Visit the e-Government factsheets and the e-Governement infographics online on Joinup.eu

Joinup is a collaborative platform set up by the European Commission as part of the ISA² programme. ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

This document is meant to present an overview of the eGoverment status in all the addressed country. It is not meant to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

Cover picture © AdobeStock
Content © European Commission
© European Union, 2018
Reuse is authorised, provided the source is acknowledged.
# Table of Contents

Austria .................................................................................................................. 5  
Belgium ................................................................................................................ 6  
Bulgaria ................................................................................................................ 7  
Croatia .................................................................................................................. 8  
Cyprus .................................................................................................................. 9  
Czech Republic .................................................................................................. 10  
Denmark ............................................................................................................. 11  
Estonia ............................................................................................................... 12  
Finland ............................................................................................................... 13  
France ............................................................................................................... 14  
FYROM ............................................................................................................. 15  
Germany .......................................................................................................... 16  
Greece .............................................................................................................. 17  
Hungary ............................................................................................................ 18  
Iceland ............................................................................................................... 19  
Ireland ............................................................................................................. 20  
Italy .................................................................................................................... 21  
Latvia ............................................................................................................... 22  
Liechtenstein .................................................................................................. 23
Lithuania ................................................................. 24
Luxembourg ..........................................................., 25
Malta .................................................................... 26
Netherlands ................................................................ 27
Norway .................................................................... 28
Poland ........................................................................ 29
Portugal ...................................................................... 30
Romania ..................................................................... 31
Slovakia ..................................................................... 32
Slovenia ...................................................................... 33
Spain .......................................................................... 34
Sweden ....................................................................... 35
Switzerland .................................................................. 36
Turkey ......................................................................... 37
United Kingdom .......................................................... 38
Use of Internet with Public authorities

- To interact: 62%
- To download forms: 50%
- To obtain info: 38%
- To send forms: 37%

AUSTRIA

Strategy & Legal frameworks

- Austrian Deregulation Act 2017
- eIDAS Regulation adoption
- Amendment of 1a E-GovG: electronic communication
- Secure electronic interaction between citizens, companies and PA

Actors

- Federal Minister for Digital and Economic Affairs is the political responsible for Austria's eGovernment strategy and policy.

eGov services to business and citizens

- A training course for better civic courage has been implemented by the State Secretary. It aims to provide information on hate in the Internet, cyberbullying and all other forms of online demeaning, while taking action against it.

- Updated courses on internet competences have been implemented at the teacher training colleges. The purpose is to train educators in using digital media in their lessons.

Infrastructure

- HELP.gov.at website:
  The website has been relaunched and its relative services are extended.

- eSafe, the single sign-on functionality:
  It facilitates the secure archiving of important documents through mobile signature account.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission's ISA² programme.
It delivers solutions for European public administrations, citizens and businesses.
It assists EU countries in monitoring the take up of eGovernment and interoperability.
**BELGIUM**

**eGovernment infographic – 2018**

**Use of Internet with Public authorities**

- 53% to interact
- 45% to Download forms
- 30% to Obtain info
- 37% to Send forms

**eGov State of Play indicators**

- **User Centricity**
  - 85
- **Citizen cross border mobility**
  - 73
- **Key Enabler**
  - 58

**Good – Fair – Moderate – Insufficient**

**eGov services to business and citizens**

**New Federal Public Service Policy and Support:**

It provides centralised support services in the areas of IT, HR, organisational management and integrity policy, budget, accounting and public procurement contracts.

**Digital dashboard:**

It provides indicators on the level of digitisation of public services, and their use. [digitaldashboard.belgium.be](http://digitaldashboard.belgium.be)

**Strategy & Legal frameworks**

- Belgian law on electronic identification
- Recognition of private e-identification services
- "Flanders radically digital" action plan

**Actors**

- Directorate-General Digital Transformation supports the government in its digitisation process.

The DG has taken over the tasks previously performed by Fedict (the Federal Public Service for Information and Communication Technology).

**Infrastructure**

Comprehensive network of Belgian Service integrators:

The network is used to exchange data between public entities (federal & regional). The Flemish MAGDA platform, operating under this network, has been granted with the European Sharing & Reuse award on 29th March 2017.

Check out the **NIFO collection** on [Joinup](http://Joinup) for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018

BULGARIA

Use of Internet with Public authorities

to Interact
to Download forms
to Obtain info
to Send forms

21% 15% 10% 8%

User Centricity
Citizen cross border mobility
Key Enabler

70 39 30 23

Transparency
Business cross border mobility

Good – Fair – Moderate – Insufficient

eGov services to business and citizens

The RegiX tool:
Necessity for providing paper documents by citizens for administrative services has been removed.

Real-time electronic check:
Individuals can check their available personal data stored in administrative registers.

Digital public services:
Businesses have the opportunity to use them as from March 2017.

Strategy & Legal frameworks

Governance Programme of Bulgarian government
Electronic Document/Trust Services Act
Amendment of the Administrative Procedure Code

Actors

- A new State eGovernment Agency (SEGA):
It has been established as the main actor regarding eGovernment and eServices.

Infrastructure

Remote electronic voting system:
First phase of the pilot elaboration and Implementation.

‘Citizen Registration’ and ‘Address register’:
Implementation of these two central administrative information systems serving as key data registers.

State-owned Private Hybrid Cloud and a secure internet node:
The development for public eGovernment services has been started.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
CROATIA

Use of Internet with Public authorities

- to Interact: 32%
- to Download forms: 29%
- to Obtain info: 20%
- to Send forms: 15%

User Centricity: 62%
Citizen cross border mobility: 43%
Business cross border mobility: 58%
Key Enabler: 38%

Transparency: 12%

User Centricity: Good – Fair – Moderate – Insufficient

Legal eServices:
eCertificates from Criminal Records,
eCommunication from Courts,
eConfirmation that no criminal proceedings are conducted.

