European Commission

WHAT'S INSIDE

eGovernment in Malta

ISA

eGovernment in Malta, February 2016, Edition 18.0

Country Profile

Basic data and indicators

Basic Data

Population (1 000): 429, 344 inhabitants (2015)

GDP at market prices: 8,106 million Euros (2014)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 84 (2014)

GDP growth rate: 4.1% (2014)

Inflation rate: 0.8% (2014)

Unemployment rate: 5.8% (2015)

General government gross debt (Percentage of GDP): 68.3% (2014)

General government deficit/surplus (Percentage of GDP): - 2.1% (2014)

Area: 316 km^2

Capital city: Valletta

Official EU language: Maltese, English

Currency: EUR

Source: Eurostat (last update: 18 January 2016)

Political Structure

Malta – whose territory includes the islands of Malta, Gozo and Comino, and other minor islands – is a **parliamentary republic**. It was a British colony from 1800 until its independence on 21 September 1964. The Republic was proclaimed on 13 December 1974.

Legislative power is held by a unicameral Parliament (House of Representatives), currently made up of 69 members elected for five years. This single member constituency system permits a plurality premium.

The Head of State is the President, who is elected by the House of Representatives for a five-year term and has an essentially ceremonial and symbolic role. Executive power lies with the Prime Minister and his Cabinet. The Prime Minister, appointed by the President for a five-year term, is the leader of the majority party or of a majority coalition in Parliament. Ministers are appointed by the President on the advice of the Prime Minister.

The Constitution of Malta was adopted in 1964 and substantially amended in 1974 and 1987.

Malta became a member of the European Union on 1 May 2004.

Head of State: President Marie Louise Coleiro Preca (since 4 April 2014).

Head of Government: Prime Minister Joseph Muscat (since 11 March 2013).

Information Society Indicators

Generic Indicators

The following graphs present data for the latest Generic Information Society Indicators for Malta 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 Malta
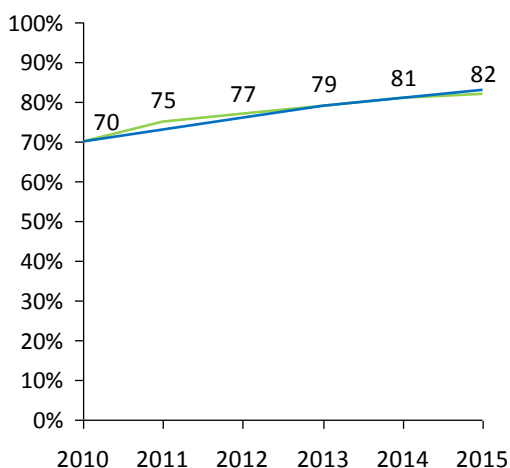
Percentage of enterprises with Internet access in Malta
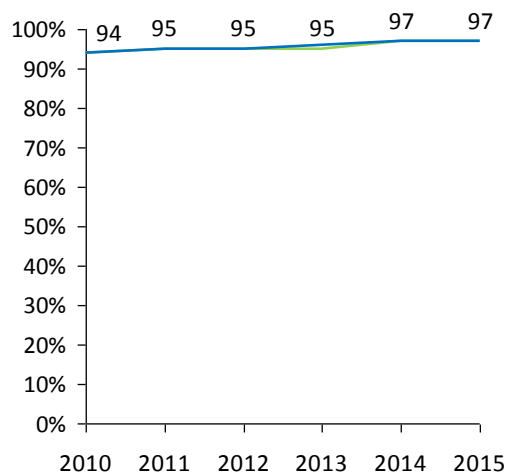
Source: Eurostat Information Society Indicators

Source: Eurostat Information Society Indicators

━━━ Malta
━━━ EU

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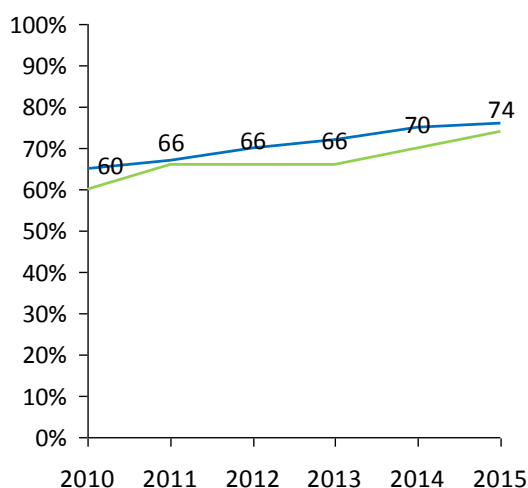
Source: Eurostat Information Society Indicators

Percentage of households with a broadband connection in Malta
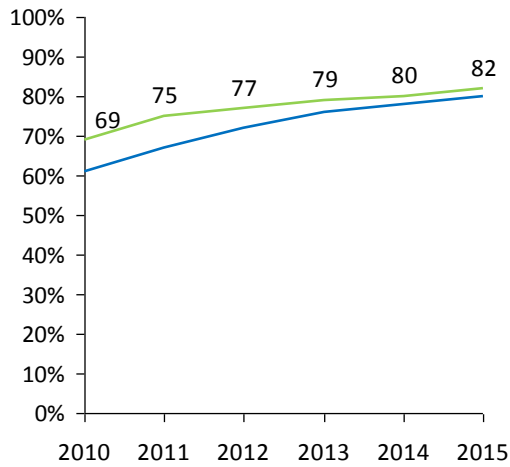
Source : Eurostat Information Society Indicators

Percentage of enterprises with a broadband connection in Malta
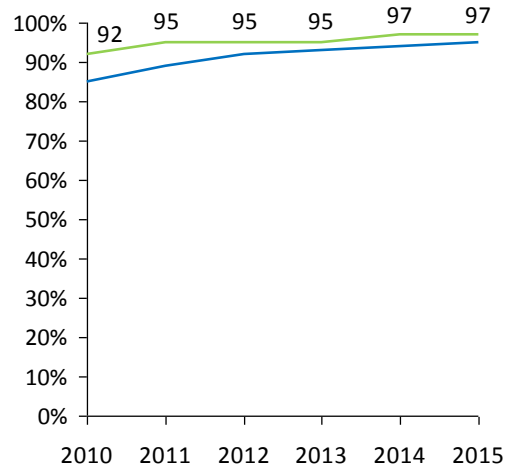
Source: Eurostat Information Society Indicators

— Malta
— EU

Percentage of individuals having purchased/ordered online in the last three months in Malta
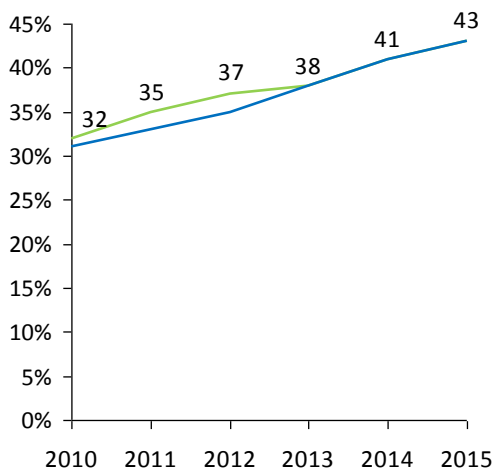
Source: Eurostat Information Society Indicators

Percentage of enterprises having received orders online within the previous year in Malta
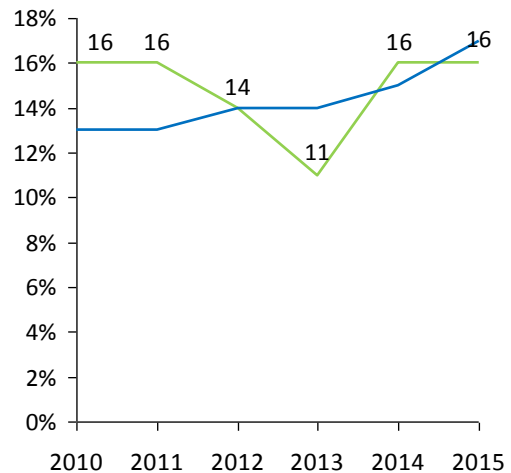
Source: Eurostat Information Society Indicators

eGovernment Indicators

The following graphs present data for the latest eGovernment Indicators for Malta 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 Malta
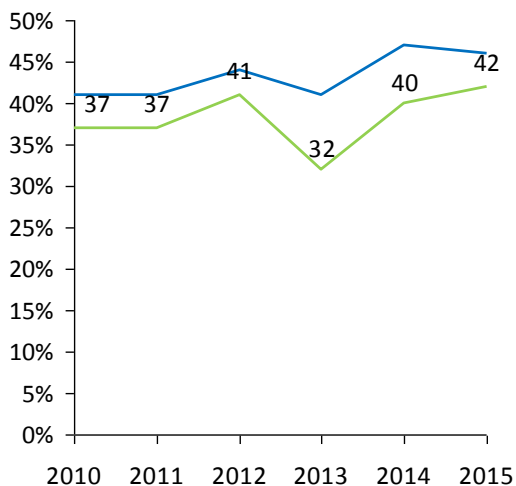
Source: Eurostat Information Society Indicators

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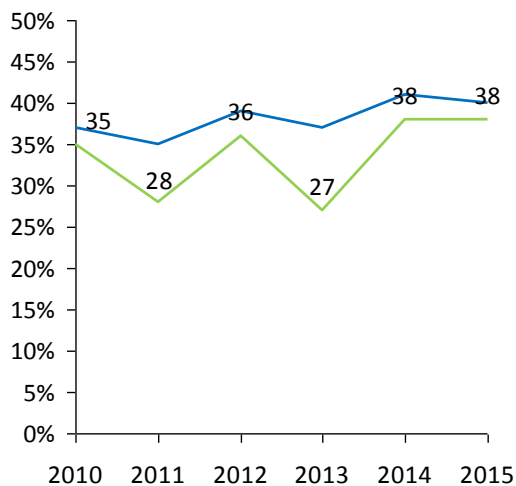
Source: Eurostat Information Society Indicators

——— Malta

——— EU

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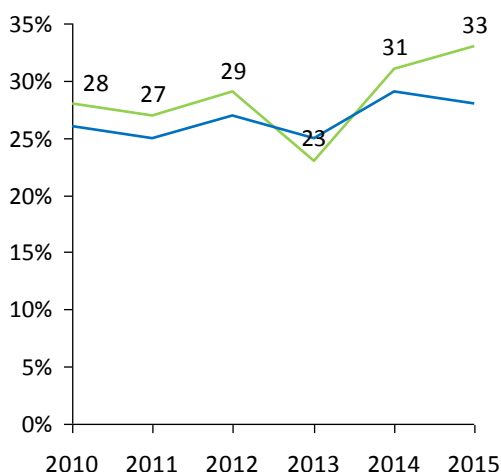
Source: Eurostat Information Society Indicators

