

[eGovernment in]

Spain

España



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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to provide an overview of the general eGovernment status in Spain. Even though every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be assumed. Neither the European Commission, nor any person acting on its behalf can be held responsible for the use that could be made of the information provided.

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 46 704.3 inhabitants (2013)

GDP at market prices: 1 029 002.0 million Euro (2012)

GDP per inhabitant in PPS (Purchasing Power Standards, EU-28 = 100): 96.0 (2012)

GDP growth rate: -1.6 % (2012)

Inflation rate: 1.5 % (2013)

Unemployment rate: 25.6 % (2014 M02)

Government debt/GDP: 86.0 % (2012)

Public balance (government deficit or surplus/GDP): -10.6 % (2012)

Source: [Eurostat](#)

Area: 504 782 km²

Capital city: Madrid

Official EU language: Spanish

Currency: Euro

Source: [Europa website](#)

Political Structure

Spain is a **hereditary constitutional monarchy**. Legislative power is held by a bicameral Parliament (*Cortes Generales*) comprising a Lower House ([Congress of Deputies](#)) and an Upper House ([Senate](#)). The Congress counts 350 members elected by proportional representation and the Senate 262 members, 56 of whom are appointed by the Self-governing Communities.

The Head of State is the hereditary [monarch](#), who mainly assumes a ceremonial function, but also a strong symbolic role for national unity. Following legislative elections, the leader of the majority party or the leader of the majority coalition is typically proposed as [President of the Government](#) (Prime Minister) by the monarch and elected by the Congress. Ministers are appointed by the monarch upon the proposal of the President of the Government.

According to the terms of the 1978 Constitution, Spain adopted a highly decentralised system with 17 autonomous regions (Autonomous Communities) enjoying self-government rights with regard to local affairs, in addition to two 'Autonomous Cities'. These communities elect their own parliaments, which, in turn, nominate Local Governments.

The [Constitution](#) of the Kingdom of Spain was adopted in December 1978 and last amended in 2011.

Spain became a member of the European Union on 1 January 1986.

Head of State: King [Felipe VI](#) (since 19 June 2014).

Head of Government: President of the Government [Mariano Rajoy Brey](#) (since 21 December 2011).

Information Society Indicators

Generic Indicators

Percentage of households with Internet access: 70 % (2013)

Percentage of enterprises with Internet access: 97 % (2013)

Percentage of individuals using the Internet at least once a week: 69 % (2013)

Percentage of households with a broadband connection: 66 % (2013)

Percentage of enterprises with a broadband connection: 95 % (2013)

Percentage of individuals having purchased/ordered online in the last three months: 23 % (2013)

eGovernment Indicators

Percentage of enterprises having received orders online within the previous year: 14 % (2013)

Percentage of individuals using the Internet for interaction with public authorities: obtaining information 41 %, downloading forms 29 %, returning filled forms 23 % (2013)

Percentage of enterprises using the Internet for interaction with public authorities: obtaining information 74 % (2013), downloading forms 72 % (2013), returning filled forms 49 % (2010)

Source: [Eurostat](#)

Editorial notice: Statistical indicators referenced in this section reflect those of Eurostat at the time the Edition is being prepared.

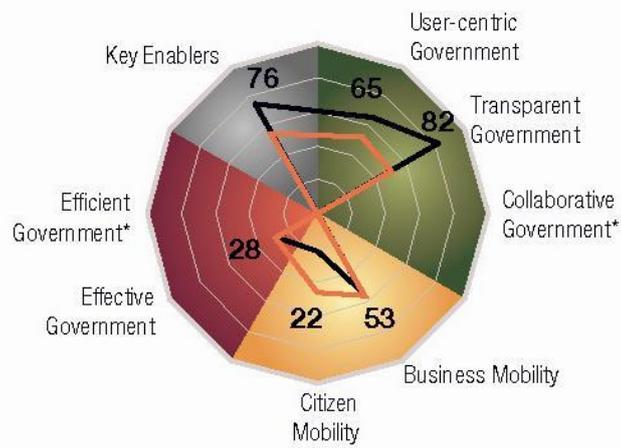
eGovernment State of Play

The spider graph below is the result of the latest [eGovernment Benchmark](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within the four main priorities (User-empowerment, Single Market, Efficiency & Effectiveness, Pre-conditions) of the eGovernment Action Plan, and are measured using a life-events (mystery shopping) approach. 'Collaborative Government' and 'Efficient Government' were however not part of the 2012 measurement. The spider graph thus compares the development of eGovernment in a specific country compared to the EU27 average.

E-GOVERNMENT MATURITY PER TOP LEVEL BENCHMARK

Synthesis of 4 priorities for eGovernment for EU27+

- User Empowerment
- Single Market
- Efficiency & Effectiveness
- Pre-conditions
- ES
- EU27+



* not part of 2012 measurement

Source: [eGovernment Benchmark 2012](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [ePractice news for eGovernment](#)

Recent News

April 2014

More than 480 million administrative procedures [were conducted](#) by citizens and companies with the central government in 2013, of which over 367 million (76.5 %) were conducted electronically and over 112 million (23.5 %) by other means. For enterprises, 94 % of administrative procedures were done electronically and for citizens 65 %. These data were provided by the System of Administrative Information ([Sistema de Información Administrativa - SIA](#)), a tool whose primary function is to monitor administrative procedures. SIA monitors the total quantity of procedures for each task, and of these how many have been conducted electronically.

March 2014

- ▶ The Directorate General for Administrative Modernization, Procedures and Promotion of eGovernment [makes available](#) to all administrations the service called HABILIT@, which is a register of public officials authorised to act on behalf of the citizens.
- ▶ The Ministry for the Presidency and the Ministry Finance and Public Administrations [signs](#) a partnership agreement for the development and promotion of the future Transparency Portal. The agreement between the two transverse government ministries focuses on the Transparency Portal, which is destined to become the basis of the compliance of the transparency obligations set in the Transparency, Access to Information and Good Governance Act as well as of the right of access to public information in Spain. The Government's objective is to give a comprehensive response to citizen demands and comply with the goal of providing a large amount of information to users, with common standards in the presentation, the replies that are provided to requests and in computer processing. Thus the Transparency Portal will have an interactive mechanism for citizens to exercise their right of access to information, refer to the state of process of their requests and receive responses promptly and accurately.
- ▶ As [announced](#) in March 2014, a total of 524 487 citizens took advantage of the benefits offered by the Electronic File for Legal Aid in 2013, an increase of 41 % compared to 2012. This tool was developed by the [Spanish Bar Association \(Abogacía Española\)](#) and is made available to the state and regional legal aid commissions. The Electronic File for Legal Aid securely and automatically collects the required documents accompanying the application form for the right to legal aid, provides transparency in management, eliminates errors in the administrative record and reduces the cost and processing times by up to 40 days.
- ▶ The [OECD publishes an evaluation report on Spanish administration reform](#), with a positive assessment of the agenda of the Commission on Public Administration Reform (CORA). The report highlights the contribution of electronic administration to the ongoing reforms and stresses the impact of the new model for ICT governance on its advance and sustainability.

February 2014

- ▶ Within the National Security Council, and as a support body, the National Cyber Security Council has been constituted. It aims to ensure the secure use of networks and information systems by strengthening the capacities of prevention, detection and response to cyber attacks.

- ▶ The Ministry of Agriculture, Food and Environment, through the Spanish Agricultural Guarantee Fund (Fondo Español de Garantía Agraria - FEAGA), [agrees](#) on 10 February 2014 with 13 autonomous communities to develop common software to manage the Common Agricultural Policy (CAP) direct aid and aid assimilated to direct support of the second pillar. This was decided during the Sectoral Conference on Agriculture and Rural Development held in January. The 13 autonomous communities which will participate in the development of the software are: Andalucía, Aragón, Asturias, Baleares, Cantabria, Castilla - La Mancha, Extremadura, Galicia, Madrid, Murcia, Navarra, La Rioja and Valencia. Three autonomous communities have decided not to participate in the project: Castilla y León, Catalonia and the Basque Country.

January 2014

- ▶ In January 2014 CORA's first progress report is published. According to this report all proposals have been started, 175 of them are running and 44 have already been completed (www.lamoncloa.es). Many of the measures defined by the CORA implemented represent a significant promotion of the interaction by electronic means.
- ▶ The Ministry of Employment and Social Security [deploys](#) a virtual tool to assist employers to select the best possible labour contract amongst the different possibilities under the legal framework. This tool implements a five-step process with simple questions that ends up with the application form required to be signed by both employer and employee.

December 2013

- ▶ The Official Gazette publishes in its issue of 10 December 2013, Law 19/2013 of 9 December, Law for Transparency, Access to Public Information and Good Governance. This law defines the establishment of a transparency portal where all the information concerning the central administration has to be published.
- ▶ The National Cyber Security Strategy is adopted. The National Cyber Security Strategy is adopted under, and aligned with, the National Security Strategy of 2013, which includes cyber security in its twelve areas of action. The National Cyber Security Strategy is the strategic document that provides the Spanish Government with a basis for developing the provisions of the National Security Strategy on the protection of cyberspace in order to implement cyber threat prevention, defence, detection, response and recovery actions against cyber threats. It defines main six objectives, eight lines of action and creates the National Cyber Security Council.
- ▶ The service "BOE on demand" has been launched. This service allows users of the Spanish Official Gazette (exclusively electronic publication), among other options, customised information queries and activation of warning messages when news that especially interest them are published.
- ▶ The Law of promotion of electronic invoicing and creation of invoice accounting records in the Public sector is adopted on 28 December 2013. This law (no.25/2013) regulates the use of electronic invoicing in the Public Sector. It compels all governments to bill electronically from 15 January 2015. The law also requires all public administrations to have an invoice accounting record which point all invoices received, unpaid bills, for knowledge of accounting units and the Spanish Tax Agency (AEAT).
- ▶ A [model of a policy](#) for the management of electronic documents is published in the eGovernment Portal.

