



Legal & Strategy 

Actors 

eGov services to  
Business &  
Citizens 

Infrastructure 

What's inside

# eGovernment infographics brochure

## 2018

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

Joinup is a collaborative platform set up by the European Commission as part of the ISA<sup>2</sup> programme. ISA<sup>2</sup> 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.

The logo for Joinup, featuring the word "joinup" in a lowercase, teal-colored, sans-serif font.

This document is meant to present an overview of the eGovernment 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.

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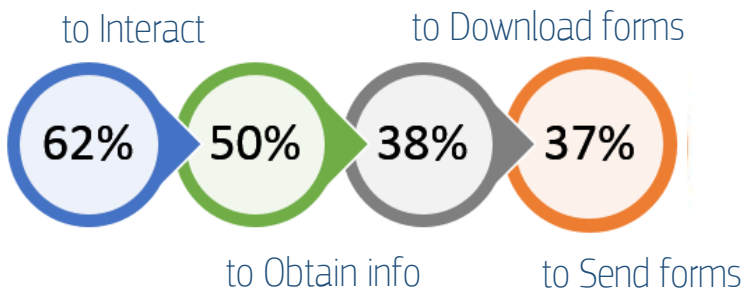
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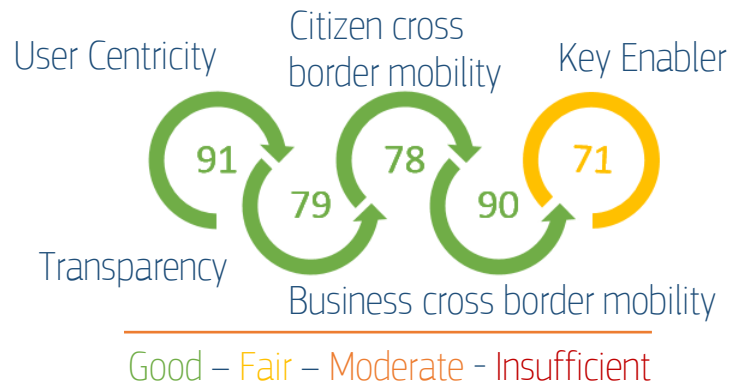
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### Use of Internet with Public authorities



### eGov State of Play indicators



### 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.



### 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.



### 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.

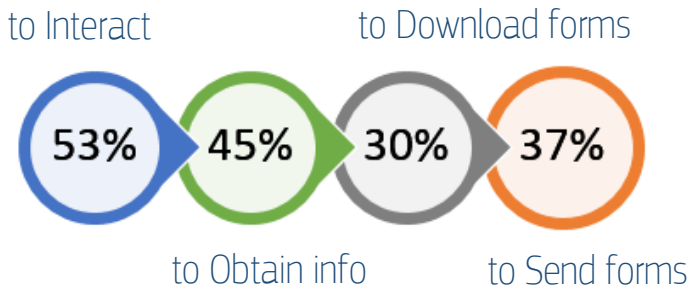
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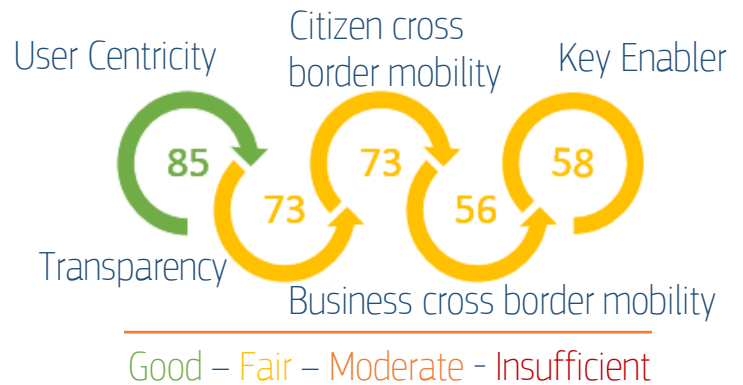




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

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

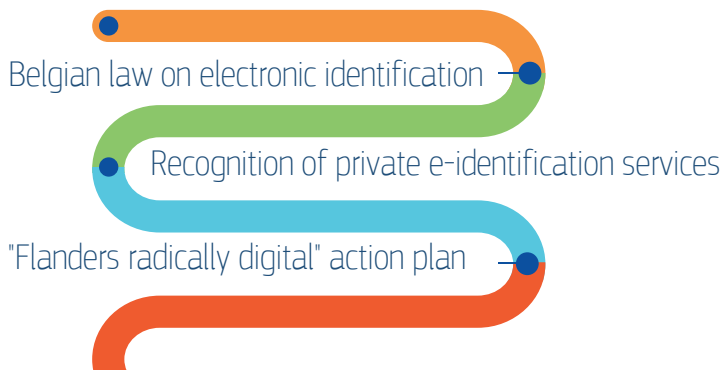
It provides centralised support services in the areas of IT, HR, organisational management and integrity policy, budget, accounting and public procurement contracts.

#### 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



### 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 29<sup>th</sup> March 2017.

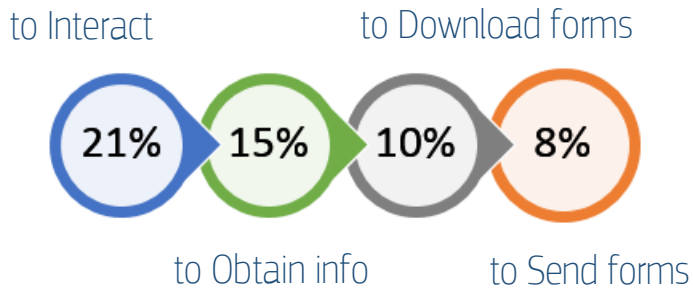
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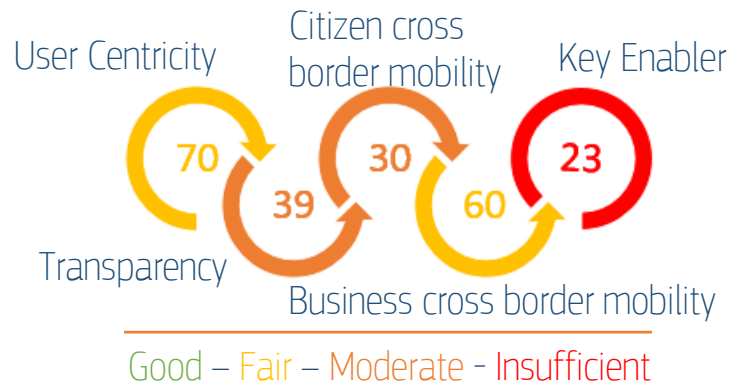




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

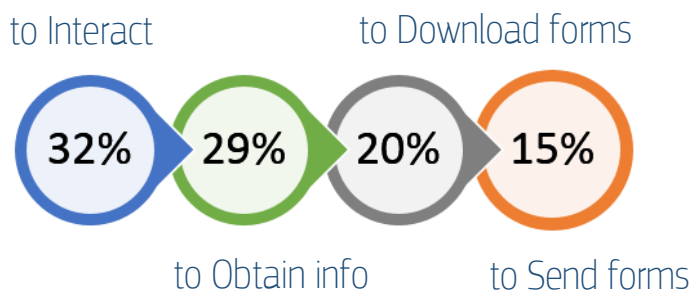
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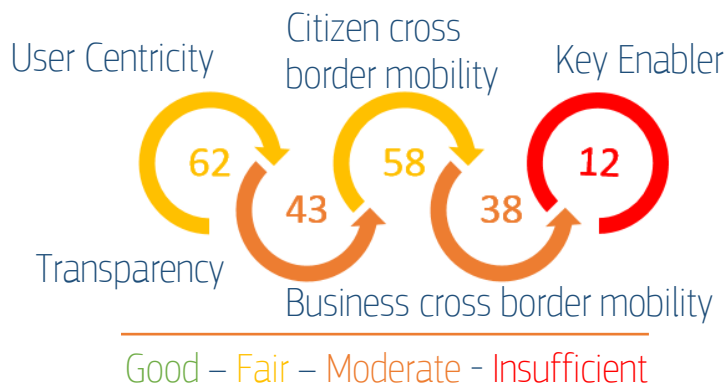




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

#### Legal eServices:

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

#### My Zagreb:

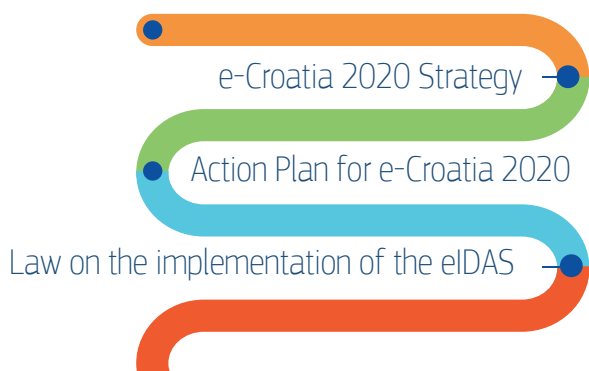
access to various eServices of the City of Zagreb, including the issuance of electronic document.

