate the foundation and registration of companies, and to provide full public access, directly or by way of electronic means, to information from registries of official company records. The Act also contains related definitions, such as company or corporate name, though not exclusively. Other important aspects covered in this Act are access to company documents submitted on paper or by electronic means, access to company documents converted into electronic format, the specific content of the Business Registry and registration proceedings.

4.3.5 eProcurement

Government Decree on Electronic Public Procurement

Act No CXLIII of 2015 on Public Procurement and Government Decree 424/2017. (XII. 19.) on the Detailed Rules for Electronic Public Procurement establish the main rules on public procurement, including the compulsory use of electronic communication in public procurements and the basic procedural rules thereof. Moreover, the Government Decree further provides for the technical rules on eProcurement relating to the Public Procurement Act.
eProcurement became compulsory on 1 February 2017 for central purchasing bodies, and on 15 April 2018 for all contracting authorities.

4.4 Domain-specific legislation

eCommerce legislation

- Decree of the Ministry of Justice 25/2006. (V. 18.) on the Electronic Payment of Fees for Public Notices in the Administration of Business Processes;
- Decree of the Ministry of Finance 46/2007. (XII. 29.) on Electronic Invoices;
- Decree of the Ministry of Justice 24/2006. (V. 18.) on Certain Aspects of the Electronic Business Registration Procedure and the Electronic Business Registry;
- Decree of the Ministry of National Economy 23/2014. (VI. 30.) on the Identification of Invoices, Simplified Invoices and Receipts for the Tax Administration, as well as on the Tax Authority's Inspection of Invoices Stored in Electronic Form; and
- Act No CVIII. of 2001 on Electronic Commerce and Information Society Services, adopted on 18 December 2001, implementing Directive 2000/31/EC on certain legal aspects of information society services, in particular electronic commerce. The Act governs the eCommerce legal relationships of individuals, legal entities and organisations without legal personhood.

4.5 Emerging technologies

New regulations

Several regulations have been drawn up to introduce and disseminate new technologies: in the field of education, the Vocational Training Act was adopted, with the Vocational Training Innovation Council acting as a functioning institution; in the field of industrial technologies, regulation was adopted based on the Irinyi Plan; and in the field of agriculture, the National Digital Agricultural Strategy was adopted.

5 | Digital Public Administration Governance

5 Digital Public Administration Governance

5.1 National

5.1.1 Policy

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is responsible for tasks related to policy- and strategy-making in public administration IT infrastructure, eGovernment services, public administration modernisation and information society.

Sándor Pintér
Minister of Interior

Contact details:
Ministry of Interior
József Attila utca 2-4.
1051 Budapest, Hungary
Tel.: +36-1-441-1717
E-mail: miniszter@bm.gov.hu
Source: http://www.kormany.hu/en/ministry-of-interior/the-minister

Károly Hajzer
Deputy Secretary of State for Informatics, Ministry of Interior

Contact details:
Ministry of Interior
József Attila utca 2-4.
1051 Budapest, Hungary
E-mail: karoly.hajzer@bm.gov.hu
Source: http://www.kormany.hu/hu/belugyminiszterium/helyettes-allamtitkarok

Deputy Secretary of State for Digitisation, Ministry of Innovation and Technology

The Deputy Secretary of State for Digitisation within the Ministry of Innovation and Technology is responsible for tasks related to policy- and strategy-making in the IT infrastructure development and information society.

5.1.2 Coordination

Permanent Secretary of State, Cabinet Office of the Prime Minister

The Permanent Secretary of State is responsible for the coordination of tasks related to eGovernment and information technology policy- and strategy-making. The Cabinet Office is responsible for approving governmental IT related procurements.

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is, among others, responsible for:

- the policy- and strategy-making on public administration IT infrastructure, services and eGovernment;
- the development of eGovernment services and the building blocks provided by the state;
- the supervision of government IT and eGovernment developments using EU funds to pursue policy goals;
- the modernisation of the public administration and the information society through the implementation and spread of eGovernment;
- the codification of legal measures related to electronic means of public administration;
- the use of electronic signatures and electronic administration services; and
- the interoperability of registries owned by the national and local governments.

Deputy Secretary of State for Digitisation, Ministry of Innovation and Technology

The Deputy Secretary of State for Digitalisation within the Ministry of Innovation and Technology is responsible for coordinating IT infrastructure development and information society related tasks.