September 2013

On 20 September 2013, following the proposal made by the Public Administration Reform Committee (CORA) in its report of June 2013, the Spanish Government creates the Directorate of Information and Communication Technologies for the Spanish Public Service, CIO (Chief Information Office) to articulate the Government policy on ICT for the General State Administration. This involves identifying

opportunities for rationalisation and creation of economies of scale and promoting the use of ICT shared services across the public sector to gain efficiency and effectiveness and achieve European objectives in the use of eGovernment.

June 2013

The President of the Government presents a [report from the Public Administration Reform Committee \(CORA\)](#) containing 217 measures aimed to lower public spending, to increase efficiency in the public administration services, to simplify paperwork, to eliminate unnecessary bodies or entities, to speed up procedures and to improve the management of public resources and the cooperation among the different public administrations. ICT plays a central role in most of the proposed measures. To increase the effectiveness of ICT applied to public administration, the report proposes a new ICT governance model, with the creation of a 'Chief Information Officer' for the whole of the Spanish Central Administration.

The Royal Decree 396/2013 of 7 June, which implements Law 18/2011 of 5 July, regulates the National Technical Committee on electronic justice administration formed by the main stakeholders in electronic justice administration, the Ministry of Justice, the Council of Judges, the Prosecutor Office and the Autonomous regions with competence in Justice Administration. This committee intends to encourage the compatibility and ensure the interoperability of systems and applications used by the Justice Administration.

April 2013

At the beginning of April 2013, the Spanish Open Data portal, datos.gob.es, [publishes](#) its software code in the open source forge managed by CENATIC under the umbrella of the Open Source [Forge of CENATIC](#), the National Centre for Open Source based Technologies. The publication of this source code allows any citizen, organisation or company to use it and create their own space dedicated to open data.

February 2013

- ▶ The Digital Agenda for Spain is approved on February 15th 2013. This is the Government's strategy to develop the digital economy and society in Spain during 2013-2015. The objectives, lines of action and plans established in this Digital Agenda are intended to encourage the creation of employment opportunities and economic growth through the smart adoption of digital technologies, thus contributing to the collective effort of promoting Spain's economic recovery. The Agenda adopts 32 key indicators which comprise both the Digital Agenda goals for Europe and additional specific goals for Spain. Nine plans have been designed to achieve these goals.
- ▶ The portal of the Administration of Justice is launched, bringing justice to citizens and providing a work desk for participants in the judicial system, as well as the publication of judicial actions.

January 2013

- ▶ On 15 January 2013, the Spanish High Council for eGovernment [approves](#) the guidelines of the eGovernment plan 2013-2015. The plan has the following five main objectives: reducing administrative burdens for citizens and businesses; increasing the use of electronic public services by citizens and businesses; optimising the internal use of ICT in public administration; promote cooperation and exchange of experiences, projects, services and eGovernment applications between the government and organisations, companies and social partners; and use technological means to bridge the digital divide.
- ▶ The Spanish High Council for eGovernment, in its meeting held on 15 January 2013, [announces](#) that the Spanish Public Administrations Network (Red SARA) constitutes a strategic project and the basis for the Spanish public administration private cloud. Red SARA is the platform for delivering cloud services for the public sector, with the objective of bridging the existing digital divide. Red SARA

provides the interconnection between all government layers (national, regional and local) as 90 % of the population lives in a city or village connected to Red Red SARA.

News 2012-2001

2012

- ▶ In *November 2012* the eSignature Policy of the General State Administration is approved.
- ▶ In *October 2012* the Commission for the Reform of Public Administration (CORA) was created with the purpose of reviewing the operation of the public sector and propose, if necessary, appropriate modifications to eliminate inefficiencies and redundancies that might exist. Lexnet is awarded the Special Mention VI "Crystal Scales of Justice" Award from the Council of Europe and the European Commission on the occasion of the European Day of Civil Justice.
- ▶ In *June 2012*, five Catalan Universities [launch](#) their eParticipation portals, as part of the [MyUniversity project](#), and which will run in pilot phase until the end of MyUniversity project. Alongside the nine initial portals that were launched in [September 2011](#), in an ongoing effort to provide university members and the local, national and EU stakeholders in the higher education system a chance to be a part of a decision-making process.
- ▶ In *May 2012*, The Spanish project 'Citizen's Total Electronic Access to Public Services' [wins](#) the second prize of the United Nations Public Service Award 2012 in the category 'Improving the Delivery of Public Services' for Europe and North America.
- ▶ In *January 2012*, the Spanish website '[Datos.gob.es](#)' [receives](#) the [LAPSI Award](#) for the most user friendly public sector information (PSI) portal design in the EU.
- ▶ In an effort to achieve a more accessible and open public administration, the Ministry of Territorial Policy and Public Administration [develops](#) in *December 2011*, a new eGovernment application available on the most common mobile platforms. The 'eAdmon, all services in your hand' is a mobile app that combines mobility and interaction with social networking websites.

2011

- ▶ On *8 November 2011*, the Official Gazette publishes [Royal Decree 1495/2011](#), which implements [Law 37/2007](#) of 16 November, on re-use of public sector information for the public sector of the State.
- ▶ The Council of Ministers [adopts](#) at the end of *October 2011* the Royal Decree implementing [Law 37/2007](#) of 16 November, on re-use of public sector information (PSI). Its objective is to establish within the National Government detailed rules developing the provisions of the Law and to promote and facilitate the availability of PSI for its re-use.
- ▶ Following the publication of a first set of technical interoperability [standards](#) for eGovernment on 30 July 2011, their respective implementation guides and manuals become made [available](#) on 18 *October 2011*.
- ▶ On *17 September 2011*, the National Statistics Institute [releases](#) figures showing that 90 % of public authorities and 75 % of companies in Spain already use free software.

A report on the status of eGovernment in Spain is [submitted](#) to the Council of Ministers on 16 September 2011. It outlines the development of eGovernment and its future challenges, which will constitute a part of an upcoming strategy document with an implementation period until 2015.

- ▶ In *August 2011*, the Council of Ministers [approve](#) an agreement to promote the establishment and use of eInvoices by supporting their deployment in the public and private sectors, as well as to establish a national multilateral forum for eInvoicing.
- ▶ On *6 July 2011*, the Official Gazette publishes [Law 18/2011](#), which establishes citizens' electronic access to public services in the field of justice.

- ▶ The Official State Journal [publishes](#) a joint initiative to promote and accelerate the deployment of IPv6 in the infrastructure and services of the Information Society in general and eGovernment in particular.
- ▶ The implementation of the Electronic Judicial files is started in June 2011. Thanks to this system the traditional file is replaced by its equivalent in digital format.
- ▶ In *May 2011*, the Asturian Technology Services Consortium (CAST) [launches](#) a programme to set up a collaboration platform for business portals in 60 local municipalities.
On *31 May 2011*, the second phase of a promotion and awareness-raising campaign entitled '@dministration' is [unveiled](#).
- ▶ On *28 March 2011*, the institutional portal 'www.cantabria.es' is launched as a gateway to regional eGovernment services for citizens and businesses in Cantabria.
On *16 March 2011*, the [Public Procurement Services Platform \(PSCP\)](#) of the Government of the Autonomous Region of Catalonia starts [using](#) the [iArxiu Platform](#), a digital preservation and electronic archiving service.
- ▶ The Donostia-San Sebastián City Council in Spain's Basque Country [implements](#), in *February 2011*, an open source document management system in order to reduce the duplication of data within various departments and provide improved records management.

2010

- ▶ The eGovernment portal [PAe](#) is [launched](#) on *30 December 2010*. The Public Administration's new channel unifies and centralises all information about eGovernment. The goal is to provide a full range of initiatives, reports, indicators and news.
- ▶ On *22 November 2010*, the Spanish National Institute of Communication Technologies (INTECO) and a consulting company [publish](#) practical guidelines for the safe use of the national electronic ID card ([eDNI](#)) on the Internet.
- ▶ In *October 2010*, the Autonomous Government of Andalusia begins creating a [single register](#) of births and newborns which will enable the automatic inclusion of the newborn babies in the database of the public health system.
- ▶ On *14 September 2010* the '[2011-2015 Strategy of the Avanza2 Plan](#)' is presented, and 10 objectives are identified.
- ▶ Since *7 May 2010*, the [Spanish State Procurement Platform](#) ('*Plataforma de Contratación del Estado*') has been functioning based on the new specifications for Interoperable Components and Documents for Electronic Procurement ('CODICE 2.0 specifications'), which are published on the same day. [CODICE 2.0](#) will further facilitate the implementation of electronic procurement.
On *10 May 2010*, the Ministry of Industry, Tourism and Trade allocates € 225 million for aid to stimulate telecommunications and the Information Society.
- ▶ In *April 2010*, a first version of '[ePetitions](#)', an [open source tool](#) to help manage electronic petitions, is published on the website of the Open Source Observatory and Repository for European public administrations (OSOR).
In the same month, the Ministry of the Presidency publishes the Order [PRE/878/2010](#) establishing a notification system based on a centralised scheme that may be employed by all Public Administrations.
- ▶ From *March 2010*, [Proyecto 'Aporta'](#) offers an online beta Public Information Catalogue, providing a single access point to the various administration websites that offer public information resources.
- ▶ The Extremadura government [publishes](#) as open source JEXTraza in *February 2010*, a [supply chain tool](#) meant to help agribusinesses verify and manage product information from source to destination.

In the same month, a new [sensory platform](#), able to monitor forest fires and the level of pollution in the streets as well as other types of environmental parameters.

- ▶ In March 2010, new sole traders can register their businesses [online](#).
- ▶ In January 2010 [the report on compliance with the undertakings set out in Law 11/2007 of 22 June, on electronic access of citizens to public services](#) notes that it is possible to access the 96.4% of the procedures of the Central Government through electronic means, of which 84.1% are administrative procedures.

