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Catalogue of eGovernment applications:

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EXECUTIVE SUMMARY

This catalogue of eGovernment applications is deliverable D3.1 of the European Commission funded CLARITY project (Champion eGovernment applications to increase trust, accountability and transparency in public services). It forms part of Task T3.1 - Current and emerging eGovernment applications in Europe and Task 3.2: eGovernment applications outside Europe. The catalogue examines and presents current and emerging eGovernment applications in Europe and third countries in the four public sector areas that are the focus of CLARITY: General practice health, local government services, small business and self-employed and disability services. The catalogue has an entry for each EU member state which, in addition to listing eGovernment applications and services, outlines the broader context of the country’s eGovernment strategy, key policy documents and the legal framework within which eGovernment operates.

For each application listed, an emphasis has been placed on identifying the maturity level of the application, the open nature (open data, open source, availability of open API’s), the business model behind the application (selling to each government agency separately, freemium, open source etc.) Each application is described in brief and a link is provided to its location.

The catalogue applications will be made publicly available on the CLARITY website in the form of an Open eGovernment Marketplace (D4.3), which is an online searchable database of open eGovernment applications where stakeholders can search and/or upload their own applications to ensure spread of good practices across Europe.

The deliverable is made up of four chapters that reflect the research of Tasks 3.1 and 3.2:

**Chapter 1: Introduction** sets the scene of the deliverable, expands on the WP3 objectives satisfied by D3.1 as well as to how they link with other CLARITY deliverables

**Chapter 2: Context** provides background on the forces expands on the overall European Action plan until 2020 as well as on the current legal framework

**Chapter 3: Catalogue of eGovernment Applications in the four public sector areas** consists of two sub-sections. Section 3.1 consists of a catalogue of services in the four sector areas within all EU member states, giving an overview also of the eGovernment strategy, legal framework, and national eGovernment infrastructure in each country. Section 3.2 expands the research to services to select third countries.

**Chapter 4: Conclusion** includes final observations of the research, including some specific gaps that will warrant further in-depth analysis in other tasks of WP3.
D3.1: Catalogue of eGovernment applications

1 INTRODUCTION

“E- Electronic government as government use of information communication technologies to offer for citizens and businesses the opportunity to interact and conduct business with government by using different electronic media...”¹ According to Jeong, 2007² the term consists of the digital interactions between a citizen and his or her government (C2G), between governments and other government agencies (G2G), between government and citizens (G2C), between government and employees (G2E), and between government and businesses/commerce’s (G2B)”.

This deliverable examines current and emerging eGovernment technologies and applications that are being used in four public sector areas, namely general practice health, local government services, small business and self-employed and disability services. The purpose of this deliverable is to give an overview of eGovernment applications that are in use across Europe to provide public services and facilitate digital interactions between citizens (and businesses) and their government agencies.

As CLARITY partners have carried out an in-depth needs assessment, the next step is to match the applications here to identified needs. This will allow for the identification of gaps in service design or implementation, so that targeted innovation can be supported. All applications identified here will furthermore be presented in the CLARITY marketplace (D4.3), which will be an online searchable database of open eGovernment applications, which will also include case studies of use where possible.

For all applications an emphasis has been placed on identifying their maturity level, the open nature (open data, open source, availability of open API’s), and where possible the business model behind the application where possible. When freely available, if an application has an analysis report about their effectiveness, impact and value, is included with the description of the application in the catalogue.

1.1 METHODOLOGY

As part of the implementation of D3.1 partners have followed the approach laid out in the original workplan of the CLARITY project Description of Action (DoA):

- Identified the specific applications focusing on their capabilities, functions and features using as a primary source each country’s official reports (e.g., JoinUp eGovernment country report) amongst other sources of information that are openly available.
- Identified the maturity level of the application, the open nature (open data, open source, availability of open API’s), and where possible the business model behind the application (selling to each government agency separately, freemium, open source etc.).