My Zagreb:
Access to various eServices of the City of Zagreb, including the issuance of electronic document.

eRegistration:
EService applicable for social security beneficiaries.

Strategy & Legal frameworks

- e-Croatia 2020 Strategy
- Action Plan for e-Croatia 2020
- Law on the implementation of the eIDAS

Actors

- Appointment of a new Minister of Public Administration: Mr. Lovro Kuščević.
- Appointment of a new Assistant Minister of Public Administration: Mrs. Zrinka Bulić.

Infrastructure

Croatian HR.eIDAS node:
The node is in use and prepared as part of the eCitizens platform.

EU eIDS:
A total of ten Croatian public eServices are designed for use through eIDs issued in EU Member States.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
10 years of eGov. factsheet

**eGovernment infographic – 2018**

**CYPRUS**

### Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>Interact</th>
<th>Download forms</th>
<th>Obtain info</th>
<th>Send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>42%</td>
<td>40%</td>
<td>31%</td>
<td>24%</td>
</tr>
</tbody>
</table>

### eGov State of Play indicators

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Good</th>
<th>Fair</th>
<th>Moderate</th>
<th>Insufficient</th>
</tr>
</thead>
<tbody>
<tr>
<td>User Centricity</td>
<td>67</td>
<td>50</td>
<td>77</td>
<td>58</td>
</tr>
<tr>
<td>Citizen cross border mobility</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business cross border mobility</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**eGov services to business and citizens**

**Online application OIKADE:**
It allows Cypriot citizens to register their travel details when they plan to travel abroad (for business, pleasure, medical purposes or study). Launched in 2017.

**Instalments Payment System:**
A module on TAX Intranet system, developed to comply with a law approved by the Cyprus Parliament in January 2017.

### Strategy & Legal frameworks

- NIF updated and more aligned with the EIF
- Strategy for a Better Internet for Children
- National Strategy Against Corruption
- Memorandum of Understanding with the Cyprus Legal Information Institute (CYLII)

### Actors

- As from 1 January 2018, the submission of applications for job vacancies in the Public Sector is available through the web site of the Cyprus Public Service Commission or via Ariadne portal.

### Infrastructure

**“e-Delivery in Cyprus”:**
This project (eIDAS compliant) was officially launched in partnership with the private sector.

**Digitalisation Platform for Grant schemes:**
This development, targeting enterprises, is promoted by the Ministry of Energy, Commerce, Industry and Tourism.

---

Check out the **NIFO collection** on **Joinup** for more details. NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**CZECH REPUBLIC**

**Use of Internet with Public authorities**
- to Interact: 46%
- to Download forms: 44%
- to Obtain info: 18%
- to Send forms: 14%

**eGov State of Play indicators**
- User Centricity: 70%
- Citizen cross border mobility: 55%
- Transparency: 55%
- Key Enabler: 57%
- Business cross border mobility: 39%

**eGov services to business and citizens**
- The ePrescription service: It has been successfully implemented, with mandatory use since 1 January 2018. It is part of the National eHealth Strategy.
- Real Estate Cadastre: It has been successfully finalised. Digital cadastral maps in vector form now cover the whole country.
- Czech business web portal (as a single point of contact): Businesses and entrepreneurs can find relevant on-line information, contacts and needed support.

**Strategy & Legal frameworks**
- Update of the national eGov strategy 2018+
- Society 4.0 Action Plan
- Key eGovernment legislation amended
- Testing of the eIDAS node

**Actors**
- Appointment of a new Minister of the Interior: Lubomír Metnar
- Appointment of a new Chief digital officer and advisor to Prime Minister: Vladimír Dzurilla.
- Appointment of a new Deputy Minister of Industry and Trade: Ondřej Malý.

**Infrastructure**
- New Public administration portal: Tested for more user-centric features, in link with the 2018 launch of new ID cards.
- Czech Social Security Administration’s databases: Citizens and employers can access their registered information, send requests online and receive replies digitally.
- The digital identification and service delivery through Data Box is also available at the eTax portal of the Czech Financial Administration of Justice...)

Check out the **NIFO collection** on **Joinup** for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
Use of Internet with Public authorities

- **to interact**: 89%
- **to download forms**: 87%
- **to obtain info**: 51%
- **to send forms**: 71%

**eGov State of Play indicators**

- **User Centricity**: 80%
- **Citizen cross border mobility**: 59%
- **Business cross border mobility**: 61%
- **Key Enabler**: 65%
- **NemID**: 52%

**Good – Fair – Moderate - Insufficient**

**NemID**: This common login solution and digital signature (for public self-service, online banking...) can now be used by business-owners within companies solutions.

**Central Business Register**: This portal now requires all companies to register information of the company’s beneficial owner(s) and information of beneficial interest held.

**Strategy & Legal frameworks**

- New strategy for ICT management
- New national action plan 2017-2019
- White Paper on Digitisation
- 2018-2020 cyber and information security strategy

**Actors**

- Appointment of a new Head of eGovernment: Ms. Rikke Hougaard Zeberg (next to her role of Director-General of the Agency for Digitisation within the Ministry of Finance).

**Infrastructure**

**Digital ready initiative:**

In order to facilitate the adoption of new legislation, mandatory requirements were introduced. They focus on how new legislation is developed with the goal of limiting the use of e.g. discretionary decisions and special provisions.