2009

- ▶ The State Secretariat of Telecommunications and the Information Society (SETSI) [announces](#), on *26 October 2009*, the launch of an action plan aimed at promoting the use of the national eID card (DNIe) among citizens and businesses.
- ▶ On 30 September 2009, it is signed the EJIS agreement formed by the Ministry of Justice, the Council of Judges, the Prosecutor Office, with the goal of establishing cooperation between the main stakeholders in electronic justice administration.
- ▶ On *22 September 2009*, the Spanish State Secretary for the Public Service and the Portuguese State Secretary for Administrative Modernisation sign a [collaboration agreement](#) on the validation of the digital certificates of both their countries.
- ▶ On *30 July 2009*, the Ministry of Industry, Tourism and Trade along with the Ministry of Interior and the Ministry of the Presidency sign with IT companies a collaboration agreement aimed at enhancing the use of the national eID card ([DNIe](#)).
- ▶ On *21 April 2009*, the Ministry of the Presidency becomes [responsible](#) for steering the development and implementation of eGovernment in Spain.

During the same month, nearly 10 million citizens hold a national [eID card](#) (DNIe).

- ▶ On *13 March 2009*, the Council of Ministers [approve](#) a € 14 million investment in a series of actions set to generalise the use of the national eID card and to stimulate the spread of reliable digital services and applications.
- ▶ On *30 January 2009*, '[Avanza2' Plan \(2009-2012\)](#) is presented as the new, second phase of the Plan for the development of the Information Society, the which aims to foster the demand for ICT.
- ▶ During the same month, the Secretary of State for Telecommunications and Information Society [signs](#) together with the President of the Spanish Federation of Municipalities and Provinces (FEMP) a collaboration agreement to improve the delivery of public eServices by the local administration.

2008

- ▶ On the *1 May 2008*, the [Spanish State Procurement Platform](#) ('[Plataforma de Contratación del Estado](#)') enters into service, providing eNotification and other eProcurement services to Spanish contracting authorities and economic operators. The Spanish State Procurement Platform is fully compliant with CODICE 1.0 specifications developed by the Directorate General for Patrimony of Spain on the basis of OASIS standard UBL 1.0.
- ▶ From *26 November to 22 December 2008*, the Spanish Ministry of Public Administration launches the '[060.Seek and Find](#)' [advertisement campaign](#) whose aim is to make the approximately 1 000 services of the eGovernment portal '[www.060.es](#)' known to the public. The campaign is mainly run via the Internet.
- ▶ In *October 2008*, the Spanish Minister for Industry, Tourism and Trade and the Minister for Public Administrations [launches](#) the 'Telecentres training and revitalisation plan', a new training programme on the use of eGovernment services by the citizens of rural areas.

- ▶ The new action plan of Spain's Open Source centre, [CENATIC](#), is released in *July 2008*. It gives top priority to ensuring that Open Source users enjoy equal access to eGovernment.
Furthermore, the Government Delegate Commission for Economic Affairs approves an agreement aiming to stimulate the transposition of the [Services Directive](#) at local level.
- ▶ In *March 2008*, the Ministry of Industry, Tourism and Trade [launches](#) on its website an online directory of IT services providing a complete listing of the growing range of IT services available to the Spanish public.
- ▶ As of *January 2008*, Spanish voters can [go online](#) to check and amend their details in the electoral register in view of the general elections of March 2008.

2007

- ▶ In *December 2007*, the Council of Ministers approves an action plan aimed at implementing the [Law on Citizens' Electronic Access to Public Services](#) by 31 December 2009.
- ▶ In the same month, two new bodies are [created](#): a Centre of Transfer of Technology aimed at facilitating the circulation and re-use of technical information relating to the eGovernment field, and an Observatory for the analysis and follow-up of eGovernment developments within Central Government.
- ▶ In *November 2007*, the eGovernment portal '060' is [renewed](#) and provides access to 565 services from all three levels of Government.
- ▶ In *October 2007*, a [ministerial order](#) intended to standardise and promote electronic invoicing for public contracts is published.
- ▶ The [Law on Citizens' Electronic Access to Public Services](#) is adopted in *June 2007*. It officially recognises the right of citizens to communicate electronically with Public Administrations; this right is set to become effective from 31 December 2009 onwards.
- ▶ Spain's National Employment System [online portal](#) is [launched](#) in *April 2007*. In addition, candidates for civil service jobs and examinations can apply [online](#) via the eGovernment portal '060.es'.
- ▶ In *March 2007*, new limited companies (SRL) can register their businesses [online](#).
Spain starts using interactive TV to help people with their tax declarations.
- ▶ In *January 2007*, the extended [applications](#) enabling the internal consultation of data within the Public Administration becomes operational.
- ▶ In *January 2007*, the Royal decree 84/2007 paves the way for the implementation of a data communications system (Lexnet) for filing pleadings and documents, transferring copies and performing acts of judicial communication electronically.

2006

- ▶ The '060 Network' is launched in *May 2006* to enable Spanish citizens to interact with, or receive information from any of the three levels of Government (central, autonomous and local administrations) through three different channels: local offices, a web page ('[www.060.es](#)') and the phone helpline '060'.
- ▶ The Advisory Council of eGovernment is [created](#) in *April 2006*.
- ▶ In *March 2006*, the new electronic identity card (DNIe) is officially launched in Spain together with a new [eID website](#) and a free phone helpline for citizens.
- ▶ In *February 2006*, the official presentation of [SARA](#) takes place; it is a system of applications and networks for public authorities, for exchanging data and sharing software.

2005

- ▶ In *December 2005*, the Minister of Public Administration presents '*Moderniza*', a plan of measures for 2006-2008 aimed at improving and modernising the Administration with a view to better accommodate the needs of the citizens.
- ▶ In *November 2005*, the Government adopts the '*Avanza* Plan' for the development of the Information Society, and the convergence with Europe and among the Autonomous Regions.
- ▶ In *July 2005*, the Higher Council for eGovernment adopts [recommendations](#) providing guidelines for Open Source adoption within Public Agencies.
- ▶ In *May 2005*, the Higher Council for Informatics and for the Promotion of eGovernment becomes the '*Higher Council for eGovernment*'.
- ▶ In *May 2005*, the Directorate General for Patrimony of the Ministry of Economy and Finance launches '*Conecta-Patrimonio*' a centralised procurement system based on framework agreements and electronic catalogues.

2004

- ▶ In *September 2004*, the Government launches the '*Public Administration Technological Modernisation Plan 2004-2007*', otherwise known as Plan '*Conecta*'.
- ▶ The updated and completed security, standardisation and conservation criteria for IT applications are [published](#) in *June 2004*.
- ▶ In *February 2004*, the Spanish Council of Ministers officially [approves](#) the creation and distribution of new electronic ID cards containing biometric identifiers and intended to provide secure identification and authentication, allowing citizens to securely access transactional eServices.

2003

- ▶ In *December 2003*, the Parliament approves a new [law on electronic signature](#). It establishes a legal framework for the future development of a national eID card.
- ▶ In *October 2003*, the Government launches a [secure electronic notification service](#) designed to enable Public Administrations to send notifications to citizens and businesses electronically.
- ▶ In *July 2003*, the Government approves the new Information Society action programme '*España.es*'..
- ▶ In the same month, a new inter-ministerial structure in charge of leading and coordinating the implementation of eGovernment is created - the 'Higher Council for Informatics and for the Promotion of eGovernment'.
- ▶ In *May 2003*, the Government approves the security, standardisation and conservation criteria for IT applications used by State Administrations.

In the same month, the '[Shock Plan for the development of eGovernment in Spain](#)' is published.

2002

- ▶ In *November 2002*, the Electronic National Identity Document project is initiated.

2001

- ▶ In *September 2001*, the citizen portal 'Administracion.es' is launched, providing an online gateway to public information and services.

The Spanish Certification Authority ([CERES](#)) is created. It is in charge of assigning digital identities to facilitate electronic transactions between citizens and public institutions.

- ▶ The [Info XXI action plan 2001-2003](#) is presented in *January 2001*. It focuses on promoting the ICT sector, the development of eGovernment and the access to the Information Society for everyone.

News 2000 and before

- ▶ In *2000*, the Secretary of State for Public Administration is tasked with managing the Ministry of Public Administrations' responsibilities regarding the use of ICTs in the public sector and the development of the Government's information strategy.
- ▶ In *1999*, the '[Info XXI initiative for the development of the Information Society](#)' is approved, aimed at promoting the development of new ICTs and their adoption.
- ▶ In *1997*, the Programme for the Promotion and Identification of Emergent Services in Advanced Technology (PISTA) is launched.

eGovernment Strategy

Main strategic objectives and principles



The CORA Report

The Council of Ministers of 26 October 2012 created the [Commission for the Reform of Public Administration](#) (CORA) whose purpose is to conduct a comprehensive study of the situation of public administrations in Spain and to propose to the Government the reforms that would be necessary, in

order that public administrations might have the size, efficiency and flexibility demanded by the citizens and the country's economy and to transform its structure with the dual objective of enabling economic growth, effective delivery of public services and eliminate those dysfunctions and defects that might exist.

CORA issued the [Report of the Commission for the Reform of Public Administration](#) on 21 June 2013.

CORA is under the Ministry of Finance and Public Administrations through the State Secretariat for Public Administrations. The President is the Undersecretary of the Presidency and the Vice Secretary is the Undersecretary of the Ministry of Finance and Public Administrations.

The 'Office for the implementation of the reform of the administration' (OPERA) was created with the aim of ensuring the implementation of the measures contained in the report of the Commission for the Reform of Public Administration, to assume monitoring, promotion, coordination and ongoing evaluation, as well as to elaborate new proposals. OPERA performs an annual monitoring report both of the various subcommittees and of the CORA as the whole.

Directorate of Information and Communication Technologies of the General State Administration

In the ['Royal Decree 695/2013, of 20 September, amending Royal Decree 199/2012, of 23 January, on the basic organisational structure of the Ministry of the Presidency and amending Royal Decree 1887/2011 of 30 December on the basic organisational structure of ministerial departments'](#) (Official Gazette of 24 September 2013) creates the figure of the Directorate of Information and Communication Technologies of the General State Administration which is set with the rank of Undersecretary, functionally under the Minister of the Presidency and the Minister of Finance and Public Administrations. This figure is equivalent to the CIO in Anglo-Saxon terminology.

