European Commission

eGovernment in Spain

ISA

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 46,507,760 inhabitants (2014)

GDP at market prices: 1,049,181 million Euros (2013)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 94.9 (2013)

GDP growth rate: -1.2 % (2013)

Inflation rate: -0.2 % (2014)

Unemployment rate: 26.1% (2013)

General government gross debt (Percentage of GDP): 92.1% (2013)

General government deficit/surplus (Percentage of GDP): -6.8% (2013)

Area: 498.511

Capital city: Madrid

Official EU language: Spanish

Currency: EUR

Source: Eurostat

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 December2011).

Information Society Indicators

Generic Indicators

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

Percentage of households with Internet access in Spain
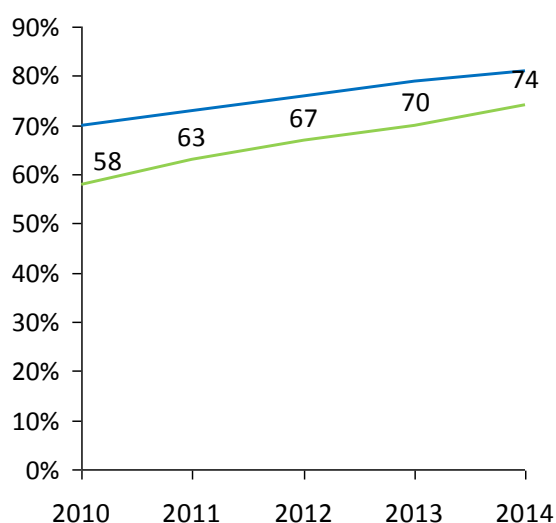
Source :
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_h&lang=en

Percentage of enterprises with Internet access in Spain
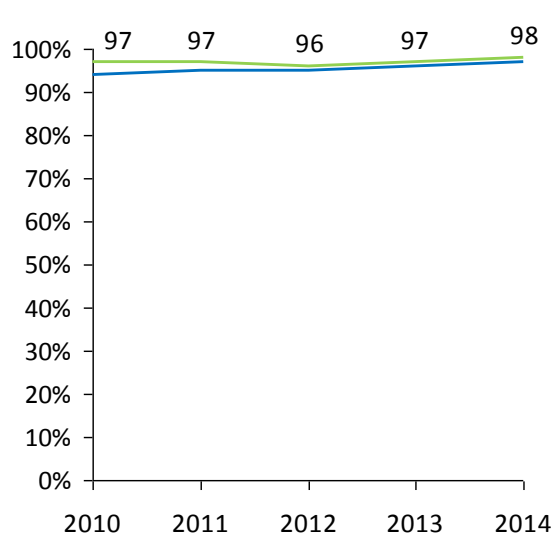
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_ci_in_en2&lang=en

Percentage of individuals using the internet at least once a week in Spain
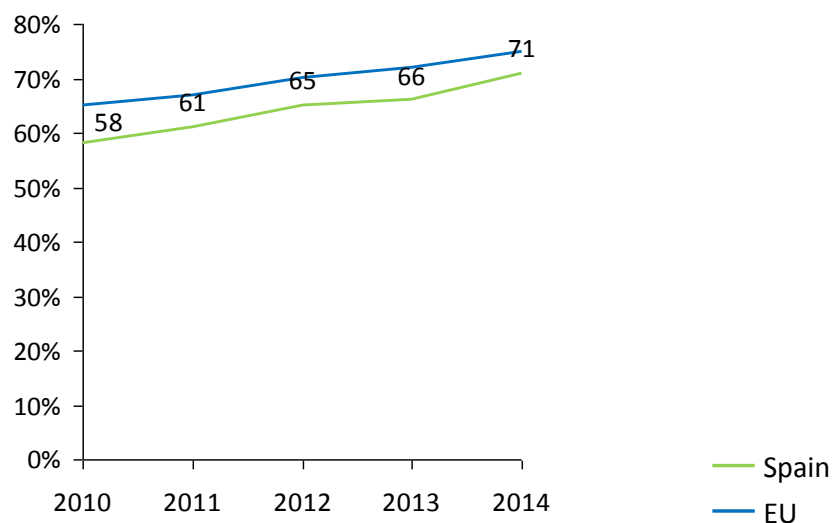
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bdek_di&lang=en

joinup

Percentage of households with a broadband connection in Spain

Source :
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_r_broad_h&lang=en

Percentage of enterprises with a broadband connection in Spain
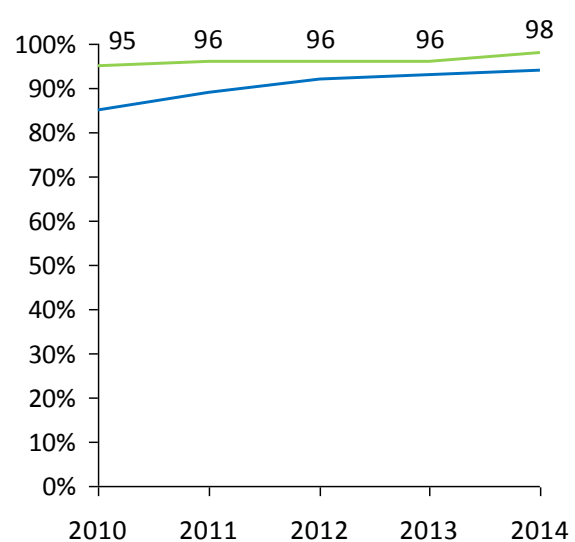
Source:
http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15b_e&lang=en