#### eRegistration:

eService applicable for social security beneficiaries.



### Strategy & Legal frameworks



### Actors

- Establishment of a new Office for the Development of Digital Society.
- 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.

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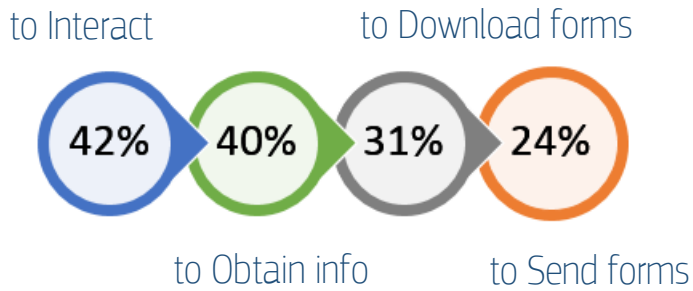
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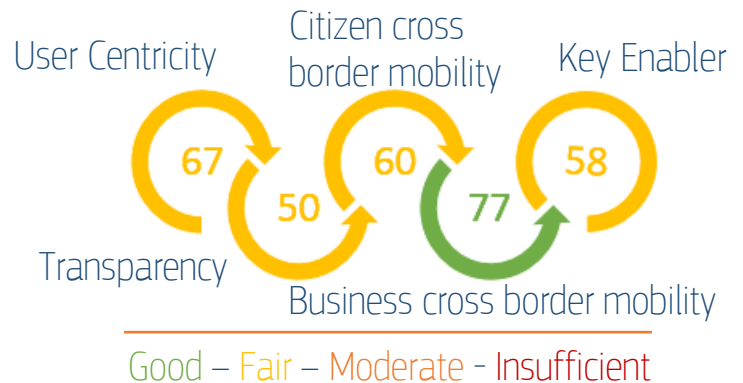




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

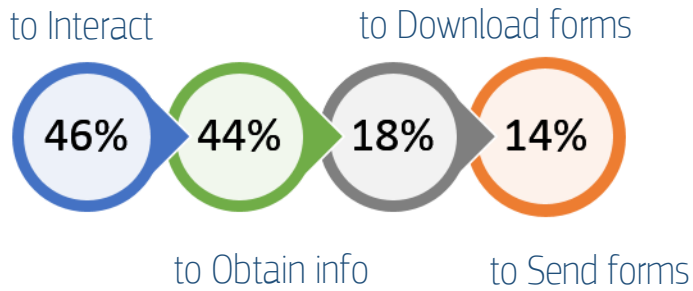
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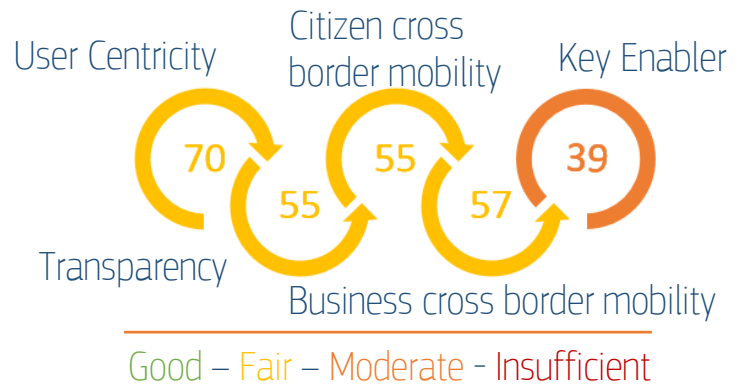




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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...)

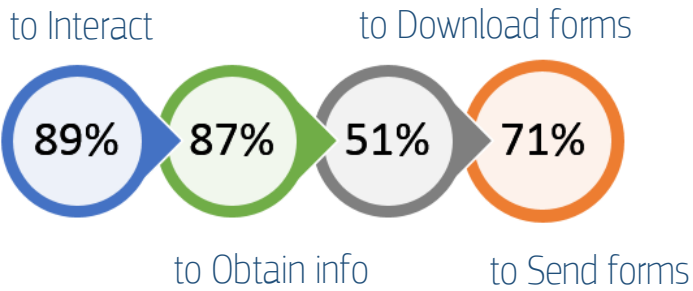
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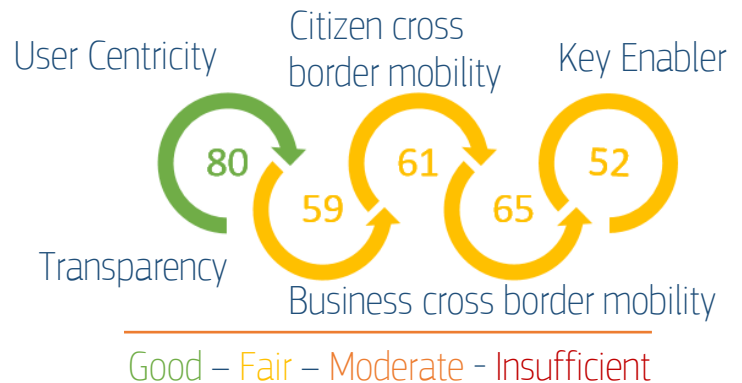




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

#### 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.

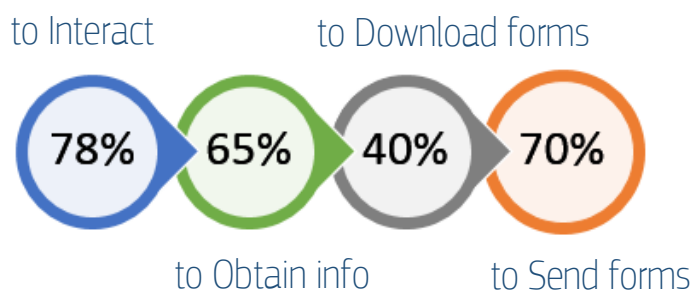
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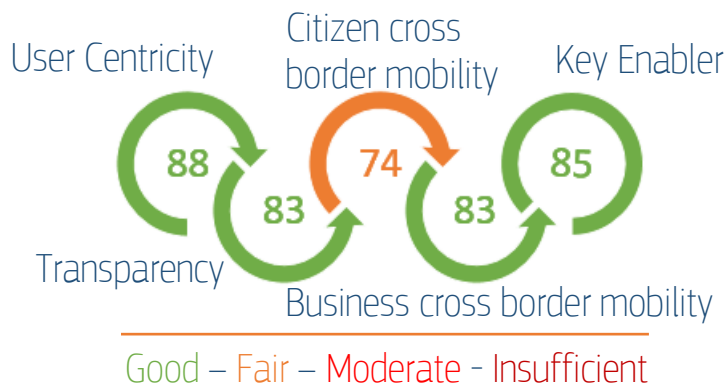




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

Select IT:

A project in which adults can train for a duration of 14 weeks to become junior software developers.

Digi ABC:

A general project to bring digital skills to the industry.

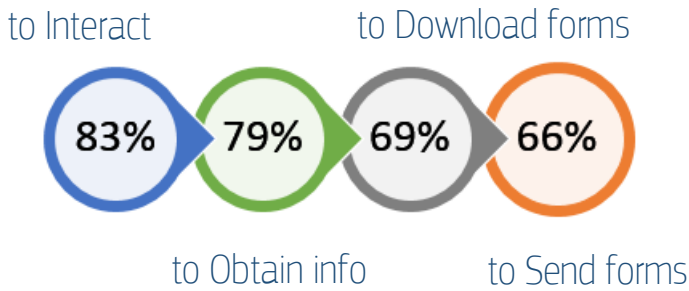
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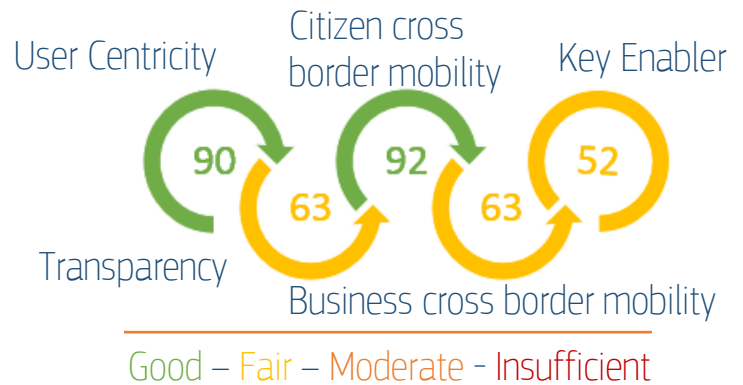