The Directorate, in collaboration with the Secretary of State for Public Administrations of the Ministry of Finance and Public Administrations, carries out the exercise of the following functions:

- ▶ The development, coordination and management of the strategy on information technology and communications of the General State Administration;
- ▶ The rationalisation of information technology and communications in the General State Administration;
- ▶ Supervision and preparation of proposals relating to the procurement policies of IT goods with application to all the General State Administration, and in general, the definition and planning of horizontal infrastructures and services;
- ▶ To plan the consolidation of horizontal infrastructure and services in the field of eGovernment;
- ▶ Planning the structure of computer networks in the General State Administration, promoting the standardisation of applications and equipment;

- ▶ The development of a common catalogue of eGovernment services for centralised provisioning, and a common repository of ICT needs within the Public General State Administration;
- ▶ Optimisation of Web publishing systems of the General State Administration;
- ▶ The study and implementation of models to encourage the sharing and reuse of infrastructures and sectorial applications, and promote the development of applications under this model.

The Directorate is assisted in the performance of these functions by the necessary administrative and material support of the various ministerial departments.

MEJORA Plan (2012-2015)

The [Strategic Plan for Improving Public Service and Administration \(MEJORA Plan 2012-2015\)](#) was born within the Directorate General for Administrative Modernisation, Procedures and Promotion of Electronic Administration under the guidelines issued by the Ministry of Finance and Public Administration.

The framework of the plan is budgeting austerity and the Europe 2020 Strategy, in particular the European Plan to reduce administrative burdens, the Digital Agenda for Europe and the European Action Plan eGovernment 2011-2015. The MEJORA Plan's main objective is to contribute to the economic recovery by streamlining administrative processes, the evolution towards global sustainability as saving system, the promotion of inter-integration and cohesion, and the development of eGovernment as an element of competitiveness.

The MEJORA Plan is divided into three major strategies:

- ▶ General State Administration (Racionaliz@ Plan), with action to establish a new management model in the General State Administration, through the reform and standardisation of administrative structures, and implement a new policy on the use of technology resources.
- ▶ Citizens (Simplific@ Plan), in order to create efficient and effective public services designed around the needs of citizens and businesses through intensive use of eGovernment.
- ▶ Other public administrations (Compart@ Plan) with specific actions to streamline inter-administrative competencies through partnerships with all levels of government within a new framework of cooperation and shared responsibility.

The Plan provides for a total of 20 major challenges, and 63 measures whose progress is monitored through a self- evaluation and monitoring system provided for in the Plan.

Digital Agenda for Spain (2013-2015)

The Council of Ministers adopted the [Digital Agenda for Spain](#) (2013-2015) on 15 February 2013. The Agenda was launched at the initiative of the Ministries of Finance and Public Administrations and Industry, Energy and Tourism, as a framework to establish Spain's strategy to achieve the objectives of the Digital Agenda for Europe; maximise the impact of public policy on Information Technology and Communications in order to improve productivity and competitiveness; and transform and modernise the Spanish economy and society through effective and intensive use of technologies by citizens, businesses and administrations.

The Digital Agenda for Spain has been designed following the priorities of the Digital Agenda for Europe through an open, transparent and participatory process involving experts, companies, associations, citizens, parliamentary groups, ministerial departments and other territorial administration bodies.

The Digital Agenda for Spain contains 106 lines of action structured around the following goals:

- ▶ Foster the roll-out of networks and services to guarantee digital connectivity;
- ▶ Develop the digital economy for the growth, competitiveness and internationalisation of Spanish companies;
- ▶ Improve eAdministration and adopt digital solutions for an efficient rendering of public services;

- ▶ Reinforce confidence in the digital ecosystem;
- ▶ Boost R&D&i system in ICT;
- ▶ Promote digital inclusion and literacy and the training of new ICT professionals.

Objective 3 of the Digital Agenda for Spain is improving eGovernment and to adopt digital solutions for efficient delivery of public services, which establishes a set of specific lines of action. The challenge ahead is to increase productivity and service to citizens, simultaneously achieving a reduction in public spending. This overall goal is broken down into second level objectives, each with their lines of action:

- ▶ Moving towards an integrated society with quality public services to citizens and businesses centred administration.
- ▶ Increase the use of online public services by citizens and businesses.
- ▶ Streamline and optimise the use of ICT in public administration
- ▶ Promote cooperation and collaboration with organisations, businesses and social actors in eGovernment.
- ▶ Use technology to eliminate the digital divide.

National Cyber Security Strategy

The National Cyber Security Strategy is adopted under, and aligned with, the National Security Strategy of 2013, which includes cyber security in its twelve areas of action. The National Cyber Security Strategy is the strategic document that provides the Spanish Government with a basis for developing the provisions of the National Security Strategy on the protection of cyberspace in order to implement cyber threat prevention, defence, detection, response and recovery actions against cyber threats.

'Avanza2' Plan (2011-2015)

On 16 July 2010 the Council of Ministers approved the second strategy (2011-2015) of ['Avanza2 Plan'](#). It has incorporated the actions implemented and has updated the original objectives to suit the new challenges of the Network Society. There are **five strategic areas** for action: infrastructure; Trust & Safety; Technology Training; Digital Content & Services; ICT Sector and Development.

One of the main contributions of the 'Avanza2' Plan is to contribute to changing the country's economic model through ICT and allow an increase of competitiveness and productivity, promoting equal opportunities and reinvigorating the economy while consolidating a sustainable economic growth model.

Whereas the first phase of the 'Avanza' Plan sought to recover the delay between Spain and the European Union, especially in coverage and connectivity, the strategy of the 'Avanza2' Plan seeks to place Spain in a position of leadership in the development and use of ICT products and advanced ICT services.

The strategy of the 'Avanza2' Plan will focus its efforts on achieving the following **ten objectives** to help overcome the challenges identified:

1. Promote innovative ICT processes in regional governments (Autonomous Communities)
2. Spread ICT applications in health and well-being
3. Enable the application of ICT to the educational and training system
4. Improve the capacity and the extension of telecommunication networks
5. Spread a culture of security among citizens and businesses
6. Increase the advanced use of digital services for citizens
7. Broaden the use of eCommerce solutions in businesses
8. Develop the technological capacities of the ICT sector

9. Enhance the digital content sector
10. Develop green ICT.

Previous eGovernment strategies

The 'Avanza' Plan (2006-2012)

The 'Avanza' Plan for the development of the Information Society forms part of the broader programme '[Ingenio 2010](#)', aimed at giving new impetus to R&D investment in Spain within the framework of the National Reforms Programme designed by the Government.

The implementation of 'Avanza' is based on a cooperative model under which each of the 17 Autonomous Communities has a separate action plan and budgetary contribution. This is articulated around bilateral agreements signed between the Government and each autonomous region.

The Plan opts for a user-centric eGovernment which furthermore overcomes the most serious challenges facing public eServices, namely, their uneven development and quality and their lack of integration when these services are offered by distinct administrations or departments. These are some of the features that are common to the first phase of the plan (initially established for the period 2006-2010) and to its new phase, 'Avanza2', launched in January 2009, initially set to run until 2012. As the 'Avanza' Plan remains an initiative in constant evolution, a second strategy (2011-2015) was approved on 16 July 2010.

First phase of the 'Avanza' Plan (2006-2008)

The first phase of the Plan for the 'Development of the Information Society and for Convergence with Europe, and among Autonomous Communities and Cities (2006-2010)' ('[Avanza](#)') was approved by the Spanish Council of Ministers on 4 November 2005.

Second phase of the 'Avanza' Plan-'Avanza2' (2009-2012)

The '[Avanza 2 Plan](#)' (2009-2012) aimed to consolidate the milestones achieved during the first phase of the Plan while contributing to foster the demand for ICT and to fortify the ICT industry. 'Avanza2' is structured around five lines of action: development of the ICT sector; ICT training; public eServices; infrastructure and trust; and security and accessibility.

'Avanza Local' Plan

'*Avanza Local*', the "municipal arm" of the 'Avanza' Plan, is intended to promote eGovernment at local level. Areas covered include the diffusion and implantation of the dedicated '[Avanza Local Solutions Platform](#)', the development and implantation of technical solutions of particular use to Local Government, and the release of studies leading to a good practice catalogue for the content and use of municipal applications.

Plan for the reduction of Administrative Burden and Improvement of Regulation (2008-2012)

In June 2008, the Spanish Council of Ministers approved a '[Plan for the Reduction of Administrative Burden and the Improvement of Regulation](#)' with a view to enhance the competitiveness of Spanish business. Among other objectives, the plan targets a 30 % cut in the burden currently resting on businesses, and in particular SMEs, by 2012. The Government has approved measures covering procedures for businesses and measures to be implemented by various Spanish ministries.

Other past eGovernment strategies

In reverse chronological order:

- ▶ An action plan approved in December 2007 was intended to enable the implementation of the provisions of the [Law 11/2007 on Citizens' Electronic Access to Public Services](#) ('Law on eGovernment') by all Central Government bodies. It defined the set of specific actions necessary to ensure the effective and efficient application of the Law that would enable the development of new services and enhance interoperability in the existing ones.
- ▶ The '[Moderniza](#)' Plan (2006-2008), a plan of measures aimed at improving, modernising and simplifying the Administration with a view to better accommodate the needs of citizens. Its objective was to render the Administration more flexible and effective while enhancing the quality of public services – a definite step towards the implementation of eServices and means of eGovernment.
- ▶ The '[Conecta](#)' Plan, whose aim was to help modernise Public Administration on the basis of eGovernment, process redesign, inter-administrative coordination and cooperation, multi-channel service delivery to citizens and training of civil servants. Meta-projects were launched in key areas such as: electronic interactions between Public Administrations and citizens (eCertificates); [eID card](#); and a [citizen portal](#) to provide access to interactive and transactional services.
- ▶ The [Shock Plan for the development of eGovernment in Spain](#) which was part of the wider plan '[España.es](#)' for the development of the Information Society (2004-2005).
- ▶ The [Info XXI Action Plan](#) for the development of the Information Society during the period 2001-2003. The plan focused on the promotion of the Telecommunication and Information Technology sectors, the development of eGovernment and the provision of access to Information Society for everyone.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment Legislation

Current status

The [Law on Citizens' Electronic Access to Public Services](#) (also known as 'Law on eGovernment') entered into force on 24 June 2007. It officially recognises the right of citizens to communicate electronically with Public

Administrations, i.e. to conduct their administrative business by electronic means on a 24-hour basis any day of the year.