Check out the **NIFO collection** on **Joinup** for more details. NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018

ESTONIA

Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>to Interact</th>
<th>to Download forms</th>
<th>to Obtain info</th>
<th>to Send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>78%</td>
<td>40%</td>
<td>65%</td>
<td>70%</td>
</tr>
</tbody>
</table>

eGov State of Play indicators

<table>
<thead>
<tr>
<th>User Centricity</th>
<th>Citizen cross border mobility</th>
<th>Key Enabler</th>
</tr>
</thead>
<tbody>
<tr>
<td>88</td>
<td>83</td>
<td>85</td>
</tr>
</tbody>
</table>

Transparency

Business cross border mobility

Good – Fair – Moderate - Insufficient

eGov services to business and citizens

Online application for identity cards is supported by a new website since 2017.

eResidency for business registration is supported by a new website since 2017.

Agriculture new client portal:
The Ministry of Agriculture has developed and made publicly accessible a new client portal for its end users.

Strategy & Legal frameworks

- Digital Agenda 2020 implemented
- Draft Personal Data Protection Act
- Simplified Business Income Taxation Act
- Regulation on Principles for Managing Services and Governing Information

Actors

- The State Information System Department has been renamed to Government CIO Office. It is now composed of six new teams:
  - Digital Service Excellence Team;
  - Legal Team;
  - Financing Team;
  - ICT Skills Team;
  - Cybersecurity Policy Team;
  - International Affairs Team; and
  - Govtech Team.

Infrastructure

- Establishment of the Government Cloud and creation of a Data Embassy with Luxembourg, for hosting Estonian data and information systems outside Estonia.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
### Use of Internet with Public authorities

- **83%** to interact
- **79%** to Download forms
- **69%** to Obtain info
- **66%** to Send forms

### eGov State of Play indicators

- **User Centricity**: 90
- **Citizen cross border mobility**: 63
- **Key Enabler**: 52
- **Transparency**: 63
- **Business cross border mobility**: 63

---

### eGov services to business and citizens

- **Suomi-fi Messages Service**: This service replaces the previous citizen's portal, for them to access their messages and communicate with the government.

- **Koski**: The Finnish National Agency for Education has put in place an online portal where all degrees, diplomas, and examinations are gathered.

- **suomi.fi**: The Enterprise Finland service has been incorporated into the general website of suomi.fi.

### Strategy & Legal frameworks

- **National Architecture for Digital Service**
- **Roadmap to enhance digital services**
- **Preparing new national data protection legislation**

### Actors

- Finland and Estonia set up a joint institute on X-Road technology used in the Finnish Data Exchange Layer.
- The coordination group of Chief Information Officers (TIETOKEKO) is appointed for its third term 2018-2019.

### Infrastructure

- **Palveluväylä**: A new joint eGovernment infrastructure created between Finland and Estonia. The infrastructure will assist the development of the X-Road technology.

- **Tutki Hankintoja**: A new service of information about government spending on procurement. It offers citizens and companies information about state purchases and public funds spent.

---

Check out the [NIFO collection](#) on [Joinup](#) for more details.

NIFO is a project service provided by the European Commission's ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**Use of Internet with Public authorities**

- To interact: 68%
- To download forms: 47%
- To obtain info: 39%
- To send forms: 53%

**eGov State of Play indicators**

- User Centricity: 86%
- Business cross border mobility: 65%
- Key Enabler: 44%
- Transparency: 62%

**eGov services to business and citizens**

- **Retirement:** With the France Connect login credentials, people can simulate the amount of pension they will get.
- **Student grants:** It is a beta portal where students can calculate the amount of student grant they will receive, without entering additional information (Once Only principle).
- **Student portal:** It is a portal with information on all services offered to students.

**Strategy & Legal frameworks**

- “Action Publique 2022” reforming the PA
- Territorial Digital Transformation 2018-2020
- Law for a digital republic

**Actors**

- The General Secretariat for the Modernisation of Public Action (SGMAP) created the Inter-Ministerial Directorate of Public Transformation (DITP) and the Inter-Ministerial Directorate for Digital Affairs and State Information and Communication System (DINSIC).

**Infrastructure**

As a mission of the DINSIC, the beta.gouv.fr website is a digital services incubator. It is considered as a “state startup”, where new websites are created according to citizens’ needs.

Check out the **NIFO collection** on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
FYROM

Use of Internet with Public authorities

- 17% to Obtain info
- 12% to Interact
- 10% to Download forms
- 7% to Send forms

eGov services to business and citizens

The Pension and Disability Insurance Fund has developed a new portal enabling insured persons to access, upon authentication, to their work experiences records.

Strategy & Legal frameworks

- Three-year plan (2017-2020) for ICT in PA
- Public Administration (PA) Reform Strategy
- Draft new Law on Personal Data Protection

Actors

- Ministry of Information Society and Administration
  The Ministry has responsibility, among other areas, for all issues pertaining to information technologies. The Ministry is responsible for policy and strategy in eGov.

Infrastructure

- The Central Electronic Population Register is under development and expected to be launched by July 2018.
- The National Portal for e-services will offer around 50 highly sophisticated eServices as well as information for almost all public services.
- The Human Resource Management Information System for the whole administration was successfully launched and support the functioning of the Module for salaries calculation.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**Use of Internet with Public authorities**

- **to Interact**: 53%
- **to Download forms**: 52%
- **to Obtain info**: 34%
- **to Send forms**: 18%

**eGov State of Play indicators**

- **User Centricity**: 90%
- **Citizen cross border mobility**: 75%
- **Business cross border mobility**: 65%
- **Key Enabler**: 81%
- **Transparency**: 64%

**eGov services to business and citizens**

**Digitisation program**: It has been launched to increase the number of administrative procedures that can be accessed and completed online.

**Strategy & Legal frameworks**

- Federal Data Protection Act
- German eID scheme (eIDAS compliant)
- Act for Improvement of Online Access to Services

**Actors**

- The Federal Government Commissioner for Information Technology and the Federal Commissioner for Data Protection have changed their website addresses.