Percentage of individuals having purchased/ordered online in the last three months in Spain

Source:
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00067&plugin=1
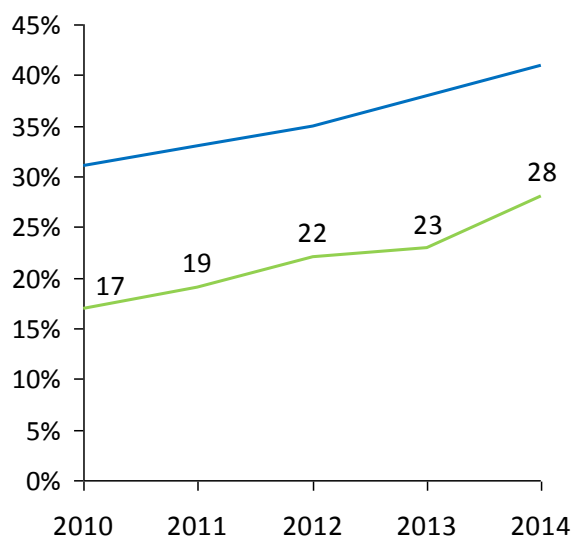
Percentage of enterprises having received orders online within the previous year in Spain

Source :
http://epp.eurostat.ec.europa.eu/tgm/table.do?tab=table&init=1&language=en&pcode=tin00111&plugin=1

—— Spain
—— EU

joinup
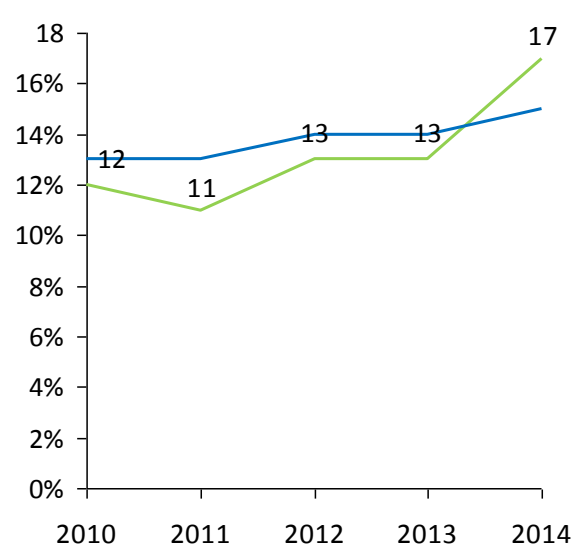
eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Spain compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Spain

38 · 38 · 44 · 44 · 49

2010 · 2011 · 2012 · 2013 · 2014
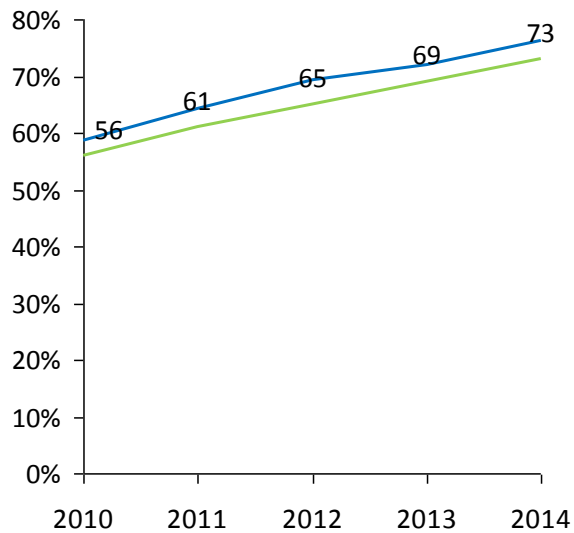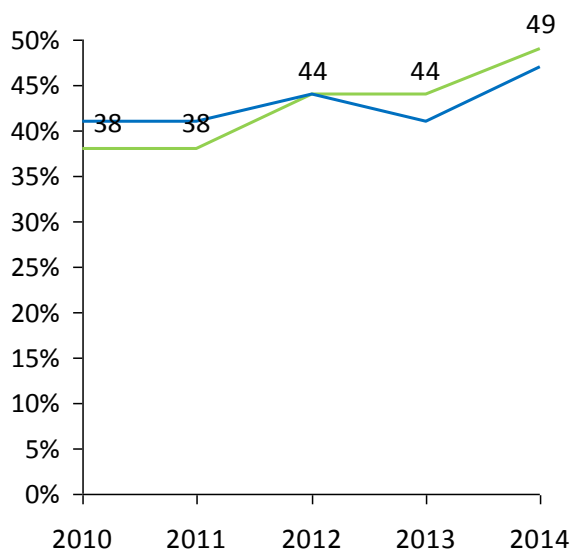
Source : http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

