European
Commission

eGovernment in
Germany

ISA

Country Profile [1]

Basic data and indicators

Basic Data

Population (1 000): 81 174 000 inhabitants (2015)

GDP at market prices: 2 915 650 million Euros (2014)

GDP per inhabitant in PPS (Purchasing Power Standards EU 28 = 100): 124 (2014)

GDP growth rate: 1.6% (2014)

Inflation rate: 0.8% (2014)

Unemployment rate: 4.5% (2015)

General government gross debt (Percentage of GDP): 74.9% (2014)

General government deficit/surplus (Percentage of GDP): 0.3 % (2014)

Area: 357,134 km^2

Capital city: Berlin

Official EU language: German

Currency: EUR

Source: Eurostat

Political Structure

Since its reunification in 1990, Germany has been a **federal republic** made up of 16 states – or 'Länder' – one of which is the capital city, Berlin. These Länder have their own legislative and executive bodies.

At the federal level, legislative power is exercised by a Parliament made up of two chambers with different powers. Members of the Lower House (Federal Diet or *Bundestag*) are elected every four years by direct suffrage, based on a combination of majority voting and proportional representation. Their number, which varies with each legislature since parties may obtain supplementary seats in electoral districts, currently stands at 620. Parties must win at least 5 % of the national vote, or three constituency seats to gain representation. The Upper House (Federal Council or *Bundesrat*) consists of 69 members, designated by the governments of the *Länder*, in proportion to their population.

The Head of State is the Federal President, elected for a five-year period by the Federal Convention (a body made up of representatives of the *Bundestag* and of the parliaments of the *Länder*). Executive power is in the hands of the Federal Government, nominated by the lower house (*Bundestag*) and headed by the Chancellor.

The Constitution of the Federal Republic of Germany (Basic Law or *Grundgesetz*) was enacted on 23 May 1949. It was amended by the Unification Treaty of 31 August 1990 and the Federal Statute of 23 September 1990.

Germany was a founding member of the European Community in 1957.

Head of State: President Joachim Gauck (since 18 March 2012).

Head of Government: Chancellor Angela Merkel (since November 2005).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Germany 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 Germany
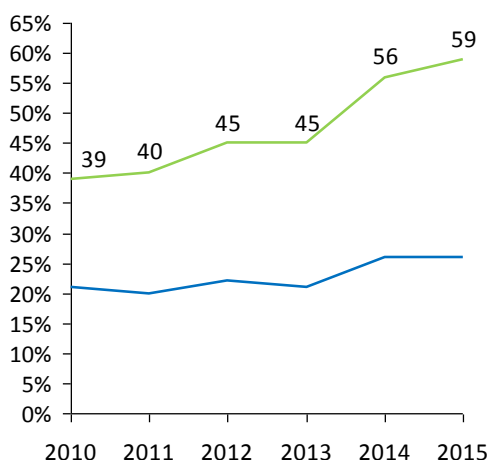
Source: Eurostat Information Society Indicators

Percentage of enterprises with Internet access in Germany

Source: Eurostat Information Society Indicators

——— Germany

——— EU

Percentage of individuals using the internet at least once a week in Germany
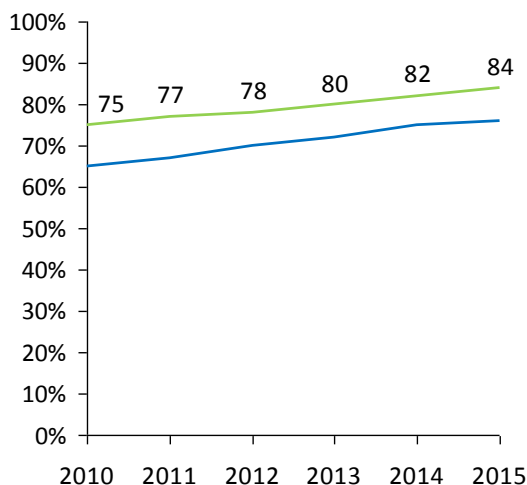
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Germany
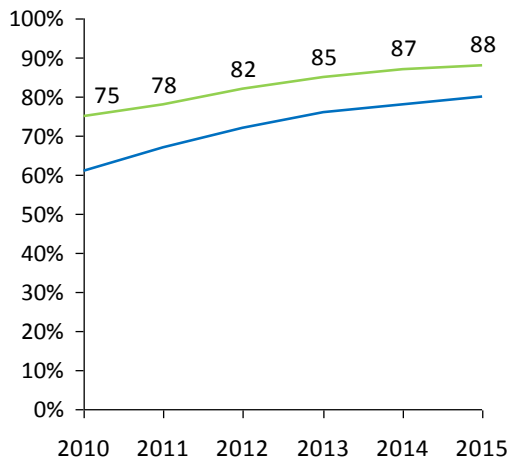
Percentage of enterprises with a broadband connection in Germany
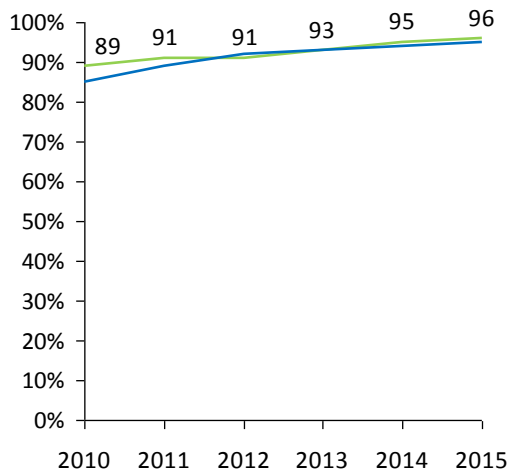
— Germany
— EU

Percentage of individuals having purchased/ordered online in the last three months in Germany
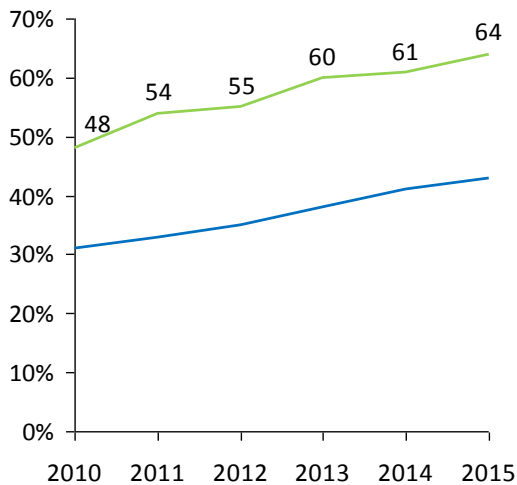
Percentage of enterprises having received orders online within the previous year in Germany

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Germany compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.
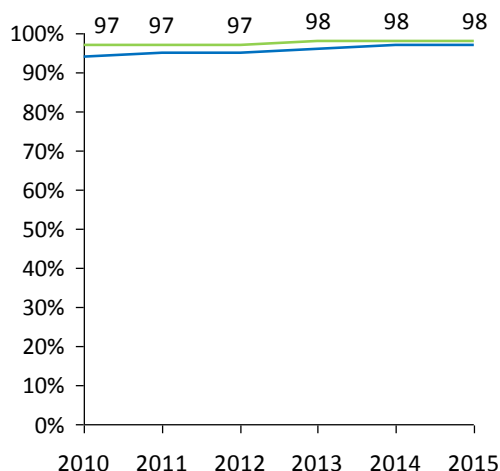
Percentage of individuals using the internet for interacting with public authorities in Germany
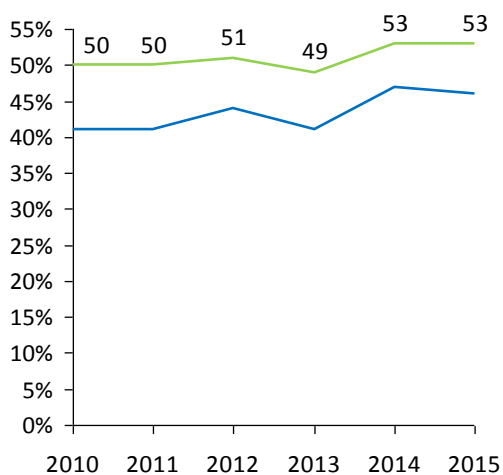
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for obtaining information from public authorities in Germany
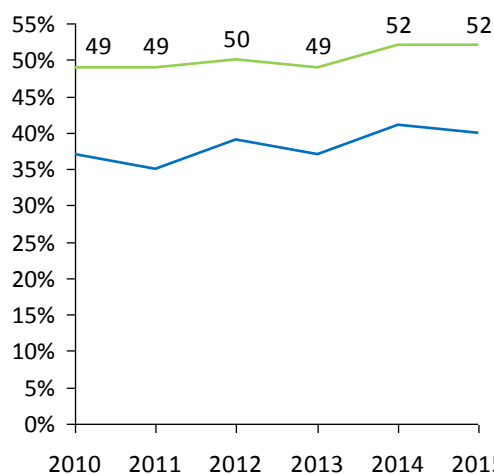
Source: Eurostat Information Society Indicators