The aim of the law is to enhance efficiency by doing away with the need to present paper documents to authorities, to promote "closeness to the citizen and administrative transparency" and to contribute to the development of eGovernment. It also establishes the basic principles for the use of IT between citizens and the Administration, but also among (central, regional and local) Public Administrations. The Law was last [amended](#) on 4 March 2011.

[Royal Decree 1671/2009](#)

The Royal Decree, whose purpose is to partially implement the Law on Citizens' Electronic Access to Public Services, entered into force on 19 November 2009. In this light, it establishes a flexible framework for the implementation of eGovernment. It regulates the following aspects in the Central Government: electronic access points to the Central Government services; single access gate to the public services of the Central Government and other public bodies; electronic registers; the minimal and essential requirements pertaining to eIdentification and eAuthentication; electronic communications and notifications; the proceedings for obtaining or submitting documents which are in the possession of the Central Government and its public bodies; and electronic documents.

[Royal Decree 3/2010](#), National Security Framework

The National Security Framework sets out a security policy for the use of electronic means. It formulates the basic principles and the minimal requirements that guarantee the appropriate protection of the information through measures ensuring the security of the systems, the data, the electronic communications and the eServices.

The Royal Decree of 8 January regulates the National Security Framework foreseen in Article 42 of the eGovernment [Law 11/2007](#). This Framework establishes the security policy in the use of electronic means in the scope of the eGovernment Law 11/2007; this security policy will be formed by the basic principles and minimum requirements for an adequate protection of information.

[Royal Decree 4/2010](#), National Interoperability Framework

The Royal Decree 4/2010 of 8 January 2010, which regulates the National Interoperability Framework within the scope of eGovernment, develops provisions about interoperability stated in the eGovernment Law (11/2007) and is applicable to all public administrations in Spain. This legal approach to implement the NIF embeds interoperability requirements in the legal framework of administrative procedure and eGovernment, thus configuring an integrated coherent and comprehensive approach.

Interoperability Agreements

The National Interoperability Framework is extended through a number of technical interoperability regulations (interoperability agreements) which develop specific requirements necessary to guarantee the more practical and operational aspects of interoperability between public administrations, agencies and citizens published in the Official Gazette. These technical interoperability regulations are developed in cooperation between all public administrations in Spain following the same cooperative approach which was used to develop the NIF.

Order on the establishment of a notification system by means of electronic address

The Ministry of the Presidency published the Order [PRE/878/2010](#) of 5 April, establishing a notification system based on a centralised scheme that may be employed by throughout public administration. This notification system, foreseen in the [Royal Decree 1671/2009](#), is available for either voluntary or mandatory notifications.

[Royal Decree 136/2010](#)

Royal Decree 136/2010 of 12 February, amending the [Royal Decree 772/1999](#) of 7 May, regulates the presentation of requests, documents and communications before the General Administration of the State, the issue of copies of original documents and the system of the register offices.

[Royal Decree 137/2010](#)

Royal Decree 137/2010 of 12 February, establishing criteria for the emission of communication to those interested, is stipulated in Article 42.4 of [Law 30/1992](#), of 26 November of Legal System of the Civil services and the Common Administrative Procedure.

[Royal Decree 695/2013](#)

Royal Decree 695/2013 of 20 September, amends the basic organisational structure of the Ministry of the Presidency and its ministerial departments. The position of CIO for the General State Administration was created to encourage and coordinate the necessary rationalization of the various facets of information technology and communications policy across the General State Administration: procurement of computer equipment, network structure, eGovernment services and optimization of web publishing systems.

[Royal Decree 696/2013](#)

Royal Decree 696/2013, of 20 September, modifies the Royal Decree 256/2012 on the basic organisational structure of the Ministry of Finance and Public Administrations. Specifically, it creates a body for the centralisation of procurement of goods and services for the General State Administration. The main objective is to obtain savings thanks to economies of scale in public procurement.

eGovernment in the Administration of Justice

[Law 18/2011](#)

Law 18/2011 regulates the use of information technologies by citizens and professionals in their relations with the administration of justice and the relationships of the Administration of Justice Administration and other government agencies.

Royal Decree 84/2007 of 26 January on the implementation in the Administration of Justice Lexnet telecommunications computer system for filing papers and documents, transferring copies and performing acts of judicial telematic communication.

Freedom of Information Legislation

Law 19/2013 of 9 December, on transparency, public access to information and good governance.

The law has a triple purpose:

- ▶ to increase and strengthen the transparency of public activity – materialised in an array of obligations of active publicity on the part of all the public administrations and agencies,
- ▶ to recognise and guarantee access to information regulated as a right with an ample subjective and objective scope and
- ▶ to establish the obligations of good governance that those holding public posts must comply with as well as the legal consequences deriving from non-compliance therewith.

From a technological perspective, and in order to provide a channel for publication of such an enormous amount of information and to expedite compliance of these obligations of active publicity, the Act considers the creation and development of a Transparency Portal.

[Law on Rules for Public Administration](#)

The Law on Rules for Public Administration of November 1992 provides for access to Government records and documents, as well as to administrative proceedings by Spanish citizens following the constitutional provision (article 105 b) of the Spanish Constitution). This law was modified by the Law of 13 January 1999 that entered into force on 14 April 1999.

[Law on Citizens' Electronic Access to Public Services](#)

Pursuant to this law, citizens have the right to access, by electronic means, the status of administrative proceedings they are interested in, except in cases where the applicable norm sets out explicit restrictions to such access. Furthermore, the administration shall put a restricted electronic access service at the disposal of the interested citizen who, once identified, may follow up the status of the relevant proceeding (see above for modifications).

Data Protection/Privacy Legislation

[Law on the Protection of Personal Data](#)

The Organic Law 15/1999 of 13 December 1999 on the Protection of Personal Data brought Spanish law in line with the EU Data Protection Directive ([95/46/EC](#)).

This law regulates the processing of personal data in the public and private sectors. It grants citizens with the right to access and correct their personal information in the records held by public and private bodies. Personal information may only be used or disclosed to a third party with the consent of the individual, and only for the purposes that it was collected. Additional protections are provided for sensitive data. The Law is enforced by the [Spanish Data Protection Agency](#).

[Law on Citizens' Electronic Access to Public Services](#)

Even though this law does not bring any formal innovation to the Law on Protection of Personal Data, it states that data security guarantees in electronic administrative procedures must be “at least at the same level” as in traditional administrative procedures.

According to the principle of proportionality, the security level should be “appropriate to the nature and circumstances of the different transactions and proceedings”, and data shall be required from citizens when “strictly necessary to the purpose for which they are requested”.

In this light, public authorities in possession of data previously requested from citizens shall facilitate the electronic retrieval of such data by other public bodies, provided that the interested individual consents to the access to his/her personal data pursuant to the law on the Protection of Personal Data.

eSignatures Legislation

[Law on electronic signature](#)

[Law 59/2003](#) of 19 December on electronic signature replaced a Royal Decree of 1999 on digital signatures. Aimed at promoting a widespread use of digital signatures for eGovernment and eCommerce, it transposed the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures into Spanish law. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation and establishes a legal framework for the development of a national electronic ID card. This law was last [modified](#) on 30 December 2007.

In addition, [Royal decree 1553/2005](#) of 23 December regulates the issuance of the national ID document and its eSignature certificates. This Royal Decree was modified by the Royal Decree 869/2013 of 8 November, amending Royal Decree 1553/2005 of 23 December on the issue of national identity and electronic signature certificates.

[Law on Citizens' Electronic Access to Public Services](#)

The 'Law on eGovernment' of 2007 states that in their electronic relations with citizens, Public Administrations shall accept any eSignature means that comply with the law on Electronic Signature of 2003, provided that those means allow for the adequate identification of participants, as well as for the authenticity and integrity of electronic documents.

[Royal Decree 4/2010, National Interoperability Framework](#)

The Technical Standard for Interoperability (TSI) of Governmental Electronic Signature and Certification Policy has been elaborated within the National Interoperability Framework. TSI establishes a series of criteria applied by Public Administrations in relation to the authentication and mutual recognition of certificate-based electronic signatures which will be developed and consolidated through certificate-based electronic signature policies.

[eSignature Policy of the General State Administration](#)

In November 2012 the eSignature Policy of the General State Administration was approved by means of the Resolution of 29 November 2012, of the Ministry of Public Administration, for which the agreement of approval of the eSignature and certificates policy of the General State Administration is published and advertised

eCommerce Legislation

[Law on Information Society services and electronic commerce](#)

[Law 34/2002](#) on Information Society Services and Electronic Commerce of 11 July implements the EU Directive on certain legal aspects of Information Society services, in particular electronic commerce, in the Internal Market (Directive [2000/31/EC](#) on 'electronic commerce'). It is to be noted that [Law 56/2007](#) on measures to promote Information Society modifies the Law on Information Society services and electronic commerce by establishing an eAccessibility obligation.

eCommunications Legislation

[General Telecommunications Law](#)

The General Telecommunications [Law 32/2003](#) of 3 November implements in Spanish law the EU regulatory framework for electronic communications. The General Telecommunications Law was amended by [Royal Decree Law 13/2012](#), to incorporate the 2009 telecom package of directives on electronic communications. A new General Telecommunications Law was passed by the Spanish Parliament on 29 April 2014. This new law intends to foster the deployment of new generation networks, both fixed and mobile, mainly through simplification of all administrative procedures and developing infrastructure.

'Strategic Action for the Economy and the Digital Society' Legislation

[Order IET/786/2013](#)

Order IET/786/2013 of the 9 May, published by the Ministry of Industry, Energy and Tourism, established the framework for the promotion, financial support and management of the actions and projects within the 'Strategic Action for the Economy and the Digital Society' implemented under the [Spanish National Plan for Scientific and Technical Research and Innovation \(2013-2016\)](#).