Percentage of individuals using the internet for obtaining information from public authorities in Spain

37 · 36 · 42 · 41 · 46

2010 · 2011 · 2012 · 2013 · 2014
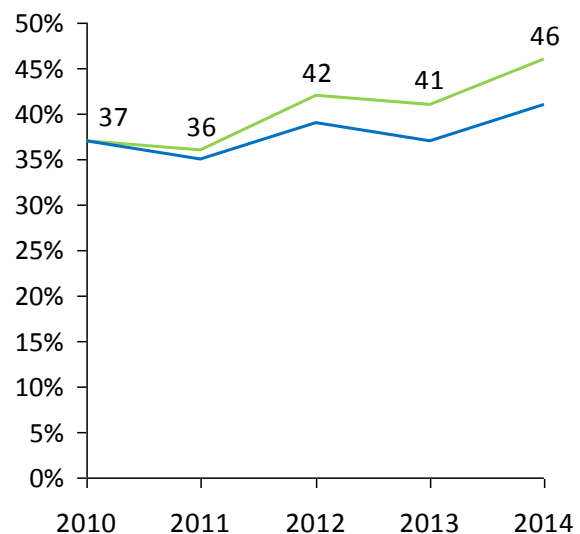
Source: http://appsso.eurostat.ec.europa.eu/nui/show.do?dataset=isoc_bde15ei&lang=en

—— Spain
—— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Spain

Percentage of individuals using the internet for sending filled forms to public authorities in Spain

—— Spain
—— EU

EGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark](#)[1] study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Spain compared to the EU average score.

eGovernment performance across policy priorities
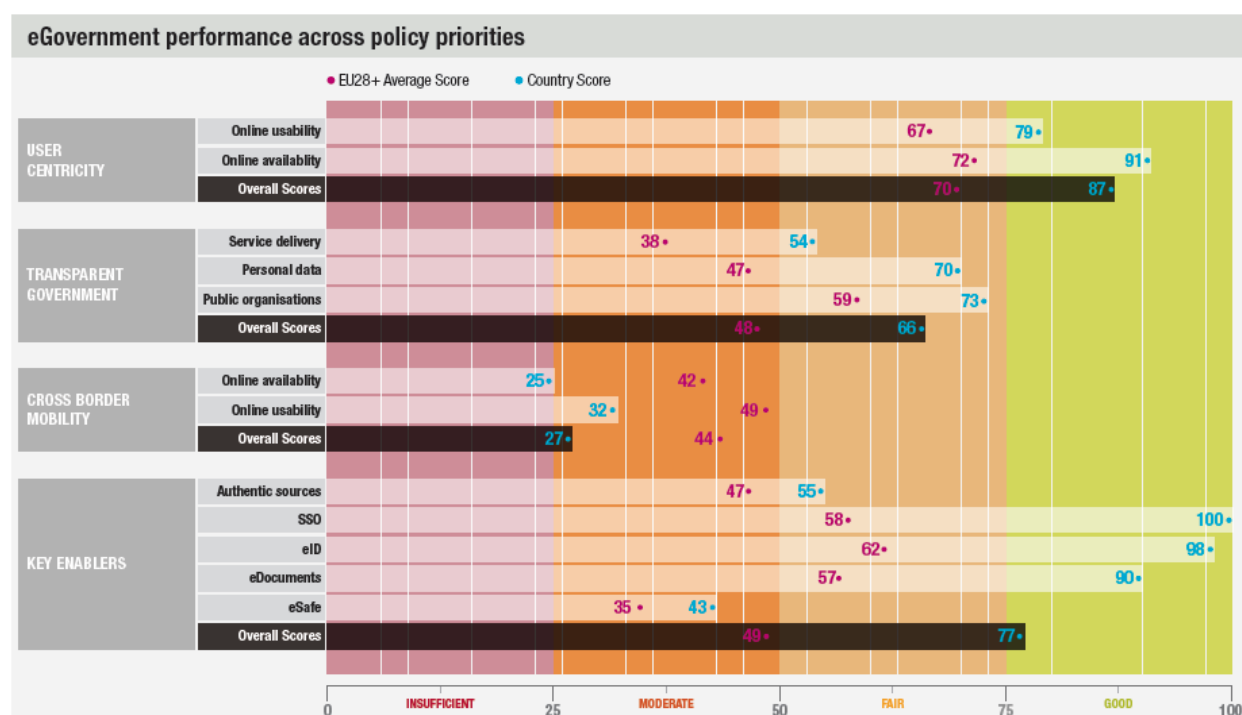
Source: http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5570

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[1] [http://ec.europa.eu/information_society/newsroom/cf/dae/document.cfm?doc_id=5812](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

December 2014

▸ The Transparency Portal went into production on December 10. Its technology platform is provided by the Directorate for Information Technology and Communications (DTIC), of the Ministry of Finance and Public Administrations, as a common solution for all central government. It is implemented over the network platform Red SARA.