— Germany
— EU

Percentage of individuals using the internet for downloading official forms from public authorities in Germany
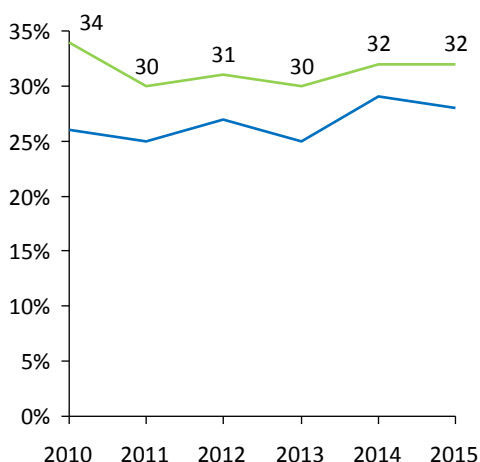
Source: Eurostat Information Society Indicators

Percentage of individuals using the internet for sending filled forms to public authorities in Germany
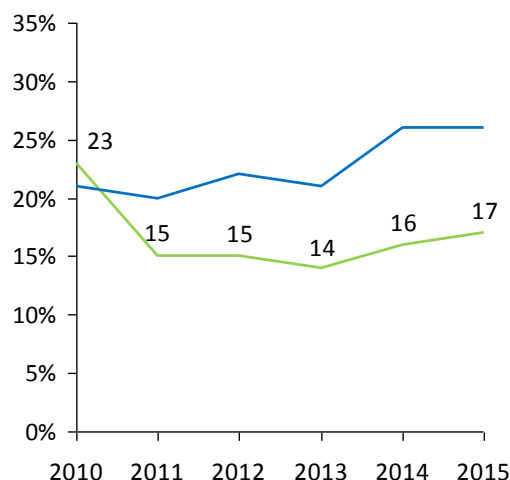
Source: Eurostat Information Society Indicators

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 Germany compared to the EU average score.
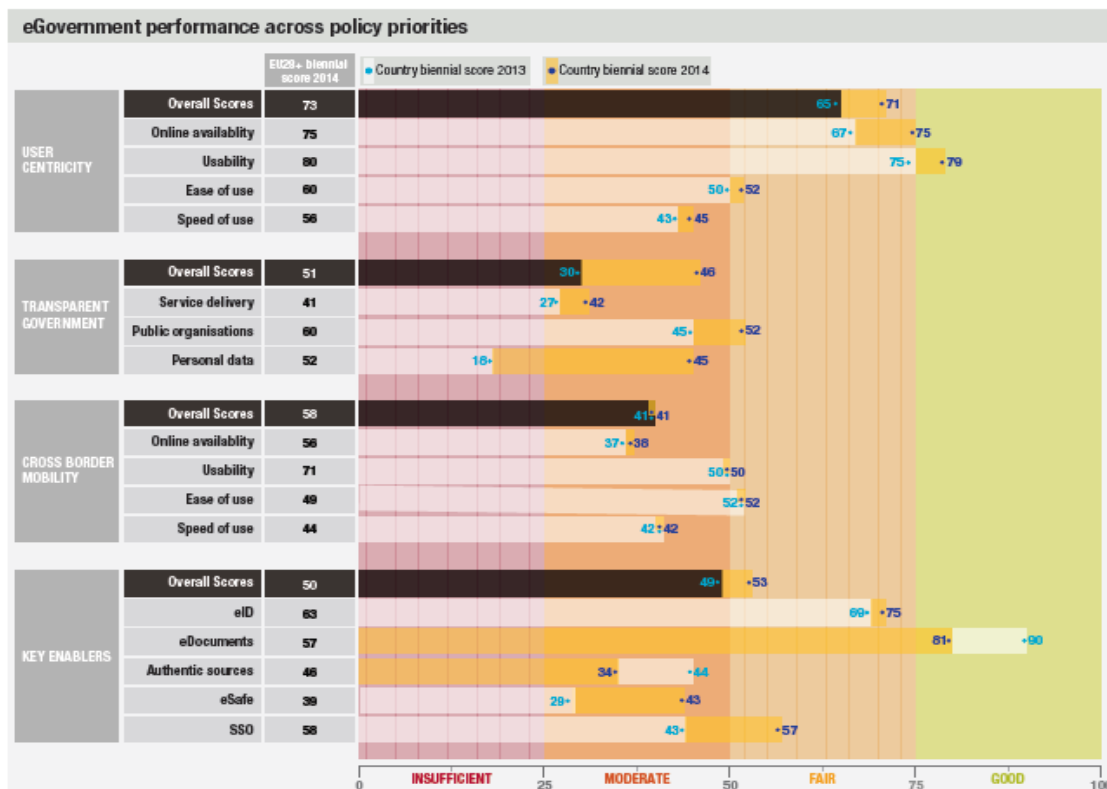
Source: eGovernment Benchmark Report 2015[2] Country Factsheet Germany

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[1] eGovernment Benchmark Insight Report

[2] The latest version of country's benchmark report was published in June 2015, however it shall be noted that it summarizes the country's biennial score of the preceding year (2014).

eGovernment History

Main developments and key milestones (in reverse chronological order)

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

Recent News

August 2015

Since 31 August 2015, the Ministry of the Interior is accessible via De-Mail. When using De-Mail both communication partners can be verified by each other, and also encryption mechanisms are used. De-Mail allows for secure and legally binding communication in a manner much more user friendly than many of previously released solutions.

Most German federal public administrations are obliged to open an access via De-mail as of March 2016 and many federal organisations are being gradually added to a central De-Mail gateway service since February 2015. The ministry will evaluate its service after which a further expansion shall be considered also taking into account the European eIDAS regulation concerning qualified e-Delivery services.

June 2015

German IT Security experts 'Bundesamt für Sicherheit in der Informationstechnik' (BSI) validated ownCloud as a modern, internet-based successor to the proprietary server software in the report on the operation and security of ownCloud. The software traditionally provided file and messaging functionality to organisations and workgroups.

The report specifies the requirements, measures and considerations, and the security assessment with the risks involved with a high-protection deployment of ownCloud in the organisations of IT managers and other decision makers. The software is available as a free community-supported version and as an Enterprise edition that comes with additional features and support.

March 2015

In March 2015, ResearchKit was made available by Apple as an open source published under a BSD-type software licence. ResearchKit is a toolbox for development of medical research software applications. Later in the year, the open sourcing of the licence was important for the pilot of the University Hospital of German city of Freiburg that aimed to involve users of smartphones and tablet PCs to share data that will help to improve treatments. As of August 2015, the software is only available for users of Apple's iOS operating system. The app language is German, however the version in other languages are expected to be developed at a later stage.

January 2015

The German Ministry of the Interior presented 'The General Government's National Action Plan to implement the G8 Open Data Charter' that has been adopted at the G8 Summit of

June 2013 in Ireland. As a consequence, the German government has committed itself to facilitation of the publication of government data, publishing of governmental datasets when possible, GovData as a central open data portal for federal, state and local government, and conduction of regular dialogue with civil society, business, the media and the research community. The ambition is to have the G8 Open Data Charter implemented by the end of 2015.

Furthermore, in January 2015, Munich became the second public administration to join the advisory board at a non-profit organisation promoting the development of LibreOffice - the Document Foundation. The advisory board serves to those organisation that contribute significantly to the development of LibreOffice – for example by submissions of codes or financial help. LibreOffice is used on approximately 16 000 PC workstations in Munich.

October 2014

On 21 October 2014, the National IT summit was held with the subject "work and life in times of digitization - Together. Innovative. Self-determined." The summit was determined by the new topics evoked by the Digital Agenda and different work groups discussed the main topics. The Federal Minister of the Interior, Thomas de Maizière, referred to the De-Mail-system, an encrypted electronic letter system, and emphasized that the system will be implemented all over the country. He announced that more than 200 civil services will be communicating with this system until the end of 2015. Cornelia Rogall-Grothe, State Secretary at the Federal Ministry of the Interior and Federal Government Commissioner for Information Technology, pointed out the importance of secure e-government services. Furthermore she announced a new ID-application, which can be used for a quick and easy electronic identity-verification.

September 2014

The Federal Cabinet adopts the "National Action Plan to implement the G8 Open Data Charter". With the Action Plan, the Federal Government works towards the central goal of the G8 Open Data Charta, "Open Data by default". As one essential action, all federal agencies are forced to publish at least two datasets as open data by the 1st quarter of 2015.