**Infrastructure**

- A New nationwide German digitalisation platform for the public administration has been launched in 2017.

- Germany has triggered, as first Member State, the pre-notification procedure to make sure that EU people and businesses will be able to use their trusted electronic identification means (eID).

Check out the **NIFO collection** on **Joinup** for more details. NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
Greece has implemented the eIDAS node, stemming from an EU regulation on electronic identification and trust services for electronic transactions in the internal market.

The governmental cloud (G-Cloud), hosted in the Data Centre of the Information Society S.A, is running. Major public sector applications have been migrated to the G-Cloud.

The National Citizens Registry has become functional, reducing the number of signatures and document to be produced by the citizens.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>to Interact</th>
<th>to Download forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>47%</td>
<td>43%</td>
</tr>
<tr>
<td>31%</td>
<td>29%</td>
</tr>
<tr>
<td>to Obtain info</td>
<td>to Send forms</td>
</tr>
</tbody>
</table>

eGov State of Play indicators

- **User Centricity**: 68
- **Citizen cross border mobility**: 40
- **Key Enabler**: 33
- **Transparency**: 26
- **Business cross border mobility**: 30

**HUNGARY**

**eGovernment infographic – 2018**

**Strategy & Legal frameworks**

- **eAdministration Act (once only principle)**
- **eProcurement system**
- **Decree 39/2016 eHealth services is compulsory**

**Actors**

- **Deputy State Secretary for Registries’ Management** of the Ministry of Interior replaced the Central Office for Administrative and Electronic Public Services (KEKKH).
- **IT infrastructure management and delivery** of eGovernment services are now the tasks of the National Infocommunications Service Provider Ltd.

**Infrastructure**

- **The new Public Sector Information portal**: It is expected to be launched later in 2018.
- **Countrywide expansion of municipality ASP 2.0 project**: It provides modern, integrated and cost-effective state of the art IT solutions for local governments based on the application service provider’s central infrastructure. More than 93% of the Hungarian local municipalities are using the same centrally managed software.

**eGov services to business and citizens**

- **New online service for personal income tax declaration**: This service reduces the time needed for citizens to fill online forms, as they need to upload their information online only once.
- **Launch of the Company Gate**: It permits to businesses and the government to interact through this authentic official digital post service.
- **Electronic Health Cooperation Service Space (EESZT)**: It enables sectorial information systems and health professionals to work together.

See the **NIFO collection** on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018

ICELAND

Use of Internet with Public authorities

- to Interact: 85%
- to Download forms: 58%
- to Obtain info: 74%
- to Send forms: 67%

eGov State of Play indicators

- User Centricity: 87%
- Citizen cross border mobility: 37%
- Transparency: 75%
- Business cross border mobility: 51%
- Key Enabler: 77%

No major changes highlighted for 2017.

Iceland keeps operating multiple eGov services for business (VAT and customs, Public contracts, Selling abroad…) and citizens (Residence formalities, Education and Youth, Work and retirement…).

Strategy & Legal frameworks

- Iceland Rural Fibre Project
- Financial Plan for 2018-2022

No major changes highlighted for 2017.

Iceland keeps operating its main eGovernment infrastructure components among which portals (www.government.is, www.island.is…), networks (optical fiber and high-speed), eID (Íslandsrót Certification Authority) or eProcurement solutions.

Actors

During 2017, there have been no changes linked to key actors and main contact points related to digital public administration in Iceland.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**eGovernment infographic – 2018**

**IRELAND**

### Use of Internet with Public authorities

- **to Interact**
  - 55%
- **to Download forms**
  - 42%
- **to Obtain info**
  - 37%
- **to Send forms**
  - 52%

### eGov State of Play indicators

- **User Centricity**
  - 85%
- **Citizen cross border mobility**
  - 70%
- **Key Enabler**
  - 25%

### Transparency

- **Business cross border mobility**

**Good – Fair – Moderate – Insufficient**

---

**eGov services to business and citizens**

- The Irish Naturalisation and Immigration Service (INIS) allows applicants to book online an appointment to the Visa Public Office (Appointments Booking System).
- The Department of Employment Affairs and Social Protection implemented a job search website, allowing job-seekers to search for available vacancies and to apply online.
- Citizens can send vetting requests to the Garda (national police force). The eVetting solution enables the demands to be met in days (rather than in weeks as under the paper-based procedure).

**Strategy & Legal frameworks**

- eGovernment Strategy 2017-2020
- Open Data Strategy 2017-2020
- Our Public Service 2020
- Open Government Partnership

**Actors**

- Appointment of a new Minister of State responsible for eGovernment: Patrick O'Donovan.

---

**Infrastructure**

- The "Where Your Money Goes" website was launched to inform people about how the government spends public money.
- The Office of the Government Chief Information Officer is working on a new Digital Portal. It will make it easier for citizens to find government services online, supporting better use of data across government.
- The Public Services Card (PSC) and its online equivalent MyGovID enable citizens to have a single approach to online identity across the public service.

---

Check out the **NIFO collection** on **Joinup** for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
### Use of Internet with Public authorities

- **to Interact**
  - 25% to Obtain info
  - 20% to Send forms
  - 17% to Download forms
  - 13% to Obtain info

### eGov State of Play indicators

- **User Centricity**
  - 82
- **Transparency**
  - 54
- **Citizen cross border mobility**
  - 38
- **Business cross border mobility**
  - 78
- **Key Enabler**
  - 61

### eGov services to business and citizens

- Citizens can now use their SPID credentials (digital identity) to consult registers, check the pension situation, and request services of the INPS (National Institute of Social Security) through their own device.