▸ The regional government of Cantabria has approved the decree regulating the legal status of eGovernment. This decree supposed to be fully implemented within the Regional Government and its agencies. It will streamline the paperwork, leaving behind the paper and implement electronic invoicing between companies and suppliers.

November 2014

▸ On 21 November 2014 it is published the call for tenders "[Consolidated telecommunications services of the General State Administration Phase 1"](#). The purpose of this contract is the provision of communications services and fixed voice and mobile data in the Spanish territory and outside, necessary for providing the Ministries, Directorates, Bodies and Agencies Public Sector State Administrative included in the scope of this contract quality communication among all employees, based on the current situation and with the aim of convergence of the current existing networks.

▸ The Spanish Government initiates the deployment of [Cl@ve](#), a system aimed to unify and simplify citizens' electronic access to public services. Its main goal is to allow citizens to identify when interacting with Public Administrations by means of shared keys (e.g. user and password), without having to remember different keys for accessing to different services. The system is currently available for identification to some services offered by the Tax Agency, the Social Security, and the Ministry for Home Affairs (including the Directorate General for Traffic), and it will be progressively rolled out in the national administration, together with the signature functionality, during 2015.

▸ The Mministry of Finance and Public Administration publishes its policy of electronic records management as a result of a multidisciplinary effort, essentially by archivists and persons with responsibility for files and experts in information technology and communications, enriched by the participation of experts from different administrative bodies of the own Ministry, State Archives and the Ministry of the Presidency.

▸ The Government of Aragon agrees to incorporate and update information about their reusable data sets via the portal "datos.gob.es" by the federation of their own catalog of open data.

▸ The consular offices will carry out electronically affairs about nationality and marital status. The secure exchange of information between Foreign Affairs and Justice will take

place in just seconds thanks to the service called "Corinto" provided by the Ministry of Finance and Public Administrations.

▸ The Xunta de Galicia constitutes the commission of security and e-government. This is the body at the highest level in Galicia autonomous public sector to ensure the implementation of eGovernment in all departments. Among his most immediate objectives are: the approval of the Director of the Information Security Plan public sector and the new Plan for the development of the Administration and the Digital Government.

▸ The Junta de Castilla y León, like other communities such as La Rioja and Castilla La Mancha, has signed the agreement on the Virtual Registry Office (ORVE) with the Ministry of Finance and Public Administrations.

October 2014

The [General Access Point](#), available at administracion.gob.es, has commenced operations on October 29th. It will facilitate the relationship between citizens and the government, being the gateway via internet to public services.

The [UN delivers an award to the Government of Spain](#) for his breakthrough in eGovernment. This award belongs to the special awards of the eGovernment survey carried out by United Nations.

The Resolution of 10 October 2014, of the Ministry of Finance and Public Administrations, sets the standard technical conditions for the [general entry point of e-invoices](#).

"[Emprende en 3](#)" received the first prize in the category "Improving the business environment" of the European Enterprise Promotion Awards.

The Ministry of Finance and Public Administration offers the government a service called [EGEO](#), which facilitates the generation of interactive maps for presentation in web portals, without requiring any knowledge of georeferencing or further developments.

It has been added a new section Indicators in eGovernment Observatory, called DATABASE, to analyse the implementation and use of eGovernment and ICT in public administration through a comprehensive set of indicators.

A new edition of the report "Information Technologies and Communications in Public Administration", called IRIA, has been published. This report contains an analysis of the most representative indicators of the status and use of Information and Communications Technologies in the General State Administration and Local Governments, as well as the advancement of e-administration. The information has been updated to 01.01.2014 and the survey period is for the year 2013.

The project team called "Aporta" has prepared a Decalogue that explains the basics on open data and facilitate the first steps for all -journalists agents, infomediaries, private entities and users- who are interested in reusing the information.

Published Decree 225/2014, of 14 October, about the legal status of e-government of the Autonomous Community of Extremadura. With this decree the government of Extremadura addresses the construction of the specific model of e-government through regulation of the elements that comprise: electronic records, electronic records, electronic management of procedures, electronic filing, registration of representatives.

The City of Cartagena, a pioneer in electronic document management, through the Municipal Archives and Computing Service has approved the Policy Management of Electronic Documents, thereby becoming the first municipal administration of Spain to comply with this regulatory requirement, mandatory for all government since the

enactment of the Law on Citizens' Electronic Access to public services and the National Interoperability Framework.

The Government of La Rioja has approved the decree regulating its new security policy, which seeks to ensure the integrity and confidentiality in the processing of information, and allow the implementation of a more secure and effective eGovernment.

Available version 5 of participation platform called "open Irekia - Open Government" of the Basque Government. The Basque Government has launched a new version of its product, released as free software, for use by any government.