August 2014

On 20 August 2014 the Federal Cabinet approved the Digital Agenda, which was planned by the Federal Ministry of the Interior, the Federal Ministry of Economic Affairs and Energy and the Federal Ministry of Transport and Digital Infrastructure. The Digital Agenda sets out the guidelines of the Federal Government's digital policy and concentrates its actions on seven fields of actions.

An essential field of action is the "Innovative public administration", which aims to implement a digital transformation within the public sector. Under the government program "Digital Administration 2020" numerous projects will be implemented. The Digital Agenda aims to enhance the cooperation with the Länder and local authorities in order to establish user-friendly e-government services all over the country. Furthermore the agenda wants to merge the government's IT networks and computing centers and create the necessary legal framework for this purpose. Therefore the Agenda is supporting uniform standards and championing greater interoperability. The ministries are further planning to develop cross-level solutions such as the single government contact.

Furthermore the German government plans to improve the universal broadband coverage in order to implement an effective digital infrastructure. The field of action "Security, protection and trust within society and the economy" aims to provide a greater online protection for citizens and companies. The Digital Agenda therefore supports the new identity card, which will be simplified and its applications will be extended. The Digital Agenda wants to help people to increase their awareness and knowledge of online security and moreover help companies improve their IT security.

March 2014

Three ministries will work together to plan and implement the Digital Agenda, which they hope the Federal Cabinet will adopt in summer 2014. Federal Minister of the Interior, Thomas de Maizière, and his colleagues Sigmar Gabriel, Federal Minister for Economic Affairs and Energy, and Alexander Dobrindt, Federal Minister of Transport and Digital Infrastructure, spoke about the government's Digital Agenda to meet the challenges of the digital information age. The three ministers stressed that the measures called for in the plan will be coordinated effectively, and that all stakeholders will be involved in finalising and implementing the Digital Agenda and its seven main areas of action: digital infrastructure and the expansion of broadband; the digital economy; innovative government; digital society; research, education and culture; security, protection and trust for society and business; and the European and international dimension of the digital revolution.

The IT Planning Council (IT-Planungsrat) sets its work priorities for 2014 at its spring meeting on the side-lines of the CeBIT in Hanover. Amongst other things it will engage with the Digital Agenda, which the new Federal Government has agreed in its coalition agreement. With the programme 'Digital Government 2020', with which the new government wants to promote eGovernment and modernise the administration, the IT Planning Council will propose actions from its federal point of view. These include, for example, 'business-friendly administration' and consistently simplified authority contacts ('one-stop agency').

The single phone number for contacting government authorities in Germany, 115, has now new channels. At CeBIT 2014, the first exhibition samples of the 115 application were presented. With this application, the potential use of the 115 number will be expanded beyond phone in the future. Although development is still at the beginning, the first step towards a multi-channel use of the 115 has been made.

January 2014

On 14 January 2014, Cornelia Rogall-Grothe, State Secretary at the Federal Ministry of the Interior and Federal Government Commissioner for Information Technology, gives the starting signal for the pilot project 'Model Community eGovernment'. In late October, the Federal Ministry of the Interior, together with the municipal associations - the German Association of Cities, the German County Association and the German Association of Cities and Municipalities - had called the local authorities to participate in the project and to apply eGovernment to local government services.

December 2013

The 115 number, the single phone number for contacting government authorities in Germany, was further expanded in 2013: A total of 60 cities, counties and municipalities have activated the 115 number this year, including the country's main cities of Stuttgart

and Potsdam. The unified German public service telephone number 115 will be used by around 27 million citizens in 340 municipalities by the end of the year.

August 2013

On 1 August 2013, the law on the promotion of eGovernment and to amend other provisions (E-Government Act) comes into force. This way, administrative matters are easier for citizens and business, because anyone can, regardless of the location and opening times, contact the authorities. Specifically, the authorities are now encouraged to offer citizens and businesses an electronic payment option, electronic access to documents, electronic files management and extensive online information. At the same time, citizens have more opportunities to use the eID function of the new identity card and save a lot of time by using Web Forms citizens to prove their identity to the authorities.

June 2013

During its meeting on 6 June 2013, the IT Planning Council gives the green light for work on the 'Digital Agenda Germany' to begin. One of the main tasks of the 'Digital Agenda Germany' is to improve cooperation between the different levels of government in the IT sector. The IT Planning Board discusses the interim results of a federal / state working group on this issue during the meeting. As a further contribution to the 'Digital Agenda Germany', the IT Planning Council has consistently advocated developing other areas of application for the new ID card at federal and state level.

On 7 June 2013, the federal parliament paves the way for simplified, user-friendly and more efficient eGovernment services with the passing of the eGovernment Act (act on the promotion of eGovernment and to amend other provisions - eGovG). The act is a big step forward for all stakeholders, as it relieves the administrative burden on citizens and government alike. At the same time, the implementation of the act will be a great challenge for the public sector.

February 2013

On 19 February 2013, the prototype of GovData - the national data portal - went online, providing citizens and businesses with easier access to and reuse of administrative data. The portal will be continuously evaluated through testing. The decision about whether the portal is going to continue will be made in 2014 after consultation with the federal states. Initially, it will offer environmental, geographical and statistic data as well as data from the existing national open data portals. Gradually, new data will be made available. The portal has been developed by FOCUS, the Fraunhofer Institute for Open Communication Systems on behalf of the Federal Ministry of the Interior, in coordination with the federal state 'Open Government' working group.

December 2012

The single phone number for contacting government authorities in Germany, 115, was welcomed by the citizens, as indicated by a survey from the Institute of Allensbach. The findings of the survey in December 2012 show that the central and local press and publicity work begun to bear fruits: In the areas where the authorities' number is unlocked, 49 percent have already heard of the 115. In 2012, 150 additional local authorities joined the 115 service. In total, the number of users has increased tenfold in since the beginning of the pilot phase in 2009.

March 2012

On 8 March 2012 the German Federal Ministry of the Interior announced the launch of a new eGovernment initiative. This initiative is intended to satisfy the information needs of the federal, state and local authorities in relation to De-Mail and the new identity card by developing a broad internet-based knowledge platform and by supporting the practical implementation of infrastructure in targeted projects. The key measure will be the support to pilot projects and implementation projects in the fields of De-Mail and new identity card. In this way, best practice solutions for federal, state and local authorities will be identified and piloted. According to the 'one-for-all' principle, attractive applications and procedures with high added value for many users in the German administration should be located and implemented.

July 2011

'XVergabe', Germany's **eTendering** cross-platform communication standards project, has since July 2011 an official website**.** The project XVergabe aims to develop platform-independent eTendering standards for the cross-platform exchange of documents and data between the bidders and the eTendering platforms. The standards are planned to be available in early 2012. For the time being, the xvergabe.org website contains basic project information as well as the most important documents that are released as part of the project's work. Moreover, it includes useful links, contact details and information regarding the next steps of the project. In Germany, less than 5 % of all tenders in public procurement processes are being transmitted electronically, largely due to the fragmented and incompatible interfaces of the solutions providers.

June 2011

On 30 June 2011, at its 5th Meeting, the IT Planning Council takes the first steps towards the implementation of the new **National eGovernment Strategy**, with the strategic goals being outlined in a memorandum. A list of concrete implementation measures is planned to be confirmed by 13 October 2011. Their main focus is placed on the building of a federal infrastructure and the aligning of individual measurements. The members of the IT Planning Council also agreed on the joint development of an eID Strategy, which will enable citizens to securely exchange data with the administration and businesses through the Internet. The major focus is on protecting 'electronic identities' and on the simple and secure use of the services provided by the state.

May 2011

The 'Act to regulate De-Mail services and amendments to other legislation' enters into force on 3 May 2011. De-Mail enables the sending of traceable and confidential documents and messages online. Compared to conventional e-mail, the delivery of the De-Mails can be proven. It is not possible to read or manipulate the contents of a De-Mail on its journey across the Internet. De-Mail providers are interoperable and provide the same level of security based on an accreditation process that is specified by the legislator. So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Mentana Claimsoft GmbH have become accredited De-Mail providers.

The Federal Ministry of the Interior and its subordinate authorities may now call on the assistance of the process management centre of excellence at the Federal Office of Administration when designing processes. After the establishment of a central process

portal, the introduction of a uniform process management will thereby continue to be supported and advanced. The project is funded by the IT investment programme.

March 2011

At Document Freedom Day on 30 March 2011, the Free Software Foundation Europe (FSFE) awards the German City of Munich a Document Freedom Day Prize, for promoting free software by using the LiMux project. At the moment, LiMux is the largest GNU/Linux project in Germany. It is expected that with this project, 80 % of the 15 000 PC desktops of the city council of the capital city of Bavaria will have migrated to the free operating system GNU/Linux by 2013. Since 2009, all PC desktops have moved to a free office-communication platform (OpenOffice.org, Thunderbird, Firefox) and almost 6 000 computers have been using the LiMux client.