The Strategic Action for the Economy and the Digital Society brings together a set of measures set out in the 'Digital Agenda for Spain' and designed to promote the adoption of digital technologies and the development of the Information Society. The aim is for the digital environment to become the dominant one for economic transactions, providing effective and efficient public services while defining a new model for the organisation of labour and social relations.

eProcurement Legislation

[Law on Public Sector Contracts](#)

The Law on Public Sector Contracts ([Law 30/2007](#)) entered into force on 1 May 2008. It was intended to incorporate the EU Directive 2004/18/EC on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts into Spanish law. This law regulates, among other aspects, the use of electronic means in the procurement procedures (Buyer Profile, electronic communications, eAuctions, Dynamic Purchasing Systems, etc.). This regulation included the set-up of an electronic platform ([Plataforma de Contratación del Estado](#)) available for every contracting authority to provide eNotification and other eProcurement services. This law was amended by Law 34/2014 and others so the current regulation is Royal Decree Law 3/2011 ([RDL 3/2011](#)). Last regulatory changes included in [Law 20/2013](#) compel every contracting authority (central, regional or local) to make available their contract notices through the Plataforma de Contratación del Sector Público (former Plataforma de Contratación del Estado).

[Law on procurement procedures in the water, energy, transport and postal services sectors](#)

Adopted on 30 October 2007, this law (no.31/2007) is intended to bring Spanish Law into compliance with EU Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sector. In particular, it contains eProcurement provisions relating, among others, to eAuctions and the Dynamic Purchasing System. This law has been in force since 1 May 2008, except for the postal services sector whose implementation deadline was extended to 1 January 2009. Both these laws were [amended](#) by Law 34/2014.

[Ministerial order on electronic invoicing](#)

This ministerial order approved and published in October 2007 is intended to standardise and promote electronic invoicing for public contracts. This Order was [modified](#) by [Law 25/2013](#) which contains measures to promote the use of electronic invoicing and regulates the registration of invoices in the Public Sector. Adopted on 28 December 2013, this law compels all governments to bill electronically from 15 January 2015. The law also requires all public administrations to have an invoice accounting record which point all invoices received, unpaid bills, for knowledge of accounting units and the Spanish Tax Agency (AEAT). The use of accounting records is mandatory from 1 January 2014.

Re-use of Public Sector Information (PSI)

[Law on the re-use of public sector information](#)

The Law on the re-use of public sector information ([Law 37/2007](#)) of 16 November implements the EU Directive [2003/98/EC](#) on the re-use of Public Sector Information into Spanish law. Spain thus notified full transposition of this Directive to the European Commission.

[Royal Decree implementing the Law on the re-use of public sector information](#)

In October 2011, the Council of Ministers adopted the [Royal Decree](#) (1495/2011) of 24 October implementing [Law 37/2007](#). According to the 2011-2015 Strategy of the 'Plan *Avanza 2*', its objective is to establish, at national government level, detailed rules developing the provisions of the Law, promoting and facilitating the availability of public sector information for its re-use both commercially and non-commercially. This Royal Decree is the result of a participatory process, where inputs from the public and private sectors, as well as from civil society, have enriched its text.

The Royal Decree regulates the following aspects:

- ▶ It describes in detail the obligations of administrations and public sector bodies in promoting re-use;
- ▶ Public Sector Information Catalogue;
- ▶ Regulation of re-use modalities;
- ▶ Regulation of conditions applicable to the re-use of information subject to intellectual property rights, or which contain personal data.

Other Legislation

eAccessibility Legislation

[Law on measures to promote the Information Society](#)

[Law 56/2007](#) on measures to promote Information Society modifies the Law on Information Society services and electronic commerce by establishing an eAccessibility obligation. It states the following: "As from 31 December 2008, the web pages of the Public Administrations will satisfy at least the average level of content accessibility criteria generally acknowledged. As an exception, this obligation will not apply when the technological solution supporting a functionality or service does not allow for such accessibility".

[Regulation on access to technologies, products and services related to information and communication society](#)

Furthermore, [Royal Decree 1494/2007](#) provides that “the information available on the web pages of the Public Administrations will have to be available to the elderly and people with disabilities with a minimal level of accessibility that fulfils the priorities 1 and 2 of the standard UNE 139803:2004.”

eGovernment Actors

Main roles and responsibilities

National eGovernment

Ministry of Finance and Public Administrations

The Ministry of Finance and Public Administrations is in charge and has full responsibility for the eGovernment strategy. It promotes the full incorporation of information technologies and communications for the provision of public services through simplified procedures and processes aiming at the modernisation of the entire sector.

Within the Ministry of Finance and Public Administrations, the Directorate General for Administrative Modernisation, Procedures and Promotion of eGovernment is responsible for analysing and evaluating the organisational structures of the State; the exercise of the responsibilities for inspection and improvement of government services; advice and technical support for the organization and procedures for government agencies; the development of eGovernment in the State; the identification, design and implementation of programs and projects for the development of eGovernment to facilitate access of citizens and businesses to public services; developing technological systems for supporting the management of human resources.

Higher Council for eGovernment (CSAE)

The CSAE is an inter-ministerial body comprised of senior officials representing all ministries and the Central Administration. It is tasked with the preparation, design and development of the eGovernment strategy and ICT policy for Spain's Central Administration.

Ministry of Industry, Energy and Tourism

The Ministry of Industry, Energy and Tourism is responsible for the Telecommunications and Information Society strategy in Spain and for conducting the Digital Agenda for Spain which aims at the full development of eGovernment. To this end, the Ministry comprises the [State Secretariat of Telecommunications and the Information Society \(SETSI\)](#) which hosts a dedicated Directorate-General of Telecommunications and Information Technologies.

Coordination

Higher Council for eGovernment (CSAE)

The CSAE coordinates the implementation of eGovernment across Central Government.

Ministerial Committees for eGovernment

The Ministerial Committees for eGovernment are in charge of coordinating ICT and eGovernment developments within the various central ministries.

Sectoral Committee of eGovernment

The 2007 [Law on Citizens' Electronic Access to Public Services](#) defines this Sectoral Committee as the technical body of cooperation between the Central Government, the Autonomous Communities and the Local Governments in the field of eGovernment. Furthermore, it is responsible for ensuring the interoperability of the applications and systems in use within Public Administrations and for preparing joint action plans in order to improve the eGovernment development in Spain.

State Technical Committee of the Electronic Justice Administration

The State Technical Committee is the government body responsible for promoting justice and ensuring through the establishment of working groups for coordination and proper implementation of electronic justice administration among all involved actors.

Implementation and support

Ministry of Finance and Public Administrations

The Ministry of Finance and Public Administrations develops and is responsible for the implementation of eGovernment across Central Government departments, as well as for cross-departmental infrastructures and shared services.

Directorate General for Administrative Modernisation, Administrative Procedures and E-Government

The Directorate General for Administrative Modernisation, Administrative Procedures and E-Government provides technical support to both the Higher Council for eGovernment and the Sectoral Committee of eGovernment by assessing the eGovernment actions taken and issuing the necessary recommendations within the framework of the guidelines established by those bodies. Its support functions furthermore encompass the implantation of information systems, as well as the standardisation of services, processes and documents.

National Cryptologic Centre

The CCN-CERT is the capacity of Security Incident Response Information National Cryptologic Centre. This service was created in late 2006 as the Spanish government CERT, and their functions are listed in Chapter VII of Royal Decree 3/2010 of 8 January, ENS regulator.

Ministry of Industry, Energy and Tourism

The Ministry of Industry, Energy and Tourism is the Central Government department responsible for carrying out Government policy in the areas of industrial development and innovation, SMEs, energy and mining, tourism, telecommunications, audiovisual media and the development of the Information Society.

Ministry of the Interior

The Ministry of the Interior is in charge of the implementation of the electronic [ID \(eID\)](#) card project.

Individual Government Ministries and Agencies

Individual Government Ministries and Agencies are responsible for the implementation of the departmental eGovernment projects falling within their respective fields of competence.

CRUE

The Conference of Rectors of Spanish Universities (CRUE), founded in 1994, is a non-profit organization formed by a total of 75 Spanish universities: 50 public and 25 private. CRUE is the main interlocutor of the universities with the central government and plays a key role in all regulatory developments affecting higher education in Spain.

Red.es

Red.es (www.red.es) is the public corporate entity attached to the Ministry of Industry, Energy and Tourism (MINETUR) which is responsible for promoting the development of the Information Society in Spain. Its mission is also to carry out projects related to information and communication technologies (ICTs) in accordance with the strategic priorities of the State Secretariat for Telecommunications and the Information Society (SETSI), in collaboration with the autonomous communities, councils, local authorities and the private sector. Red.es is responsible for managing the Internet Domain Names Registry for the country code ".es". Red.es also manages RedIRIS, the Spanish academic and research network that provides advanced communication services to the scientific community and national universities. Finally, the National Observatory for Telecommunications and the Information Society is a

body attached to Red.es, the main objective of which is the monitoring and analysis of the Telecommunications and Information Society sector.

ASTIC

ASTIC is the professional association of IT experts and managers of the Central Government. It provides support and information services to its members for the development and implementation of their respective eGovernment projects.

Audit/Assurance

Court of Audit

The Court of Audit is tasked with controlling the collection and use of public funds. In addition, it performs a jurisdictional function, which entails the prosecution of the entity liable for the handling of public funds and goods.

Data Protection

Data Protection Agency (AEPD)

The AEPD is the public law authority which oversees compliance with the legal provisions on the protection of personal data, thus enjoying absolute autonomy from the Public Administration.. It undertakes actions specifically aimed at enhancing citizens' capacity to effectively contribute to such protection.

Regional & Local eGovernment

Policy/Strategy

Autonomous Communities

Autonomous Communities are responsible for regional eGovernment initiatives.

Municipalities

Local authorities, mostly municipalities, are responsible for local eGovernment initiatives.

Coordination

Autonomous Communities

Regional eGovernment initiatives are led and coordinated by the respective Autonomous Communities where a specific body, department or entity is usually in charge of coordination.

Municipalities

Local eGovernment initiatives are led and coordinated by local authorities, mostly municipalities.