## Use of Internet with Public authorities



## eGov State of Play indicators



## 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 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.

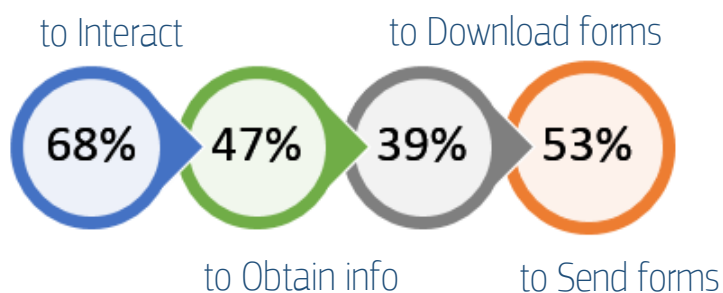
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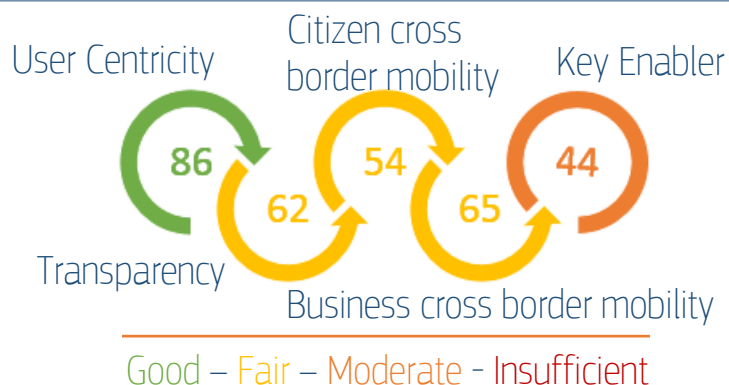




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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.

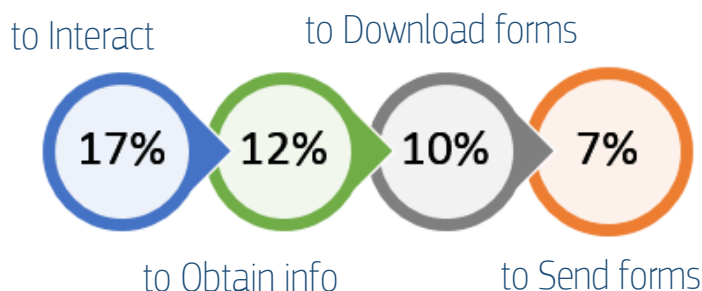
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### Use of Internet with Public authorities



### 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.

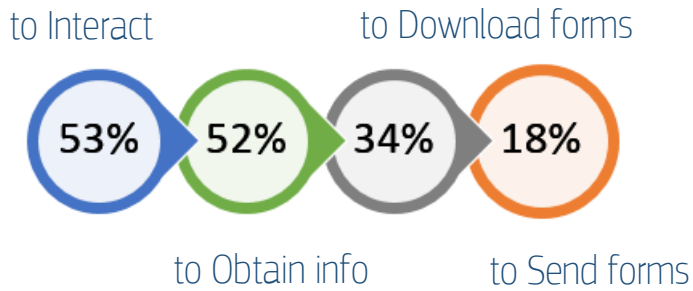
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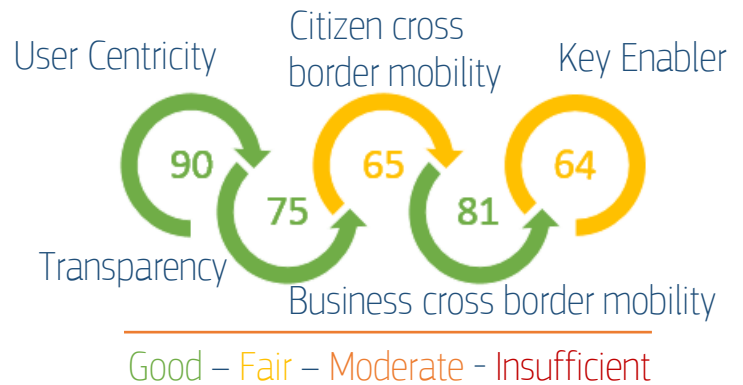




### Use of Internet with Public authorities



### eGov State of Play indicators



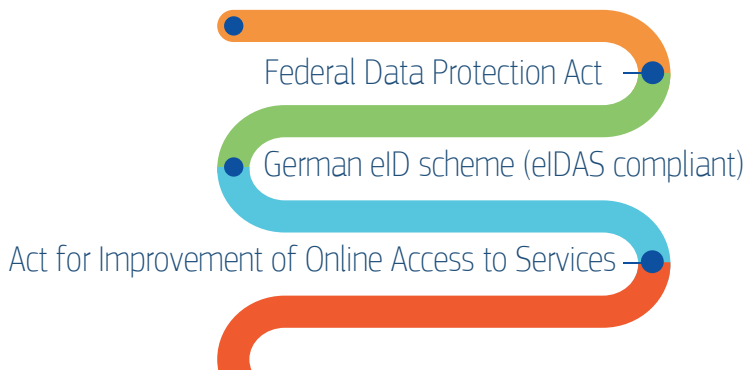
### eGov services to business and citizens

#### Digitisation program:

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



### Strategy & Legal frameworks



### 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).

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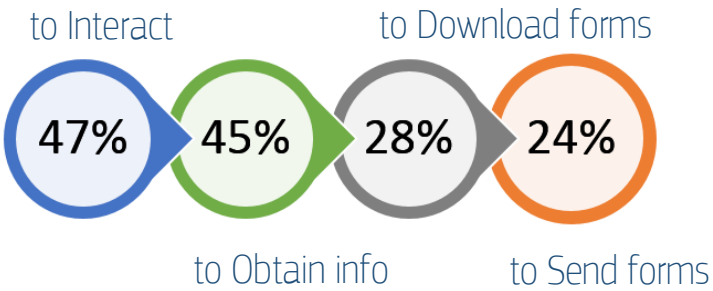
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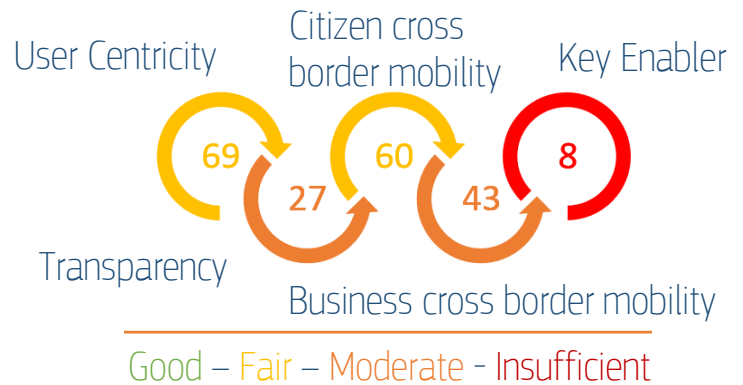




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

#### ATH.ENA card:

Transportation in the capital city Athens has become more simplified thanks to the introduction of this single electronic card.

#### University enrolment

Students can now enrol themselves digitally into any Greek university.

Greek business portal provides the Electronic Certificate & Copy Service, and the Electronic Application for Registration in the General Commercial Registry.

### Strategy & Legal frameworks



### Actors

- Mr. Stelios Rallis has become the Secretary General for Digital Policy

### Infrastructure

Greece has implemented the eIDAS node, stemming from an EU regulation on electronic identification and trust services for electronic transactions in the internal market.

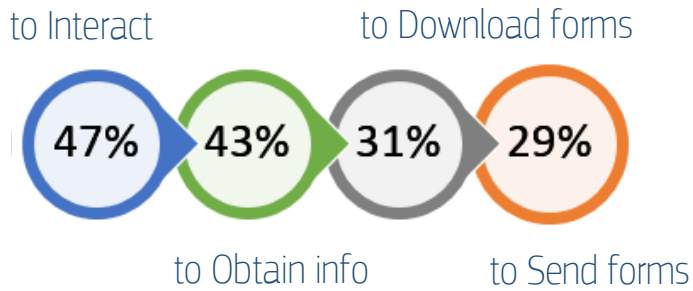
The governmental cloud (G-Cloud), hosted in the Data Centre of the Information Society S.A, is running. Major public sector applications have been migrated to the G-Cloud.