Deputy Secretary of State for Registries' Management, Ministry of Interior

The Deputy Secretary of State for Registries' Management within the Ministry of Interior has taken over the activities of the former Central Office for Administrative and Electronic Public Services (KEKKH) related to data management and data processing, together with the maintenance of public registers.

5.1.3 Implementation

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is responsible for the development of public administration IT infrastructure, eGovernment services, public administration modernisation and information society. These goals are pursued through the implementation and spread of eGovernment, the use of electronic signatures, the implementation of regulated electronic administration services and the interoperability of registries owned by the national and local governments.

National Infocommunications Service Provider Ltd. (NISZ Zrt.)

Functioning under the control of the Ministry of Interior, the fully state-owned National Infocommunications Service Provider Ltd. is the main IT service provider for Hungarian government organisations. In addition to maintaining the government IT infrastructure and services, the strategic goals of the company also include the development of eGovernment solutions. As a result, most of the government IT infrastructure, the regulated electronic administrative services (building blocks) and the eGovernment services are provided by the National Infocommunications Service Provider Ltd. (NISZ Zrt.)

Among other key projects, NISZ is currently implementing the EU-funded Government Data Centre (KAK), which provides cloud services to the public administration making it more cost-effective. The Government Data Centre is a geo-redundant central IT infrastructure capable of providing cloud-based services and a stable, safe and secure IT infrastructure environment for government, public administration and public

services use. The cloud infrastructure developed in the Government Data Centre, as well as the hosting facility, form a system used as a private cloud. In Hungary, the single basic infrastructure necessary for the efficient operation of the state IT systems is also provided by the Government Data Centre.

Deputy Secretary of State for Digitisation, Ministry of Innovation and Technology

The Deputy Secretary of State for Digitisation within the Ministry of Innovation and Technology is responsible for the development of ICT infrastructure and an information society in the country.

5.1.4 Support

Governmental Information Technology Development Agency (KIFU)

The Governmental Information Technology Development Agency (KIFU) serves as a framework for the development and operation of the research network in Hungary. At the same time, the National Information Infrastructure Development (NIIF) Programme, in accordance with international practices, plays a leading role in the development and introduction of the most advanced networking technologies in Hungary.

Digital Success Point Network

Within the framework of the measure, the government supported the development of existing community Internet access points and the establishment of new ones by broadening the service portfolio and developing their infrastructure, tools and services. That way, citizens who were not connected could become part of the digital world.

The plan was to support at least 1,500 community Internet access points (Digital Success Point) country-wide. By the end of 2018, the aim of the project was fulfilled, with 1,500 Digital Success Points selected and the technical device installation completed. In addition, more than 1,500 mentors were trained to help citizens who needed assistance to use ICT or electronic public services.

5.1.5 Interoperability coordination

Deputy Secretariat of State for Informatics, Ministry of Interior

The main body responsible for interoperability activities in Hungary is the Ministry of Interior's Deputy Secretariat of State for Informatics.

5.1.6 Base registry coordination

Deputy Secretary of State for Registries' Management, Ministry of Interior

On 1 January 2017, the Ministry of Interior's Deputy Secretary of State for Registries' Management assumed responsibility for most base registries, including the Personal Data and Address Registry, the Road Traffic Registry and the Criminal Registry. The key objective is to provide quick and reliable information, and safe and accurate data management, as well as to strengthen customer-centricity.

The further development of national data asset registries and the creation of a higher-level service capability are under way in the context of the National Data Asset Service Development (NAVASZ) Project.

5.1.7 Audit

State Audit Office (SAO)

The State Audit Office (SAO) is an independent audit organisation established by the Hungarian Parliament. Based on the Constitution and relevant legislation, SAO is primarily tasked with auditing and evaluating the operation and development of the public finances system. Audits of public expenditures are performed according to the criteria of legality, effectiveness and efficiency. In particular, SAO is responsible for performing audits on the development of eGovernment services. The focus is placed on the strategic validity of developments, the harmony between the national development goals and EU regulations, as well as the regulatory, management and control environment of the operation of services.