September 2014

▸ The [Royal Decree 802/2014](#), of 19 September, published in the Official Gazette on September 26th establishes the functions and structure of the Directorate for Information Technologies and Communications.

▸ The [Royal Decree 806/2014](#), of 19 September, published in the Official Gazette on September 26th establishes the ICT governance of the General State Administrations and its depending entities.

▸ The Standardization Technical Committee on Intelligent Cities (AEN / CTN 178), created within the Spanish Association for Standardisation and Certification (AENOR), with the support of the State Secretariat for Telecommunications and Information Society (SETSI) - has worked in recent months on the draft standard "Smart cities. Open Data", as published in the Official Gazette number 228 of 19/09/2014.

▸ The Basque Government approves the Bill to modernize the structure of the Basque Public Administration designed 30 years ago. The Bill of the Basque Public Administration born after ten months of intense work with all stakeholders and aims to design a new legal framework to convert the Basque Public Administration in quality public service, able to respond in a way effectively to the needs of the citizens of the twenty-first century, based on the new principles of governance: participation, transparency and cooperation of citizens in public affairs.

▸ The Sectoral Committee on Information Technologies and Communications of the Conference of Rectors of Spanish Universities (CRUE-TIC) has published a guide recommendations for an open university which aims to promote and assist national universities to launch initiatives own open data; contributing to the construction of an open university of the XXI century.

July 2014

▸ The [UN delivers a prize for innovation in eGovernment to the Government of Spain](#). For the second time, the Ministry of Finance and Public Administration receives the maximum global recognition of excellence in public service. The data intermediation platform receive this recognition for promoting initiatives that improve efficiency.

▸ Spain is ranked at No. 12 in the [balance held by the United Nations](#), which analyses the development of eGovernment. Spain scale 11 posts in the rate of development of eGovernment and 12 seats on the degree of use by citizens according to recent data published by the United Nations.

▸ The Order of the State Secretariat for Public Administrations, about the conditions of use of the platform, called FACe, general entry point electronic for e-invoices of the General State Administration is published on June 25, 2014

▸ The new channel for citizen "Your Social Security" is an integrated web portal that provides personalized information services to citizens according to their profile (age, active, retired ...) and allows you to perform the most common efforts in the field of competencies National Institute of Social Security.

▸ The electronic invoicing platform of the Generalitat Valenciana, Ge-Factura is introduced. Remission of invoices in electronic form is mandatory for all providers of the Generalitat Valenciana since last July 1 and thus they must use the Ge-Factura platform.

▸ The new portal "empleate.es", operated by the National Public Employment Service, is released as a major step towards providing an easy-to-use tool for job-seekers to find job vacancies. The portal integrates both native and external job vacancies from other portals, and provides information about all the open job vacancies dealt by the network of regional Public Employment Services.

June 2014

▸ Published the Order HAP/1074/2014 laying down the technical and operational conditions to be met General Entry Point Electronic Invoices. An additional provision regulates the use of general entry point electronic for e-invoices of the General State Administration - Face (face.gob.es).

▸ The node interoperability of the Xunta de Galicia in 2015 will enable savings of more than 5 million in administrative burdens. Pasaxe! allows the exchange of information between national, regional and local government and avoids stating submit documents held by them.

▸ The information campaign on electronic invoicing begins. As of January 15, 2015, companies will bill the State Administration through a single digital platform: "Face". The replacement of traditional electronic invoices implies a saving in time of 80% and 3.48 euros per unit. Local and regional governments can join for free to this general entry point for invoices called FACe.

May 2014

The Cabinet received a report of the Minister of Finance and Public Administration on eGovernment in the General State Administration, reflecting its significant development in recent years.

The Ministry of Justice updated its major web portals to be accessible in IPv6 using common services of Red SARA. The Ministry of Justice integrates its main eGovernment services to IPv6 Gateway Solution for Public Administration offered by Red SARA, thus increasing the availability of public services online with the new Internet protocol..

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 - FEGA), 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.

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 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.

▸ 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 My University 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.

‣ 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 theiArxiu 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 new-born 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.

   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 eNotificaction and other eProcurement services to Spanish contracting authorities and economic operators.

▶ 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, autonomic 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](http://www.060.es) in *April 2006*.

▶ In *March 2006*, the new electronic identity card (DNIe) is officially launched in Spain together with a new [eID website](http://www.060.es) 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](http://www.060.es) 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](http://www.060.es)'.

▶ 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](http://www.060.es)', 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 for Information Technologies and Communication 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 forInformation Technologies and Communications 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 detailed functions and structure of the Directorate for Information Technologies and Communications are established in the Royal Decree 802/2014, of 19 September. Also the Governance of Information and Communication Technologies in the General State Administration and dependent entities is established in the Royal Decree 806/20154, of 19 September.

The Directorate is responsible for the consolidation and development of a catalogue of horizontal services (including common building blocks) for the provision of common services to the General State Administration as a whole as well as streamlining the development of infrastructure and domain-specific services. This model will achieve economies of scale by consolidating infrastructures, services and procurement.