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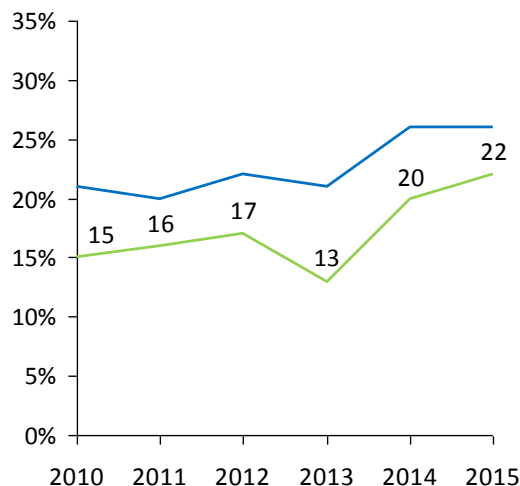
Source: Eurostat Information Society Indicators

eGovernment State of Play

The graph below is the result of the latest <u>eGovernment Benchmark</u>[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 is 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 Malta compared to the EU average score.
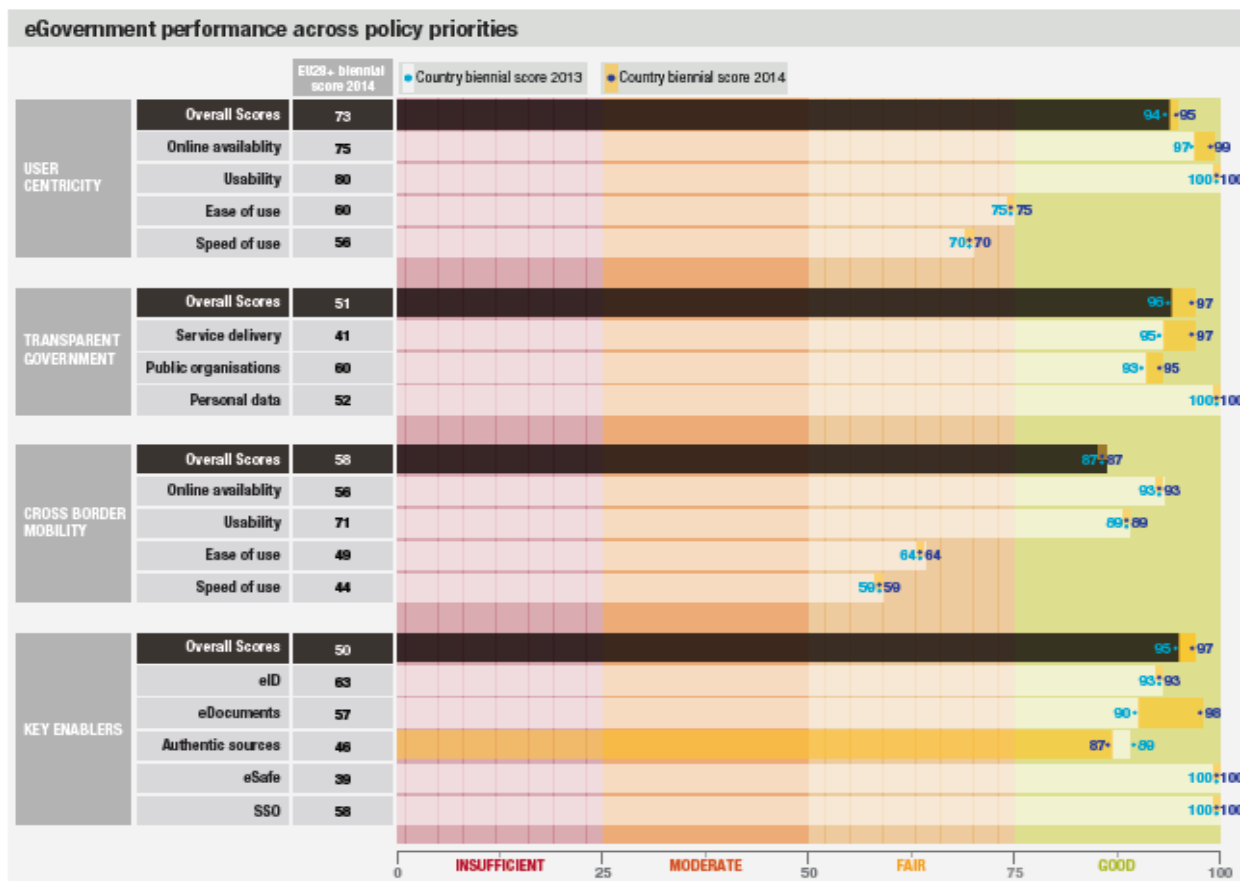
Source: <u>eGovernment Benchmark Report 2015</u>[2] <u>Country Factsheet Malta</u>

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[1] <u>eGovernment Benchmark Insight Report</u>

[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

January 2016

Malta Information Technology Agency (MITA) in collaboration with Heritage Malta, launched a mobile application with various interactive audio visual features to enhance visitors' experience when visiting Tarxien Temples. This will allow visitors to further appreciate the importance of this archaeological site.

The app is essentially a human centred interactive guide that provides information about the site including artefacts found both physically on site or displayed at the National Museum of Archaeology. Visitors can download the free version of the app using title "Tarxien Temples" from Google Play Store and App store. Tarxien Temples App also provides other optional premium features through inapp purchases.

December 2015

The Malta Police Force in collaboration with the Ministry for Home Affairs and National Security deployed a new electronic service that would allow citizens to submit an online request for a Police Conduct Certificate. The electronic identity card is used as a means of authentication.

October 2015

The Courts of Justice launched a new service for legal practitioners (lawyers and legal procurators). As of 1st October 2015, legal practitioners can file cases before the Administrative Review Tribunal online. The tribunal reviews administrative acts and deals with complaints from citizens or companies over decisions taken by the country's public administration. The online services allows legal professionals to upload their scanned documents, and manage the fee payments online.

September 2015

The Customs department deployed a new IT system for the clearance of goods for export. The introduction of this system is in line with Customs 2020 programme which is spearheaded by the European Commission to modernise customs processes and introduce an electronic, paper-free customs environment and streamline customs processes and procedures. The system, which is known as the National Export System (NES), is mobile device friendly and is available to all authorised users.

July 2015

On 29th July 2015, Hon. Dr. Owen Bonnici, Minister for Justice, Culture and Local Government announced the launch of a new electronic service MyActs; i.e. online case management. This electronic service enables citizens to be able to view all the acts that have been presented on their behalf to at all civil courts. The service is available at the portal of the Ministry and has been developed by Malta Information Technology Agency (MITA) and the Courts of Justice officials. In order to access this service, the user needs to use an eID, after which four sections can be accessed:

- Register: with all the names of the parties mentioned in the act, the date when it was presented and other relevant detail;
- The Notification: with information on whether the act has been notified or not; i.e. whether all parties have been notified;
- Lawyers: with information on which lawyer presented the act; and
- Documents: where a scan of the actual act (currently limited to the Magistrate Courts) can be found.

June 2015

In June 2015, under the umbrella of Malta's Public Services Online project, a workshop on guiding and encouraging citizens to use online services was organized by Denmark's Digital Agency and Malta Information Technology Agency (MITA). Around 100 local council representatives participated in this workshop.. MITA believes that the promotion of online government services by local administrations can boost the use of eGovernment services in general. A public awareness campaign was launched in May, using TV, radio, billboards and online tutorials to promote eGovernment services.

Malta has been reconfirmed as leader in the delivery and performance of eGovernment services amongst 33 countries (28 European Union member states together with Iceland, Norway, Serbia, Switzerland and Turkey). The results were published in the eGovernment Benchmark Report 2015 issued by the European Commission. The benchmarking study carried out by Capgemini, IDC, Sogeti and the Politecnico di Milano measures four top-level indicators as well as compares the performance of eGovernment services between the participating countries. As in last year, Malta has again attained an exceptional result by leading in all the top-level indicators and ranking first in the overall results.

May 2015

On 11th May 2015, Malta Information Technology Agency (MITA) Head of Strategy and Business Department Emanuel Darmanin, in the presence of Parliamentary Secretary for Competitiveness and Economic Growth, Hon. Dr. José Herrera, announced the award of two grants of €15,000 to two startups following a competitive call (Start-APP €15K Challenge). The call was organised in line with Government's policy to stimulate innovation and instil an entrepreneurial mind-set among young entrepreneurs. The call requested startups to propose solutions for the resolution of 'pain points' in the area of development planning and cultural heritage using mobile app technology in combination with public data that were made available by the Malta Environment and Planning Authority (MEPA) and Heritage Malta.

March 2015

On 11th March 2015, the Malta Information Technology Agency (MITA) launched a new project – Public Services Online – aimed at enhancing knowledge and take-up of eGovernment services. The project was launched by MITA's Executive Chairman Tony Sultana together

with Parliamentary Secretary for Competitiveness and Economic Growth Hon. Dr. Jose' Herrera and Principal Permanent Secretary Mario Cutajar.

The project, co-financed through the European Social Funds, is being coordinated by MITA together with other stakeholders including CDRT, various Ministries and Digitaliseringsstyrelsen (the Danish Government Digital Agency).

The project is divided into three pillars: 1) Research on why citizens use or do not use eGovernment services and what are the features that they would like to see in such services; 2) Training to various public sector officers who on a daily basis interact with citizens or businesses at their respective ministries or departments. Moreover, a workshop will be organised for key decision makers within Government to discuss the strategy ahead for Government in leveraging technology for simplification of public administration and the provisioning of the next generation of eGovernment services; 3) An awareness campaign on a number of eGovernment services, including tutorials on how to use such services.

February 2015

In February 2015, the Malta Information Technology Agency (MITA) launched a new Strategy that sets the development path for the period between 2015 – 2017. It sets out a vision to transform the Agency into the "Digital Leader for the Government of Malta".

The Strategy establishes how the Agency will become an innovative, agile and open organisation with an empowered workforce. In the next three years, MITA will upgrade its service portfolio and ensure that the services it provides are fit for purpose, flexible, customisable and competitively priced. The Agency will also evolve to keep the pace with the new enterprise ICT landscape of cloud services, mobility, BYOD and social media.

November 2014

The second phase of the online services launched in the previous month by the Hon. Dr. Owen Bonnici, Minister for Justice, Culture and Local Government for the Legal profession was implemented. The new mobile-enabled services provide the possibility for the legal professionals to query Warrant status information, in particular, the status of the notification/execution of Warrants by Court Marshals. Hence the legal professionals are now in a position to keep their clients continuously updated on the legal status of their submissions and to effectively follow through of the proceedings.

October 2014

Hon. Dr. Owen Bonnici, Minister for Justice, Culture and Local Government has launched a new portal for the Legal Profession (justice.gov.mt). Through this new service, the Legal Professionals will have on-line access to a more comprehensive set of court case information. This implementation uses responsive technologies and therefore the service will run equally well on any device (PC, Tablet, Mobile) of legal professionals preference. The 1st Phase (Acts and Warrants management) will be further extended in the next quarter with a comprehensive online case management eService.

The setting up of the Digital Malta Governing Board was announced by Hon. Dr José Herrera, Parliamentary Secretary for Competitiveness and Economic Growth. The Board will provide leadership, mentorship and support to stakeholders in understanding and implementing the Strategy. It will also bring about a coordinated effort across all stakeholders, address any issues, and mitigate risks. Mr. Godfrey Vella, Malta's Digital Champion, was appointed chairperson. The deputy chairperson is Mr. Emanuel Darmanin, head of the Strategy and Planning Department within MITA.

The Hon. Dr Michael Farrugia, Minister for the Family and Social Solidarity has launched a number of electronic services aimed to pursue the goal of a paperless environment within the Ministry. The services include the notification for retirement pension, which is automatically provided to the citizen and which also allows the citizen to submit missing information and documentation to enable the assessment of the retirement pension; the same service is provided for the provision of the widows pension, where the citizen is not required to submit an application; and the online application for a one time grant following marriage.