5.1.8 Data Protection

National Data Protection and Freedom of Information Authority

The National Data Protection and Freedom of Information Authority is an independent institution with competencies over both the public and private sectors. The Authority is responsible for overseeing and setting the rules on, as well as safeguarding, the processing of personal data by public and private bodies.

5.2 Subnational (federal, regional and local)

5.2.1 Policy

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is responsible for tasks related to policy- and strategy-making on regional and local public administration IT infrastructure and eGovernment services.

Secretary of State for Regional Public Administration, Office of the Prime Minister

The Secretary of State for Regional Public Administration is responsible for policy- and strategy-making in the development of local public administration as well as governmental one-stop-shops.

Permanent Secretary of State, Cabinet Office of the Prime Minister

The Permanent Secretary of State is responsible for the coordination of tasks related to eGovernment and information technology policy- and strategy-making.

5.2.2 Coordination

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is responsible for the coordination of tasks related to regional and local public administration IT infrastructure and the development of eGovernment services.

Secretary of State for Regional Public Administration, Office of the Prime Minister

The Secretary of State for Regional Public Administration is responsible for the coordination of the development of regional and local public administration as well as the functioning of governmental one-stop-shops.

Permanent Secretary of State, Cabinet Office of the Prime Minister

The Permanent Secretary of State is responsible for the coordination of tasks related to eGovernment and information technology policy- and strategy-making.

5.2.3 Implementation

Deputy Secretary of State for Informatics, Ministry of Interior

The Deputy Secretary of State for Informatics within the Ministry of Interior is responsible for the development of public administration IT infrastructure, eGovernment services, public administration modernisation and information society. These goals are pursued though the implementation and spread of eGovernment, the use of electronic signatures, the implementation of regulated electronic administration services and the interoperability of registries owned by the national and local governments.

5.2.4 Support

National Association of Local Authorities (TÖOSZ)

The National Association of Local Authorities (TÖOSZ) is the representative organisation of the majority of Hungarian municipalities, promoting the interests of its members towards the central government and providing them with support services.

Association of Cities of County Rank (MJVSZ)

The Association of Cities of County Rank (MJVSZ) represents the collective rights of Hungary's largest cities (23 cities of county rank), protecting and promoting their interests, developing the operation of local self-governments, and cooperating with other national and international associations of local governments in support of the government's central eGovernance system and policy.

National Association of Intelligent Local Authorities (ITOSZ)

The National Association of Intelligent Local Authorities (ITOSZ) is dedicated to promoting cooperation between local authorities in the field of ICT and information management stipulated and implemented centrally.

5.2.5 Interoperability coordination

No responsible organisations have been reported to date.

5.2.6 Base registry coordination

Deputy Secretary of State for Registries' Management, Ministry of Interior

On 1 January 2017, the Ministry of Interior's Deputy Secretary of State for Registries' Management assumed responsibility for most base registries, including the Personal Data and Address Registry, the Road Traffic Registry and the Criminal Registry. The key objective is to provide quick and reliable information, and safe and accurate data management, as well as to strengthen customer-centricity.

The further development of national data asset registries and the creation of a higher-level service capability are under way in the context of the National Data Asset Service Development (NAVASZ) Project.

5.2.7 Audit

State Audit Office (SAO)

The audit mandates of the SAO cover, among others, the financial management of social security and separated state funds, local governments and minority self-governments, regional development councils of the counties, economic chambers, public foundations, non-profit organisations, pension funds, credit institutions, institutions of higher education, political parties and their foundations, and churches.

5.2.8 Data Protection

National Data Protection and Freedom of Information Authority

The National Data Protection and Freedom of Information Authority is an independent institution with competencies over both the public and private sectors. The Authority is responsible for overseeing and setting the rules on, as well as safeguarding, the processing of personal data by public and private bodies.

6 | Digital Public Administration Infrastructure

6 Digital Public Administration Infrastructure

6.1 Portals

6.1.1 National Portals

SZÜF

The new customisable electronic administration user interface, SZÜF, has replaced the former magyarorszag.hu (hungary.hu) Portal as the point of single contact portal of Hungary. The SZÜF Portal features a more modern design as well as a life-event based approach to publish existing eGovernment services.

According to the eAdministration Act, all public administration bodies providing eGovernment services are obliged to publish their services on the SZÜF Portal. To that end, the Portal provides connected service providers with a specific content management solution, a service management functionality, as well as a built-in online form editing and management system.