The single phone number for contacting government authorities in Germany, 115 is among the winners of the '365 Landmarks in the Land of Ideas' competition. An independent jury of experts selected 365 winners from about 2 600 applications; the winners were introduced to the public from 1 March 2011 during a series of regional events.

2001 - 2010

Due to extensive length of the document, the eGovernment History has been shortened in the latest version of the eGovernment factsheet. Nevertheless, the information for years 2001 – 2010 can be fully retrieved here.

eGovernment Strategy

Main strategic objectives and principles

High-Tech Strategy 2020 for Germany: Ideas, Innovation, Prosperity

The Federal Ministry of Education and Research has developed high-tech oriented strategy that aims to stimulate Germany's scientific and economic potential in a targeted way and to find solutions to global and national challenges. Germany would like to continue in its efforts of becoming a worldwide innovation leader through innovation via a set of formulated goals, defined priorities, and introduced new instruments within a wide range of different fields of innovation.

The High-Tech Strategy is the first broad national concept in which the key stakeholders involved in innovation share a joint vision. It is based on five pillars:

- Prioritising future challenges relative to prosperity and quality of life;
- Consolidating resources and promoting transfer;
- Strengthening the dynamism of innovation in industry;
- Creating favourable conditions for innovation; and
- Strengthening dialogue and participation.

The IT Consolidation Programme of the German Federal Government

The German Cabinet decided in summer 2015 to substantially modernize the IT of the German Federal Government. One pillar of this modernization programme is to consolidate the IT of the Federal Government in a small number of data centers. The programme contains:

- The consolidation of the already existing data centers of the Ministry of the Interior, the Ministry of Finance and the Ministry of Transport and Digital Infrastructure including their subordinate agencies.
- The consolidation of the remaining IT of the federal government.
- Establishing an IT controlling.
- Consolidation IT procurement.
- Development of innovative IT services for the federal government including trusted federal cloud services.

ICT Strategy of the German Federal Government: Digital Strategy 2015

The Federal Government has developed a new ICT strategy for the digital future of Germany. It sets the government ICT policy framework for ministries to plan and implement the necessary measures. The ICT strategy, Digital Germany 2015, sets out the priorities, tasks and projects for the period up to 2015. It aims to do the following:

- Strengthen competitiveness through the use of ICT in all segments of the economic process

- Expand digital infrastructure and networks to meet future challenges

- Safeguard the protected and personal rights of users in the future Internet and in the use of new media

- Step up research and development in the ICT sector and speed up the translation of R&D findings into marketable products and services

- Strengthen basic, further and continuing education and training and competencies in handling new media

- Make consistent use of ICT to cope with social problems, including sustainability and climate protection, health, mobility, administration and the improvement of the quality of life of citizens.

National eGovernment Strategy

The National eGovernment Strategy was decided by the IT Planning Council on 24 September 2010 to guide country's eGovernment progress in the upcoming years. The strategy has been developed in cooperation with a broad spectrum of stakeholders from the fields of administration, politics, science and business. Particular care has also been taken to involve citizens in this process, by means of an online consultation which took place during September 2009. Key aspects of the strategy have already been identified and further discussed within the framework of the Fourth National IT-Conference of the Federal Chancellor held on 8 December 2009 in Stuttgart. In order to take technical and political developments into consideration the National eGovernment Strategy was evaluated and updated in 2015 by the IT Planungsrat (IT Planning council).

The National eGovernment Strategy aims at ensuring a common orientation for eGovernment activities and efforts at federal, state and local levels in order to establish an attractive eGovernment and information technology for citizens and businesses. Thereby, according to the strategy's vision, eGovernment should be characterised by six objectives:

- **Orientation on usefulness for citizens, businesses and public administration:** Potential eGovernment user's citizens and businesses should be fully aware of the services offered to them and be able to access them. In particular, broadband access in rural areas should be improved as well as citizens' digital/media literacy.

- **Cost-effectiveness and efficiency:** In order for the public administration to be able to provide rapid, cost-efficient and high-quality services, it should design process chains within the public administration, which should be supported by electronic means, following a customer-centric approach. The various processes will be digitised to the most possible extent, while the Federal Government and the States will put the appropriate legal, organisational and technical instruments in place for ensuring the mandatory use of digital technologies.

- **Data protection, cyber security and transparency:** Data protection, security and transparency constitute important preconditions for the citizens to accept, trust and

intensively use eGovernment. Therefore, the National eGovernment Strategy aims at ensuring data transparency and security by paying particular attention to only collect and process the data that is absolutely necessary for providing a particular administrative service. The protection of the providing systems is vital for the acceptance of eGovernment services as well.

- **Social participation:** Active participation of citizens and businesses in policy as well as in planning and decision-making processes will be fostered, as far as it is reasonable and allowed by law. Impact and results of participation will be made transparent to citizens and businesses. E-Mobility is therefore taken into consideration in new and established eGovernment services.

- **Innovation and sustainability:** Federal, State and Local Public Administrations will support the capacity for innovation and openness to change through their own high-performance and client-oriented eGovernment offerings.

- **Ensuring strong eGovernment support through IT:** Development of IT systems should follow a simple and modular approach. Solutions should be kept as simple as possible, while at the same time they should facilitate scalability. EGovernment relevant data/content, basic services, applications as well as infrastructure will be bundled together in an effort to be re-used by other user groups.

The National eGovernment strategy does not see itself as "an abstract construct" for the federal eGovernment, but as a flexible and practical agenda that can pick up on the new developments at an early stage.

Memorandum for the National eGovernment Strategy

At its 5th Meeting of the 30th June 2011, the IT Planning Council took the first concrete steps towards the implementation of the National eGovernment Strategy, by publishing a [memorandum](), which outlines the agreed strategic goals. Their main focus is placed on building a federal infrastructure and aligning individual measurements. According to the memorandum, IT planning envisages the following **priorities** to be addressed:

- Transparent government and regulatory actions should be promoted by appropriate measures of information technology and eGovernment.

- Federal and state governments need to adapt to the IT processes and current threats from the Internet constantly. Therefore, minimum uniform standards for communication between government departments should be developed.

- Develop a common eID strategy to enable citizens and businesses to securely transact with the administration over the Internet.

- A federal information management will bring together faster and more efficiently knowledge management to improve public services.

- Sharing initiatives to federal, state and local governments for cost saving in IT infrastructures are in the making.

- The definition of IT security and IT interoperability standards is one of the main tasks of the IT Planning Board.

- The framework for the levels of cross eGovernment should be further developed. The IT planning supports the coordinated activities of the federal and state laws to further adjust the regulatory framework.

Previous eGovernment Strategies

Federal IT-Management Strategy (2007 - 2011)

On 5 December 2007, the German Cabinet agreed on a Federal IT-Management strategy aiming to improve IT management within the federal government. The main goal is to optimise Public Administration services and promote IT innovation. The strategy focuses on IT consolidation and harmonisation of the entire German federal government and strives to improve the governance of its IT.

In June 2011, the IT-council's working programme 2011/2012 was declared. Its main topics cover among others IT security, IT consolidation and Enterprise Architecture Management.

Deutschland Online Action Plan

▸ Chancellor Angela Merkel and the First Ministers of the 16 German Federal States signed in June 2006 the 'Deutschland-Online Action Plan', aimed at giving new impetus to their existing co-operation on eGovernment, and to the adoption of electronic procedures in Public Administration. The last version of the Deutschland Online Action Plan, as of 24 September 2010, included the following projects:

▸ **Infrastructure (project led by the Federal Government and Hessen)**

Within the Deutschland-Online Infrastructure (DOI) project, the DOI Net has been setup, featuring accessibility, security and quality aligned to the specific requirements of a capable Public Administration. Gross planning was finalised in 2006. Two important milestones to this direction were the establishment of the incorporate society '*Deutschland-Online Infrastruktur e.V.*' and the migration to the new network. According to the provisions of the new Law on Linking up Federal and Land IT Networks (IT-NetzG), responsibility for the new network was transferred to Federal authorities on 1 January 2011.

▸ **Vehicle Registration (project led by Hamburg)**

The aim of this project is to overhaul and optimise the vehicle registration processes, systematically using eGovernment and the potential of the central online vehicle register kept by the Federal Motor Transport Authority. Thereby, the target is to enable private customers and businesses to conduct the registration processes (registration, deregistration and re-registration) online, wherever possible.

▸ **Civil Status Registration (project led by Bavaria)**

The project's primary goal is to create the basis for the decision on the future structure of the registry office, by piloting the introduction of a nationwide civil register. The second objective is to develop exchange of data in the XPersonenstand format. The third objective is to provide online registry information of birth certificates for citizens.

▸ **Registration system (project led by the Federal Government)**

The exclusive legislative power in this field has been transferred to the federal level. Against this backdrop a new federal law shall pass parliament soon. The project's objective is to harmonise and to advance the law on registration of residents to streamline registration procedures, to offer online access to residents for various administrational procedures, to strengthen the level of data protection and to grant 24/7 online-access to registration data for selected public authorities within Germany.