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

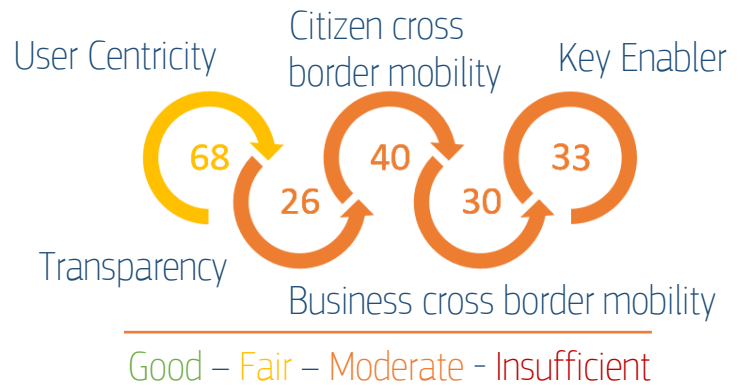




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

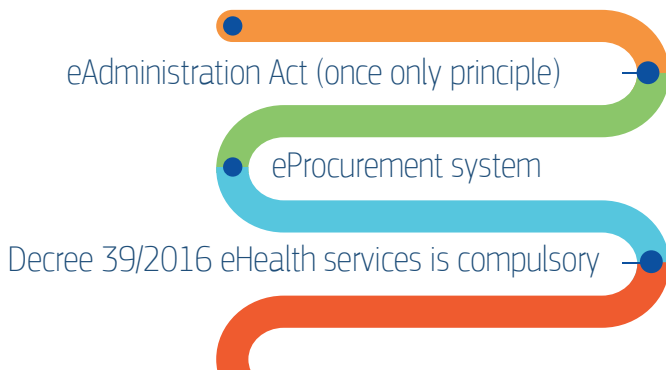
**New online service for personal income tax declaration:**  
This service reduces the time needed for citizens to fill online forms, as they need to upload their information online only once.

**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.



### Strategy & Legal frameworks



### 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.

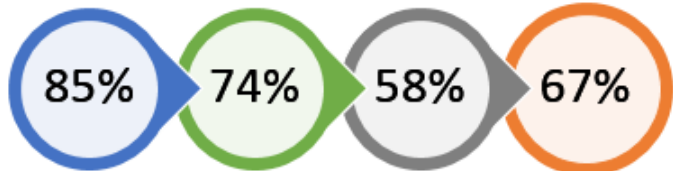




### Use of Internet with Public authorities

to Interact

to Download forms

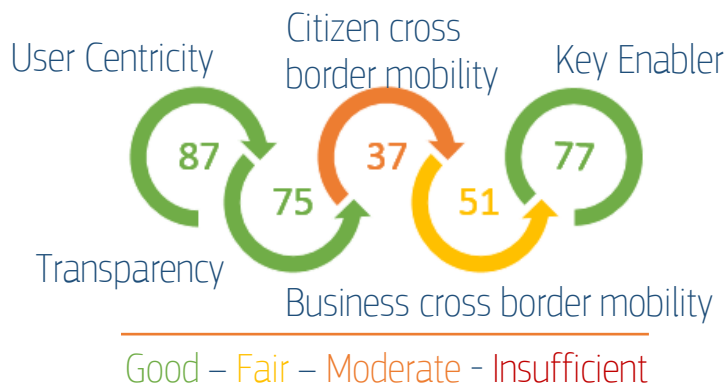


to Obtain info

to Send forms



### eGov State of Play indicators



### eGov services to business and citizens

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



### Actors

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



### Infrastructure

No major changes highlighted for 2017.

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

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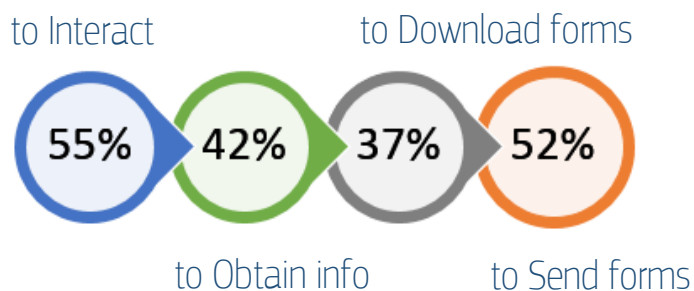
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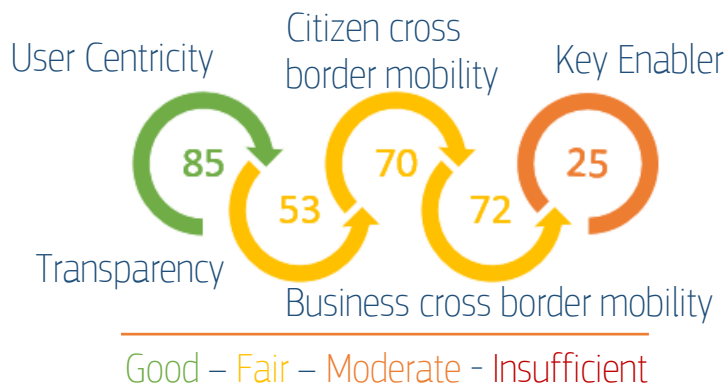




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

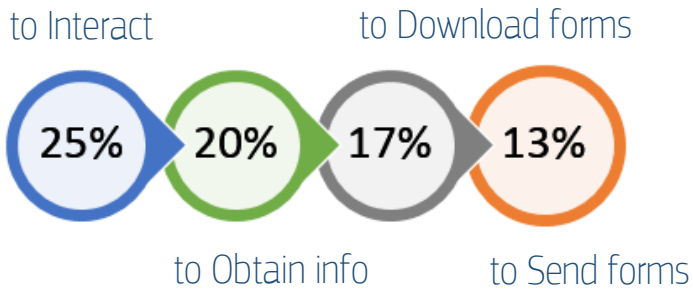
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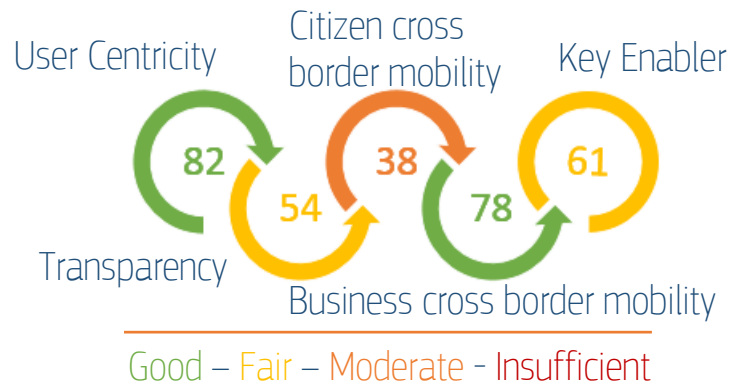




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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.

#### Digital drawer of the entrepreneur:

It is a platform on which every entrepreneur can access, free of charge, information and official documents of his company.



### Strategy & Legal frameworks



### 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.

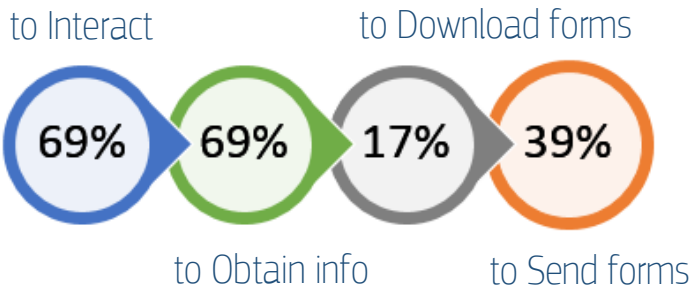
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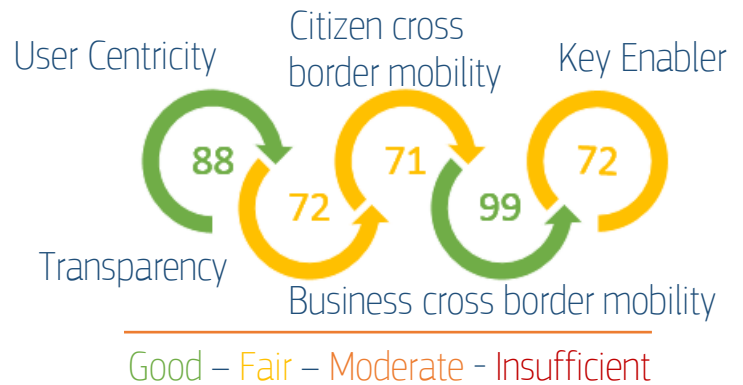




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

#### ePrescription:

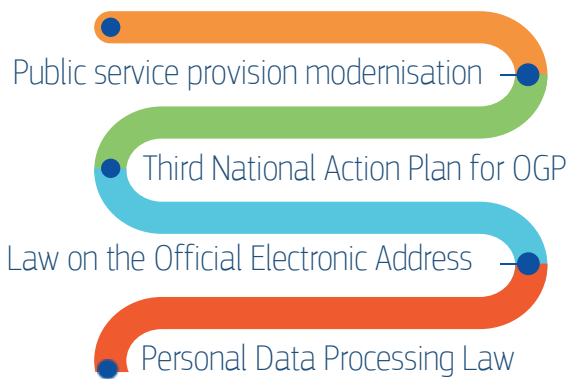
A new health eService was developed. It is mandatory for all doctors and pharmacies from 2018, helping to ensure easy and quick record and exchange of information between the patient and the medical practitioners.