Sectoral Committee of eGovernment

The Sectoral Committee of eGovernment monitors the implementation of the principles and goals laid down by the Law on Citizens' Electronic Access to Public Services. It is responsible for ensuring the interoperability of the applications and systems in use within the Public Administration and for preparing joint action plans in order to improve eGovernment development.

Implementation

Autonomous Communities

Regional eGovernment initiatives are implemented by the respective Autonomous Communities.

Municipalities

Local eGovernment initiatives are implemented by local authorities, the majority being municipalities.

Support

Directorate General for Administrative Modernisation, Procedures and Promotion of e-Government

A part of the State Secretariat for Public Administrations within the Ministry of Finance and Public Administrations, this Directorate General promotes eGovernment by conducting relevant studies, setting up action programmes, disseminating good practice cases, ensuring cooperation among all levels of Government and raising awareness of the necessary tools for developing eGovernment.

FEMP- Spanish Federation of Municipalities and Provinces

FEMP is in charge of maintaining and promoting the 'Avanza Local Solutions Platform', a set of ICT platforms designed to assist small and medium-sized municipalities in offering eGovernment services to citizens. Access to the platforms is made available free of charge to municipalities and, according to the project's agreement, it is also in charge of providing technical assistance and training to participating municipalities.

Red.es

Red.es works closely with regional communities, regional councils, local entities and the private sector in the area of ICT.

Audit/Assurance

Regional Audit Offices

The Autonomous Communities (Regional Governments) have their own Audit Offices tasked with controlling the collection and use of public funds placed under their jurisdiction.

Data Protection

Some Autonomous Communities have their own Data Protection Agencies, e.g. the communities of Catalonia or the [Basque Country](#).

eGovernment Who's Who

Main eGovernment decision-makers and executives

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Source: <http://www.mpr.gob.es/mpr/estructura/index.htm>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

www.060.es

The '060.es' web portal contains two main sections aimed at citizens and businesses which provide a wide range of national, regional and local public service information, as well as theme search engines and public eServices. The portal enables users to adapt it to their own needs, including the opportunity to evaluate, rank and comment on the public eServices provided, as well as to personalise the website. '060.es' has recently set up 'www.masdestacados.060.es', a user-friendly one-stop shop featuring 20 of the most popular eServices. Linked to '060.es', it provides an overall introduction of the respective service and how to go about obtaining it; further details on the service; and other related services. '060.es' is one of the three components of the '060 Network' which is dedicated to providing citizens and businesses with a unique multi-channel system, one which constitutes a key entry point to the administrative services of the entire country.

www.administracionelectronica.gob.es

The eGovernment portal, PAe, is the Public Administration's channel that unifies and centralises all available information about eGovernment. It serves as a gateway for all information on the status, development, analysis, news and initiatives around eGovernment. It was created in response to the growth that eGovernment has undergone in recent years. Included in this portal are the National Observatory of eGovernment where it's possible to find reports and indicators regarding eGovernment and the Technology Transfer Centre, the repository of reusable solutions.

Networks

['060 Network'](#)

The '060 Network' provides citizens and businesses with a unique multi-channel system and a key entry point to the administrative services of all three levels of Government (Central Government, Autonomous Communities and Municipalities) via three types of channels: local offices, the '060.es' web portal and the telephone hotline number '060'. The primary objective is to satisfy the needs and expectations of users in relation to administrative matters on a 24/7 basis. The phone number '060' is intended to replace over 600 phone numbers available for citizens to access Central Government information.

['Red SARA' network](#)

The 'Red SARA' network, administered by the Ministry of Finance and Public Administrations, is Spain's Government intranet. It interconnects 16 ministries, all Autonomous Communities (17) and Autonomous Cities (2), as well as over 3708 local entities, representing more than 90 % of the population. Red SARA's objective is to increase collaboration and interoperability among the information systems of the various levels of Government. It therefore aims to save both development costs and time, facilitate the integration of systems and the exchange of data/software while easing the development of new eGovernment services and enhancing the re-use of solutions. The network is designed with the latest VPLS (Virtual Private LAN Services) technology, thus providing high-capacity data transmission.

eIdentification/eAuthentication

[Public Certification Authority \(CERES\)](#)

The Spanish Government has set up CERES, which is operated by the National Mint. It issues digital certificates to be used in electronic administrative transactions. It offers a range of services that are essential to the proper functioning of Public Key Infrastructure (PKI) and for the implementation of the electronic signature.

[National eID card \(DNIe\)](#)

The national eID card makes it possible to digitally sign electronic documents and contracts, identify and authenticate citizens in a secure digital environment and provide them with easy, straightforward, fast and convenient access to eServices. The card is valid for 10 years. Over 38 million Spanish citizens hold a DNIe card. Most government bodies (Central Government, Regions and Municipalities) and businesses provide eServices enabling the use of the DNIe.

[@firma – MultiPKI Validation Platform for eID and eSignature Services](#)

The multiPKI validation platform (MPVP – @firma) provides free eID and electronic signature services to eGovernment applications. The national validation platform provides a secure service to verify the state and validity of the qualified certificates, as well as the electronic signatures created by citizens and businesses in any eGovernment service. It is offered as a cloud service to national, regional and local eGovernment services, as well as software to be deployed by organisms with a high demand of signature services.

[ePassports](#)

All passports issued in the Spanish territory since 28 August 2006 include on their back cover an embedded chip containing biometric data relating to the document holder's facial picture, as well as machine-readable personal data. As of 28 June 2009, these biometric passports include fingerprints of both index fingers.

[The Data Intermediation Platform](#)

The Data Intermediation Platform service is a type of horizontal service intended to simplify administrative procedures, so that citizens or businesses do not have to deliver data or documents already held by public authorities, and to reduce fraud in applications and related procedures.

This service has been expanded to other information besides identity and residence; it currently serves as an intermediation platform for 40 verification data types, including: unemployment situation and grants; cadastral information; checking of the fulfilment of tax and social security obligations; and academic degrees.

[Electronic notifications](#)

This service allows citizens and businesses to receive free online administrative notifications and correspondence, thus contributing to the elimination of official paper-based notifications. At the end of March 2014, it was being used by 41 public entities to notify via Internet to 949 244 users. More than 10 million electronic notifications were sent in 2013.

[The Inter-connection Registry System \(SIR\)](#)

The Inter-connection Registry System (SIR) interconnects traditional face-to-face registry offices and electronic registries offices of the different public administrations. The exchange of registries entries is

based on a standard SICRES 3.0 developed in the National Interoperability Framework. More information: <http://administracionelectronica.gob.es/ctt/sir>.

[EUGO](#)

The single point of contact of the Services Directive of the European Union in Spain, called 'eugo.es'. EUGO provides national and European entrepreneurs with information and the formalities necessary for the exercise of their economic activity, and facilitates these procedures electronically.

[Centre of echnology Transfer Center \(CTT\)](#)

The Centre of Technology Transfer (CTT) publishes a comprehensive directory of applications and / or solutions which aims to encourage the reuse of solutions for all levels of government. This site informs projects, initiatives, services, standards and solutions that are being developed in eGovernment. It is linked with [Joinup](#).

[Management Information System – Sistema de Información Administrativa \(SIA\)](#)

The SIA has the basic function to act as a repository of information on administrative procedures and electronic services in the whole of the general government, although the current focus is on the general state administration.

eProcurement

[Central Government eProcurement Platform and related services](#)

- ▶ Plataforma de Contratación del Sector Público provides mainly eNotification services (electronic publication of standardized notices including all necessary documentation enabling suppliers to apply for public procurement opportunities) and also provides electronic document search and distribution services and electronic communications facilities for both economic operators and contracting authorities.
- ▶ Conecta-Centralización is a centralised procurement system based on Framework Agreements and electronic catalogues of generic products and services. Its use is mandatory for the Central Government authorities and bodies but is also used by many regional and local administrations to purchase online. Currently, 2 200 public institutions have access to this system which also enables businesses to respond to tenders online. The bidders have access to their catalogues so that they can easily update the description of their goods/services. The system also shows the status of ordered goods and services at any moment and uses both login/password and advanced eSignature based eID mechanisms.
- ▶ Registro Oficial de Licitadores y Empresas Clasificadas provides eCertificate related services for both economic operators and contracting authorities. An eCertificate or eAttestation is a documentary evidence - provided by a third neutral party - in an electronic form which is provided by the Economic Operator to demonstrates compliance with formal requirements in specific contracting procedures. Thus, these documents are relevant for the Economic Operator to prove its suitability to the Contracting Authority.
- ▶ WebClaEm allows economic operators to provide electronically all the necessary documents to apply for a specific classification (a compliance document that ensures that a candidate or tenderer has the legal and financial capacities and the technical and professional abilities to perform specific contracts).

Registro de Contratos del Sector Publico. All public sector contracting authorities are obliged to submit the information regarding its contracts to this centralised system for statistical purposes.

Regional and Local eProcurement Platforms

As a general rule, every Regional Government has its own eProcurement platform and the landscape in Local Government is a combined usage of the national, regional or local eProcurement platforms.

Other Infrastructure

[Avanza Local Solutions platform](#)

Avanza Local Solutions combines a set of ICT platforms ('*Avanza Local Padrón*', '*LocalWe*', '*LocalGIS*', '*SIGEM*' and '*e-Fácil*') intended to assist small and medium-sized municipalities in offering eGovernment services to citizens. This initiative consists of the development of a standardised software application designed to enable the simple deployment of basic online information and services which small local authorities will be able to use for free. Ultimately, the platforms should allow all Spanish municipalities to have a web presence and offer transactional eGovernment services.

[Public Sector Information online catalogue \('*Aporta*'\)](#)

'*Aporta*' aims at working to place Spain at the European forefront in re-using public sector information (PSI). It promotes a culture of information re-use in the public administration sector, and to this end, it has set into motion various initiatives classified into two types: training and public awareness raising activities, and the development of a [Guide](#) on re-using public sector-generated information.

