AUSTRIA

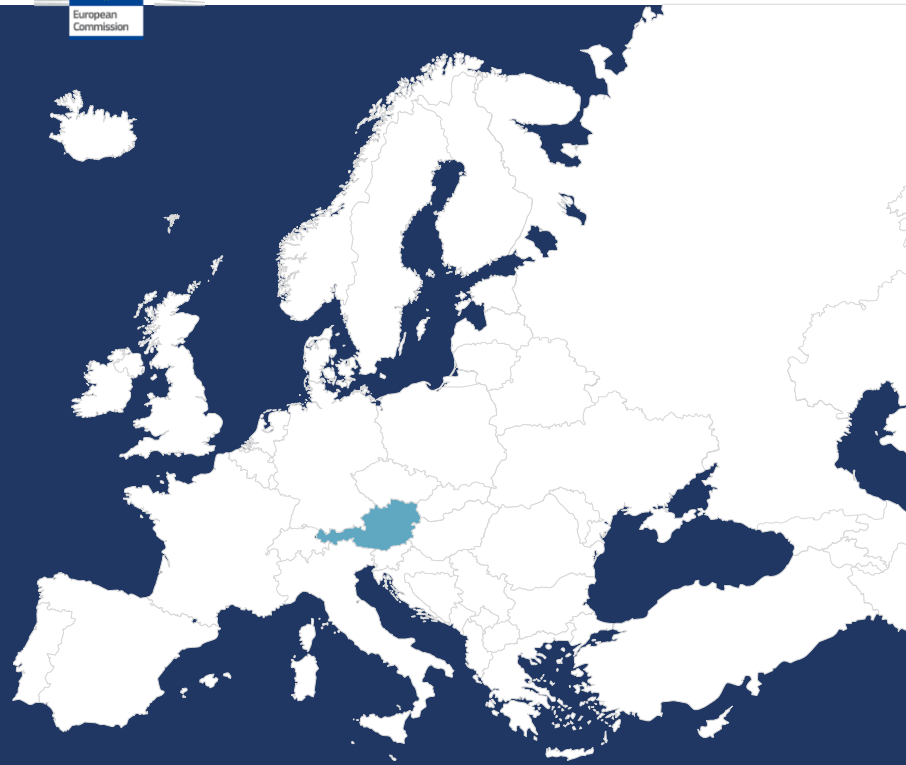## Digital Public Administration Factsheet 2024

Main developments in digital public administrations and interoperability

JULY 2024

HIGHLIGHTS - KEY PROJECTS

- The Digital Austria Act encompasses 117 measures and 36 digitisation principles aimed at reshaping Austria's digital landscape. It prioritises data protection and accessibility, incorporating them into its framework. The initiative aims to update the federal government's digitisation programme to ensure Austria's future prosperity. Key focus areas include smart government, digital connectivity, cybersecurity, economic digitisation, climate protection through digitisation, innovation, healthcare, expertise, media, art, culture, universities, colleges and technology assessment.

- The programme Digital Überall comprises a total of around 4.500 workshops for basic digital skills in 2024. The aim of these initiatives is to teach basic digital skills by transforming places such as youth centres, music clubs and retirement homes into places of learning. The measure is intended to reach all those target groups who do not attend traditional learning centres. Digital Überall Plus offers the opportunity for in-depth training and further education.
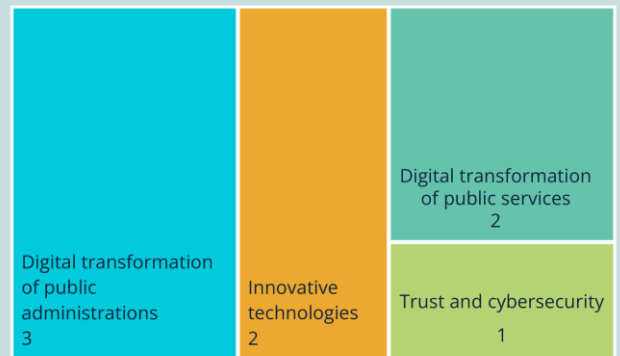
Key figures

8 new initiatives adopted in 2023–2024

| Digital transformation of public administrations 3 | Innovative technologies 2 | Digital transformation of public services 2 |
| | | Trust and cybersecurity 1 |

Figure 1
Number of initiatives per topic adopted in 2023–2024

Towards the Digital Decade targets set for 2030: DIGITAL PUBLIC SERVICES

eID scheme (≥1)
YES

eHealth records (0–100)
88.2%

Digital Public Services for Citizens (0–100)
80.7%

Digital Public Services for Businesses (0–100)
82.9%

Source: Digital Economy and Society Index (DESI)

DIGITAL TRANSFORMATION OF PUBLIC ADMINISTRATIONS

- The Digital Skills Austria Strategy, developed through extensive dialogue involving over 500 experts and stakeholders across federal States, was adopted by the Council of Ministers in July 2023. The strategy focuses on eight strategic priorities and implementation projects aimed at advancing digital skills in Austria.