### Strategy & Legal frameworks



### 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.

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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



## Actors

eGov strategy to be revised in 2018

eIDAS implementation planned in 2018

- 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

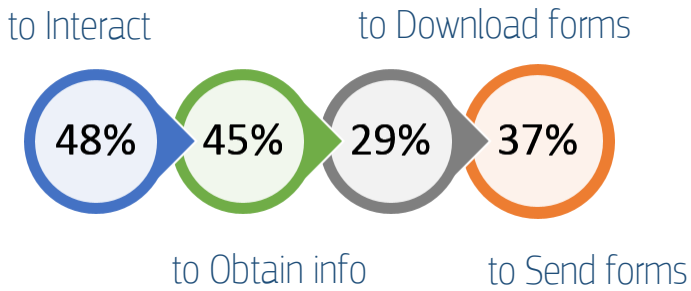
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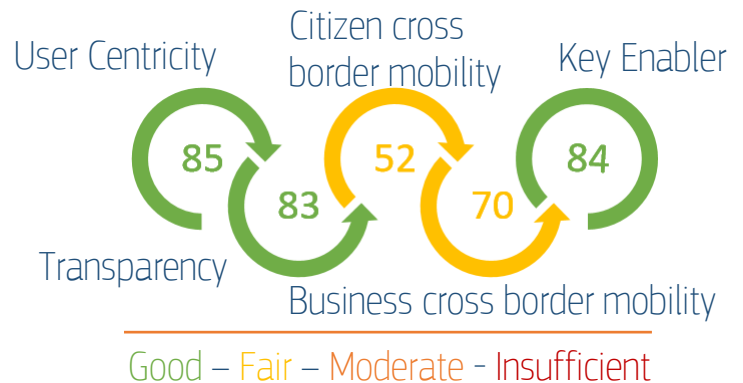




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

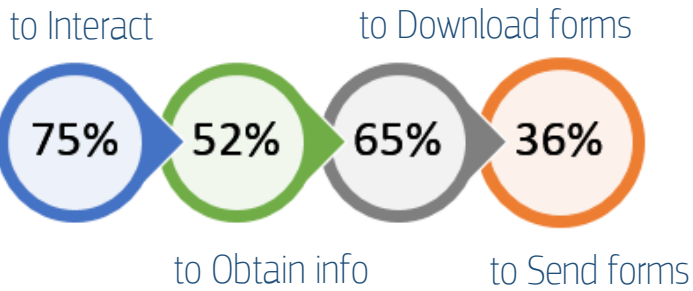
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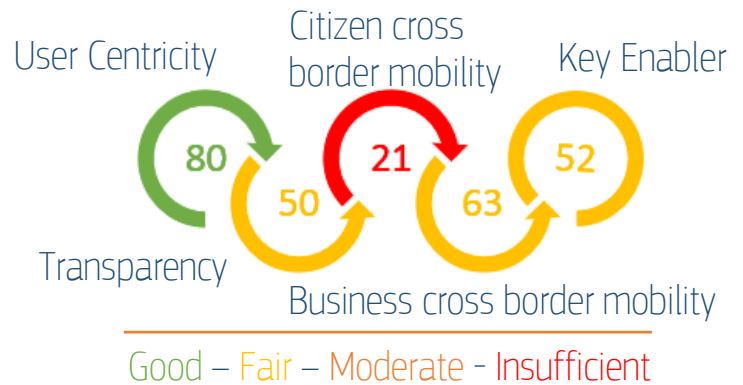




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

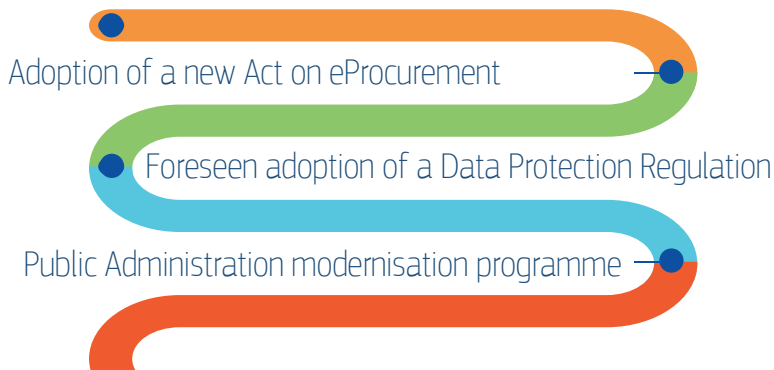
The Administration of Land Register and Topography announced the launch of a new service for citizens allowing online consultation of property rights (parcels and private lots), accessible on MyGuichet.lu.



### Strategy & Legal frameworks



### 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 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.

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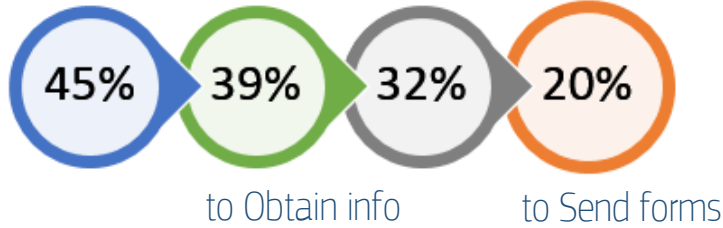




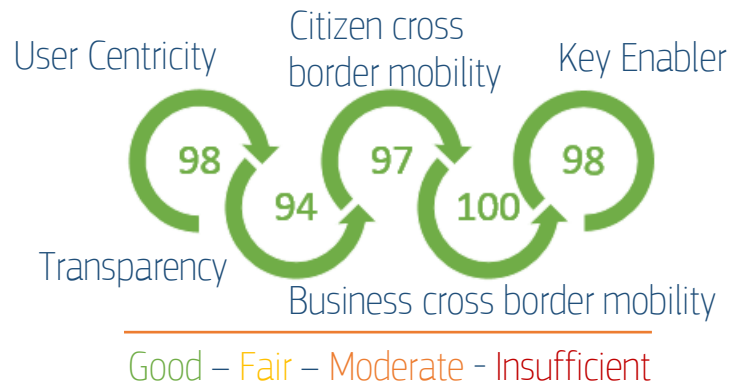
### Use of Internet with Public authorities

to Interact

to Download forms



### eGov State of Play indicators



### eGov services to business and citizens

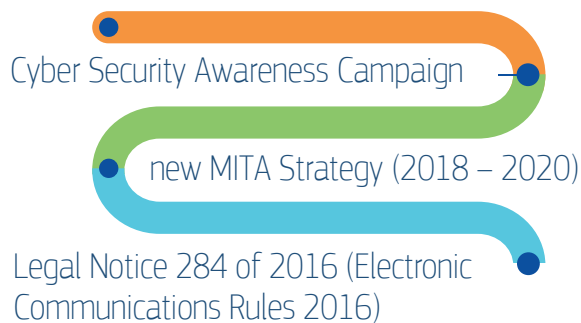
The eCourts system is a responsive website allowing citizens to view details of their case file (including scanned documents, sittings, information and minutes).

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.



### Strategy & Legal frameworks



### Actors

- eGovernment in Malta falls under the remit of the Office of the Prime Minister (OPM)
- The Malta Information Technology Agency (MITA) falls under the remit of Mr. Silvio Schembri, the Parliamentary Secretary for Financial Services, Digital Economy and Innovation within OPM



### Infrastructure

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.

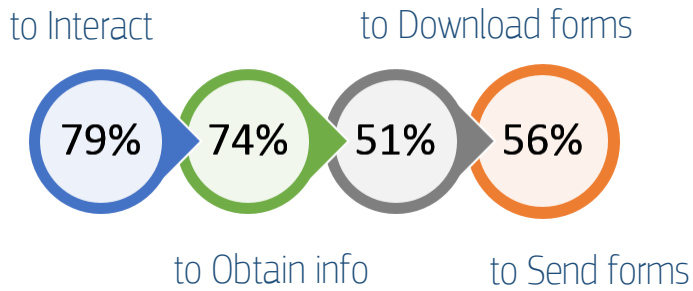
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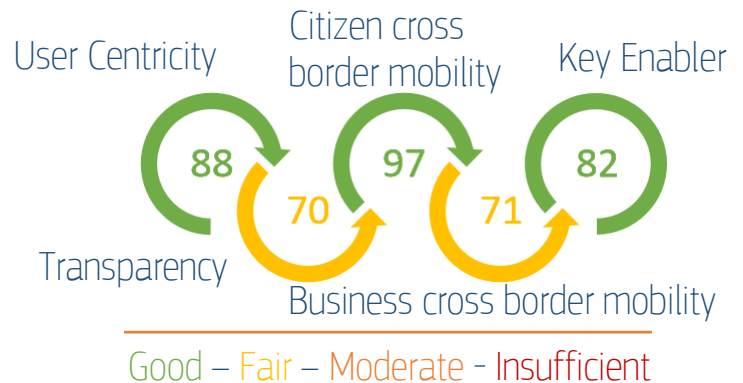




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### Actors

'Make it happen' report, prelude of new policy agenda

Preparation of Digital Gov. Law

- 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.