June 2014

The Hon. Dr. Owen Bonnici, Minister for Justice, Culture and Local Government launched an electronic notification to the legal profession on the status of the service of Court Summons and Court Acts by Marshals (or their agents). This new electronic service will allow lawyers to keep citizens abreast of the status of their case and eliminate the need for manual checks. It is anticipated that this service will be extended directly to the citizen in the near future.

May 2014

The Hon Prime Minister Dr. Joseph Muscat inaugurated the MITA Innovation Hub at Smart City Malta. This is an Internet-enabled office environment which students, web innovators, software developers and start-ups can use to discuss concepts, develop prototypes, and conduct proof-of-concept projects supported by mentors from the industry, as well as by software tools and other resources made available by world players from the ICT industry. The Hub is supported by multinationals HP, IBM and Microsoft.

The European Commission published the e-Government Benchmark Report 2014 that measures the delivery and performance of e-Government services in the 28 European Union member states together with Iceland, Norway, Serbia, Switzerland and Turkey. Malta's performance in the benchmarking exercise has been outstanding, with Malta leading on all top-level indicators across the combined services measured.

March 2014

In March 2014, the Government presented Digital Malta – the National Digital Strategy for 2014-2020. The seven year strategy was launched by Hon Prime Minister Dr. Joseph Muscat in the presence of Parliamentary Secretary for Competitiveness and Economic Growth, Hon. Dr. Edward Zammit Lewis.

Digital Malta puts forward a set of guiding principles and policy actions of how ICT can be used for socio-economic development. It sets out a path how ICT can be applied to different sectors of the economy and society, and how citizens and businesses can benefit from its application. Digital Malta will bring about better employment opportunities, open up new markets for SMEs and encourage a more entrepreneurial and innovative mind-set. It will empower citizens wherever they are and in whatever they are doing, whether at home, at the place of work or during their studies, and while at leisure. Digital Malta also sets out how government can be closer to the citizen through the use of technology and become more efficient in the way public services are delivered.

Hon. Dr. Konrad Mizzi, Minister for Energy and Health, launched an online calculator and a mobile app that will allow consumers to calculate their energy and water consumption based on the new rates that were introduced for families, as from 31st March 2014. The Minister, explained how customers can use the online calculator and mobile app to check the savings made. Consumers have also the facility to make comparisons between the new and the old tariffs.

The Hon. Dr Owen Bonnici, Minister for Justice, Culture and Local Government launched the implementation of a new system that allows for the electronic merger of the Malta and Gozo Court registries. This service now facilitates and expedites the filing of Court Acts across the sister Islands therefore providing a better service to the legal profession.

January 2014

Dr. Godwin Grima, head of the National Identity Management Systems – NIDMS task force said that the government will be taking a gradual approach to renew the Maltese citizens' identity cards and will embark on a mass-rollout exercise in the near future to replace some 320 thousand cards. Dr. Grima said that the new eID Card will have an electronic chip, but emphasized that no confidential data, such as health information, will be stored on it. He said that the "Kartanzjan" card, eligible to citizens over 60 years of age, will be replaced by the new eID Card.

The chip will hold the same biographic data visible on the card and a digital image of the citizen. Additionally, the chip will include a digital certificate for authentication, which will enable the citizen to log on securely to eGovernment services and a qualified digital certificate, which is an enabler for electronic signatures. Both certificates are protected by a personal identification number – PIN.

The IDMO will be accepting applications for Maltese citizens who are either applying for the first time, request to change their identity card details, wish to travel and their identity card is expired, had their card lost or stolen, or turned 16 or 18. The eID Card will be distributed to the citizen's doorstep within 4 working days from registration.

The general public will, as from 2 January 2014, be able to receive a notification from the law courts by SMS if their civil case hearing has been postponed. This system will provide the parties involved in a court case, the opportunity to be notified by SMS in case of a deferral. Parliamentary Secretary for Justice, Hon. Dr. Owen Bonnici said the Government was working to carry out a full reform in court services and the use of Information Technology was an important tool to deliver a better service to the public. Apart from the SMS service, a service where decrees and witness transcripts are sent by email to legal services practitioners is already in place.

In the coming months, the Government is also expected to introduce new facilities to present judicial writs in either Malta or Gozo, irrespectively whether the case will be heard in either a Maltese or Gozitan courtroom, access for legal practitioners to their judicial acts and proceedings and a full scanning of all civil case documents so that these are accessible to legal services practitioners.

November 2013

Earlier this year, the University of Malta (UOM), through its IT services arm approached MITA with a proposal for Internet services for the State Schools. The UOM has its own dedicated International Internet Bandwidth provisioning service through GEANT, a pan-European research and educational network that interconnects Europe's National Research and Education Networks (NRENs). The GEANT network also has a gateway to the "commodity" Internet; hence it is effectively a proper Internet provisioning service.

The GEANT network is funded through an EU programme and therefore can be provided at extremely advantageous rates.
Through this network, MITA was able to provide a 200Mbit Internet service to the State Schools at far cheaper rates than before.

The tender for the provision of Government Internet service was awarded. The Government's aggregate Internet bandwidth will increase from 80Mbps to 125Mbps. The bandwidth will be apportioned between e-government services, corporate services provision such as webmail

and VPN, Internet browsing, embassies and client dedicated bandwidth such the IACS system.

September 2013

In conjunction with the Ministry for Health, the Malta Information Technology Agency (MITA) have completed the implementation of The Smart Open Services for European Patients (epSOS) project on the 24 September 2013. epSOS is Europe's flagship eHealth record interoperability project cofounded by the European Commission and its partners. It lays the essential foundation for the implementation of EU Directive 2011/24 on Cross-Border Health Care as it will deliver cross border eHealth services with respect to Patient Summary and ePrescriptions.

August 2013

The Malta Information Technology Agency (MITA) published the web interface (http://sdi.data.gov.mt/sdi) and public web services for discovery, view and download of an initial small number of environmental datasets required to implement the immediate components of a National Spatial Data Infrastructure. The work being done is part of the INSPIRE directive.

June 2013

The Minister for Justice the Hon. Dr. Owen Bonnici together with the Parliamentary Secretary for Competitiveness and Growth Hon. Dr. Edward Zammit Lewis announced a new project for the use of those who resort to the Small Claims Tribunal. The service presented today consists of four electronic forms that one can use to record small claims below the value of € 3,494.06. A person will be able to open the proceedings online and even see at what stage of the process the trial is at. Any part of the process can also be done manually.

Dr Bonnici said this was the first step to bring the judicial system closer to the people, adding that he hoped more such services will be available in the months and the years ahead.

Dr Zammit Lewis said technology was the most important pillar to eradicate bureaucracy and how this system, created by the Malta Information Technology Agency in conjunction with the Law Courts, was making it easier to file a small claim.

May 2013

The European Commission (EC) has released a summary of the 2013 eGovernment Benchmarking Report which measures public sector performance in the deployment of eGovernment in European Union member states together with Croatia, Iceland, Norway, Switzerland and Turkey. The report highlights Malta's extraordinary results in terms of eGovernment. Malta is the best performing country amongst those measured and has obtained first place in eGovernment Maturity in all the measured Life Events, Cross Border Mobility and Transparent Government. Furthermore, Malta reached 1st place in the mystery shopper measurement of User Centric Government and attained 4th in Effective Government and 2nd in Key enablers, which further shows Malta's commitment towards providing a top quality online Government service.

The Hon. Dr. Edward Zammit Lewis commissioned the Malta Information Technology Agency (MITA) to jointly with other entities begin to draw up a forward looking National Strategy for the Digital Economy that together with other horizontal and vertical strategies and plans can create and improve Malta's digital sector. The main objectives of the National ICT Strategy

are for citizens, businesses and government to use technology to improve the quality of life and to create value-adding jobs. The strategy will address Malta's needs to harness the power of ICT to move into fifth gear and become an innovative economy. Importantly, the strategy will align itself with the Digital Agenda for Europe and the EU programming period 2014-2020.

2012

On 1st October - Uptime Institute, the global data centre authority, announced that the Malta Government's new data centre has been awarded its Tier III Certification of Constructed Facility. Only the fifth such certification in Western Europe, this award demonstrates that the facility has attained high standards while providing a balance between performance, resource capacity and flexibility.

MITA-01 is one of only 34 data centres worldwide that have been certified to reach the Tier III Facility Certification which verifies that each and every component within The Malta Information Technology Agency's (MITA) data centre, MITA-01, can be maintained, replaced or upgraded without disrupting the service. While the centre may still be susceptible to faults, the site infrastructure is designed for a speedy recovery.

On August 2012, the Office of the Prime Minister together with the Department of Information and the Malta Information Technology Agency has launched the new [official Government Portal](). The new portal brings about a new rich user experience, throughout. The change starts with a fresh look that, for the first time ever, gives eGovernment a brand of its own which has started to apply across the main components of the portfolio. A common look and feel is what was required to the service portfolio so that users can navigate seamlessly through Government websites, finding that the next step the users need to do comes naturally.

The main portal itself is the starting point for citizens and businesses, to whatever is needed to look up or need to do. The main menu comprises Government matters (e.g. Your Government Administration, Press Releases), Services and Information from government departments and entities, a Life Events section – which presents information and links to services which are needed at specific important stages of a citizens life (e.g. Pregnancy and Birth, Looking for a Job), introduction of online Communities because of the value of promoting people sharing information and building upon the experiences of others and finally about Malta.

Furthermore, the Department of Information website has now been integrated into the new gov.mt. Information issued by the Department from August 2012 will now be available here.

On July 2012, the Hon Austin Gatt, Minister for Infrastructure, Transport and Communications announced that after a week-long audit and several rigorous tests, the new Government data centre in Santa Venera, MITA-01, has successfully attained the prestigious Tier III Facility certification by Uptime Institute.

Dr. Godwin Grima, Chairman of MITA, said that ICT has become an indispensable backbone within the public sector and has changed the manner in which public services are delivered to citizens and businesses. "As a result MITA has changed too; from an IT provider to public administration to an Agency with a wider remit to invest and promote ICT to reach the best possible levels in the Maltese society and economy." Dr. Grima also said that to achieve this mandate requires the private industry to be considered as partners in the development of the ICT programme.

On 12 April 2012 a recent shift of eGovernment services through its new platform 'eForms' primarily aiming to streamline eservices is announced. Juan Borg Manduca, the chief officer for information systems and transformation at the Malta Information Technology Agency (MITA) mentions that the main shift in the platform is one from technology to process providing a consistent and personalised experience delivered through the user's channel of

choice. He continues that "the new platform ensures that more services cost less, whilst still keeping a very high quality. The approach will also "engage people to talk to the government with the aim of understanding how to make services better, and measuring success which will translate into Malta retaining its place at the top of the European ranks".

2011

On 30 November 2011, the Hon Minister Austin Gatt launched the Next Generation eGovernment. This is considered to be the evolution of Government's electronic services with the main aim of promoting citizen centricity. The next generation of eGovernment will give citizens and business greater transparency, more personalized services, more influence over service design and delivery and a greater level of trust. All information will also be presented clearly and if the service you wish requires the inputs of several entities within Government, you simply need to apply once and your process goes from one entity to the next automatically. Citizens will also be able to see the progress and status of their form in real time.

MITA Chairman, Claudio Grech, said that the next generation eGovernment will truly provide citizen-centric services which will fundamentally transform customer experience and also deliver seamless, cross border and pan-European services. "A major breakthrough from the conventional eGovernment is that with the new platform, all Government entities will be able to effectively deploy services as they need them in a short time. We want to reach a stage where all services offered by Government will be available electronically through a self-service window," added Mr. Grech. The rapid, just-in-time deployment of services is possible through the eForms (electronic forms) technology which allows entities to utilise a centralised library by which they can create their own forms without always having to go through MITA. However, the central governance of standards and administration of forms will still be handled by MITA to ensure high quality and secure services.