▸ **National Weapons Registration (project jointly led by the Ministry of Interior of Baden-Württemberg and the Federal Ministry of Interior)**

This project aims at developing a National Weapons Registry to gather related information on a central location. Thereby, of particular importance is information concerning firearms (including ownership certificates, owner details, etc) that shall be electronically collected and kept up-to-date.

eGovernment 2.0 (2006 - 2010)

On 13 September 2006, the federal cabinet adopted the strategy 'Focused on the Future: Innovations for Administration' ('*Zukunftsorientierte Verwaltung durch Innovationen'*) aiming at the modernisation of the Federal State Administration, the downsizing of bureaucracy and the improvement of the quality and efficiency of public sector services. An integral part of the strategy consisted of the eGovernment 2.0 programme, which was developed in compliance with the European action plan i2010. It focused on four **fields** of action: enhancement of the federal eGovernment services in terms of quantity and quality; establishment of electronic collaboration between the Public Administration and the business community; introduction of an electronic Identity Card (eID Card); and development of secure communication infrastructure for citizens, businesses and public administrations. The 'eGovernment 2.0 Final Report', on 20 May 2010, marked the programme's successful completion.

Deutschland-Online (2003 - 2006)

To foster proper coordination and cooperation between the Federal Government, Federal States and local authorities, the 'Deutschland-Online' joint strategy for integrated eGovernment was devised in 2003. First proposed by the Federal Minister of the Interior Otto Schily in March 2003, the partnership was agreed by Federal Chancellor Gerhard Schröder and the heads of state government on 26 June 2003. Local authorities took part in the agreement through their representative associations. The Deutschland-Online strategy, drawing on the strengths of federalism, provided the framework for cooperation between all administration layers, based on the following five **priorities**: development of integrated eServices for citizens and businesses; interconnection of Internet portals; development of common infrastructures; development of common standards; experience and knowledge transfer.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation
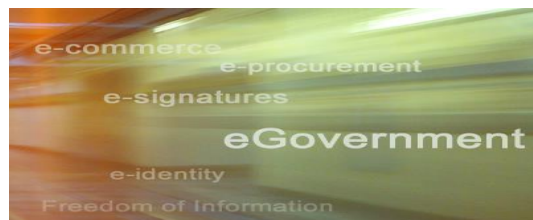
German Act to promote electronic government

On 17 June 2013, the Bundestag, with the approval of the Bundesrat, adopted the Act to promote electronic government (eGovernment Act - EGovG). The German law for the promotion of eGovernment came into effect on 1 August. Its aim is to facilitate electronic communication with the administration and to enable federal, state and local governments to provide simpler, more user-friendly and efficient eGovernment services. The main provisions from Article 1 in the eGovernment Act are:

▶ Obligation for the opening of an electronic channel and for the opening of a De-Mail access;

▶ Principles of electronic filing and scanning of the replacing;

▶ Relief in the provision of electronic evidence and electronic payment in administrative procedures;

▶ Fulfilment of obligations by electronic publication and promulgation of official leaves;

▶ Obligation to document and analyse processes;

▶ Regulation for the supply of machine-readable data files by the administration ("open data").

German Basic Law, Articles 91c and 91d (2009)

On 1 August 2009, within the framework of the second round of reforms of Germany's federal structure, important changes in the German Basic Law (*Grundgesetz*) came into force with articles 91c and 91d. Article 91c ensures the simplification of IT- bodies and decision-making processes, thus increasing their effectiveness and enabling their adaptation to the needs of the fast evolving technical progress. Besides, the German federation (*Bund*) has now the exclusive legislative competence for the development of a secure linking-up network to inter-connect Federal and Land IT-networks, which will be free of underlying media issues. Furthermore, Article 91d constitutes a vital component for the modernisation of the administration as it provides the legal basis for facilitating the federation and the *Länder* to directly and effectively benchmark their administrations in order to increase their effectiveness, transparency and provision of better public services.

Law on the combination of information technology networks of federal and state governments (2009)

The envisaged objectives of the German Basic Law are implemented through the Law on Linking up Federal and Land IT Networks (IT-NetzG), adopted on 10 August 2009, as well as through an **Inter-Länder Agreement** which came into force on 1 April 2010. According to this agreement, the IT Planning Council was established and tasked with developing the technical requirements for the core network infrastructure to be used. Moreover, the **IT Planning Council** bears the responsibility to steer cross disciplined eGovernment projects involving both federation and the *Länder*. Finally, the council will also adopt decisions on IT interoperability and security standards.

Freedom of Information Legislation

Freedom of Information Act (2005)

After being narrowly approved by the Lower Chamber of Parliament (*Bundestag*) in early June 2005, Germany's Freedom of information (FOI) Act was voted on 8 July 2005 by the *Bundesrat,* published in the Federal Gazette on 13 September 2005 and came into force on 1 January 2006. The law provides the public with a general right to access **Federal Government information**. However, this general right is limited by a number of broadly defined exemptions, covering, for instance, security-sensitive issues, potential threats to public safety and even the 'fiscal interests of the Federal Government'. The legislation also contains an 'Internet clause' that will force federal administration bodies to make a number of items publicly available online. In extend to the legislation on federal level; certain Federal States also have their own Freedom of Information Legislation.

Data Protection/Privacy Legislation

Federal Data Protection Act (2003)

Germany has one of the strictest data protection laws in the European Union. The world's first data protection law was passed in the German Land of Hessen in 1970. In 1977, a Federal Data Protection Law followed, which was replaced in 1990, amended in 1994 and 1997. An additional revision took place in August 2002 to align German legislation with the EU Data Protection Directive (95/46/EC). The general purpose of this law is 'to **protect the individual** against violations of his personal rights by handling person-related data.'

eSignatures Legislation

Digital Signature Act (2001)

The German Electronic Signature Act came into force on 22 May 2001, implementing EU Directive 1999/93/EC on a Community framework for electronic signatures and replacing the previous Digital Signature Act that had been adopted as part of the Information and Communication Services Act of 1 August 1997. It regulates the necessary secure infrastructure for the use of electronic signatures, which receive the same legal status as hand-written signatures. It is complemented by an Ordinance on Electronic Signatures of 16 November 2001 setting out standard requirements and responsibilities for certification authorities, as well as minimum requirements for technical components used to create digital signatures. The Digital Signature Act has been amended by the First law amending the Signature Act (1. SigÄndG) of 04/01/2005.

eCommerce Legislation

Electronic Commerce Act (2001)

The Act on framework conditions for electronic commerce of 14 December 2001 implements the EU eCommerce Directive (2000/31/EC) into German law. The Act amends the Tele Services Act and the Tele Services Data Protection Act of 1997 (both of them adopted as part of the Information and Communication Services Act of 1 August 1997), as well as some provisions of the German Civil Code.

eCommunications Legislation

Act to Regulate De-Mail Services and Amendments to other Legislation (2011)

Legal requirement for registration as a De-Mail provider is an 'Act to regulate De-Mail services and amendments to other legislation'. The draft was adopted by the Federal Cabinet on 13 October 2010, and entered into force on 3 May 2011. De-Mail enables the sending of traceable and confidential documents and messages online. Compared to conventional e-mail, the delivery of the De-Mails can be proven. It is not possible to read or manipulate the contents of a De-Mail on its journey across the Internet. De-Mail providers are interoperable and provide the same level of security based on an accreditation process that is specified by the legislator. De-Mail providers have to fulfil high requirements on security, functions, interoperability and data protection. Furthermore De-Mail legislation foresees that providers must not only furnish the stated certificates for security, functionality and interoperability, but must also demonstrate comprehensive measures to protect personal data within the scope of the accreditation procedure. The basic specifications for security, functionality and interoperability were drawn up by the federal government together with future De-Mail providers and laid down in technical guidelines. To ensure compliance with these guidelines, De-Mail providers are screened in an accreditation process. With a focus on data protection, the De-Mail concept, for instance, requires that De-Mail providers can enable the setting up of pseudonym e-mail addresses as a means of preventing traceability in communication or consumer profiles. Furthermore, when requested, De-Mail providers must store the user's encryption certificates in the directory service to support (additional) end-to-end encryption of De-Mails.

The German Federal Office for Information Security (BSI) has published the approval criteria on its website: www.bsi.bund.de.