As for clients, both companies and citizens, the services provided by the Portal can be used after electronic identification and authentication, either by Client Gate account or national eID card. Through the Portal, clients can access their personal digital post-box or, if they are officially assigned one, their Company Gate or Office Gate digital post-box.

Open Data Portal

As for the re-use of Public Sector Information, the specification of the data structure of a new data re-use portal was finished in December 2017. The development of the new portal was then started. The Open Data Portal is planned to be launched in 2020 and is being created with the intention of being a meeting portal for citizens, IT professionals and researchers.

Kormany.hu

The government of Hungary has an official information website which is constantly updated with the latest news, events and multimedia coverage concerning the cabinet activity. The 'Documents' section contains information material that the government must publish according to the law, and various other publications of interest to citizens.

Egeszsegugy.gov.hu

The state-of-the-art IT communication and collaboration platform called Electronic Health Cooperation Service Space (EESZT) enables information systems and health professionals to work together. The services are based on a cloud-based centralised platform and service-oriented architecture (SOA). The system can electronically store information about patients (health status, treatments, etc.) and provides access for doctors, pharmacists, therapists, nurses, etc. working in different institutions to use the same data.

Since 1 November 2017, all publicly financed health care providers (general practitioners, specialist care institutions, etc.) and pharmacies have been obliged to use EESZT services to provide faster, more convenient and more efficient patient care. Since December 2017, after authentication on the Citizen Portal, everyone has been able to access his/her eProfile data, event catalogue (i.e. a list of the medical care services received in the institutions connected to the EESZT), and patient records and documents, including eReferrals and ePrescriptions.

6.1.2 Subnational Portals

eMunicipality Portal

The eMunicipality Portal (*e-önkormányzat Portál*) provides a single point of contact to all eGovernment services provided by local governments (more than 99% of the 3,200 Hungarian local governments), using the Municipality ASP service. The Municipality ASP provides online form templates for publishing by the municipalities themselves, while the Portal itself provides access to these services, eIdentification, eAuthentication, eDelivery, pre-filling of personal data, follow-up of cases, etc. ePayment is going to be introduced this year following an ongoing pilot with a dozen municipalities. The Portal is aligned with the SZÜF Portal in terms of design and Single Sign On is provided for the two Portals.

6.2 Networks

Superfast Internet Programme

The Superfast Internet Programme was started in 2015 with the goal of providing at least 30Mbps broadband connection in every part of Hungary. As part of the Programme, 500,000 new network termination points were established by the end of 2018, with further developments under way. The Superfast Internet Programme 2.0 was launched in January 2019, aiming to further develop the networks, raise the capacity to at least 100Mbps available anywhere in the country, and further develop optical networks with Gigabit capabilities to expand the Gigabit broadband network coverage.
In 2020, the Hungarian government plans to adopt the Gigabit Hungary Strategy that, in line with EU goals, aims to cover the whole territory of the country with at least 1Gbps per household and enterprise by 2030.

National Telecommunication Backbone Network (NTG)

The National Telecommunication Backbone Network (NTG) is a secure and extensive country-wide broadband network forming the basic infrastructure of electronic government in Hungary. Launched in 2012 with the upgrade of the former Electronic Government Backbone (EKG), launched in 2004, this high-speed network connects the 19 county seats with Budapest, providing the central administration, as well as regional institutions, with a secured and monitored communication infrastructure, supporting data communication, Internet access, electronic mail, government Intranet, and other services.

Trans European Services for Telematics between Administrations (TESTA)

Hungary uses the Trans European Services for Telematics between Administrations (TESTA) network as the main cross border infrastructure to communicate digitally among the EU agencies, institutions and Member States.

6.3 Data Exchange

Central Government Service Bus (KKSZB)

The Hungarian Central Government Service Bus (KKSZB) is an interoperability platform that aims to ensure a service-oriented and standardised connection between the national base registries and the different specific public administration information systems by unifying communication methods. More specifically, the KKSZB makes it possible to connect systems with different technological, operational and integrational levels, as well as to reduce redundant data storage and data integrity errors resulting from former practice. In other words, the KKSZB ensures electronic communication,

interoperability and secure data exchange of authentic data among public administrative authorities.