The new services are available on www.forms.mygov.mt.

The Director General of the Department of Contracts at Malta's Finance Ministry announces that the first fully-electronic tenders (eTenders) are published in the Government Gazette of 4 October 2011; these eTenders are available from Malta's new [Electronic Public Procurement System](). This step will fully modernise and simplify the way in which public procurement is carried out. In addition to receiving notifications on new tendering opportunities and being able to obtain tender documents online, economic operators will now also be able to compile their tender bid electronically, and submit their offer online. The new eTendering system will assist prospective tenderers in compiling their offer, which will reduce to a great extent the risk of incorrect or missing information.

On 30 November 2011, Austin Gatt, the Minister for Infrastructure, Transport and Communications and, Claudio Grech, MITA Chairman officially launch a new Corporate Data Centre in St. Venera – a total investment of € 7 million, aiming at bolstering the hosting space required for the broad portfolio of existing and upcoming ICT projects which the Government intends kick off in the next few years. The new Data Centre will support the two existing hosting data centres, namely the one close to MITA's Head Office and the one in Mater Dei hospital. The new Data Centre extends itself over an area of 2 490 m, whilst the offices occupy 1 592 m. Its design was inspired from computer elements such as circuit boards and flow diagrams, and the design of the new facade reflects the dynamism and futuristic outlook of the IT world. A total of 7 000 m of copper cabling and 8 000 m of fibre cabling have been laid out. The energy will be supplied by two substations within the actual centre whilst two generators will serve as backup. Photo-voltaic panels of 20KW have also been installed on the centre's roof. The centre is equipped to manage over 28 000 users, 450 terabytes of storage place and has the capability of managing 16 000 accounts handling a million emails every day. MITA-01 – the name of the new Data Centre - will adhere to TIER III Site Specification which is based on the Telecommunications Industry Association (TIA) TIA-942 standards. MITA-01 will also draw strong consideration on energy use in an attempt

to become more environmentally friendly, placing it in line with the EU Code of Conduct on Data Centres.

On *13 August 2011*, it is announced that according to two online surveys 86 % of users are satisfied with the level of service they receive from Maltese eGovernment services. The 'eGovernment General Survey' and the 'eGovernment User Satisfaction' surveys were conducted online by the Malta Information Technology Agency (MITA) during 2010. The principal findings of the surveys include that 86 % find eGovernment services helpful, that 54 % use the Internet to communicate with the Government and that eGovernment makes mandatory tasks, such as paying taxes or renewing driving licenses, easier to carry out (76 %). Furthermore, 63 % see service improvements through eGovernment, whilst 54 % find eGovernment to deliver cheaper and more efficient services.

On 24 June 2011, the Maltese Government launches the eProcurement solution which will facilitate its transition to online procurement. The product supports the full process of public procurement, from the publishing stage to the award and execution of contracts. The eProcurement solution will enable tender bids to be submitted securely online and provide new functions such as 'reverse auctions' where bidders compete to offer the lowest price. These solutions have been proven to result in better value for governments. Aside from the benefits in cost and time savings, the solution will also generate increased competition as now foreign suppliers will also be able to keep track of what the Maltese Government is procuring. The European Commission (EC) is placing a lot of importance on procurement and when more countries adopt similar online solutions, local industry players will also have the opportunity to participate in the procurements of other Member States.

In April 2011, it is announced that Maltese Government **tender documents** will be available for purchase only through the website of the [Department of Contracts](#). Organisations must be registered in order to participate in the public procurement process and thus make use of this service. Registration is free, without any commitment, and even though it is subject to a verification process, accounts are usually activated within a day. Maltese organisations must obtain their electronic ID (eID) and subscribe to the Department of Contract's eServices through the Government of Malta's [MyGov portal](#). Foreign organisations can continue registering on the Department of Contract's website.

At the end of February 2011, Malta's governmental Information Technology Agency (MITA) integrates in its website a section that will provide information on **open source software** to the country's public administrations. The main goal of this new section is to raise awareness and facilitate understanding on this type of software. The section further focuses on the benefits of open source, including reliability, choice, innovation, security and price. Apart from introducing this type of software, the new section - found under 'publications' on the web site's main menu - contains articles on open source, links to the government's open source policy, to the European Union Public License (EUPL) and the General Public License (GPL) and to Malta's open source communities. It also reviews open source.

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

Current eGovernment status

Malta has been in the forefront in the provision of user-centric online public services for both citizens and businesses. The focus of the eGovernment unit is now to bring all the Government of Malta online services together in one simple and seamless framework.

The national portal 'Gov.mt' is the central source for all citizen services and governmental information, across the board, whilst the BusinessFirst is the national portal for businesses. The government plans to implement an aggressive eGovernment programme geared at transforming public services into catalysts of a more competitive economy for Malta. The main **targets** are enlisted in the Digital Malta Strategy (2014-2020).

Digital Malta (2014 -2020)

Digital Malta is the national ICT strategy for the years 2014-2020. It aims to provide a vision for the country to prosper as a digitally enabled nation in all sectors of society.

The core principles underpinning the implementation of the Digital Malta vision are:

▸ Ensuring all citizens are offered the possibility to benefit from ICT as a fundamental right.
▸ Advocating proactive leadership, and delivering programmes that meet needs.
▸ Supporting national priorities in line with government policy, the National Reform Programme and the EU obligations.
▸ Engaging the private sector as an important player in the delivery of the Strategy.
▸ Optimising value and accountability.
▸ Ensuring collaboration between stakeholders to make the best use of national strategic information assets, encourage synergies and minimise fragmentation.
▸ Encouraging a more-environmentally friendly society through greener procurement, implementation and application of ICT.
▸ Supporting and enabling Research and Innovation (R&I) in identified areas of strength, capability and centres of excellence (smart specialisation).
▸ Adopting an open and experimental mind-set, capitalising on lessons learned from success stories and respecting best practices and international standards.
▸ Maximising opportunities from multiple funding sources, including European and international funding programmes and the private sector.

Building on past and present successes, the strategy will, above all, focus on the challenges needed to take up to address the gaps towards becoming a universally digitised society. From the citizen's perspective this will translate in enhancing their digital capability to better and more efficiently access healthcare and social services, connect the elderly and socially excluded, improve education for all, and create higher-quality jobs. From an economic perspective digital competence and specialist ICT skills need to be widened, and national policy and strategies adjusted, to strengthen Malta's workforce and make its businesses more innovative and competitive.

Within this context, The Strategy outlines three strategic themes:

▸ Digital Citizen
▸ Digital Business
▸ Digital Government

The above themes are supported by three strategic enablers:

- ‣ Regulation and Legislation
- ‣ Infrastructure
- ‣ Human Capital

In support of this transformation, the goals are that ICT becomes the underlying infrastructure and driver behind every economic activity. ICT should make public administration more responsive, use of natural resources more sustainable, the legal and regulatory environment more business-friendly, and the SME and NGO communities more connected. Above all ICT should become an empowering tool for young entrepreneurs and a major source of impetus for the creation of more jobs and growth by Malta's key and emerging economic sectors.

The [Ministry for the Economy, Investment and Small Business](#) (MEIB) is responsible for the implementation of a Digital Economy for Malta, and has the overall governance of the eGovernment vision, strategy and associated programmes. The Ministry provides leadership and has ultimate responsibility for the successful delivery of the ICT programme.

The implementation of a Digital Economy requires the involvement and collaboration of various key players and entities. Amongst these, the Malta Communications Authority (MCA) and the Malta Information Technology Agency (MITA) are considered to be main actors.

Malta Information Technology Agency (MITA) Strategy (2015 – 2017)

MITA launched [a new Strategy](#) that sets the development path for the period between 2015 and 2017. It sets out a vision to transform the Agency into "the Digital Leader for the Government of Malta." This is a bold but realistic vision.

The Strategy establishes how the Agency needs to become an innovative, agile and open organisation with an empowered workforce. In the next three years, MITA will upgrade its service portfolio and ensure that the services it provides are fit for purpose, flexible, customisable and competitively priced. The Agency will also evolve to keep the pace with the new enterprise ICT landscape of cloud services, mobility, BYOD and social media.

The Strategy is comprehensive and contributes directly towards achieving EU targets that are established in the Digital Agenda for Europe and national targets set in the Digital Malta Strategy. It identifies 40 actions, grouped under 5 strategic themes: 'An Agile and Pro-active Agency'; 'ICT Policy, Strategy & Governance'; 'Information Technology Services'; 'Information Systems'; and 'Application and Take-up of ICTs'. These actions ensure that MITA delivers best value for the taxpayer and that government continues to implement new ways of doing business more efficiently through ICT and at the same time reducing the total cost of ownership.

National Cyber Security Strategy Green Paper 2015

Information and Communications Technology are a key investment for the Malta's economic well-being. The key aim of the national cyber security strategy is to safeguard one of Malta's key economic pillars using a holistic and methodological approach on an ongoing basis. The [Green Paper for a National Cyber Security Strategy](#) has been therefore prepared to gather feedback and consultation on a national scale. The paper proposed a way forward as based on key goals and measures that need to be focused on.

In order to ensure strategic direction within the paper, six goals are proposed:

1. **Establishment of a governance framework**
2. **Combat on cyber crime**
3. **Strengthening of the national cyber defence**
4. **Secure cyberspace**
5. **Cyber security Awareness and Education**

6. National and International Cooperation

The exercise of the paper is to ultimately launch the National Cyber Security Strategy that shall be periodically reviewed so as to ensure its alignment with the evolving cyber security risks, realities and maturity of cyber security capabilities on the domestic front. As a results of the Strategy, two key strategic outcomes are expected:

➢ Defending and protecting the national information infrastructure from cyber treats; and
➢ Ensuring the security, safety and protection of users of cyber space.

Information Security Policy

On 22nd April 2015, the Information Security Policy of the Government of Malta was published and will become effective on 22nd April 2016 with possibility of adoption before the date of effectiveness. The policy is applicable to all of the Public Sector as in line with the ICT Governance Framework (GMICT X 0004-1). The key purpose of the policy is to enable the public sector to uphold information security in alignment to the ISO 27001:2013 (Information Technology – Security techniques – Code of practise for information in security management). The items under scope of the policy are following:

o ICT devices and media use in the Public Sector;
o Systems used to maintain and process government data;
o Auditing of solutions containing and/or transmitting production data;
o Electronic representations of data, including Data Definitions and program logic; and
o Classified Data throughout an ICT Solution's lifecycle.

The full version of the Information Security Policy can be accessed here.

Previous eGovernment Strategies

MITA's Strategic Plan (2009 - 2012)

The strategy targets are to be materialised through the implementation of Malta Information Technology Agency's Strategic Plan 2009-2012. The new ICT strategy focuses on five strategic **priorities**.

▶ **SP1:** To lead ICT strategy development and drive the deployment of an effective ICT Governance Framework within the public sector.
▶ **SP2:** To deliver and sustain a robust, resilient and secure ICT infrastructure and IT services to Government.
▶ **SP3:** To transform public service delivery through the application of ICTs.
▶ **SP4:** To enable the growth of the knowledge economy through the engendering of a life-long ICT learning framework.
▶ **SP5:** To deliver quality of life improvements through innovative citizen-centric application of ICTs.