This structure allows a more effective management of ICT in the General State Administration through the consolidation of infrastructures and common services (data processing centres, internal communications networks, and voice and data communication) and the integration of ICT at the highest level in all developments, regulatory and otherwise. Equally, it will help to establish and adopt a comprehensive ICT strategy throughout the General State Administration.

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 '<u>Avanza Local Solutions Platform</u>', 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 '<u>Plan for the Reduction of Administrative Burden and the Improvement of Regulation</u>' 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 <u>Law 11/2007 on Citizens' Electronic Access to Public Services</u> ('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 '<u>*Moderniza*</u>' 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 '<u>*Conecta*</u>' 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); <u>eID card</u>; and a <u>citizen portal</u> 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 802/2014

The Royal Decree 802/2014, of 19 September, establishes the detailed functions and structure of the Directorate for Information Technologies and Communications. This Directorate carries out the exercise of the following main functions:

- The development, coordination and promotion of the strategy on Information Technologies and Communication of the General State Administration and its public agencies and the promotion cooperation with other public administrations.

- The promotion of the digital administration and the innovation process of the General State Administration and its public bodies by implementing the ICT Strategy directly or through the ICT units and the digital administration ministerial committees.

- The promotion of the rationalization of the use of Information Technologies and Communication in the General State Administration and its public agencies.

- The design, planning and implementation of service consolidation processes, ICT infrastructure, common computer networks and equipment of the General State Administration and its public bodies while promoting the standardisation of applications and equipment.

- The study and implementation of models to encourage the sharing and reuse of infrastructure and sectoral applications, and the promotion of the development of applications under this model.

- The 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.

- The planning of the consolidation of horizontal ICT infrastructures and services promoting the standardisation of applications and equipment.

- The drafting, development and implementation of a List of Common Services that shall include infrastructure, equipment, computer networking applications and centrally

managed common services, the sharing of which may be set as compulsory or priority for the General Government Administration and its public bodies.

▶ The definition and planning of common TIC infrastructure and services in the scope of the General Government Administration and its public bodies.

▶ The development, in collaboration with the Directorate-General of Rationalization and Centralization of Procurement – when it affects its purview – of proposals related to the procurement policies for computer equipment and to the technical requisites in the public procurement.

▶ The definition of standards and guidelines about issues like ICT security and quality to be followed by the General State Administration and its dependent entities.

▶ The oversight of ICT expenditure and the definition of a common system for the ICT accountability for the whole General State Administration.

▶ The definition of criteria to standardize the management of demand.

▶ The optimisation of Web publishing systems of the General State Administration.

▶ The identification, design and implementation of programmes and projects to promote the digital government in the General State Administration, and also in the European Union and the Autonomous Communities and Local Entities by means of common infrastructures and services.

▶ The promotion of digital government in the scope of the General Administration and its public bodies.

▶ The development, promotion and implementation of technological support systems for human resources management, including the systems of the Central Personnel Registry.

▶ The cooperation with the National Cryptologic Center in relation to the implementation of the National Security Framework.

▶ Establish mechanisms to ensure proper maintenance of the census of ICT assets.

▶ The preparation of investment programmes that may be subject of funding or co-funding by the European Union.

Royal Decree 806/2014

The Royal Decree 806/2014, of 19 September defines the ICT governance model of the General State Administration and dependent entities. The main elements of the ICT governance are the ICT Strategy Commission and its Executive Committee, the Digital Administration Ministerial Commissions and the Committee of the Directorate for Information Technologies and Communications.

The ICT Strategy Commission has the following functions:

▶ Setting the strategic lines, in accordance with the policy established by the government, on information and communication technologies to promote e-government in the General State Administration and its public bodies.

▶ Approving the proposed ICT Strategy of the General Administration of the State and its public agencies for its referral to the Council of Ministers by the heads of the departments of Finance and Public Administration and of the Presidency.

▶ Reporting on draft laws, draft regulations and other general standards that are submitted to them by proposing bodies whose purpose is the regulation of ICT matters applicable to the General State Administration and its public bodies or of the material and human involved in their implementation.

- Defining priorities for investment in ICT materials in accordance with the objectives set by the Government.

- Declaring certain resources or services as shared.

- Declaring projects of priority interest, at the proposal of attached ministries and their public agencies after a report from the Directorate of Information and Communication Technologies. Considered as projects of priority interest shall be those whose special characteristics are essential to improving the delivery of services to citizens.

- Promote collaboration and cooperation with the autonomous regions and local authorities for the implementation of integrated inter-administrative services and the sharing of technical infrastructure and common services that enable the rationalisation of ICT resources at all levels of government.

- Promote the cooperation activities of the General State Administration and its public bodies with the European Union, international organisations and, especially, with Latin America, in terms of technologies and e-government, in collaboration with the Ministry of Foreign Affairs and Cooperation.

- Act as an observatory of e-government and digital transformation.