### Strategy & Legal frameworks

- Three-Year Plan for IT in the PA
- Digital Growth Strategy
- Reform of the Digital Administration Code

### Actors

- The eProcurement Forum created a space suitable for carrying out consultation, proposal and monitoring activities in the scope of eProcurement.

### Infrastructure

- **National Resident Population Register**
  - A database combining the demographic data of all Italian residents.

- **Digital Transformation Advancement website**
  - It allows citizens to control the state of the art of the Italian digital growth projects, managed by the Agency for Digital Italy.

- **PagoPA**
  - A new mean of payment to Public Administration.

Check out the [NIFO collection] on [Joinup] for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**LATVIA**

**Use of Internet with Public authorities**

- To interact: 69%
- To download forms: 17%
- To obtain info: 69%
- To send forms: 39%

**eGov State of Play indicators**

- User Centricity: 88%
- Citizen cross border mobility: 72%
- Transparency: 71%
- Business cross border mobility: 99%
- Key Enabler: 72%

**eGov services to business and citizens**

**ePrescription:**
A new health eService was developed. It is mandatory for all doctors and pharmacies from 2018, helping to ensure easy and quick record and exchange of information between the patient and the medical practitioners.

**Strategy & Legal frameworks**

- Public service provision modernisation
- Third National Action Plan for OGP
- Law on the Official Electronic Address
- Personal Data Processing Law

**Actors**

- The Ministry of Environmental Protection and Regional Development is the leading state regulatory authority for eGovernment and the information society.

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

**Infrastructure**

- The National Electronic Procurement system has been modified. It now uses standardised forms simplifying and reducing the administrative burden for entrepreneurs.
- The new Latvian Open Data Portal has been launched. This platform will provide a single point of access to all open government data.
- A new eHealth system has been established ensuring citizens with access to the current and historical medical data by doctors and pharmacists.

Check out the [NIFO collection](#) on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018
LIECHTENSTEIN

eGov services to business and citizens

No major changes highlighted for 2017:
Liechtenstein keeps operating multiple eGov services for business (Start & Grow, VAT and customs, Selling abroad, Staff, Public contracts, Environment) and citizens (Travel, Work and retirement, Vehicles, Residence formalities, Education and Youth, Health, Family).

Strategy & Legal frameworks

- eGov strategy to be revised in 2018
- eIDAS implementation planned in 2018

Actors

- Policy and strategy on eGovernment are drawn up by the Prime Minister through the Ministry for General Government Affairs and Finance
- The Office of Information Technology is responsible for the coordination of all eGovernment activities.

Infrastructure

No major changes highlighted for 2017.
Liechtenstein keeps operating its Main eGovernment infrastructure components such as the National Administration portal of Liechtenstein or the Portal of the Principality of Liechtenstein.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
LITHUANIA

Use of Internet with Public authorities

- to interact: 48%
- to download forms: 45%
- to obtain info: 29%
- to send forms: 37%

eGov State of Play indicators

- User Centricity: 85
- Citizen cross border mobility: 83
- Transparency: 52
- Business cross border mobility: 70
- Key Enabler: 84

eGov services to business and citizens

No major changes highlighted for 2017.

Lithuania keeps operating multiple eGov services for business (VAT and customs, Public contracts, Selling abroad…) and citizens (Residence formalities, Education and Youth, Work and retirement…).

Strategy & Legal frameworks

- Implementation plan of 2016-2020 programme
- Amendment to Law on Cyber Security
- Amendment to Law on Public Administration
- Amendment to Law on Management of State Information Resources

Actors

- The National Ministry of Defence is now responsible for overseeing and coordinating the cyber security strategy in Lithuania.
- A unified National Cyber Security Centre became the main computer emergency response team (CERT).

Infrastructure

Online catalogue of services (PASIS):

The Ministry of Interior launched a systemic examination of all information provided by the public and by administrative service providers.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
### Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>To interact</th>
<th>To download forms</th>
<th>To obtain info</th>
<th>To send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>75%</td>
<td>52%</td>
<td>65%</td>
<td>36%</td>
</tr>
</tbody>
</table>

### eGov State of Play indicators

<table>
<thead>
<tr>
<th>User Centricity</th>
<th>Citizen cross border mobility</th>
<th>Key Enabler</th>
</tr>
</thead>
<tbody>
<tr>
<td>80</td>
<td>50</td>
<td>63</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Transparency</th>
<th>Business cross border mobility</th>
</tr>
</thead>
<tbody>
<tr>
<td>50</td>
<td>63</td>
</tr>
</tbody>
</table>

#### Good – Fair – Moderate – Insufficient

### eGov services to business and citizens

- The Administration of Land Register and Topography announced the launch of a new service for citizens allowing online consultation of property rights (parcels and private lots), accessible on MyGuichet.lu.

### Strategy & Legal frameworks

- Adoption of a new Act on eProcurement
- Foreseen adoption of a Data Protection Regulation
- Public Administration modernisation programme

### Actors

- The Ministry of the Civil Service and Administrative Reform is responsible for eGovernment policy/strategy.
- The Government IT Centre provides coordination and planning of services to government bodies, and assists in the reorganisation and optimisation of their tasks.

### Infrastructure

- The My Guichet portal is constantly improving and widening its services. For example, citizens can now follow online their health insurance procedures.
- A significant relaunch of the important government.lu portal has been done and the new version of the portal has been published on 22 February 2018.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
The eCourts system is a responsive website allowing citizens to view details of their case file (including scanned documents, sittings, information and minutes).

The Maltese Commissioner for Revenue launched an online Portal for the submission of Financial Account information. This helps financial service providers to comply with the obligations of the Common Reporting Standard (CRS).

The Customs Department launched the National Import and Export System (NIES). The project enables a system-to-system facility for the exchange of information with the trading community.