Out of these five strategic priorities, eGovernment is specifically treated in the 3rd pillar, while it is also served by a parameter of the 5th pillar. In more detail, the MITA includes in its ICT strategy the following **objectives** with clear reference to eGovernment:

▶ Design, develop and operate a state-of-the-art next-generation eGovernment platform based on open technologies, serving as a unique user experience, pan-European and single point of contact for all online public services.
▶ Retrofit all current eGovernment services into the new eGovernment platform to enhance the consolidation effect of having a single point of contact for citizens' access to online public services.

▶ Develop a secure, scalable and open technological layer to enable trusted third parties to integrate their electronic services with the facilities offered by the next generation eGovernment platform.

▶ Establish a Government-to-Business (G2B) variant of the eGovernment platform intended to aggregate, consolidate and simplify government-related administrative services, processes, notifications and procedures that businesses need to use in their relations with the Government.

▶ Develop and deploy an eProcurement system, allowing the local and EU-based commercial community to be in a position to be alerted on public procurement processes and also to submit their tenders electronically.

▶ Develop a policy framework and implement a mechanism to enrol and enable trusted third party individuals and organisations to serve as 'Agents' for the delivery of over-the-counter public services through the use of the agent-enabling capability eGovernment platform.

▶ Develop an open platform to serve as a tool for the proliferation of electronic services aimed at encouraging and facilitating citizen participation in government-led consultative processes.

National ICT Strategy for Malta (2008 - 2010)

The National ICT Strategy for Malta 2008-2010 was launched in December 2007, under the heading 'Malta: The Smart Island'. The strategy built upon the achievements of the previous ICT Strategy 2004-2006. The Smart Island Strategy seeks to address proactively the major challenges which the country's development in this sector shall inevitably face. The Smart Island strategy is a complex web of inter-wined initiatives constructed through a simple traditional 'hub-and-spoke' model. It is based upon seven inter-related strategic **streams**:

▶ Create a robust ICT Environment and next generation infrastructure;
▶ Provide a connected society - bridging the last and the new miles;
▶ Develop human potential into a smart workforce;
▶ Put an "e" to everything - enhancing citizens' quality of life through ICTs;
▶ Reinvent Government - transformation and open Government;
▶ Take Care of (e) Business;
▶ Develop a world - leading ICT industry.

These streams were structured according to five strategic **parameters** serving as the policy boundaries that determine the strategy's mapping:

▶ **Three landscape determinants:** The 'Smart Island' is moulded on four major directional waypoints which define the landscape of the national information society and economy against the backdrop of the global and European contexts.

▶ **Smart City Malta:** It will re-define the relevance of the information economy in Malta and will serve both as an enabler for the attainment of the ICT services hub vision and as a motivational driver for the development of our human resources.

▶ **360-degree approach:** The 'Smart Island' strategy is a national strategy, thus it was developed through a '360-degree approach' through which the interests and objectives of the wider information society and economy have been prioritised.

▶ **Based on leading international practice:** The strategy has been developed, based on the lines of the best international practice available in the ICT sector.

▶ Result-not textbook-driven: The 'Smart Island' is neither built on textbook strategies, nor on stock processes. It is built on the critical mass of the experience of the multiple stakeholders.

Local Electronic Policy (2002 - 2004)

To extend the development of eGovernment to the local government level, a Local Councils Electronic Policy was adopted, in early 2002, on the basis of an agreement between the Government agencies (the eMalta Commission and the Department of Local Councils) and the Local Councils. The partnership aimed at empowering Local Councils rendering **centres** of **ICT-excellence** in their locality and playing a primary part in the following four **areas**: Social inclusion and digital divide; Best value service delivery satellite; Champion eDemocracy; and ICT take-up.

The partnership has five elementary **principles**, which will serve as the fundamental pillars for building a sustainable long-term relationship to offer the best levels of service delivery to the public.

▸ **Principle 1** - Local Councils at the core of eGovernment
▸ **Principle 2** - Use ICT to provide the best tailor-made services for residents
▸ **Principle 3** - Foster eDemocracy and citizen participation
▸ **Principle 4** - Position Local Councils as centres of ICT-dissemination
▸ **Principle 5** - Local Councils to progress at their own pace.

The partnership is the forerunner of the Agents Framework that will see eGovernment delivered through single points of contact which are closer to the end-user. The Local Councils remain important focal points in this respect. The private sector has joined this network of intermediaries that use the electronic services to deliver important public services packaged with their commercial services - at no additional cost to the Government or the Citizens/Businesses.

The 'Smart Island' strategy will see e-Agents becoming primarily important for the modernisation of the Public Administration so that the investment put into eGovernment can be opened to trusted third parties (including Local Councils, NGOs, professionals, etc.) in order to deliver all public services directly to their clients.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation

Current status

There is currently no overall eGovernment legislation in Malta. The most relevant sections of the legislation and the public services directives that constitute the **eGovernment regulatory framework** are (you may view further details below in this section):

‣ Sub-title V - Computer-misuse act of the Criminal Code (Chapter 9 of the Laws of Malta)
‣ Data Protection Act (Chapter 440 of the Laws of Malta)
‣ Electronic commerce act (Chapter 426 of the Laws of Malta)
‣ Electronic Communications Act (Chapter 399 of the Laws of Malta)
‣ Electronic Communications (Income Tax) Regulations (Subsidiary Legislation 372.23)
‣ OPM Circular No 15_2007 - Usage of Electronic Identity Management Tools
‣ Directive 3.1 amending the Public Administration Act – Elimination of requirement to produce civil status certificates
‣ ICT Governance Framework. Important parts of the framework are related to the traditional definition of eGovernment: Website Policy; Website Directive; Website Content and Presentation Standard; Website Accessibility Standard; Website Security Standard; Website Taxonomy Standard; Electronic Payment Service Policy; Mobile Messaging Service Policy.

Freedom of Information Legislation

Freedom of Information Act (2008)

The Act's aim is to establish a right to information held by public authorities to promote added transparency and accountability in government. Specifically, the Freedom of Information Act aims to grant citizens more rights in accessing information held by the government. The law draws upon elements of similar acts established in other countries. The Government of Malta published in the summer of 2009 Law Number 218, which was a commencement notice that paved the way for the Maltese Freedom of Information Act 2008 to come fully into force on 1 August 2010. The commencement notice establishes the Information and Data Protections Commissioner as the regulatory body (change of name and extended responsibilities), and furthermore gives all public sector bodies (including local government) one year to prepare and publish the information asset lists, as defined by the Freedom of Information Act 2008.

Data Protection/Privacy Legislation

Data Protection Act (2001)

The Data Protection Act was passed on 14 December 2001 and came fully into force in July 2003. It was introduced in order to render Maltese law compatible with EU Data Protection Directive (95/46/EC), even though Malta had not yet been an EU Member State at that time. It outlines principles of **'good information handling'** to guarantee the protection of personal information. Data controllers, such as educational institutions, employers and banks, are obliged to inform individuals of the reasons for collecting information about them. Furthermore, individuals are to be assured that the data collected will not be used for any other reason than that specified by the data controller and are granted rights of access to

the personal information held by the data controller. The Act provides grounds for processing "personal data" but makes special provision for processing "sensitive personal data". In fact, as a general rule there is a prohibition to process "sensitive personal data" and in view of such prohibition, the Act provides very specific circumstances under which such "sensitive personal data" may be processed.

eCommerce Legislation

Electronic Commerce Act (2001)

The Electronic Commerce Act, established fundamental principles for the legal recognition of electronic transactions. It transposed into Maltese law the EU Directive 1999/93/EC on a Community framework for electronic signatures. It thus establishes the regulatory framework for the provision of signature certification and intermediary services. The Act also defines the 'electronic signature' verbatim from the directive, as data in electronic form which is attached to, incorporated in or logically associated with other electronic data while serving as a method of authentication.

The Act also makes provision for: the legal validity of electronic communications and transactions; the legal framework for the formation of electronic contracts; a method for determining the time and place of dispatch and receipt of electronic communications; the regulatory framework for the provision of signature certification and intermediary services; and exemptions from liability of intermediary service providers.

The competent authority appointed to enforce issues relating to the Electronic Commerce Act, is the Malta Communications Authority (MCA).

eCommunications Legislation

Electronic Communications (Regulation) Act (2004)

In September 2004, the Electronic Communications (Regulation) Act was published in the Government Gazette of Malta (no. 17 652) together with a number of associated acts amending and partially repealing previous telecommunications and related legislation, as well as previously applicable secondary regulations.

This legislative change transposed into Maltese law the EU regulatory framework for electronic communications, namely: Directive 2002/21/EC ('Framework' Directive); Directive 2002/20/EC ('Authorisation' Directive); Directive 2002/19/EC (Access and interconnection Directive); 2002/22/EC ('Universal service and user's rights Directive); and certain provisions of Directive 2002/58/EC ('ePrivacy' Directive) falling within the remit of the MCA. The Maltese law incorporating the electronic communications framework, also includes the revised framework of 2009, which had to be implemented by 2011 by all EU Member States.

eProcurement Legislation

Public Procurement Regulations (2010)

The revised Public Procurement Regulations came into force on 1 June 2010. The Regulations set the rules for awarding public contracts. Specific rules apply depending on the value and nature (whether works, supplies or services) of the public contract. The law provides for recourse to the Public Contracts Review Board against an award of a public contract by a contracting authority. Decisions of the Public Contracts Review Board Decision may even be challenged in front of a Court of Appeal.

The Regulations also include provisions on the use of **eAuctions** and the **Dynamic Purchasing System**.

Re-use of Public Sector Information (PSI)

Re-use of Public Sector Information Order

Legal Notice 20 of 2007, Re-Use of Public Sector Information Order, 2007, issued under the European Union Act (Chapter 460 of the Laws of Malta), transposes into Maltese law the general principles governing the re-use of public sector information, in line with the provisions of the relevant EU Directive 2003/98/EC on the re-use of public section information.

By virtue of this law, public sector bodies shall allow the re-use of public sector information whether by another public sector body, a person or legal entity for a purpose other than the initial purpose for which the document /information was produced in view of the public task of the public sector entity that generated the document.

As opposed to the right of access granted under Freedom of Information (FOI) legislation, public sector information (PSI) re-use is rather linked to copyright and licensing.

eGovernment Actors

Main roles and responsibilities

National eGovernment

eGovernment in Malta falls under the remit of the Ministry for the Economy, Investment and Small Business. The development and implementation of eGovernment policy is coordinated centrally. The strategy is developed with broad stakeholder involvement; services are delivered through a mix of in-house and trusted third parties serving as service-delivery agents and implementation is done in a decentralised manner through Ministerial Chief Information Officers (CIOs).

Policy/Strategy

Malta Information Technology Agency (MITA)

MITA, which falls under the remit of the Ministry for the Economy, Investment, and Small Business was set up in July 2008. MITA is the central driver of Government's Information and Communications Technology (ICT) policy, programmes and initiatives in Malta. MITA's role is to deliver and implement the assigned programmes as set out in the Digital Malta National ICT Strategy 2014 - 2020, and as directed by the Minister for the Economy, Investment and Small Business from time to time. MITA manages the implementation of IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA is also responsible to propagate further use of ICT in society and economy and to promote and deliver programmes to enhance ICT education and the use of ICT as a learning tool.