Telecommunications Act (2004)

Germany has transposed most of the new EU regulatory framework for electronic communications through the Telecommunications Act of 22 June 2004. The transposition is expected to be completed through secondary legislation.

eProcurement Legislation

Official Contracting Terms for Award of Service Performance Contracts (2006)

Germany through its government has notified the transposition of Directive 2004/17/EC, Directive 2004/18/EC and Directive 2005/51/EC into national law through the official contracting terms for award of service performance contracts, published on 6/4/2006. The original contracting terms have been further simplified through the 'Contract Awards for Public Supplies and Services- Part A (VOL/A)' published on 29 December 2009 on the Federal Gazette (Volume 61, Nr.196a) and a corresponding correction published on 29 February 2010. The amended procurement ordinance (*Vergabeverordnung; VgV*), which came into force on 11 June 2010, regulates the submission of electronic bids in the area of public procurement.

Re-use of Public Sector Information (PSI)

Law on re-use of Public Sector Information (2006)

The law on the re-use of Public Sector Information came into force on 19/12/2006 transposing the pertinent EU Directive 2003/98/EC. The law regulates the information re-usage of public sector information beyond the pubic-administrative scope, namely, for shaping new information-products and related services. The law specifies that re-usage of public sector information has to be non-discriminative, contemporary and not exclusive. In accordance with the revision of the EU Directive, the law will be revised by July 2015.

eGovernment Actors

Main roles and responsibilities

National eGovernment

Policy/Strategy

Federal Ministry of the Interior

The responsibility for Germany's eGovernment strategy/policy lies with the Federal Ministry of the Interior.

Federal Government Commissioner for Information Technology

The Office of the Federal Government Commissioner for Information Technology (Commissioner) was established on 1 January 2008, in line with the Federal IT-Steering Strategy's guidelines. In accordance with Cabinet's decision the Commissioner is responsible for the following activities:

▶ elaboration of the eGovernment and IT security strategy for the federal IT;

▶ development of an architecture, standards and methods for the federal IT;

▶ Control the provision of central IT infrastructure of the federal government.

The commissioner chairs the IT council and the IT steering group and is the federal representative in the IT planning council. In addition, s/he participates in the decision-making process for all major IT related laws and regulations in the federal public administration IT Council

The IT Council is the central body for inter-departmental control at the federal level. Apart from establishing the Office of the Federal Government Commissioner for Information Technology (Commissioner), all government departments have set up a position of a Chief Information Officer (CIO). CIOs of all government departments form the IT Council, which decides on all strategic issues, including Germany's eGovernment strategy and IT security. All its resolutions are made unanimously.

IT Steering Group

The federal IT Steering Group is the supreme body of the federal IT management. Members are:

- The Federal Government Commissioner for Information Technology
- The State Secretary for budget of the Federal Ministry of Finance
- The State Secretary of the Federal Ministry of Economics and Technology
- A representative of the Federal Chancellery

Coordination

Federal Ministry of the Interior

The Federal Ministry of the Interior coordinates the combined implementation efforts of all federal ministries and agencies. Better coordination of implementation is achieved through the IT Management at federal level. Responsible for the implementation of the IT Management at federal level within the Federal Ministry of the Interior is the IT Director and Chief Information Officer, Mr Martin Schallbruch.

Federal Government Commissioner for Information Technology

The Office of the Commissioner brings together the units responsible for the coordination of the 'Information Society', the main IT Strategy of German Federal Administration and the Office of the Task Force 'Deutschland Online' as well as, the unit responsible for the operative trans-departmental IT-Steering including large scale programmes such as the IT consolidation programme. The Commissioner is the key contact person of the Federal Government for cooperating with Federal States, municipalities and all relevant national and international stakeholders on IT-related matters. The Commissioner represents the Federal Government in the IT Planning Council.

IT Planning Council

The IT Planning Council is responsible for steering and coordinating cross disciplined eGovernment projects involving both the Federation and the *Länder*. According to Article 91c of the German Basic Law, the council is tasked with the coordination of the cooperation between Federation (*Bund*) and the States (*Länder*) in the field of Information Technology; decisions on interdisciplinary interoperability and security standards; the steering of eGovernment projects; and the planning and implementation of the core network infrastructure according to the Law on Linking up Federal and Land IT Networks.

Implementation

German Federal Office of Administration (BVA)

The German Federal Office of Administration is Germany's central public service agency. It performs more than 100 different tasks for all federal ministries. Among these is the development of some of the country's eGovernment infrastructure components such as the government portal Bund.de, or the Content Management System Government Site Builder.

Individual Government Ministries and Agencies

Government ministries and agencies are responsible for the implementation of their departmental ICT projects. The Federal Ministry of the Interior coordinates the combined implementation efforts of all federal ministries and agencies.

Support

Federal Information Security Agency (BSI)

The Federal Office for Information Security is the central IT security service provider for the German Government. One of its key tasks is to provide support to federal authorities on IT security.

Audit/Assurance

Federal Court of Accounts

The President of the Court also serves as Federal Commissioner for Efficiency in Public Administration. S/he puts forward proposals, recommendations, reports and opinions in order to enhance the efficiency of the federal administration. The Commissioner may also advise Parliament upon request.

Data Protection

Federal Commissioner for Data Protection and Freedom of Information

The Federal Commissioner for Data Protection and Freedom of Information is responsible for the audits/controls of all federal agencies, with regard to the observance of data protection legislation.

Regional & Local eGovernment

German Federal States

All of the Federal States (*Länder*) are currently setting their own eGovernment strategies. As a result of these strategies, nearly all local authorities have an Internet presence and over 80 % of local authorities are already providing relevant online services. Furthermore, a large number of local authorities in Germany offer central access to their online services via highly efficient portals. The Federal *Länder* and local authorities are working in parallel to further expand their own eGovernment services.

Conference of Minister-Presidents and Conferences of Specialised Ministers

The Conference of Minister-Presidents and the Conferences of Specialised Ministers are bodies in which federal states cooperate in their own spheres of responsibility. The federal states use these conferences in order to agree on proceedings in matters of joint interest, develop their position in relation to the federal government and also seek mutually agreed solutions with the federal government.

Coordination

IT Planning Council

As of April 2010, the new IT Planning Council replaced the former Committee for Automatic Data Processing at the federal, state, and local levels (KoopA ADV) with respect to the technical coordination at state and local levels.

Implementation

Individual Federal States and Municipalities

Individual Federated States and Municipalities are responsible for the implementation of their own eGovernment projects.

Support

Federal Ministry of the Interior

The ministry is responsible for promoting new structures between the federal, state and local levels in the IT front. The introduction of Article 91c to the German Basic Law calls for further cooperation in information technology in the administration of federal and state governments.

Audit/Assurance

State (*Länder*) Court of Accounts

Each German State (*Land*) has its own audit body, which liaises and works on equal terms with the Federal Court of Accounts in areas where there is dual responsibility for the provision and delivery of public services. In cases where the Federal Court works with one or more of the State Courts, they perform joint audits or agree to divide audit responsibilities between their respective organisations. There are also joint working parties where the Federal Court and the various State Courts discuss matters of common interest, such as budgetary law, taxation, public works, data processing and other matters of general policy and guidance.

Data Protection

State (*Länder*) Data Protection Commissioners

German States (*Länder*) have their own Data Protection Commissioner, responsible for controlling the observance of data protection legislation by public bodies located in their jurisdictions.

eGovernment Who's who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment

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Federal Minister of the Interior

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Heads of eGovernment
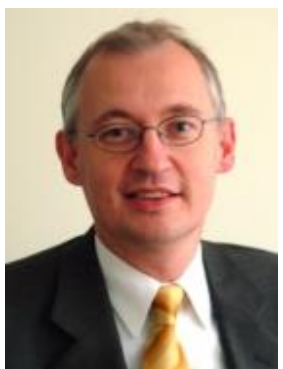
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IT Director (Chief Information Officer)

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Source: https://www.bsi.bund.de/

eGovernment Infrastructure

Main eGovernment infrastructure components

Portal

Bund.de

'Bund.de' is the German eGovernment services portal, providing central access to the online services by the Federal Authorities and the Federal Administration, also serving as an entry point to German States and Municipalities. Among other services, the portal provides access to an **Online Form Centre** enabling users to find administrative forms, even if they are not aware of the entity responsible for it. Management of the Form Centre is based on a Form Server, which is one of the infrastructure components developed as part of the 'BundOnline 2005' initiative.

Networks

Berlin-Bonn Information Network (IVBB)

The infrastructure supporting internal communications between the federal authorities is the Berlin-Bonn Information Network (IVBB), established in the 1990s when the German Parliament and the Federal Government moved from Bonn to Berlin. The IVBB provides the main federal authorities with central Internet access and networking services. Up to July 2006, IVBB has also provided access to the IVBB Intranet, which was replaced by the Federal Intranet (*Intranet des Bundes*). The new intranet portal features new content, services and workflows, such as person and federal agencies search engine, a travel management system and access to information and document databases.

The IVBV is a private IP-based communication network, which serves as **intranet** between the different **Public Administration departments.** Its infrastructure facilitates the incorporation of the Berlin-Bonn Information Network (IVBB) as well as of other networks of the Federal Administration into a comprehensive IP-based network, featuring, amongst others, a firewall system, comprehensive encryption of the data communication and permanent observation of the connected users and the established connections.