MITA completed the final phase in the simplification of the eID authentication mechanism. It foresees an alignment of the assurance levels to achieve a Basic Assurance level using the eID Account and password, and a High Assurance level using the ID Card and PIN.

The Servizz.gov was launched in March 2017. Citizens and businesses can now access Government services through multiple channels including regional hubs, online portals and 20 mobile apps available on maltapps.
**NETHERLANDS**

### Use of Internet with Public authorities
- **to interact**: 79%
- **to download forms**: 74%
- **to obtain info**: 51%
- **to send forms**: 56%

### eGov State of Play indicators
- **User Centricty**: 88%
- **Citizen cross border mobility**: 97%
- **Key Enabler**: 82%

### eGov services to business and citizens

**Four life events have been added to the digital services:** turning 18 years old, getting a divorce, registering as unemployed, and registering a deceased person. The availability of digital services has reached 90%.

### Strategy & Legal frameworks
- ‘Make it happen’ report, prelude of new policy agenda
- Preparation of Digital Gov. Law

### Actors
- Appointment of a new State Secretary of the Interior and Kingdom Relations, with responsibility for digital government: Mr. Raymond Knops.
- Digital governments services to companies are now under the Ministry of the Interior and Kingdom Relations.

### Infrastructure
- **A DigiD app was released:** It allows citizens to always have the possibility to access eServices related to government, healthcare and pension funds.
- **Generic Digital Infrastructure (GDI):** The use of such services has significantly increased over the year.

Check out the **NIFO collection** on **Joinup** for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
NORWAY

Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>To Interact</th>
<th>To Download forms</th>
<th>To Obtain info</th>
<th>To Send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>84%</td>
<td>77%</td>
<td>63%</td>
<td>60%</td>
</tr>
</tbody>
</table>

eGov State of Play indicators

<table>
<thead>
<tr>
<th>Key Enabler</th>
<th>Business cross border mobility</th>
<th>User Centricity</th>
<th>Citizen cross border mobility</th>
<th>Transparency</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

eGov services to business and citizens

- Altinn-portal revamping: Seamless services portal to easily report burden imposed by government agencies, redesigned to improve the user experience.

- Summary Care Record (Kjernejournal): Online service that contains a collection of person’s health records, for a prompt and secure access to the information in the patient’s care record by healthcare professionals.

Strategy & Legal frameworks

- Digitisation strategy for public sector
- Digital agenda for Norway
- eIDAS & GDPR compliant regulation

Actors

- Ministry of Local Government & Modernisation
- Policy/strategy, Coordination, Implementation and Support
- Agency for Public Management and eGovernment Coordination and Implementation
- Office of the Auditor General of Norway
- Audit/assurance
- Data Protection Agency / Privacy Appeals Board
- Data Protection

Infrastructure

- Norwegian “National Data Directory”
  Overview of data sets that have been registered and made available by public agencies → ease to search and reuse public sector data.

- Common solution “eilnysyn” (Jan. 2018)
  Central government agencies publish their public records → openness and accessibility & strengthens freedom of information.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**eGovernment infographic – 2018**

**POLAND**

### Use of Internet with Public authorities

- **to Interact:**
  - 31% to Obtain info
  - 21% to Download forms
  - 20% to Send forms

- **to Obtain info:** 21%
- **to Download forms:** 21%
- **to Send forms:** 20%

### eGov State of Play indicators

- **User Centricity:** 75%
- **Citizen cross border mobility:** 53%
- **Key Enabler:** 46%
- **Business cross border mobility:** 59%

### eGov services to business and citizens

New public administration eServices for citizens and companies were launched by the Ministry of Digital Affairs. Among them: ID card Application and Notification of loss, General letter to the public body, Application of the European Health Insurance Card (EKUZ).

Launch of mDocuments:
It is a pilot version for a service enabling citizens to confirm their identity through mobile devices instead of paper documents.

### Strategy & Legal frameworks

- National Framework of Cybersecurity Policy
- Act on Trust Services and eID
- Preparation of National eID Scheme

### Actors

- Ministry of Digital Affairs is modified as a result of the adoption of new Rules of Procedure.

The internal organisation of the Ministry’s departments, together with the definition of their respective scope of tasks, is currently under revision.

### Infrastructure

Development of the single website for all governmental institutions (RP Portal - gov.pl), as a one-stop-shop between citizens/companies and the public administration.

A new website of the Ministry of Digital Affairs has been launched, as a pilot version of the RP Portal.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018

PORTUGAL

Use of Internet with Public authorities

- To interact: 46%
- To download forms: 42%
- To obtain info: 29%
- To send forms: 32%

eGov State of Play indicators

- User Centricity: 93%
- Transparency: 69%
- Business cross border mobility: 53%
- Citizen cross border mobility: 100%
- Key Enabler: 70%

eGov services to business and citizens

- Consolidation of the ‘New-born Baby - Family Doctor and Electronic Health Tracking’ project, which digitise the communication of administrative and clinical data.
- Dissemination of the Digital Mobile Key authentication throughout the Public Administration web portals, including the development and provision of a dedicated app for smartphones.
- Automatic Tax Declarations: It provides citizens with an income declaration pre-filled by the Tax Authority.

Strategy & Legal frameworks

- Adoption of the ICT2020 Strategy (07/2017)
- Adoption of eSignature Law (10/2017)

Actors

- The Minister of the Presidency and of Administrative Modernisation, Maria Manuel Leitão Marques, and the Secretary of State Assistant and of Administrative Modernisation, Graça Fonseca, spearhead flagship initiatives in the area of administrative modernization and digital transformation of public services.

Infrastructure

2017 saw a great increase in the dissemination of electronic authentication throughout the Public Administration web portals, either by using the Citizen Card or the Digital Mobile Key.