Coordination

Malta Information Technology Agency (MITA)

The MITA serves as the central driver and coordinator of the ICT policy in Malta by becoming the means through which the Government determines its ICT priorities. Thus, MITA prioritises national ICT targets, and embraces open standards and technologies as a matter of policy. Its main strategic goals are to deliver and manage the execution of all programmes, to serve as the central driver of information and communication technology policy, programmes and initiatives in Malta, to promote and deliver programmes aimed at enhancing ICT education and the use of ICT as a learning tool, and to proliferate the further application of information and communication technologies in society and the economy.

The Agency is dedicated in assisting the Government in transforming technological innovations into real business solutions. Its unique approach combines an innovative array of ICT and project management services with focused delivery capabilities using tried and tested methodologies to help fulfil Government's strategies and projects and maximise the benefits of investment in technology.

Ministry for the Economy, Investment and Small Business

The Ministry for the Economy, Investment and Small Business coordinates the development and implementation of eGovernment policy in the sense that both Malta Information Technology Agency (MITA) and Malta Communications Authority (MCA), the two eGovernment executive agencies, fall under the Ministry's merit, which sometimes intervenes in the coordination process.

Digital Malta Governing Board

The Digital Malta Governing Board will allow for strong governance which will support the leaders. The Governing Board is entrusted to enable management of the dependencies and interactions between players and mitigate the risks associated with adopting different policies and implementing various actions. The Governing Board, represents the primary stakeholders and reports to the Parliamentary Secretary responsible for Competitiveness and Economic growth.

Implementation

Malta Information Technology Agency (MITA)

MITA implements IT programmes in Government to enhance public service delivery and provides the infrastructure needed to execute ICT services to Government. MITA officially took over the operations of MITTS Ltd, with an extended role to cover projects and services on a national scale. MITA shall, therefore, continue to excel in providing ICT infrastructure and services, professional project management and consulting services to the Government.

Malta Communications Authority (MCA)

Since July 2008, the MCA is responsible for the direct implementation of the actions to upgrade Malta's external ICT environment, to eliminate the digital divide and to promote eCommerce. The Malta Communications Authority (MCA) is placed under the leadership of the MEIB. The work undertaken by MCA is resulting in the better use of resources and in obtaining more effective results.

Technology Direction & eGovernment Department, MITA

The Technology Direction and eGovernment Department within the Malta Information Technology Agency (MITA) is responsible for the overall core Technology strategy and direction, Corporate eGovernment, Identity Management, Enterprise collaboration and specialised / research projects.

Programme Management Department, MITA

The Programme Management Department within the Malta Information Technology Agency (MITA) is responsible for the implementation of different strategic sections within Government, mainly Taxation, Customs, Social Security, Police, Justice, Agriculture, Transport, Health and Education.

Support

Malta Communications Authority (MCA)

The MCA is the statutory body responsible for the regulation of the electronic communications sector (telecommunications, radio communications and broadcasting transmission), eCommerce, eSignatures, eInclusion, eBusiness and the postal sector. The MCA's mission, mandate and functions derive from the Malta Communications Authority Act (Cap 418). The MCA is the National Regulatory Authority (NRA) for these sectors in accordance with EU law which is subsequently transposed into Maltese legislation.

Management Efficiency Unit (Better Regulation Unit)

The Management Efficiency Unit, under which the Better Regulation Unit operates constitutes a separate organisational entity within the Office of the Prime Minister and is primarily tasked with assisting Government Ministries and Departments in the development and implementation of effective change management strategies intended to lead to the improvement of the Government Services. The Unit is also responsible for formulating and coordinating Malta's National Reform Programme within the relaunched Lisbon Strategy, Better Regulation, and Schengen project management. It works closely with the public

administration to ensure that Better Regulation principles and procedures are applied consistently throughout the Public Sector.

Malta's **Better Regulation Strategy** aims to ensure that all public entities take measures to:

▶ continue simplifying and improving existing regulation;
▶ ensure the better design of new regulation;
▶ reinforce the value that regulation should not only be effective but also proportionate;
▶ ensure that the effort is sustained in the long-term;
▶ design and apply better regulation tools and good practice; and
▶ promote a cultural change.

Department of Information

The Department of Information manages the Government portal and the Public Service intranet.

Audit/Assurance

National Audit Office of Malta

The National Audit Office's mandate consists in the full annual financial and compliance audit of all Government Offices and other public entities. Its mandate was extended to cover independent advisory and investigative powers, the examination of any financial matter concerning the use of public funds, and the performance/value for money evaluation audits of Government Offices, public entities and businesses where the Government constitutes a majority shareholder.

Data Protection

Office of the Information and Data Protection Commissioner

The Office of the Information and Data Protection Commissioner is tasked with ensuring the respect of the individual's right to privacy with regard to personal information and the enforcement of the relevant legislation in the field.

Malta Communications Authority (MCA)

The MCA is the National Regulatory Authority for electronic communications, eCommerce and the postal sector, in accordance with EU law which is subsequently transposed into Maltese legislation. Among the Acts implemented by the MCA is the signature certification of service providers, as defined in the Electronic Commerce Act (Cap 426).

Regional & Local eGovernment

Policy/Strategy

Local Councils

The Government considers Local Government as a kingpin in the attainment of the first class information society in Malta. In view of this, it established in early 2002 a Local Council Electronic Policy aimed at offering accessibility to technology and service delivery via the front offices of Local Councils. The policy was planned to be implemented through a partnership between the Government and the Local Councils, whereby Councils opting to participate in this initiative shall be granted a series of benefits related to the proliferation of the information society.

Coordination

Department for Local Government

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administration management. It also acts as a stimulant to the devolution and decentralisation processes. Furthermore, it now serves as a regulatory mechanism for Local Councils' operations.

Implementation

Local Councils

Local Councils implement eGovernment projects falling within their jurisdiction.

Support

Department for Local Government

The Department for Local Government ensures that Local Councils have the legislative authority to respond to local needs and offers administrative support along with statutory funding to 68 Local Councils. It also acts as a stimulant to the devolution and decentralisation processes.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment

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Head of eGovernment

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eGovernment executives

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Source: http://mita.gov.mt/en/

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

'www.gov.mt' portal

The Government of Malta's portal is at the same time an institutional site and the **official gateway** to **electronic public services**. It provides access to information, as well as to a number of interactive and transactional services. An A to Z list of Government services can be accessed through the portal. The eGovernment services online are divided into **different clusters and Life Events**. The underlying idea of service clusters is a technique used to bundle government services according to the needs of specific citizen groups / events. Within these links, citizens will find government services structured around their needs, regardless of the Government Department they are located within.

'www.mygov.mt' portal

'mygov.mt' is a web portal where citizens and businesses are able to access Government's services available on the Internet in a **secure** and **integrated** manner. The portal uses a process that allows citizens to log in only once, through a **single-sign on facility**, in order to access all these services. The eID offers a simple method of identification and authentication to access the 'mygov.mt' services via a computer, from one's home, office or Local Council. Furthermore, it is free of charge and available to all ID Card holders, while it does not expire. 'myGov.mt' also provides functionality to citizens who appoint a person of their trust to manage by proxy their eGovernment services. This function is called 'delegation' and the only requirements are that both persons (both in possession of an eID) agree on this arrangement and that the person acting by proxy is acceptable to the Service Provider.

[eForms portal](eForms)

Another key component in implementing eGovernment, has been the setting up of the eForms platform which enables citizens to electronically submit applications related to Government services. The forms are produced on top of a workflow engine, meaning that information can be collected once at source, and be able to reduce the administrative burden by electronically distributing the forms within Government, tracking progress and informing the applicant accordingly. This platform is also integrated with the government payment gateway, thus ensuring that services can be rapidly developed and deployed to also cater for the financial aspect in a transaction.

Data Protection portal

This portal, which came to operation in February 2006, enables citizens to access data protection services online.

Judiciary of Malta portal

The portal of the Judiciary of Malta was launched in October 2009, with the view to provide the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in. In addition, it offers a latest news section and an insight on the history of the Maltese Judiciary and the important judgements that have taken place. The vision of eGovernment is to continuously enhance its services through the application of various technologies.

The web portal, launched in 2009, aims at empowering the role of local councils and assisting citizens in easily accessing the councils' services. The main objectives for the creation of this web portal are to encourage local councils to effectively interact with the community in general and to provide international users with a valuable tool allowing them to better understand the geo-cultural composition of the Maltese Islands, with their different specificities that prevail in each locality. The portal also promotes the advantages of standardisation, opening the channels of locality-based prioritisation and differentiation.

Servizz.gov website

Through this website, citizens can submit **queries**, **suggestions** and **complaints** to public entities regarding the services they offer. Public entities include all Government Departments, Local Councils, as well as Authorities and Public Corporations (e.g. Planning Authority, Enemalta Corporation, Water Services Corporation). An electronic system that links all these entities was created, so that every case can be processed and investigated in the most efficient manner.

Networks

New Generation Networks (NGNs)

The government's plan is to facilitate the implementation of new generation networks (NGNs) and make sure that Malta will not lag back in rendering accessible this technology to all Maltese citizens, possibly taking advantage of the small size of the country and introducing this technology throughout Malta before other countries. Government is working to improve the administrative process which the operators have to pass through in order to introduce new networks. Furthermore, the Government is looking for methods that could help fibre technology arrive to homes and businesses fast. The strategy of technological information aimed to have connected 20 % of Maltese homes with new generation networks by the end of 2010.

In July 2008, the Ministry of Infrastructure, Transport and Communication launched a Green Paper on Next Generation Networks in the National Consultation Council. The Green Paper, which focused on fibre technology, exposed all the factors to be addressed by Government and the private sector. This is because the experience gained in other countries showed that the contribution of Government is greater when it encourages fibre-to-the-home (FTTH) projects.

MAGNET

'MAGNET' was implemented in 1995 as the Maltese Government Network connects all Government Ministries, Departments and Agencies, as well as Local Councils, Schools, Police Stations, Libraries, Hospitals, Health Centres, Social Services offices and Embassies. This network has enabled the Government to **proliferate IT** and **information society applications** such as email, the Internet, and corporate applications like the Common Database (CdB) and the Departmental Accounting System (DAS), to help facilitate and improve the efficiency of the Public Service. The availability of this network also enabled the Government to launch its eGovernment services. A new network, 'MAGNET II', was launched in July 2005 and partly replaced 'MAGNET'. This **new state-of-the-art network** presents a number of benefits for users compared with its predecessor. In particular, 'MAGNET II' has provided **enhanced bandwidth** per site, offered **better reliability** through strict service level agreements (SLAs), guaranteed 99.8 % minimum site availability, fully secure through extensive encryption.

Another major benefit of 'MAGNET II' is the network's ability to transport **Voice over IP (VoIP)** calls efficiently and effectively between all connected organisations. A **Government-wide intranet** is available to all entities connected to the network. Named 'Malta Public Service Intranet', it allows document exchange and sharing across Ministries and Departments.

eIdentification/eAuthentication

National Identity Management System (NIDMS)

The existing National Identity Management System aims to support the **core identity management processes** including the issuance of electronic identity cards (eID Card), ePassports, biometric visas and residence permits. The Government operates a number of identity management systems, the most important of which being: core database systems, electronic identity (e-ID) infrastructure, an electoral system, a national identity card system and the passport system. However, it should be noted that these and other disparate information systems are not entirely interoperable.

Electronic Identity (e-ID)

In March 2004, the Maltese Government launched its **'Electronic Identity'**; a **secure key network** that enables citizens to access a number of interactive and transactional eServices requiring strong identification such as VAT, tax and company-related services, as well as social services, online passport requests and online ePayment Gateway. The Electronic Identity is based on the internationally recognised four-tier security model. As of March 2007, the eID had already been implemented and launched up to the second level. The third level, which consists of a **soft PKI digital certificate**, has been implemented as well.