Federal Networks (NdB)

The Federal Networks (*Netze des Bundes*) will substitute IVBB and IVBV, and increase the efficiency and security (availability and privacy) of the networks involved. The aim is to create a common infrastructure for the federal government in the long term.

Deutschland-Online Infrastructure (DOI)

In June 2006, the 'Deutschland-Online' action plan was approved by the Federal Government and the federal states. A core project within the 'Deutschland-Online' action plan was the **'Deutschland-Online'** Infrastructure project, which aimed at establishing the network-infrastructure for widespread and integrated electronic processing between administrative units. The DOI network is being implemented as a connective network structure (coupling network) for the public administration networks in Germany with junctions to the sTESTA network of the European Union and to the federal networks IVBB and IVBV/BVN that are to be replaced in the project Federal Networks (Netze des Bundes, NdB).

eIdentification/eAuthentication

The new Electronic Identity Card

Germany's new Identity (eID) Card was launched on 1 November 2010. The new eID card in credit card format replaces the existing national identity card and offers more functions than the current conventional ID. By utilising a microchip, the card provides an online authentication functionality, applicable to both eGovernment and eBusiness transactions. Due to the assignment of authorisation certificates and the mutual authentication, cardholders can be confident that whoever requests their data is also authorised to obtain it. The secure eID card will provide further protection against identity theft and will offer new, user-friendly ways to guarantee valid client-data for service providers and protect young people by age verification. Furthermore, the new eID card includes the optional electronic signature functionality. Cardholders may choose to upload a qualified electronic signature to their ID card, facilitating the card's owner to perform legally binding actions in eGovernment and eBusiness applications. To ensure that national ID cards continue to serve as secure travel documents, the eID cards have biometric identifiers stored on a chip which satisfyies requirements for official identity checks – and for this purpose only. All eID cards have a digital biometric photo; cardholders may choose to include two fingerprints on the chip as well. Both identifiers are an efficient way to increase security at border controls.

Electronic Passport (ePass)

Germany was among the first countries to introduce the **electronic Passport (ePass)**, in November 2005. It was developed to comply with the Council Regulation (EC) No 2252/2004 and was equipped with a microchip, holding owner's data, such as name, surname, date of birth and nationality. Beyond traditionally relevant data, a digital facial image of the owner was also stored on the microchip. In June 2007, the revision of the Passport Act, as approved by the Federal Council, laid down the legal foundation for the electronic Passports of the second generation. In addition to the digital facial image, the new passports also feature **two fingerprints in digital format**. Those fingerprints are to be stored exclusively on the passport's microchip, and they should in no case be stored locally on issuance authorities systems, or in any other central database.

eProcurement

XVergabe (eTendering platform)

XVergabe is the official website of Germany's **eTendering** cross-platform communication standards project, which has been operational since July 2011. The project's aim is to develop platform-independent eTendering standards for the cross-platform exchange of documents and data between the bidders and the eTendering platforms. To date, the xvergabe.org website contains basic project information, as well as the most important documents that are released as part of the project's work.

Federal eProcurement Platform (*e-Vergabe*)

The '*e-Vergabe*' project was considered to be one of the most important projects of the 'BundOnline 2005' initiative. The service features the electronic awarding orders based on communications between the awarding agency and potential bidders that are comprehensive, legally binding and free from media discontinuities. The offering ranges from notification via electronic tender submission through to contract award using the contract award platform. The documents containing the contract terms can be downloaded and bids can be submitted with an electronic signature. The e-award project falls within the remit of the procurement agency of the Federal Ministry of the Interior BMI. In technical

terms, the service is implemented as a **web-based transactional platform** using Java clients combined with a Web interface for searching for tenders. In addition to the '*e-Vergabe*' platform, all public tenders from this platform are automatically published online on www.bund.de.

Federal eGovernment Shop (Kaufhaus des Bundes - KdB)

Beside the federal eProcurement platform, the Procurement Agency of the Federal Ministry of the Interior has also developed the federal eGovernment shop. With this solution the ordering of materials takes place through an electronic catalogue. Supplies of printing paper, for instance, are ordered by few mouse clicks. Even customised PCs and cars can be ordered online directly from the company. Conservative calculations estimate that each electronically executed order via KdB saves at least 377 minutes (equates to € 195 of personnel expenses) compared to a simplest form of a single tender action.

Knowledge Management

Library Portal (Bibliotheksportal)

This library and information portal on the intranet of the federal is a quick and easy access to a wide range of information. Through this portal twenty two libraries have enlisted their literature, electronic publications, databases and services across agencies to use. Users are location-independent and can search around the clock in the library catalogues of all participating libraries and the portal for specialised databases, such as 'Beck-Online', 'juris', 'Makrolog' and the 'Munzinger Archive'. In addition, the portal is a comprehensive 'Link List' with relevant Internet sources available.

XRepository

XRepository is an online library for **XML based Data Exchange Formats**, launched in January 2009. This website constitutes a central location for the publication of a broad spectrum of data relating to eGovernment projects, including Data-Models, XML schemes and relevant documentation. Once published, the data is consequently available for re-use by other administrations and designers of business processes. The website also facilitates online research on standards and interfaces, which can be subsequently downloaded at no cost. The online library is operated by the Co-ordination Office for IT Standards (KoSIT) in Bremen. .

Other Infrastructure

Services Registry - German Administration Services Directory (DVDV)

The German Administration Services Directory (DVDV) is a level - and sector-crossing infrastructure component for eGovernment in Germany. In more detail, it is the professional and administrative cross-border infrastructure component for the safe and reliable addressing of automated services and specialised procedures for secure and legally binding communication between authorities and with the public administration in Germany. The basis of the DVDV is a directory service which lists agencies and other providers with their respective services.

The DVDV is based exclusively on **open Internet protocols**. Worldwide, it is one of the first and largest standardised Service Oriented Architecture (SOA) implementations in the government area, and was made possible through unique cooperation between various levels of government and sectors in the Federal Republic of Germany.

SAGA

In 2002, the co-ordinating and advisory agency of the Federal Government for Information Technology published the document 'Standards and Architectures for eGovernment Applications' (SAGA) as a guideline for eGovernment application development projects. A host of completed projects has been orientated towards the state-of-the-art and investment-safe standards and technologies recommended by SAGA.

On 3 November 2011 the IT Council adopted the version 5 of SAGA. SAGA 5 is a mandatory technology catalogue for all software systems of the German federal administration. Technologies must be chosen according to the classifications in SAGA in all software projects. Goals of SAGA are the reduction of risks and investment-safe developments as well as agility, security, interoperability, reusability and scalability for software systems. Publisher of SAGA is the Federal Government Commissioner for Information Technology.

eCommunication

De-Mail

De-Mail, which takes conventional e-mail one step further, is an easy-to-use technology that allows citizens, businesses and administrations to exchange electronic messages in a secure manner. Compared to conventional e-mail, the delivery of the De-Mails and the identity of sender and receiver can be proven. It is not possible to read or manipulate the contents of a De-Mail on its journey across the Internet. One important aim of De-Mail is to make these basic security functions, regarding confidentiality, reliability and binding are easy to use without the need for additional installations for the end-user. The sender and recipient of a De-Mail can be clearly identified. Send and delivery certificates can be easily generated.

De-Mails are encrypted during transport and can neither be intercepted nor manipulated. SPAM and Phishing are effectively prevented because the De-Mail sender can be clearly identified by secure initial identification and users are able to log on with two-factor-authentication using the new German eID card or a mobile phone-based method (mobile TAN).

Furthermore, De-Mail offers huge potential to optimise the electronic communication in the private and public sector. Recently, business and administration processes have been marked by media inconsistencies that produce considerable delays and additional costs. With the additional security functions, that De-Mail provides, a large part of today's paper-based business and administration processes can be handled fully electronically – simply, quickly and from any location. So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Mentana GmbH have become accredited De-Mail providers.

eSignature

Signature Alliance

Administration and private partners founded the 'Signatures alliance' in 2003. The cooperation aims at promoting the usage of **electronic signatures** in Germany, and delivering their benefits to both public and private service providers. All citizens should be able to use a standardised technical infrastructure, to access interoperable applications in the area of eBusiness and eGovernment, using their diverse signature cards. More information and details may be found in the document 'Requirements and convergent objectives of the Signature Alliance' ('Vorgaben und Konvergenzziele für das Signaturbündnis').

Legal requirement for registration as a De-Mail provider is an 'Act to regulate De-Mail services and amendments to other legislation' which entered into force on 3 May 2011.