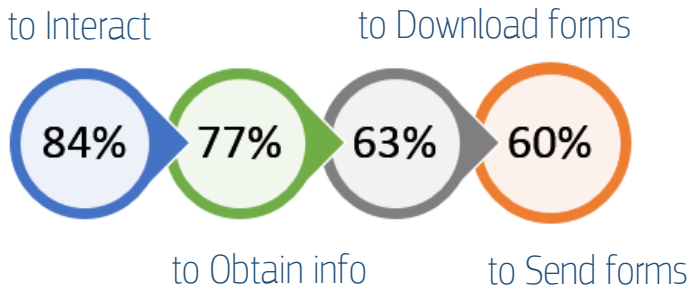
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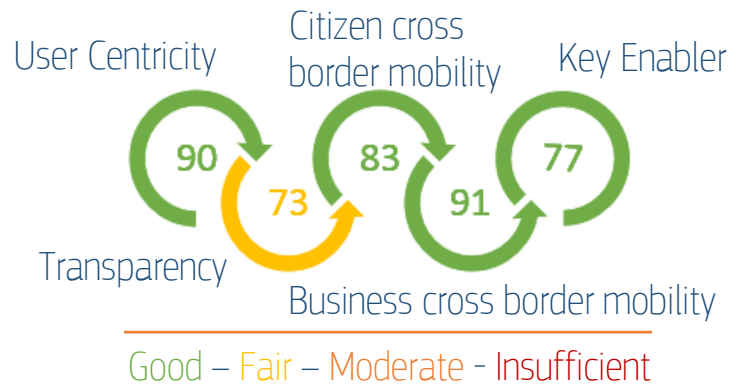




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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 "elnnsyn" (Jan. 2018)

Central government agencies publish their public records  
 → openness and accessibility & strengthens freedom of information.

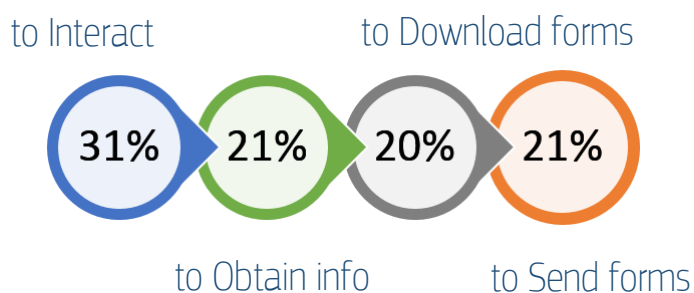
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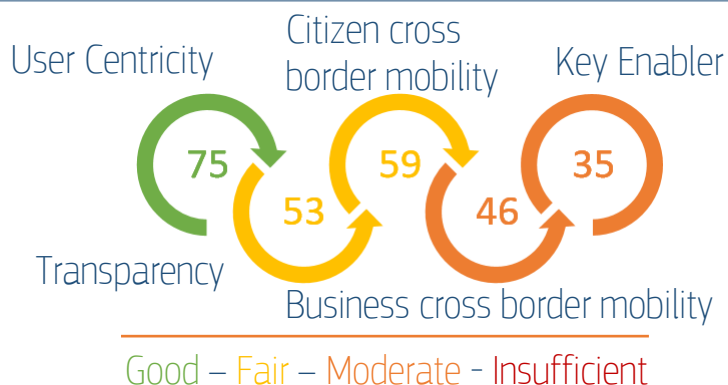




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

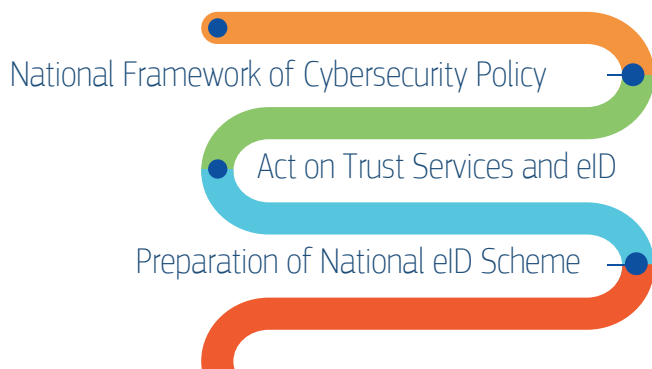
New public administration eServices for citizens and companies were launched by the Ministry of Digital Affairs. Among them: ID card Application and Notification of loss, General letter to the public body, Application of the European Health Insurance Card (EKUZ).

#### 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



### 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.

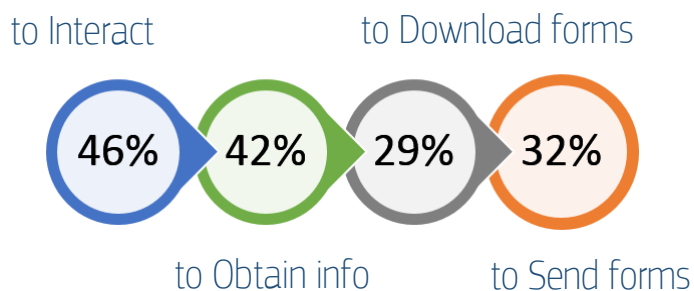
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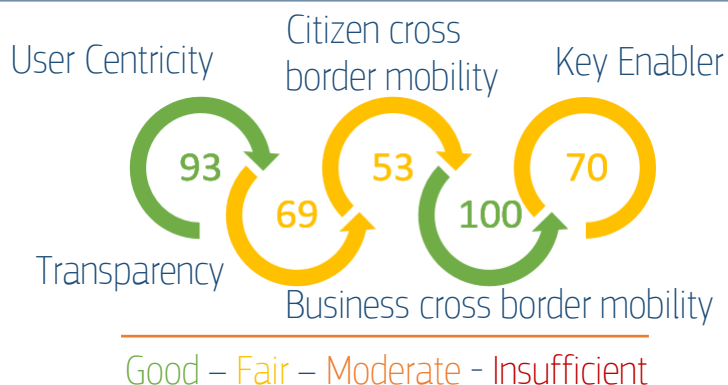




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

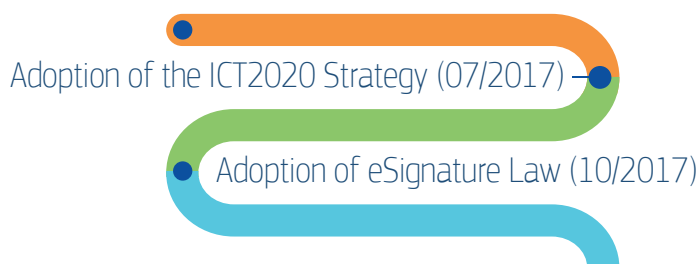
Consolidation of the 'New-born Baby - Family Doctor and Electronic Health Tracking' project, which digitise the communication of administrative and clinical data.

Dissemination of the Digital Mobile Key authentication throughout the Public Administration webportals, 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



### Actors

- The Minister of the Presidency and of Administrative Modernisation, Maria Manuel Leitão Marques, and the Secretary of State Assistant and of Administrative Modernization, 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.