In 2010, to facilitate the access to public information for citizens and businesses, '*Aporta*' created online a PSI Catalogue which provides a single access point to the various government websites belonging to the General Administration offering public information resources. [Datos.gob.es](#) has been fully operational since 2011 after a previous beta phase and it is the main site for the reuse of public sector information in Spain. It is the national portal that organises and manages the Catalogue of Public Information, the single point of access to data sets of the General State Administration.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 12 services for citizens are as follows:

1. Income taxes: declaration, notification of assessment
2. Job search services by labour offices
3. Social security benefits
4. Personal documents: passport and driver's licence
5. Car registration (new, used, imported cars)
6. Application for building permission
7. Declaration to the police (e.g. in case of theft)
8. Public libraries (availability of catalogues, search tools)
9. Certificates (birth and marriage): request and delivery
10. Enrolment in higher education/university
11. Announcement of moving (change of address)
12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

1. Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Administrations , State Tax Administration Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Componentes/Tramites_des_tacados/Renta/Renta.shtml

Description: Fully transactional online submission and assessment system. Fourteen million declarations were carried out in 2012, constituting 64 % of all declarations.

2. Job search services by labour offices

Responsibility: Central Government, Regional Government

Website: <http://www.sepe.es/>

Description: The National Public Employment Service online portal provides job-seekers with lists of job offers throughout Spain and with a password-protected facility for more detailed searches. Job-seekers can also publicise their own requirements and qualifications via a clickable map that takes them to the appropriate regional employment service. Online forms, information and electronic services on unemployment benefits constitute another feature.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, State Public Employment Service

Website: http://www.sepe.es/contenido/colectivos_e_itinerarios/col_larga.html,
<http://www.sepe.es/contenido/prestaciones/>

Description: The National Public Employment Service online portal has a dedicated section about unemployment and offers a series of important information on allowances and ways to improve chances of finding a job.

b. Benefits and Pensions

Responsibility: Central Government, Ministry for Employment and Social Security, Instituto Nacional de la Seguridad Social

Website: http://www.seg-social.es/Internet_1/Masinformacion/TramitesyGestiones/Prestacionesfamilia44999/Asignacioneconomica44850/index.htm

Description: List of links to information, forms and electronic proceedings. These electronic transactions are grouped into benefits for active workers and pensioners and beneficiaries of these.

c. Medical costs (reimbursement or direct settlement)

Responsibility: Central Government, Ministry for Employment and Social Security, National Employment System

Website: <http://www.empleo.gob.es/es/mundo/consejerias/chile/pensiones/contenidos/AsistSanit.htm>

Description: Information about the procedure and beneficiaries of financial assistance in terms of medical costs affronted.

d. Student grants

Responsibility: Central Government, Higher Education Institutions

Website: http://www.060.es/060_Home/ListaServiciosEnLineaAgrupadores/ListadoPorMateria/Educacion/Becas_y_ayudas_para_estudios_universitarios.html?porId=b80388eb-8b01-4908-a4ed-9e8a7ea11f02&votado=0

Description: The Spanish national eServices portal allows students to find information on study grants as well as to initiate and complete a process of demand for a study grant by logging in the system with their own credentials.

4. Personal documents: passport and driver's licence

a. Passport

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.interior.gob.es/es/web/servicios-al-ciudadano/pasaporte>

Description: Information and forms to download when needed. Passport applications are handled by local police branches.

b. Driver's licence

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <https://sede.dgt.gob.es/es/tramites-y-multas/permiso-de-conduccion/licencia/>

Description: Information and forms to download when needed. Driving licence applications are handled by local traffic offices. There is a facility for checking online the number of points remaining on a driver's licence.

5. Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <https://sede.dgt.gob.es/es/tramites-y-multas/tu-coche/matriculacion/>

Description: Information and forms to download for the registration or change of ownership of a car.

6. Application for building permission

Responsibility: Local Governments

Website: N/A

Description: Applications for building permission are organised at local level. All cities provide an online description of the service and contact details; most of them propose forms for download. Some have reached full transactional status, such as the city of Lleida, whose citizens can apply for a building permit; the provision of this service is fully electronic, including delivery.

7. Declaration to the police (e.g. in case of theft)

Responsibility: Central Government, Ministry of Justice, Police Directorate General

Website: <https://denuncias.policia.es/OVD/>

Description: The Police Directorate General dedicates a whole section of its website on crime reporting. The initial page gives instructions to citizens regarding the types of crime that need or need not be reported and the following page allows each citizen to report a crime of which he/she has been a witness or victim.

8. Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture, Regional government

Website: <http://www.mcu.es/bibliotecas/MC/CBPE/index.html>

Description: The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

9. Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice

Website: Birth: <http://www.mjusticia.gob.es/>
Marriage: <http://www.mjusticia.gob.es/>

Description: Online request and delivery of birth and marriage certificates.

10. Enrolment in higher education/university

Responsibility: Central Government, Regional Government, Higher Education Institutions

Website: http://www.060.es/060_Home/ListaServiciosEnLineaAgrupadores/ListadoPorMateria/Educacion/Matriculacion_en_una_universidad.html?porId=dac3cb0f-bd0e-4ef3-85c7-499e24a3555d&votado=0

Description: Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services. Students are supported in their enrolment process by guiding them through the Spanish National eServices portal.

11. Announcement of moving (change of address)

Responsibility: Central Government, Regional Government, Local Government

Website: <https://cambiodomicilio.redsara.es/pcd/>

Description: The website provides a convenient way for citizens to communicate online their change of address to a number of Public Administrations through a single notification service. This service requires a digital certificate. Users can also check online the status of their notification.

12. Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals)

Responsibility:	Regional Government. Except for the Ministry of Defence, which centrally, also provides a service with its Health Defence System (SISANDEF)
Website:	http://regcess.msssi.es/regcessWeb/cambioIdiomaAction.do?lang=en http://www.msssi.gob.es/organizacion/ccaa/directorio/home.htm
Description:	<p>Some of the Regional Governments provide health-related services fully online, including access to electronic health records, appointments, etc.</p> <p>At national level:</p> <ul style="list-style-type: none">• There is an interoperable health card for all the Autonomous Communities.• The digital clinical history of the National Health System can be accessed from any connected region.• Electronic prescription is already fully implemented in seven autonomous regions and it is being implemented in another six ones in primary care.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the 20 basic public services, which were identified by the European Commission and Member States, in the [eEurope initiative of 2000](#), to measure the take-up by businesses and citizens of electronically-available public services.

The 8 services for businesses are as follows:

1. Social contributions for employees
2. Corporate tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declarations
7. Environment-related permits (incl. reporting)
8. Public procurement

1. Social contributions for employees

Responsibility:	Central Government, Ministry for Employment and Social Security, Tesorería General de la Seguridad Social
Website:	http://www.seg-social.es/
Description:	The RED system allows businesses and registered professionals to perform electronic processing of proceedings relating to the areas of Business Registration and Membership of Workers, Social Security Fees of Business and Report of Temporary Disability of Workers. RED allows the entry fees through direct debit systems and electronic payment.

2. Corporate tax: declaration, notification

Responsibility:	Central Government, , Ministry of Finance and Public Administrations , State Tax Administration Agency (AEAT)
Website:	https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/Impuesto_sobre_Sociedades/Impuesto_sobre_Sociedades.shtml
Description:	It allows registered businesses to file their taxes online.

3. VAT: declaration, notification

Responsibility:	Central Government, Ministry of Finance and Public Administrations, State Tax Administration Agency (AEAT)
Website:	https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/IVA/IVA.shtml
Description:	It allows registered businesses to file VAT returns online.

4. Registration of a new company

Responsibility:	Central Government, Regional Government, Local Government
Website:	http://www.circe.es/ (CIRCE)
Description:	Information and online registration application. The Information and Creation Network Centre (CIRCE) portal sets out an eleven-step procedure for online company registration. Since March 2007, new limited companies (SRL) have been able to register their businesses online, and since 2010 it is possible to create sole traders too, saving a significant amount of time and speeding up the registration process to just 24-72 hours. Online registration reduces the number of forms to be filled in by the entrepreneur from twenty-three to just one (the Unique Electronic Document). Forwarding to other related Agencies is done automatically by the CIRCE.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Institute of Statistics (INE)
Website:	https://iria.ine.es/iriaPortal/contents/index.jsf
Description:	Web completion of statistical questionnaires is available. In 2013 78.43 % of companies completed the structural surveys by this means and 63.11 % for short-term statistics. For hotel and apartment tourism surveys there exist the possibility of loading xml files directly generated from internal companies' information systems. Errors and warnings are checked in web questionnaires. Administrative information is used to reduce samples sizes.

6. Customs declarations

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Aduanas/Aduanas.shtml
Description:	Online declaration and payment for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility:	Regional Governments
Website:	N/A
Description:	Different degrees of development in each Regional Government.

8. Public procurement

Responsibility: Central Government, Ministry of Finance and Public Administrations

Website: <https://contrataciondelestado.es> (PCSP)
<https://catalogopatrimonio.minhap.es> (CONNECTA)
<https://registrodelicitadores.gob.es> (ROLECE)
<https://eclasificacion.minhap.es> (WEBCLAEM)
<http://rpc.meh.es> (REGCON)

Description: Public procurement electronic services:

- Plataforma de Contratación del Sector Público – PCSP: eNotification services for both economic operators and contracting authorities.
- Conecta-Centralización: Centralised procurement system based on framework agreements and electronic catalogues of generic products and services.
- Registro Oficial de Licitadores y Empresas Clasificadas – ROLECE: eCertificate related services for both economic operators and contracting authorities.
- WebClaEm: Apply online for a specific classification required for specific contracts.
- Registro de Contratos del Sector Público – REGCON: Centralised system for statistical purposes.



European Commission - eGovernment ePractice

The eGovernment factsheets are one of the ePractice (epractice.eu) services. ePractice is an information and exchange service for European professionals.

The factsheets present an overview of the state and progress of eGovernment in European countries.

ePractice is a joint initiative by the Directorate General for Informatics (DIGIT) and the Directorate General for Communications Networks, Content & Technology (DG CONNECT).

Production/Publishing: Initial production: EUROPEAN DYNAMICS SA

Current issue: DELOITTE CONSULTING