So far inter alia Deutsche Telekom AG, GMX.DE, WEB.DE and Mentana GmbH have become accredited De-Mail providers. Further information can be downloaded at www.de-mail.de.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Family**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government (Federal), Federal Ministry of Foreign Affairs
Website:	http://www.auswaertiges-amt.de/
Description:	Information and online form that can be filled on screen. Applications must then be submitted to local authorities, or to German consular services for applicants living outside Germany.

Money and charges

VAT refunds and excise duties

Responsibility:	Central (Federal) / Regional (State) Government
Website:	https://www.elster.de/index.php
Description:	ELSTER enables online transmission of VAT returns.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility:	Central Government (Federal), Federal Labour Agency
Website:	http://www.arbeitsagentur.de/
Description:	The employment portal aims at connecting supply and demand on the training and job markets, promoting their transparency. It provides access to databases of job offers and of job seekers, and furthermore features an innovative matching application to help job seekers identify opportunities more easily.

Professional qualifications

Legal information system (incl. information on the regulated professions)

Responsibility: Centre for German Legal Information; Federal Foreign Office

Website: http://www.cgerli.org/

Description: This website offers a comprehensive and freely accessible database of electronic materials on German law. It brings together English translations of court decisions, legislation, articles and other law-related documents scattered over the internet and adds them to our own collection of German legal information.

Taxes, unemployment and benefits

Income taxes: declaration, notification of assessment

Responsibility: Central (Federal) / Regional (State) Government

Website: https://www.elster.de/index.php

Description: The ELSTER website enables online transmission of income tax returns and tax notifications. Filed tax returns are automatically compared with the electronic assessment issued by the tax administration to determine immediately whether there are deviations in the tax office figures. In Germany, income tax collection is a federal competence but it is administered individually by each of the 16 German states. The programme Kernel is also distributed freely to the approximately 250 tax software developers in the German market.

Unemployment benefits

Responsibility: Central Government (Federal), Federal Labour Agency

Website: http://arbeitslosengeld2.arbeitsagentur.de/

Description: Information and forms to download, which can be filled on screen before being printed and sent or delivered to the Labour Office. Since 2005, the two-tier regime of unemployment benefits and long-term welfare support have been replaced by a single flat-rate pay-out, known as 'Unemployment Pay II' (*Arbeitslosengeld* II - AlG II), which eventually reduces the amount of benefits that long-term unemployed receive.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government (Federal), Federal Motor Transport Authority (KBA)

Website: http://www.kba.de/

Description: Information only.

Registration

Car registration (new, used, imported cars)

Responsibility: Local Government

Website: N/A

Description: Vehicle registration services are handled by local authorities, some of which provide related information and forms on their websites.

4. Residence (and other) formalities

Documents and formalities

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

Responsibility: Central (Federal) / Regional (State) Government

Website: http://www.polizei.de/

Description: Web-based online declaration services are introduced in the federal states of Baden-Württemberg, Berlin, Brandenburg, Hamburg, Hessen, Mecklenburg-Vorpommern, Nordrhein Westfalen, Sachsen-Anhalt and Schleswig-Holstein enabling online reporting of crimes and other information.

Housing (building and housing, environment)

Responsibility: Regional Government

Website: N/A

Description: Planning and building permission services are handled by regional (state) governments, some of which have implemented online requests systems.

Passport

Responsibility: Central Government (Federal), Federal Ministry of Foreign Affairs

Website: http://www.auswaertiges-amt.de/

Description: Information and online form that can be filled on screen. Applications must then be submitted to local authorities, or to German consular services for applicants living outside Germany.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: Central Government (Federal), Central Office for the Allocation of University Places (ZVS)

Website: http://www.zvs.de/

Description: Information and online application system.

Public libraries (availability of catalogues, search tools)

Responsibility: Central (Federal) / Regional (State) / Local Government

Website: N/A

Description: Most major public libraries (universities, city libraries, etc.) provide catalogues and search tools on the Internet. In addition, through the new online lending system '*Onleihe*' (unload), introduced in May 2007, library members are also able to borrow various digital media online, including eBooks, digital audio books, music and videos.

Student grants

Responsibility: Central Government (Federal), Federal Ministry for Education and Research and Federal Office of Administration (BVA)

Website: http://www.bafoeg.bmbf.de/

Description: Information and forms to download. Students are entitled to a government study allowance called BAföG, which is equally divided between a scholarship and a long-term, low-interest loan. The allowance declines as student's parents' income rises. The loan part of the BAföG has to be paid back at a later date (through BAföG Online). The scheme is administered by the Federal Office of Administration (BVA) and the Credit Institute for Reconstruction (Kreditanstalt fuer Wiederaufbau - KfW).

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Germany

Website: http://www.euraxess.de/

Description: EURAXESS Germany provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central (Federal) / Regional (State) / Local Government

Website: N/A

Description: Most major public libraries (universities, city libraries, etc.) provide catalogues and search tools on the Internet. In addition, through the new online lending system 'Onleihe' (unload), introduced in May 2007, library members are also able to borrow various digital media online, including eBooks, digital audio books, music and videos.

6. Family

Children

Child allowances

Responsibility: Central Government (Federal), Federal Labour Agency

Website: http://www.arbeitsagentur.de/

Description: Information and forms to download, which can be filled on screen before being printed and sent or delivered to the Labour Office. Child allowances (Kinder geld) are granted for children as a tax refund, in order to meet the constitutional rule that income is not taxable up to a child's subsistence level.

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Regional Government

Website: http://www.handelsregister.de/

Description: Information only. Company registration services are handled by local courts.

Intellectual property rights

Patents

Responsibility: German Patent and Trade Mark Office (DPMA)

Website: http://dpma.de/english/index.html

Description: The German Patent and Trade Mark Office issues its official publications, such as Patentblatt (patent gazette), Markenblatt (trade mark journal) and Designblatt (designs gazette) as well as patent documents and utility model documents exclusively in electronic form. You can conduct online searches for patents, utility models, trade marks and designs and have access to the legal/procedural status registers. You can of course file IP applications online at the DPMA.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government (Federal), Federal Statistical Office

Website: http://w3stat.destatis.de/

Description: Launched in early 2000, the W3Stat system allows businesses to pass on regular information to the Federal Statistics Office via the Internet.

2. VAT and customs

VAT – Basic rules, Cross-border VAT, Check a VAT number (VIES), VAT refunds

VAT: declaration, notification

Responsibility: Federal States' Fiscal Authority (Tax Department)

Website: https://www.elster.de/index.php

Description: The fiscal registration and declaration obligations can largely be fulfilled electronically.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central (Federal) / Regional (State) Government

Website: https://www.elster.de/index.php

Description: ELSTER enables online transmission of corporate tax returns and tax notifications.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government (Federal), Federal Customs Administration

Website: http://www.zoll-d.de/

Description: Information, forms and eServices for customs' operations. An Online Customs Declaration service was launched in 2002, based on the ATLAS system for electronic application, processing, settlement and archiving of essential custom processes.

3. Selling abroad

Competition rules, unfair contract terms, consumer guarantees, defective products

German law

Responsibility: Centre for German Legal Information, Federal Foreign Office

Website: http://www.cgerli.org/

Description: This website offers a comprehensive and freely accessible database of electronic materials on German law. It brings together English translations of court decisions, legislation, articles and other law-related documents scattered over the internet and adds them to our own collection of German legal information.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government (Federal), Federal Insurance Institution for Employees - BFA

Website: http://www.bfa.de/

Description: Information, forms to download and eServices using digital certificates.

5. Product requirements

Chemicals (REACH)

German REACH (Registration, Evaluation, Authorisation and Restriction of Chemicals, EU Regulation no 1907/2006) Helpdesk

Responsibility: Federal Institute for Occupational Safety and Health (BAuA)

Website: http://www.reach-clp-biozid-helpdesk.de/en/Homepage.html

Description: The website (German only) offers ample information and helpdesk contact details to the information centre of the responsible (the Federal Institute for Occupational Safety and Health (BAuA)).

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of the Interior, Federal Procurement Office

Website: http://www.evergabe-online.de/; http://www.kdb.bund.de/

Description: The Federal Government's eProcurement platform, launched in May 2002, enables authorities to publish and notify call for tenders electronically, and bidders to submit offers completely and bindingly over the Internet. This system is the result of the Public Procurement Online (Öffentlicher Eink@uf Online) Programme. This special part of the programme was realised by implementing a Federal eGovernment Shop (*Kaufhaus des Bundes* – KdB). It is an internal system, but public information is available at: www.kdb.bund.de.

7. Environment

EMAS certification, energy labels, eco-design, EU eco-label

Environment-related permits (incl. reporting)

Responsibility: Central Government (Federal), Federal Ministry for Environment, Nature Protection and Nuclear Safety, and Federal Environmental Agency

Website: http://www.bmu.de/; http://www.umweltbundesamt.de/

Description: Case handling, decision and delivery of a standard procedure to obtain an environment-related permit can be treated via eServices.

European Commission

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

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

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