The KKSZB can be joined as service provider and as client at the same time, making it technically possible for applications targeted at citizens and businesses to reach all services provided by the connected service providers via the KKSZB, as long as they have permission to do so.

On the client side, 243 organisations or services are connected. The number of data exchange transactions has increased from 8.1 million per month to 42.7 million per month. The largest client of the platform is the Municipality ASP service. Compared to the last reported year, 35 additional organisations have been connected to the KKSZB Central Government Service Bus interoperability platform. As a result, 105 organisations are now using the platform to provide data exchange services, meaning that 161 services related to base registries are now available, including access to the 27 registries enumerated by Government Decree 451/2016. (XII. 19.) on the Detailed Rules of Electronic Administration (i.e. the implementing decree of the eAdministration Act).

Municipality ASP

Following the successful Municipality ASP pilot project carried out in 2015-2016, with approximately 100 municipalities involved, the nationwide expansion of the central application service provider for municipalities was launched in 2016 (Municipality ASP 2.0 project) and will be finished in 2020. As of January 2019, practically all 3,197 local governments of Hungary were connected to the service.

The goal of the central ASP for municipalities is to provide modern, integrated and cost-effective state-of-the-art IT solutions for local governments based on the application service provider's central hardware and software infrastructure, fostering standardised internal operation of local governments and a common platform-based provision of local eGovernment services to citizens and businesses. The service provides integrated back-office systems (financial management software, municipal tax software, document management software, industrial and commercial management software, property cadastre, eAdministration web portal and online form management) for the daily tasks of the municipalities, as well as client side eGovernment services, on a single platform for 99% of all connected 3,197 municipalities.

6.4 eID and Trust Services

Client Gate

Hungary has had a comprehensive central identification solution (Client Gate) for the identification of citizens for electronic transactions carried out between public authorities and citizens since April 2005. However, a comprehensive solution for the identification of citizens in electronic transactions carried out between public authorities is still lacking. The Client Gate is capable of identifying citizens for any public authority that connects to it.

Central Authentication Agent

In January 2016, a new central identification solution, the Central Authentication Agent, was launched, supporting the use of different electronic identification and authentication services, including the already existing Client Gate, and the newly introduced national eID card, as well as the partial code telephone authentication. According to current plans, the eIDAS authentication will be made available soon.

eID

Since February 2018, eServices already integrated with the Central Authentication Agent service can be accessed via electronic identification with the use of the Hungarian eID card. The Hungarian eIDAS node is under development. The preparations for the notification of the Hungarian electronic identification means (eID card) are also in progress. In January 2020, the number of eID cards issued since the launch in 2016 reached five million and the number of Client Gate accounts surpassed four million in January 2020.

6.5 eProcurement

Public Procurement legislation

Public procurement and electronic procurement issues are controlled and managed by one Ministry in Hungary. The Public Procurement Act and its implementing decrees are prepared by the Prime Minister's Office, which is also responsible for the eProcurement policy. The monitoring of public procurement is carried out by the Prime Minister's Office (in procurement procedures financed both by domestic budget and EU funds) and the Public Procurement Authority, subordinated to the Parliament (monitoring of contract and award notices, etc.).

System for eProcurement Infrastructure

The use of a single national eProcurement solution, the EKR, is mandated by the Public Procurement Act for all contracting authorities and contracting entities in public procurement procedures both below and above EU public procurement thresholds. The EKR is operated by NEKSZT Ltd., a state-owned company under the control of the Prime Minister's Office.
The EKR was developed by late 2017 and from 1 January to 14 April 2018 was used on a voluntary basis. However, eProcurement through the EKR has become compulsory for all contracting authorities since 15 April 2018 (though central purchasing bodies may partially use their own platforms). At that point, the paper-based administration of procurements ceased.