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**eGovernment infographic – 2018**

**ROMANIA**

### Use of Internet with Public authorities

- **to interact**
  - 9%
- **to download forms**
  - 7%
- **to obtain info**
  - 5%
- **to send forms**
  - 4%

### eGov State of Play indicators

- **User Centricity**
  - 60
- **Citizen cross border mobility**
  - 48
- **Key Enabler**
  - 73
- **Business cross border mobility**
  - 21

### actors

- The Romanian National CERT is a new public institution for research, development and expertise in the field of cyber-security.
- Appointment of a new Minister of Communications and Information Society: Mr. Petru Bogdan Cojocaru.
- Appointment of a new Counsellor for European Affairs: Mr. Dragos Lazar.

### Strategy & Legal frameworks

- National Strategy on Digital Agenda 2014-2020
- Creation of the NIF
- Project on security for IT systems and networks

### Infrastructure

- The Agency for Digital Agenda of Romania has developed a project for integrating the eCertis service for eProcurement.
- A salary tax deduction is granted to programmers having secondary education, as an incentive to increase their qualification level.

---

The conditions of the provision of reliable services are prepared, to pave the road for the development of a project on eID and trust services for eCommerce.

---

**NIFO collection** on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
SLOVAKIA

Use of Internet with Public authorities

- to interact: 47%
- to obtain info: 45%
- to download forms: 24%
- to send forms: 15%

The Deputy Prime Minister’s Office for Investments and Informatisation of the Slovak Republic.

- Strategy & Legal frameworks
  - Analysis on the National eGovernment Strategy
  - eGovernment Action Plan 2016-2020
  - eGovernment Management Concept
  - Amendment No. 238/2017 to Act No. 305/2013 on the eGovernment

- Actors
  - The Deputy Prime Minister’s Office for Investments and Informatisation of the Slovak Republic.

Infrastructure

A project was implemented to increase the broadband speed with 30mbits/s for all citizens, allowing for new generation networks in high density areas.

No major changes highlighted for 2017.

Slovakia keeps operating multiple eGov services for business (VAT and customs, Public contracts, Selling abroad...) and citizens (Residence formalities, Education and Youth, Work and retirement...).

NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
**SLOVENIA**

### Use of Internet with Public authorities

- **to Interact**: 50%
- **to Download forms**: 29%
- **to Obtain info**: 4%
- **to Send forms**: 18%

### eGov State of Play indicators

- **User Centricity**: 81%
- **Citizen cross border mobility**: 70%
- **Key Enabler**: 43%
- **Transparency**: 52%
- **Business cross border mobility**: Insufficient

### eGov services to business and citizens

- **Public Payments Administration**
  - ROSE (Readiness Of Slovenian E-invoicing)
  - Increase uptake and use of eInvoicing by the Slovenian contracting authorities.

- **A subsidised transport ticket for students**

### Strategy & Legal frameworks

- **Draft of a new electronic identification law (eIDAS)**

### Actors

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

- **The IT Directorate**
  - It monitors the implementation of the Strategy on IT and electronic services development and connection of official records (SREP) as well as the eGovernment Action Plan.

### Infrastructure

- **A system for server based eSignature**
- **The Public Payments Administration**
  - introduced an additional e-payment service called Hal mBills.
- **The Agency for Public Legal Records and Related Services (AJPES)**
  - established the Beneficial owners register in cooperation with the Office for Money Laundering Prevention of the Republic of Slovenia.

---

Check out the [NIFO collection on Joinup](https://joinup.ec.europa.eu/olc/nifo) for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018

SPAIN

Use of Internet with Public authorities

- to Interact: 52%
- to Download forms: 47%
- to Obtain info: 36%
- to Send forms: 33%

eGov State of Play indicators

- User Centricity: 88%
- Citizen cross border mobility: 78%
- Key Enabler: 77%
- Transparency: 41%
- Business cross border mobility: 78%

Use of Internet with Public authorities

- Good
- Fair
- Moderate
- Insufficient

eGov services to business and citizens

- Online Tax Income Service: 100% of pre-filled Income Tax declarations automatically provided to citizens and completed Online.
- Social Security RED system: On-line registration, payment of contributions and communication of changes in the situation of employees to social security schemas.

Strategy & Legal frameworks

- Modernisation of sectorial laws
- 2015 - 2020 Digital Transformation Plan
- Regional Governments Digital Plans
- Legal framework for the Digital Administration (foresee to working fully by electronic means)

Actors

- General State Administration
  - Ministerial Commissions of Digital Administration
  - Sectorial Committee of eGovernment
  - General Secretary of Digital Administration
  - Regional Gov. Local Entities Public Universities

Regional & Local

National collaboration infrastructures:
- General Access Point and Citizen’s Folder, Data intermediation platform (once-only), Cl@ve (electronic identification and authentication), Firma: (eSignature and electronic certificates), SIR: interoperability of official registries, Notific®: electronic official notifications.

European collaboration infrastructures:

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
Use of Internet with Public authorities

- To interact: 84%
- To download forms: 76%
- To obtain info: 51%
- To send forms: 72%

eGov State of Play indicators

- User Centricity: 93%
- Key Enabler: 81%
- Citizen cross border mobility: 74%
- Business cross border mobility: 79%
- Transparency: 95%

- Good – Fair – Moderate – Insufficient

eGov services to business and citizens

The Swedish Companies Registration Office works since 2016 on a government commission to digitise the submission of companies’ annual report. To be normally available from March 2018.

Launch of Severat, which facilitates the life of entrepreneurs willing to open and run a business, while streamlining the work of the municipality. It was first launched for the restaurant sector, and then extended to the tourist industry.