The eID offers a simple method of identification and authentication to access the eGovernment services provided on the **'mygov.mt'** portal. The eID number and password are used to log in, whereas the PIN activation code is used to sign for the first time into 'mygov.mt', to activate one's eID account. The PIN number will be again needed when applying for a **digital certificate** to be able to access the highly sensitive eGovernment services (e.g. submission of VAT or income tax return). Downloading such digital certificate is **optional** and depends on whether the user intends to make use of the sensitive services in question. It is to be noted that the eID is **free of charge**, available to all ID Card holders and it does not expire.

Electronic Identity Cards (e-ID Card)

The e-ID Card is an identity card which in addition to the traditional identification features also includes an electronic component which allows the citizen to access an array of electronic services provided by the Government and other third parties.

Maltese nationals who are 14 years of age and older are entitled to an e-ID Card. The electronic features of the card shall be made available to all card holders with one exception, the signature certificate shall be available to citizens who are 18 years and older.

Residents who are not Maltese nationals, but who are eligible for a residence document or residence permit will have, through such electronic documents, the same e-ID features as the e-ID Card. Specifically, EU nationals, spouses of EU nationals and regular third country nationals residing in Malta have the same e-ID features and accesses as Maltese nationals.

The electronic chip of the e-ID card holds the same biographic data that is visible on the face of the card, including a digital image of the citizen. The chip includes also two digital certificates for authentication and signatures, and applications for ticketing and electronic purse.

The digital certificate for 'authentication' enables the citizen to log in securely to the eGovernment services. The digital certificate for 'signatures' is an enabler for electronic signatures. These are qualified certificates under the eCommerce Act and the electronic signature will be equivalent to a hand-written signature. Both certificates are protected by different Personal Identification Numbers (PINs).

The e-ID Card can be used by the citizens to access securely their health information through the eGovernment services, but does not hold any sensitive health data on itself. No fingerprint biometric data is held on the e-ID Card and it does not replace the Voting document issued by the Electoral Commission.

ePassports

Malta's new upgraded ePassport system with Extended Access Control (EAC) capability went live in June 2010. This new solution delivers a higher level of security and access control, in accordance with EU regulation for all Schengen Member States with the addition of a second biometric - two fingerprints - to the data already stored on the chip. Its delivery is a key milestone in the Government's ongoing strategic identity management plan. Fully integrated with Malta's existing National Identity Management System (NIDMS), EAC capability has initially been launched in Malta and Gozo and then rolled out across all embassy sites.

The issuance of biometric passports initially began, in October 2008 by the Maltese Passports Office. On the occasion of their launch, Minister for Infrastructure, Transport and Communications, Austin Gatt, explained that the new passports contain the same information as the old ones, but the **information** is held in a **more secure manner**, in a chip embedded in the document. In the future, the chip is also planned to carry an image of the holder's fingerprint.

eProcurement

Electronic Public Procurement System (ePPS) platform

The eProcurement Solution procured by the Government of Malta is the ePPS (electronic Public Procurement System) platform which is supplied by European Dynamics S.A. The platform was launched in July 2011 to facilitate the Maltese Government's transition to online procurement, covering the full lifecycle of public procurement, from the publishing stage to award and execution of contracts. The Solution constitutes an eProcurement platform, comprising a core and a number of eProcurement-specific services, offering several parameterisation capabilities for meeting the exact needs of a Purchasing Authority.

The eProcurement solution will enable actual tender bids to be submitted securely online as well as new possibilities such as 'reverse auctions' where bidders compete to offer the lowest price. Initially the platform will be used by the Department of Contracts and the Malta Information Technology Agency (MITA). In the future, it is to become accessible to the private sector as well, which will enable businesses to start submitting bids online.

Department of Contracts portal

This portal is aimed at reducing the effort and time involved in the procurement process of tenders issued by the Department of Contracts. It is aimed at providing a user-friendly, efficient and effective platform for bidders by using the capabilities of the Internet to provide **interactive information** with document downloading capabilities, payment online, search functions, as well as an email and SMS alert service for bidders.

Numerous functionalities are available for bidders. The most important ones allow bidders to: be alert with new calls for tender that may be of interest to them; preview the entire tender document before purchasing/downloading the actual tender document; register one's attendance to site visits/clarification meetings; view schedules and summary of tenders

received online and be alerted with developments in the adjudication process. Maltese individuals and organisations have to register at the portal through the national eID framework. Foreign bidders need to register themselves and their respective organisations directly from the portal.

Knowledge Management

First Initiatives -The Malta Public Service Intranet: Servizz.gov

Launched in April 2003, the 'Malta Public Service Intranet': Servizz.gov is a partnership between Central Government, Local Councils and other Government Entities. These three service providers collaborate to offer a free of charge, one-stop shop that offers all public services online.

Further Steps for Creating a Government-wide Knowledge Management Framework

The Malta Information Technology Agency's Strategic Plan 2009 - 2012 envisages the establishment of a knowledge-management function for IT-and IS-related matters in government, encouraging the sharing of information, best practices, research and related materials to enhance the knowledge and appreciation of decision-makers on the respective subjects. According to the goals set out in Strategic Priority 1, which plans to drive the deployment of an effective ICT Governance Framework within the public sector, Malta is about to adopt and disseminate international best practice in matters related to effective ICT Governance through knowledge management and other educational techniques.

Other Infrastructure

ePayment

ePayment gateway

The **eGovernment electronic payment gateway** is part of the horizontal infrastructure supporting the Maltese eGovernment. It complements the eID framework in providing a layer for the development of eServices to both Citizens and Businesses. When the first payment gateway was launched in 2003, the number of transactions reached approximately 7600 during the course of the year. In 2007, this amount had already reached about a quarter of a million and the system was completely redeveloped with the new Government Payment Gateway going live in October 2008. According to 2015 figures, the payment gateway handles around € 75m per year. The setup offers stability and security. Its contracted availability is 99.9 % per month and the average processing time for a transaction is 2.5 seconds.

eServices development & deployment framework

'eForms' platform

The 'eForms' platform intends to enable Government to rapidly develop and deploy eServices and to tie these into one framework to manage the entire portfolio of public services. An electronic form process may start directly from the 'eForms' platform or through any Government web application using friendly URLs. To keep the integrity of filed documents, all the information within the form, attachments, workflows and transaction are managed and stored within eForms. At the end of the transaction, the content of the form can be supplied electronically to a Service Provider. The platform provides tools for converting the form information to a long term storage format such as PDF/A for records management

purposes and to integrate with external systems. This enables a more intelligent input validation, form pre-filling and triggering of external processes. The 'eForms' platform is designed to uniquely combine content, process and connectivity to automate and streamline most records-based activities, eliminate unnecessary end user participation and enforce compliance.

'myAlerts' service

As part of the eGovernment strategy to enhance citizen communication with the Government, the service provides timely notifications and alerts to citizens on their services of interest through multiple delivery channels. The 'my Alerts' service provides citizens with a one-stop shop to all notifications by email and SMS provided by eGovernment services, allowing citizens to be notified on various Governmental services instantly. The 'my Alerts' service will also provide citizens with news regarding ongoing and new eGovernment initiatives. With the substantial increase in eGovernment services in the past years (now approximately reaching 80 eServices), the government also includes User Satisfaction Surveys to analyse citizens' perception on general and specific eGovernment Services.

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. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility:	Central Government, Ministry for Home Affairs and National Security – Maltese Passport Office
Website:	http://www.passaporti.gov.mt/
Description:	The website of the Ministry for Home Affairs and National Security provides all the information required to assist a Maltese citizen to acquire a Maltese passport, while forms may also be downloaded in PDF format.

Money and charges

Customs Electronic System (CES)

Responsibility:	Department of Customs, Central government
Website:	https://customs.gov.mt/
Description:	Customs Electronic System (CES) of Malta is composed of the following online services that enable customs-related services online: Import System, National Export System (NES), Excise Movement Control System, SD External and Manifest system.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices

Responsibility: Central Government, Employment and Training Corporation (ETC)

Website: http://www.etc.gov.mt/; http://www.gov.mt/

Description: The Employment and Training Corporation (ETC) offers job recruitment related services to employers and job seekers. The service enables job seekers to use a search facility for jobs; to submit CV and online applications and receive electronic alerts for vacancies that match a particular profile.

Professional qualifications

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

Responsibility: Ministry for Justice, Culture and Local Government

Website: http://www.justiceservices.gov.mt/

Description: The 'laws of Malta' website is one of the services offered by the Ministry for Justice, Culture and Local Government. This service brings together a collection of all the Laws of Malta, including the Constitution, the Statute Law Revision Act, 1980 and subsidiary legislation. The service is free of charge, has unlimited use and presents no fees whatsoever to download copies of all the Laws of Malta in pdf format.

Taxes, unemployment and benefits

Unemployment benefits

Responsibility: N/A

Website: N/A

Description: In Malta, there is no need to apply for unemployment benefits as these are automatically received by those who register as unemployed with the ETC. Yet, the services provided by ETC are extensive and available online.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Inland Revenue Malta

Website: http://www.ird.gov.mt/; http://www.gov.mt/

Description: Individual taxpayers may submit their Income Tax Return, view their Tax Statements, Income Tax Return Status and to make Income Tax Payments over the Internet. Continuous business process re-engineering has, however, almost eliminated the need for employees to complete a tax declaration since this is deducted at source by the employer.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry for Transport and Infrastructure, Transport Malta

Website: http://www.licenzji-tas-sewqan.gov.mt; http://www.transport.gov.mt/, http://www.mti.gov.mt

Description: In 2008, the Transport Malta launched this service to allow for an electronic intake, the application of driving licenses and international driving permits.

Registration

Car registration (new, used, imported cars)

Responsibility:	Central Government, Ministry for Transport and Infrastructure, Transport Malta
Website:	http://www.vehicleregistration.gov.mt; http://www.transport.gov.mt/; http://www.mti.gov.mt
Description:	This service allows for end-to-end transparent car (and applicable registration tax) valuation and direct online registrations of new, used and imported cars. The obligatory license plate and road license can be applied and paid online through this website.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility:	Central Government, Office of the Prime Minister, Department of Information
Website:	http://www.changeaddress.gov.mt/
Description:	The web portal 'Moving Home' facilitates the notification process when a person or a business organisation relocates to a new address or when the road numbering scheme changes. The user selects entities that s/he wishes to notify.

Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry for Home Affairs and National Security, Public Registry
Website:	http://www.certifikati.gov.mt/
Description:	The Certificates' portal provides the information needed to obtain a civil status certificate based upon the records of the Public Registry. Certificates of birth, marriage and death may be ordered and payment be affected online.

Criminal Record Certificate

Responsibility:	Central Government, Malta Police Force
Website:	https://www.gov.mt/en/Services-And-Information/eforms
Description:	Maltese citizens can obtain a Conduct Certificate by calling personally at the Criminal Records Office at the Police General Headquarters in Floriana or else proceed to fill in this electronic form.

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

Responsibility:	Central Government, Malta Police Force
Website:	http://www.pulizija.gov.mt/
Description:	The Police portal allows citizens to submit reports on crimes and incidents to the Malta Police Force. The website states the nature of crimes and incidents that may be reported, as well as the limits on monetary value of the crime or incident that may be made online. Citizens may also submit information on non-urgent criminal activities, or any other public safety concerns.