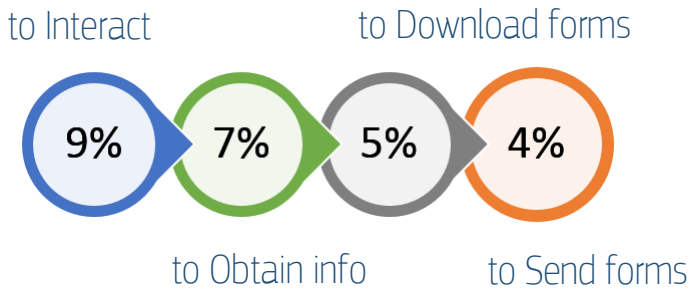
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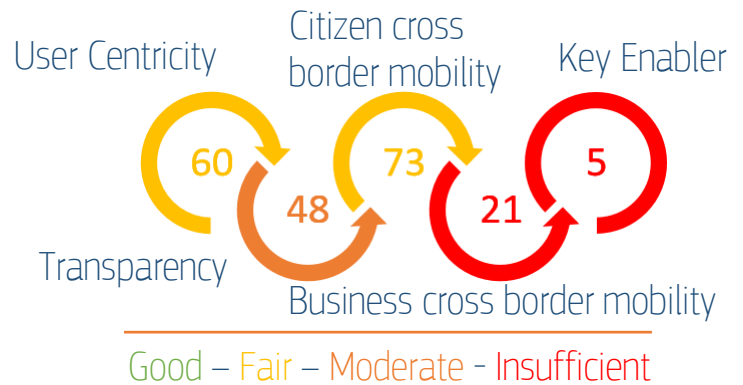




### Use of Internet with Public authorities



### eGov State of Play indicators

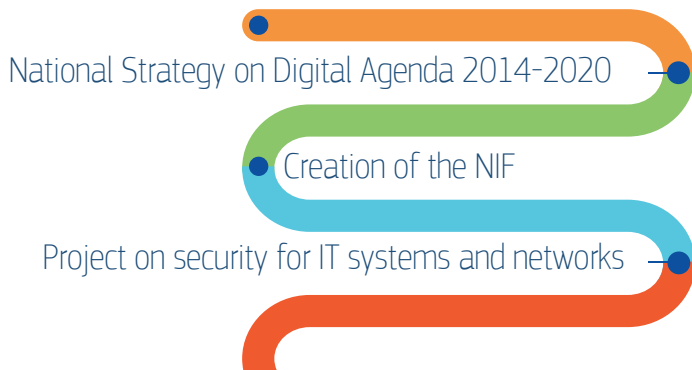


### eGov services to business and citizens

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.



### Strategy & Legal frameworks



### 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 Head of Digital Single Market Unit: Ms. Monica Chiffa.
- Appointment of a new Counsellor for European Affairs: Mr. Dragos Lazar.



### 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.

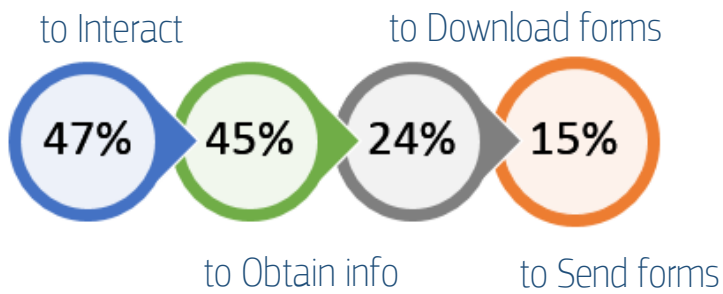
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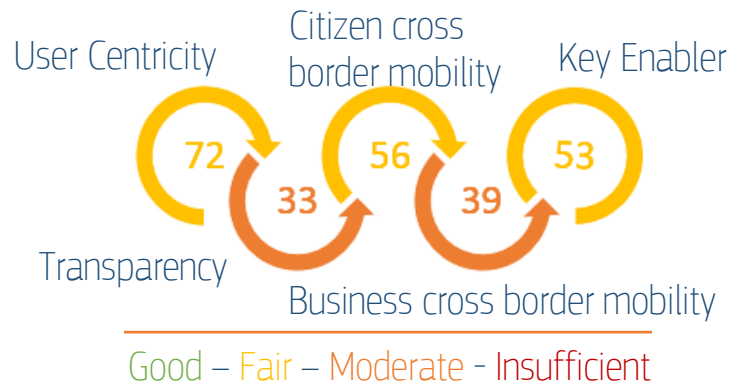




## Use of Internet with Public authorities



## eGov State of Play indicators



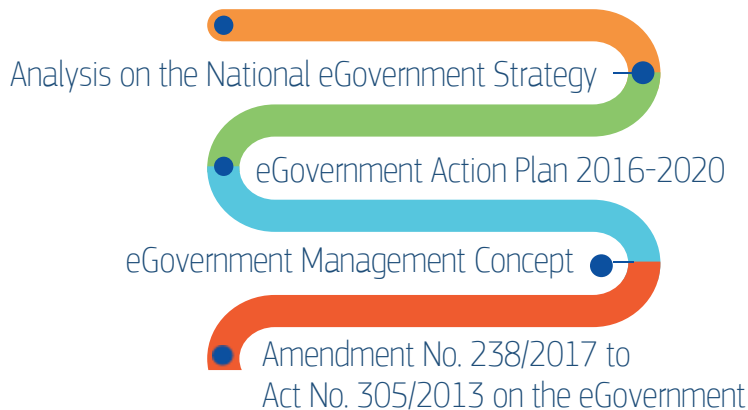
## eGov services to business and citizens

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...).



## Strategy & Legal frameworks



## Actors

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

The central public authority body established on the 1 June 2016. Among the main tasks of the Office, there is the participation in the creation and implementation of uniform state policy in the field of informatisation of the society and eGovernment.



## 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.

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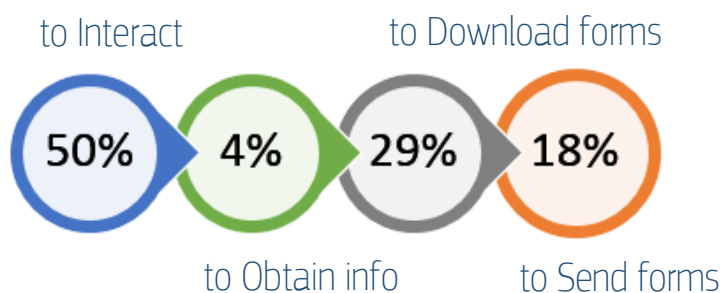
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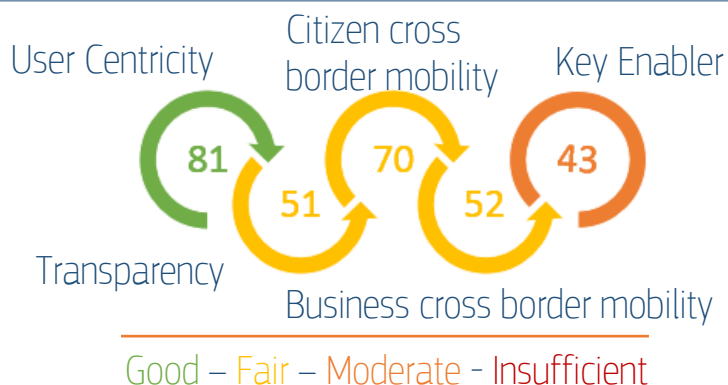




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

Public Payments Administration together with its partners launched the ROSE (Readiness Of Slovenian E-invoicing) Action in order to increase the uptake and use of eInvoicing by the Slovenian contracting authorities.

A subsidised transport ticket for students has been introduced in Slovenia.



### 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 was launched. It allows the creation of an electronic signature with the private keys of the digital certificate holder securely stored in the central system.

The Public Payments Administration introduced an additional e-payment service called Hal mBills. It enables the payment of eServices via the Hal mBills mobile application.

The Agency for Public Legal Records and Related Services (AJPRES) established the Beneficial owners register in cooperation with the Office for Money Laundering Prevention of the Republic of Slovenia.

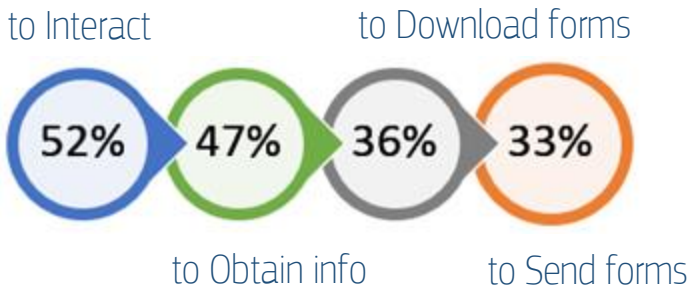
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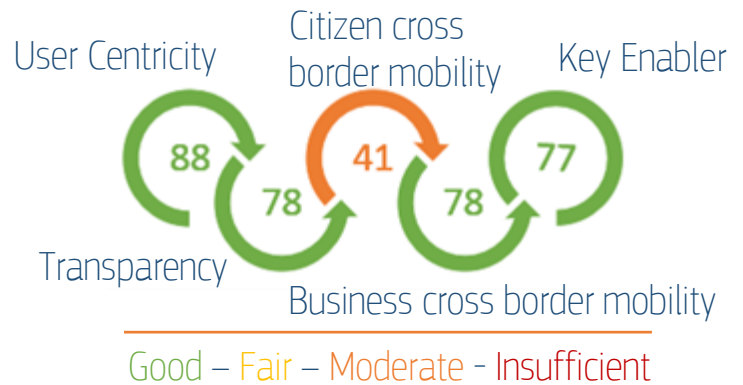




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov services to business and citizens

#### Online Tax Income Service

100% of pre-filled Income Tax declarations automatically provided to citizens and completed Online.