Strategy & Legal frameworks

- Governmental committee on IT and digitalisation
- Commission on administrative burden
- Försäkringskassan coordinates governmental IT

Actors

- Following the government reshuffle in May 2016, the unit of eGovernment has been moved from the Ministry of Enterprise and Innovation to the Ministry of Finance and has been renamed to the Department of Digital Government.

Infrastructure

In March 2017, the technical framework of the Swedish e-Identification Board was updated and adapted to eIDAS. Authorities and municipalities will now be able to connect their eServices to the Swedish eIDAS node.

Check out the NIFO collection on Joinup for more details. NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
eGovernment infographic – 2018
SWITZERLAND

Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>To Interact</th>
<th>To Download forms</th>
<th>To Obtain info</th>
<th>To Send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>75%</td>
<td>59%</td>
<td>67%</td>
<td>43%</td>
</tr>
</tbody>
</table>

eGov State of Play indicators

<table>
<thead>
<tr>
<th>User Centricity</th>
<th>Citizen cross border mobility</th>
<th>Key Enabler</th>
</tr>
</thead>
<tbody>
<tr>
<td>78</td>
<td>59</td>
<td>18</td>
</tr>
</tbody>
</table>

Transparency

<table>
<thead>
<tr>
<th>Business cross border mobility</th>
</tr>
</thead>
<tbody>
<tr>
<td>Good – Fair – Moderate – Insufficient</td>
</tr>
</tbody>
</table>

eGov services to business and citizens

**eVoting**
The Federal Council decided on the widespread introduction of eVoting. It intends to submit a revision of the statutory basis to Parliament and to establish eVoting as a 3rd channel.

**eMoving**
Since August 2017, eMoving has been available in the cantons of Aargau, Zug and Uri. With eMoving, easily and electronically send notification of their house moves.

**eVAT**
Since 2017, it is now possible for businesses to electronically report their VAT. Around 20% of companies already use this service through the FTA SuisseTax portal.

Strategy & Legal frameworks

Programme Office of eGovernment Switzerland

eGovernment Switzerland is the organisation of the Confederation, the cantons and the communes for the expansion of electronic government services. Composed of eGov experts from all level of governments, the office steering and planning committee steer, plan and coordinates the joint e-government activities.

Actors

Infrastructure

**eOperations:**
The Confederation and the cantons will lay the basic foundations for the organisation, financing and operation of interdepartmental services and basic infrastructures.

Check out the **NIFO collection** on **Joinup** for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
Use of Internet with Public authorities

<table>
<thead>
<tr>
<th>to interact</th>
<th>to Download forms</th>
<th>to Obtain info</th>
<th>to Send forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>42%</td>
<td>32%</td>
<td>28%</td>
<td>30%</td>
</tr>
</tbody>
</table>

eGov State of Play indicators

- User Centricity: 77
- Citizen cross border mobility: 69
- Transparency: 44
- Business cross border mobility: 8
- Key Enabler: 36

Good – Fair – Moderate – Insufficient

eGov services to business and citizens

The services provided through the eGovernment portal dramatically increased since April 2017. It increased by 50% and reached 2,630 services. The main integrated services are: Non-formal Education Certificate Information Questioning; GSB applications; TCDD transportation online ticket; e-Notification application process; Commercial Business and Company Interrogation.

Strategy & Legal frameworks


- Appointment of a new eGovernment executive: Ensar Kılıç (next to his function as the General Manager of Communication)

Infrastructure

No major changes highlighted for 2017.

Turkey keeps operating its Main eGovernment infrastructure components such as the eGovernment Gateway, the Integrated Public Service Platform, its public secure network...

Check out the NIFO collection on Joinup for more details.
NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
United Kingdom

Use of Internet with Public Authorities

<table>
<thead>
<tr>
<th>To Interact</th>
<th>To Download Forms</th>
<th>To Obtain Info</th>
<th>To Send Forms</th>
</tr>
</thead>
<tbody>
<tr>
<td>49%</td>
<td></td>
<td>35%</td>
<td>25%</td>
</tr>
</tbody>
</table>

eGov State of Play Indicators

- User Centricity: 82
- Citizen Cross Border Mobility: 59
- Key Enabler: 92
- Transparency: 51

Good – Fair – Moderate – Insufficient

EGovernment Services to Business and Citizens

In 2017, various new eGovernment Services have been made available for citizens through the GOV.UK Portal. Such as Travel, Passport, Job Search, Driver’s licence, multiple certificates, eHealth...

GOV.UK Verify is the safe and secure way for citizens to prove who they are online. It is the government digital identity solution that allows citizens to securely access online services.

Strategy & Legal Frameworks

- New Gov Transformation Strategy 2017-2020
- The Digital Economy Act 2017
- Government’s Digital Charter

Actors

- Oliver Dowden CBE, MP was appointed as Parliamentary Secretary at the Cabinet Office on 9 January 2018. He has responsibility for eGovernment.
- The Rt Hon Matt Hancock MP was appointed Secretary of State for Digital, Culture, Media and Sport on 8 January 2018. He was previously Minister of State for Digital from July 2016 to January 2018.

Infrastructure

The Government Gateway is the website used to register for online government services, both at the national and local level. Its services are gradually moved to replacement systems. All services will be migrated by March 2019.

Check out the NIFO collection on Joinup for more details.

NIFO is a project service provided by the European Commission’s ISA² programme. It delivers solutions for European public administrations, citizens and businesses. It assists EU countries in monitoring the take up of eGovernment and interoperability.
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.

NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets’ annual updates.

ISA² solutions can be used free of charge and are open source when related to IT.

More on the programme
ec.europa.eu/isa2

Contact ISA²
isa2@ec.europa.eu

Follow us
@EU_ISA2
@Joinup_eu

isa²programme