The Executive Committee of the ICT Strategy Commission is the instrument of the ICT Strategy Commission to ensure a smooth and effective performance of the ICT Strategy in the General State Administration and its public bodies. The Executive Committee shall exercise the powers expressly conferred on it by the plenary of the ICT Strategy Commission and shall regularly inform it about the decisions and actions taken. In any case, it is vested with the approval of the Departmental Action Plans.

The Digital Administration Ministerial Commissions have the following functions:

- Serve as the liaison body between ministerial departments and their attached agencies and the Directorate for Information Technologies and Communications, to ensure coordination with the criteria and policies defined thereby.

- Promote, implement and supervise, in the scope of the department, compliance with the guidelines and the oversight of the action guidelines contained in the ICT Strategy of the General State Administration and its public bodies approved by the Government at the proposal of the ICT Strategy Committee.

- Prepare the departmental Action Plan for digital transformation, in developing the criteria established by the Directorate for Information Technologies and Communications, addressing the ICT Strategy of the General State Administration and its public bodies approved by the Council of Ministers.

- Analyse the functional needs of the department's management units and affiliated agencies and evaluate the various solution alternatives proposed by the ICT units, identifying the opportunities for improving efficiency that ICT can bring, applying already developed solutions in the public sector field and estimating the costs in human and material resources that the associated ICT developments may entail.

- Promote the digitisation of departmental services and procedures in order to standardize, simplify, improve their quality and ease of use, as well as the benefits offered to citizens and businesses, optimizing the use of ICT resources available.

- Collaborate with the Directorate for Information Technologies and Communications in identifying and making common available human, economic and material resources assigned to the department that should be used for setting up or maintaining the shared resources or services.

- Any others determined by their respective regulatory ministerial orders, according to the unique needs of each ministerial department.

The Directorate for Information Technologies and Communications Technologies is a support body attached to the Directorate of Information and Communication Technologies. It consists of the ICT heads in each of the ministerial departments as well as those responsible for ICT units that, due to its relevance are appointed by the Director for Information Technologies and Communications, who shall chair it. It shall act as a coordination and collaboration body between the Department of Information Technology and Communications and the bodies and institutions belonging to the General State Administration and its public bodies to establish a coordinated action, in accordance with the strategic lines defined by ICT Strategy Commission, and shall help define methodologies, processes, architectures, standards and best practices common to all ICT units of the General State Administration and its public bodies in order to ensure the compliance of programmes and projects, the achievement of the objectives set and the elimination of redundancies.

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 telematics 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. Their 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 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 for Information Technologies and Communications is responsible for 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.

Commission for ICT Strategy

The Commission for ICT Strategy 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

Commission for ICT Strategy

The CSAE coordinates the implementation of eGovernment across Central Government.

Ministerial Committees for Digital Government

The Ministerial Committees for Digital Government are in charge of…

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 for Information Technologies and Communications

The Directorate for Information Technologies and Communications 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 for Information Technologies and Communications

A part of the State Secretariat for Public Administrations within the Ministry of Finance and Public Administrations, this Directorate 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

Ministers responsible for eGovernment

Cristóbal Montoro Romero
Minister of Finance and Public Administrations

Contact details:
Ministry of Finance and Public Administrations
C/ de Alcalá, 928071 Madrid
Tel.: ++34 912 73 90 00
E-mail: N/A
Source: http://www.minhap.gob.es

José Manuel Soria López
Minister for Industry, Energy and Tourism

Contact details:
Ministry of Industry, Energy and Tourism
Paseo de la Castellana, 160
28071 Madrid
Tel: +34 902 44 60 06
Contact : http://www.minetur.gob.es/en-
US/Ministro/EscribaMinistro/
Source: http://www.minetur.gob.es/

Head of eGovernment

Antonio Germán Beteta Barreda
State Secretary for Public Administrations

Contact details:
Ministry of Finance and Public Administrations
State Secretariat for Public Administrations
C/ de Alcalá, 9
28071 Madrid
Tel.: +34 912 73 90 00
E-mail: N/A
Source: http://www.seap.minhap.gob.es/index.html

Domingo Molina Moscoso
Director of Information and Communication Technologies of the General State Administration

Contact details:
Ministry of the Presidency
Complejo de la Moncloa, Avda. Puerta de Hierro, s/n. 28071 Madrid
Tel: +34 91 335 34 73
E-mail: N/A
Source: http://www.mpr.gob.es/mpr/estructura/index.htm

eGovernment executives

Víctor Calvo-Sotelo Ibáñez-Martín
State Secretary of Telecommunications and Information Society

Contact details:
Ministry of Industry, Energy and Tourism
State Secretariat of Telecommunications and the Information Society
Paseo de la Castellana, 160
28071 Madrid
Tel: +34 902 44 60 06
E-mail: N/A
Source: http://www.minetur.gob.es/

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

General Access Point - administracion.gob.es

The General Access Point facilitates the intercommunication of citizens and businesses with Public Administrations: access to government information, the possibility of doing paperwork and know at any time the state of processing of their cases. It is in accordance with Law 11/2007 (Art. 8) and RD 1671/2009. It is regulated by Order HAP / 1949/2014, of October 13, which regulates the General Access Point of the General State Administration.