#### Administration Electronic Invoicing Platform(FACe):

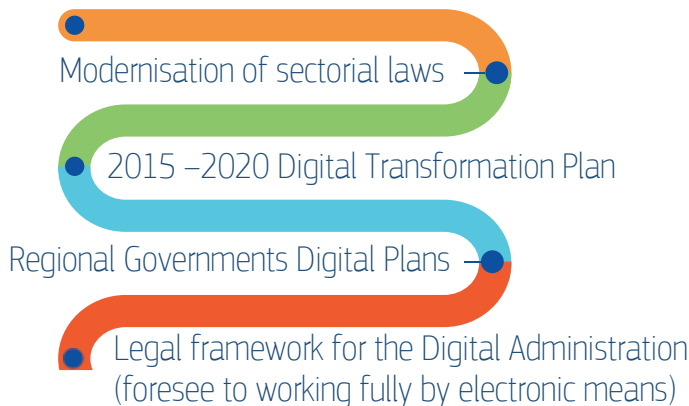
Almost 9.7 M invoices processed on-line in 2017.

#### 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



### Actors

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



### Infrastructure

#### 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:

Interoperability of electronic identities: Spanish eIDAS node, Cross-border: Connection Red SARA <-> TESTA Network, Share and reuse of solutions: Technology Transfer Center (CTT) <-> JOINUP, Open Data: datos.gob.es <-> European Data Portal.

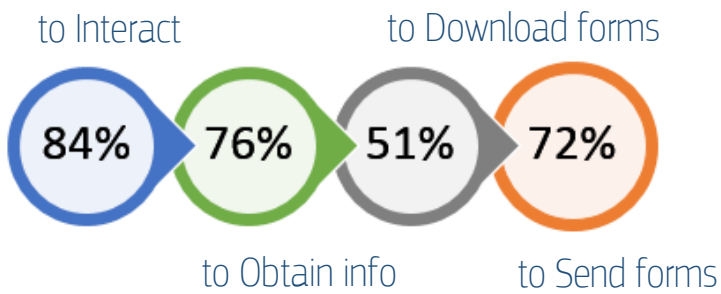
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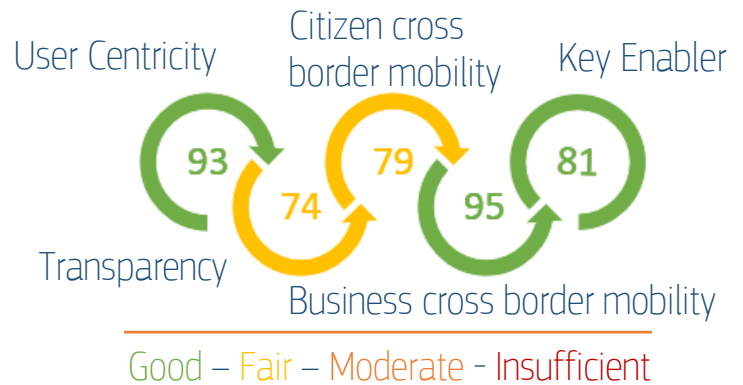




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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



### 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.

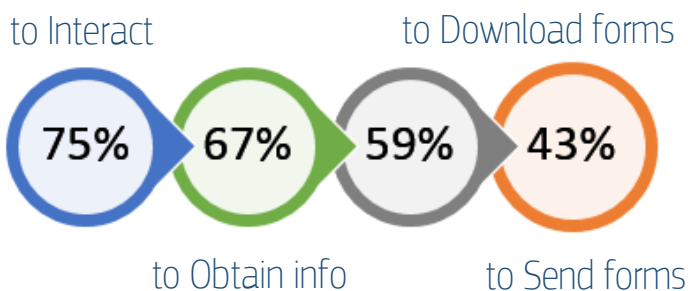
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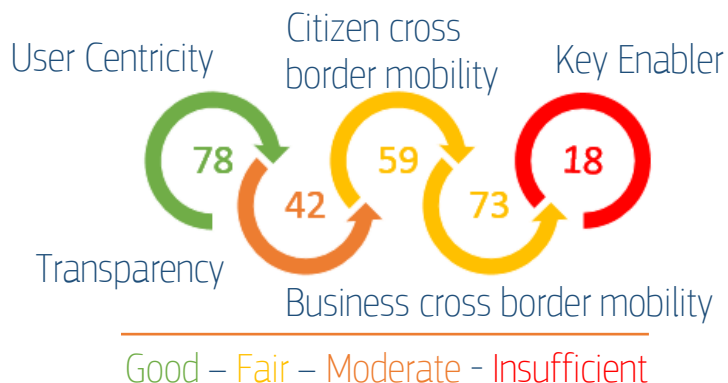




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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 3<sup>rd</sup> 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

Strategic plan for the eGovernment Strategy



### Actors

- 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.



### Infrastructure

#### eOperations:

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

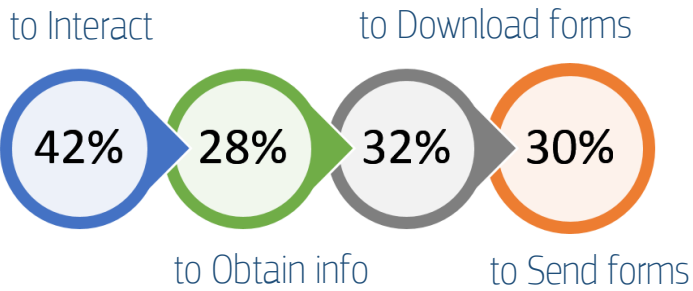
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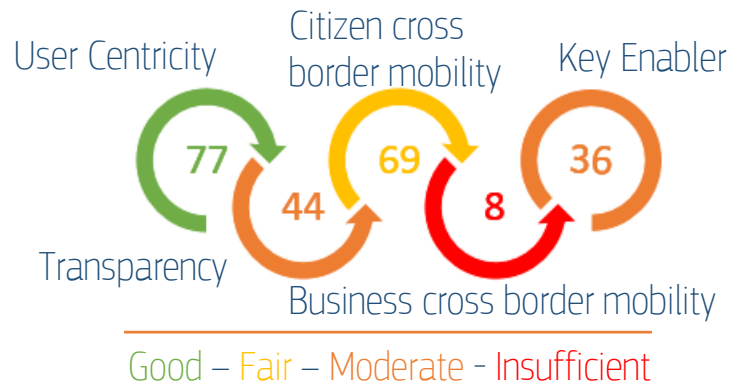




### Use of Internet with Public authorities



### eGov State of Play indicators



### 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

2016-2019 eGovernment Strategy and Action Plan



### Actors

- Appointment of a new Head of eGovernment Services Department: Sevil Ayça Taşçı.
- 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...

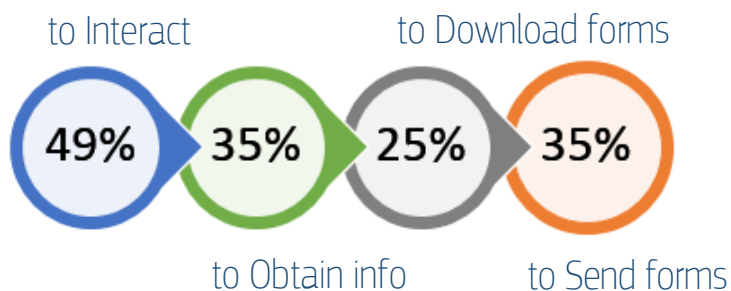
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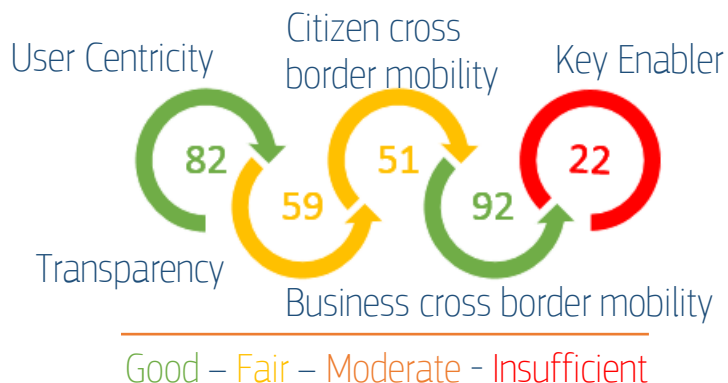




### Use of Internet with Public authorities



### eGov State of Play indicators



### eGov 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



### Actors

new Gov Transformation Strategy 2017-2020

The Digital Economy Act 2017

Government's Digital Charter

- 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.

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## An action supported by ISA<sup>2</sup>

ISA<sup>2</sup> 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.

ISA<sup>2</sup> 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.

ISA<sup>2</sup> solutions can be used free of charge and are open source when related to IT.

## More on the programme

[ec.europa.eu/isa2](http://ec.europa.eu/isa2)

## Contact ISA<sup>2</sup>

[isa2@ec.europa.eu](mailto:isa2@ec.europa.eu)

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