Housing (building and housing, environment)

Responsibility: Central Government, Malta Environment and Planning Authority

Website: http://www.mepa.gov.mt/

Description: Malta Environment & Planning Authority's eApplications was a European eGovernment Awards finalist in 2007. It is a building and renovation permission case handling tool, offering: (1) online application submission and payment; (2) digital case and file handling; (3) documentation for viewing by the applicant.

Passport

Responsibility: Central Government, Ministry for Home Affairs and National Security – Maltese Passport Office

Website: http://www.passaporti.gov.mt/

Description: The website of the Ministry for Home Affairs and National Security provides all the information required to assist a Maltese citizen to acquire a Maltese passport, while forms may also be downloaded in PDF format.

5. Education and youth

School, university

Enrolment in higher education/university

Responsibility: University of Malta

Website: https://esims.um.edu.mt/esims/ipp/appindex.html

Description: The University started to accept online applications for all its courses in the academic year 2007-2008. The full case-handling system (called eSIMS) allows the application to be submitted, processed, and the decision and delivery of the notification to the student to be completely handled electronically.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Education and Employment, Libraries & Archives Department

Website: http://opac.library.gov.mt/; http://www.libraries-archives.gov.mt/

Description: The Public Libraries' website contains the Libraries Online Catalogue which may be accessed by users from the link in the 'Catalogues' menu of the homepage. A title may be searched and a list of libraries from where it can be loaned is provided.

Student grants (Student Finance)

Responsibility: Central Government, Ministry of Education and Employment

Website: /http://www.education.gov.mt/

Description: The service provides information on grants' eligibility and a list of authorised dealers. Applications are fully handled by electronic means.

Traineeship, volunteering

Internships, summer internships, traineeships

Responsibility: Central government, The Ministry for Education and Employment

Website: http://www.youth.org.mt/?

Description: Youth Employment Portal (EYP) provides information and guidance for the youth in regard to the job search and employability and has been specifically designed for the needs of the young jobseeker (16 to 24 years of age). If you are a youth registered on the website, you can upload your CV and apply for jobs directly through this website. By being registered on this website you can also make an appointment online with guidance professionals, youth workers or psychologists.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Malta

Website: http://www.euraxess.org.mt/

Description: EURAXESS Malta 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.

Research funding support

Responsibility: N/A

Website: https://foreignaffairs.gov.mt/

Description: Most scholarship opportunities are published by the Ministry of Foreign Affairs.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Education and Employment, Libraries & Archives Department

Website: http://opac.library.gov.mt/; http://www.libraries-archives.gov.mt/

Description: The Public Libraries' website contains the Libraries Online Catalogue which may be accessed by users from the link in the 'Catalogues' menu of the homepage. A title may be searched and a list of libraries from where it can be loaned is provided.

6. Health

Planned and unplanned healthcare

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

Responsibility: Central Government, Ministry for Energy and Health

Website: http://www.ehealth.gov.mt/

Description: The eHealth portal allows the citizen to use a large number of health-related services such as Registration as a Blood Donor, the lodging of a complaint related to public-health and information on the roster of pharmacies open on Sundays and Public Holidays. The portal also has a vast patient electronic library (A.D.A.M.) with varied health-related information. Users in general can apply for the European health insurance card.

myHealth portal

Responsibility: Ministry of Health

Website: https://myhealth.gov.mt/

Description: Patients and the doctors they choose can access health data through this site. The following data becomes can be accessed: Mater Dei Hospital (MDH) Case Summaries (inpatient discharge letters from 2008 onwards), Current Pharmacy of your Choice medicines entitlement, Lab results and medical image reports (Biochemistry, Haematology, and Immunology. Toxicology from 2008 onwards; Microbiology, Virology, Blood Bank, Histology and Cytology from December 2012 onwards), and future outpatient / clinic appointments at Government Hospitals (as supplied by the Patient Administration System).

When living abroad

Healthcare abroad

Responsibility: Ministry of Health

Website: https://www.gov.mt/en/Services-And-Information/eforms/

Description: The purpose of the EHIC is to facilitate access to medical care during the holder's temporary stay in another Member State, and to speed up reimbursement of the costs incurred. The European Health Insurance Card (EHIC) is free and can be request online as an eService. Alternatively the form can be downloaded from the portal to be send by post, or found at the Entitlement Unit and any Local Council to be filled it.

7. Family

Children, couples

Child allowances

Responsibility: Central Government, Ministry of Education and Employment

Website: http://www.socialpolicy.gov.mt(Direct link to eSocial Service Page)

Description: The portal of the Ministry, responsible for Social Policy, offers a wide and varied list of social security services online, including the ability to register for Children's Allowance.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry for Home Affairs and National Security, Public Registry

Website: http://www.certifikati.gov.mt/

Description: The Certificates' portal provides the information needed to obtain a civil status certificate based upon the records of the Public Registry. Certificates of birth, marriage and death may be ordered and payment be affected online. #

8. Consumers

Shopping (your rights), unfair treatment

Judiciary of Malta

Responsibility: The Judiciary of Malta

Website: http://www.judiciarymalta.gov.mt/home?l=1

Description: The portal of the Judiciary of Malta was launched in October 2009, with the view to provide the public with extensive information resources on the Maltese Judicial System, the Judiciary, the Judges and Magistrates, as well as the courts they sit in.

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. **Finance and funding**
7. **Public contracts**
8. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Malta Financial Services Authority

Website: http://registry.mfsa.com.mt/

Description: The Malta Financial Services Authority (MFSA) houses the Registry of Companies where all commercial partnerships including companies are registered irrespective of the type of activities that they carry out.

Business Advisory Services

Responsibility: Malta Enterprise

Website: http://www.maltaenterprise.com/en/support/business-advisory-services

Description: The business advisory scheme is designed to provide business undertakings operating in Malta with advisory services that suit their specific circumstances. A range of business advisors services are available and every effort is made to match the right advisor to the specific needs of the applicant. An application form and incentive guidelines are available for download from the portal of Malta Enterprise.

Business Support

Responsibility: Malta Enterprise

Website: http://www.maltaenterprise.com/en/support

Description: Malta Enterprise provides incentives for foreign direct investors and local enterprises demonstrating commitment towards growth and increase in value added and employment. Support measures for enterprises, application forms and other relevant information is enlisted on the portal of Malta Enterprise.

Intellectual property rights

Intellectual Property

Responsibility: The Industrial Property Registrations Directorate (IPRD) at the Commerce Department

Website: https://commerce.gov.mt/en/Industrial_Property/

Description: Information on the intellectual property related processes in Malta is freely available at the web portal of the Commerce Department of Maltese government. Several online services are available on the portal in regards to the registration, renewal and other intellectual property related services.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Statistics Office

Website: http://www.nso.gov.mt/

Description: The National Statistics Office main portal publishes information related to statistical exercises. All questionnaires required are available to download from the main menu.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, VAT Department

Website: http://www.vat.gov.mt/

Description: Businesses need to be registered and issued with a VAT registration number. Information on the submission's case handling is available on a 24x7 basis.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Inland Revenue Malta

Website: http://www.ird.gov.mt/

Description: The portal is used by tax practitioners who are engaged to complete corporate tax returns, providing information on the submission's case handling on a 24x7 basis.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance

Website: http://www.ces.gov.mt/

Description: The online services provided by Customs are intended for traders of goods. The site offers three main functions allowing businesses to make declaration of imports and exports removing the need of referring to the Customs Department.

3. Selling abroad

Providing services abroad, distance selling, importing/exporting rules

Gateway to Export

Responsibility: Business First Malta

Website: http://www.maltaenterprise.com/en/business/assistance/gateway-to-export

Description: This initiative aims to encourage micro and small enterprises assess whether they are ready to venture into new markets through their exports. Enterprises enrolled in this programme will earn the skills, know-how and confidence to excel in the international marketplace. Online process is required to register as initially the interested enterprises are to follow an online export assessment questionnaire to help gauge their export readiness.

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

Maltese legislation online

Responsibility: Ministry for Justice, Culture and Local Government

Website: http://www.justiceservices.gov.mt/

Description: The 'laws of Malta' website is one of the services offered by the Ministry for Justice, Culture and Local Government. This service brings together a collection of all the Laws of Malta, including the Constitution, the Statute Law Revision Act, 1980 and subsidiary legislation. The service is free of charge, has unlimited use and presents no fees whatsoever to download copies of all the Laws of Malta in pdf format.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Inland Revenue Malta

Website: http://www.ird.gov.mt/

Description: Through this portal, employers submit a declaration of Social Security Contributions and a declaration of the Income Tax collected from employees' salaries online.

Health and safety

Occupational Health and Safety Authority (OHSA) portal

Responsibility: Occupational Health and Safety Authority

Website: http://ohsa.org.mt/

Description: The website of the Occupational Health and Safety Authority contains all necessary information in regards to the safety and health at work.

5. Product requirements

CE marking, mutual recognition, standardisation in Europe, classification, labelling, packaging

Commercial and industrial norms

Responsibility: N/A

Website: http://businessfirst.com.mt/

Description: Several licenses procedures are available as an online service on the web portal of the Business First.

Chemicals (REACH)

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

Responsibility: Malta Competition and Consumer Affairs Authority

Website: http://mccaa.org.mt/en/reach

Description: The website of Malta Competition and Consumer Affairs Authority offers ample information particularly in regards to the REACH chemicals, as well as contact details to the helpdesk if further information is needed, however no eService is available.

6. Finance and funding

Access to funding, EU funding programmes

Investment Tax Aid Credits

Responsibility: Malta Enterprise

Website: http://www.maltaenterprise.com/

Description: Investment Aid Tax Credits are intended to sustain the regional industrial and economic development of Malta. This measure facilitates initial investments by encouraging the setting up of new establishments and the expansion and development of existing businesses. An application form and incentive guidelines are available for download from the portal of Malta Enterprise. Only electronically filled in applications are accepted.

Micro Invest

Responsibility: Malta Enterprise

Website: http://www.maltaenterprise.com/

Description: Investment Aid Tax Credits are intended to sustain the regional industrial and economic development of Malta. This measure facilitates initial investments by encouraging the setting up of new establishments and the expansion and development of existing businesses. An application form and incentive guidelines are available for download from the portal of Malta Enterprise. Only electronically filled in applications are accepted.

7. Public contracts

Rules and procedures, tools and databases, reporting irregularities [46]

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Finance, Department of Contracts

Website: https://www.etenders.gov.mt

Description: The website is dedicated to eProcurement by Public Service entities of IT desktop equipment. Purchasing Officers from public entities connected to Government's network use it to request quotations for IT desktop equipment.

8. Environment

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

Environment-related permits (incl. reporting)

Responsibility: Central Government, Malta Environment and Planning Authority (MEPA)

Website: http://www.mepa.gov.mt/

Description: The authority is responsible for environmental planning and this portal together with the eApplications tool provide a complete suite of information, online applications, digital file handling, documentation and a fully GIS-enabled map server.

An action supported by ISA

This action is supported by ISA, the European Commission's programme for interoperability solutions for European public administrations.

Why ISA?

Administrative procedures have the reputation of being lengthy, time-consuming and costly.

Electronic collaboration between public administrations can make these procedures quicker, simpler and cheaper for all parties concerned, in particular when transactions need to be carried out cross-border and/or cross-sector.

ISA supports this type of electronic collaboration.

With more than 40 actions it provides tools, services and frameworks for the modernisation of public administrations in Europe, across e-borders and sectors.

More on the programme:

http://ec.europa.eu/isa/

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