.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.

https://transparencia.gob.es

The Transparency Portal is the platform created by Law 19/2013, of December 9th, of transparency, access to information and good governance. It offers citizens the possibility to consult information of the following types: organizational; of legal significance; economic information of the General Tate Administration. An electronic service will allow citizens to request access to other information that is not published in the Transparency Portal. The identification and authentication by the citizen requesting this service will be made by means of the service called Cl@ve, which also enables access to citizens of other Member States.

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.

Cl@ve

Cl@ve is a common platform for identification, authentication and electronic signature, an horizontal and interoperable system that avoids Public Administrations having to implement and manage their own systems for authentication and signature, and citizens having to use different methods of identification when interacting electronically with the Administration. Cl@ve complements the existing systems for accessing electronically public services, based on the DNI-e (electronic ID card) and electronic certificates, and offers the possibility of signing in the cloud with personal certificates kept in remote servers.

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; academic degrees; Civil Registries for birth, death and marriage; Pension Information and so on.

At the end of September 2014 more than 135 different Public Bodies have used the services with more than 30 million of data transferred, same as the previous full year.

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 Technology Transfer (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.

Accesibility Observatory

The Accessibility Observatory is an initiative that aims to help improve the accessibility level of the portals of the Spanish Public Administrations in all levels (General State Administration, Regional Governments and Local Governments), It provides tools for

analysis and collaboration and different documentation to help Public Administrations in this area. It also performs a periodic official analysis to know the global state of accessibility in the spanish public administrations.

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*')

The Aporta open data project, started in 2008, is the result of the collaboration between the Ministry of Finance and Public Administrations and the Ministry of Industry, Energy and Tourism, through the public entity red.es, being fully aware of the potential of information generated by Public Administrations has for the development of the information society.

The Aporta open data project aims to promote a culture for reusing public information, raising awareness regarding its importance and value, endeavoring likewise that Public Administrations and Agencies make available the information they hold, thus stimulating its market potential.

The Reuse of Public Sector Information is regulated by Law 37/2007, of November 16, and by the Royal Decree 1495/2011, of October 24, regarding the Reuse of Public Sector Information, which transposes the Directive 2003/98/CE to the national legal code, specifying therein the basic principles regarding reuse matters, together with an Interoperability Agreement.

Within the framework of the Aporta open data project, the portal datos.gob.es was launched by the end of 2011 to promote the publication of, improve access to and encourage the reuse of public sector information issued by the General State Administration. These efforts aim to create a more transparent, efficient and friendly government, and to create new opportunities –both social and economic- based on reusing public sector information.

Datos.gob.es incorporates the resources to facilitate the opening up and location of data on-line (following recommendations described by the Directive 2003/98/EC) and to raise user participation. It focuses its web activity on the Data Catalogue. It is available to professionals, businesses, managers of institutions and the general public. These are the main beneficiaries of and key players in the reuse of public sector information and make it possible to: launch new business models, modernize government bodies and create transparent platforms for public collaboration and participation.

In relation with the economic opportunities, the reuse of public sector information helps in the development of new products, services and solutions of a high socio-economic value. In 2010 alone, the reuse industry in Spain made between €550 million and €650 million in direct income and employed around 5,500 people, according to the Spanish Infomedia Sector Characterisation Study.

It also enables the knowledge and direct benefits derived from public administration activity to be fed back into society in a transparent way.

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_destacados/Renta/Renta.shtml

Description: Fully transactional online submission and assessment system. Nineteen million declarations were carried out in 2013, constituting 72 % of all declarations.

2. Job search services by labour offices

Responsibility: Central Government, Regional Government

Website: http://www.empleate.es/

Description: The new portal "empleate.es", operated by the National Public Employment Service, is released as a major step towards providing an easy-to-use tool for job-seekers to find job vacancies. The portal integrates both native and external job vacancies from other portals, and provides information about all the open job vacancies dealt by the network of regional Public Employment Services.

3. Social security benefits

a. Unemployment benefits

Responsibility: Central Government, State Public Employment Service

Website: http://www.sepe.es/contenidos/personas/prestaciones/distributiva_prestaciones.html

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. The website has been totally redesigned back in July 2014 promoting simplicity, modern look, and organizing contents for better user experience.

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

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: Ministry of Health, Social Services and Equality

Website: https://www.msssi.gob.es

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: Some of the Regional Governments provide health-related services fully online, including access to electronic health records, appointments, etc. At national level:

- There is an interoperable health care 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 (CONECTA)
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.

joinup

European Commission

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

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Contributor: Miguel A. Amutio, Deputy Head of Unit, Ministry of Finance and Public Administrations, Spain

Production/Publishing: ISA Editorial Team, Kurt Salmon S.A.