- The Federal eGovernment Strategy 2023 for Austria was adopted in June 2023 by the federal government. It was developed in a collaborative process with the relevant eGovernment stakeholders at national and regional level and pursues an efficient implementation of eGovernment services. It is 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 specific technical expertise. To achieve this goal, the Federal eGovernment Strategy 2023 promotes the involvement of and close cooperation between the federal State, cities and municipalities.
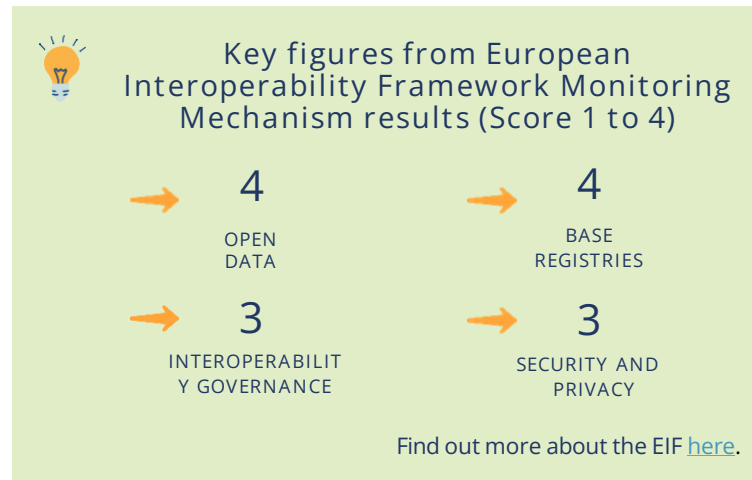
DIGITAL TRANSFORMATION OF PUBLIC SERVICES

- On 13 June 2023, the Digital Competencies Austria strategy was published. It brings a comprehensive competence package ranging from workshops for basic digital competencies to a comprehensive and standardised competence framework for digital skills. The strategy aims at making optimal use of the opportunities of digitalisation with better digital competences. The core of the strategy, which was developed in a broad stakeholder process with more than 500 experts and stakeholders in all federal provinces, is the "Digital Skills Package for Austria". It is intended to strengthen digital competences throughout Austria through targeted measures in strategic focus areas - from basic digital competences for the general population to top digital qualifications for the economy.

TRUST AND CYBERSECURITY

- To ensure secure and traceable procedures, public authorities in Austria use electronic identification (eID), facilitated by ID Austria (formerly Citizen Card), enabling secure electronic document signing. The mobile phone solution, ID Austria (formerly Handy-Signatur), piloted in January 2021 and fully operational since December 2023, is eIDAS-compatible. Integrated into the Austrian Digitalisation Strategy, over 2.3 million citizens currently utilize ID Austria, offering single sign-on functionality and enhancing flexibility.

INTEROPERABILITY AND DATA

- No new initiatives have been reported up to date.

Key figures from European Interoperability Framework Monitoring Mechanism results (Score 1 to 4)

→ 4
OPEN DATA

→ 4
BASE REGISTRIES

→ 3
INTEROPERABILITY GOVERNANCE

→ 3
SECURITY AND PRIVACY

Find out more about the EIF here.

INNOVATIVE TECHNOLOGIES

- The Austrian Regulatory Sandbox Framework Act, which is currently in draft status, is intended to make it easier to test business ideas and innovations in real-life situations. In concrete terms, it will give the respective Ministries the possibility to allow companies in certain areas to try out their ideas in the real world, even if they conflict with the existing legal framework. The act should also foster innovations in different sectors, for example in the mobility, pharmaceutical or biotech sector.

- With amendments to the KommAustria Act and the Telecommunications Act 2021 and the relevant announcement on 26 February 2024, Austria decided to establish an AI Service Centre under the Austrian Regulatory Authority for Broadcasting and Telecommunications (RTR). The Service Centre's responsibilities include providing AI information, advising entities, conducting studies, releasing publications, organising events and fostering communication in the media sector.

  Additionally, an Expert Advisory Board for Artificial Intelligence (AI Advisory Board) will be formed at RTR, focusing on informing government members, monitoring technological advancements, supporting strategic planning and advising on AI policy development.