Online Invoice System

Since July 2018, eInvoicing has become obligatory for transactions including an output VAT of more than HUF 100,000 (approximately EUR 320) between domestic taxpayer businesses. As of July 2020, the amount of output VAT will be reduced to HUF 0, with all invoices issued between domestic taxpayers that will have to be exchanged though the available system. For this purpose, the National Tax and Customs Administration (NTCA) developed and launched a central Online Invoice System connected to the financial management software or the ERP system of businesses via machine-to-machine interface. In case of paper invoices, data must be provided manually using the online service within five days, also encouraging businesses to turn to the use of eInvoicing. The NTCA also provides an online invoicing solution free of charge, mainly for SMEs, that can be used to issue eInvoices as well as paper invoices, and automatically sends the data of the invoice to the NTCA, regardless of the amount of the output VAT. To promote and encourage eInvoicing and digital administration, this

free online invoicing program will soon be available through a mobile app, also helping to reduce administrative steps.

eInvoicing in Public Procurement

To comply with Directive 2014/55/EU on electronic invoicing in public procurement, since 18 April 2019 the Public Procurement Act has been requiring contracting authorities to receive and process invoices which comply with the relevant European standard. The Public Procurement Act does not clarify further the means to process invoices, leaving it to the contracting authorities to choose the method of transmission and processing of invoices.

A so-called eInvoicing module is also available in the EKR, enabling to verify whether an invoice complies with the European standard EN 16931-1:2017 and the syntax list published by the European Commission in the Official Journal of the European Union. The eInvoicing module can help contracting authorities to decide whether they have a legal obligation to receive and process a specific invoice or not.

6.6 ePayment

Electronic Payment and Settlement System

NISZ Zrt., as provider of the Electronic Payment and Settlement System (EFER), provides an electronic payment service for both electronic and traditional paper-based procedures. More specifically, EFER allows for a single transaction to be used to pay fees related to a given case but payable on a different basis, as well as to clear the paid amount to the target accounts. EFER is a central electronic payment service (with an associated settlement system) that allows customers to fulfil their payment obligations to electronic administration bodies using a bank card, virtual bank card or an Internet bank.

6.7 Knowledge Management

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

6.8 Cross-border platforms

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

6.9 Base registries

Personal Data and Address Registry

As the most important base registry, the Personal Data and Address Registry, maintained by the Ministry of Interior, is a public official register that contains and certifies the personal address and address of notification specified by law for registered citizens, as well as any changes thereto. The role of the Registry is to collect and manage the data and changes specified in Act LXVI. of 1992 on the Registration of Citizens' Personal Data and Addresses, to issue documents and to provide data on them to those entitled under the Act. Data are provided to other eGovernment services via the KKSZB data exchange platform.

TAKARNET Network

The Hungarian Land Office of the unified real estate registration system in Hungary, the TAKARNET Network, is an Intranet-like network of land offices, connecting all official entities involved in the land administration sector and providing online access to the continuously updated land registration data. Furthermore, the Network also provides online access for external users (registered and authorised). Depending on

their registered rights, users have access to data ranging from all registered data regarding Hungary's land and properties to a more limited subset of information. The Network has been up and running since April 2003.

Association Registry

The Association Registry helps to connect associated public administration registries and professional systems via an interoperable programmed service interface, ensuring interoperability between full sets of data and facilitating the exchange of data based on the encrypted contact code. To protect personal data in line with the strict Hungarian privacy rules prohibiting the use of a single identification number for individuals, the Association Registry does not include any personal information or other sectoral ID, using encrypted contact codes instead. Currently, the number of items contained in the Association Registry is 13.5 million, with 8.2 million generated as encrypted contact code based on ID cards (ID items) and 2.8 million generated as encrypted contact code based on passports (Passport items).

Electronic Register of Registers (NyENy)

The Electronic Administration Supervisory Authority (EÜF), in accordance with the Act on the General Rules for Electronic Administration and Trust Services (eAdministration Act) and the related implementing regulations, shall manage and publish the Register of Information Sources (based on the content of the information transfer rules submitted) and the List of Data and Document Titles. The purpose of the Register of Information Sources is to identify redundant administrative burdens in public services, as well as to enable citizens and other organisations to know what public administration organisation keeps what kind of records and under what procedure, and how to claim data.

The Electronic Register of Registers (NyENy) is a registration system where, firstly, information transfer rules can be prepared and recorded, and, secondly, the Register of Information Sources and the List of Data and Document Titles can be managed. NyENy helps to develop the interpretation of standard definitions, to simplify the process of administration, to extend the recent information system techniques and technological solutions, and to guide clients (citizens or representatives of public services).

7 | Cross-border Digital Public Administration Services

7 Cross-border Digital Public Administration Services for Citizens and Business

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 Mr. Mihály Dán, Ministry of Interior, Department for E-government.

The Digital Government 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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isa2@ec.europa.eu

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