1.2 **OVERVIEW OF THE DELIVERABLE**

This deliverable is made up of four chapters that reflect the research of Tasks 3.1 and 3.2:

- **Chapter 1: Introduction** sets the scene of the deliverable, expands on the WP3 objectives satisfied by D3.1 as well as to how they link with other CLARITY deliverables and will be utilised as inputs to additional research.

- **Chapter 2: Context** discusses the overall European Action plan until 2020 as well as on the current legal framework influencing the development of eGovernment applications.

- **Chapter 3: Catalogue of eGovernment Applications in the four public sector areas** consists of two sub-sections. Section 3.1 consists of a catalogue of services in the four sector areas (general practice health, local government services, small business and self-employed and disability) within all EU member states, giving an overview also of the eGovernment strategy, legal framework, and national eGovernment infrastructure in each country. Section 3.2 expands the research to services to select third countries (Australia, Brazil, Indonesia, Japan, Mexico, South Korea, USA).

- **Chapter 4: Conclusion** includes final observations of the research, including some specific gaps that will warrant further in-depth analysis in other tasks of WP3.

1.3 **LINKS WITH OTHER PROJECT DELIVERABLES**

In correspondence with Task 4.3: Open Government Marketplace & the electronic version of the CLARITY blueprint, the catalogue of current and emerging applications will be made publicly available on the CLARITY website in the form of an Open Government Marketplace (D4.3), where partners will provide a description of the application and solicit case studies of implementation from those who have directly engaged with and employ these applications.

In addition, this deliverable will serve as input to the gap analysis to be completed in the context of Task 3.4.
2 CONTEXT

2.1 THE EUROPEAN E-GOVERNMENT ACTION PLAN UNTIL 2020

The European eGovernment Action Plan 2016 - 2020 was launched on 19 April 2016. The Digital Single Market Strategy for Europe (DSM) announced its launch and defined its aim to remove existing digital barriers to the Digital Single Market and to prevent further fragmentation arising in the context of the modernisation of public administrations. The EU eGovernment Action Plan 2016 – 2020 aims to be the instrument to join up efforts. While Member States pursue their own strategies and activities, the current Action Plan – based on a shared long-term vision - sets out a number of principles that forthcoming initiatives should observe in order to deliver significant benefits that eGovernment can bring to businesses, citizens and public administrations themselves. The Action Plan provides for a dynamic and flexible approach, to keep track of the fast changing environment. Beyond the actions identified in the Action Plan, further actions may be proposed either by the Commission or by stakeholders, including Member States. This will be facilitated by an online stakeholder engagement platform which will be launched in June 2016. The Action Plan already identifies 20 concrete actions to accelerate the implementation of existing legislation and the related take up of online public services, under the following policy priorities:

- Modernise public administration with ICT, using key digital enablers Public administrations need to transform their back offices, to rethink and redesign existing procedures and services, and open their data and services to other administrations, and, as far as possible, to businesses and civil society. Digital public services should build on shared and reusable solutions and services based on agreed standards and technical specifications in order to reduce their cost of development, their time to deployment and increase interoperability.

- Enabling cross-border mobility with interoperable digital public services: Cross-border digital public services facilitate access to markets, increase confidence in and stimulate competition across the Single Market. Administrations should help businesses operate online across borders within the Single Market, simplify access to information under EU business and company laws and enable businesses to easily start doing business, expand and operate in other Member States through end-to-end public e-services.

- Facilitating digital interaction between administrations and citizens/businesses for high-quality public services: The new digital environment offers opportunities to facilitate the interaction of citizens, business and non-governmental organisations with public administrations. There is a promising potential to deliver such high quality public services, by stepping up the involvement of businesses and citizens as well as researchers in their design and delivery, and by ensuring feedback for improvement where necessary. This leads to further reducing red tape, easing use, lowering delivery costs.

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5 Contribute to the eGovernment Action Plan 2016 – 2020, FUTURIUM, an online platform gathering ideas for new actions and providing space for all to collaborate and discuss on how to improve eGovernment services in the EU, available at: https://ec.europa.eu/futurium/en/egovernment4eu.
2.2 **LEGAL FRAMEWORK**

In January 2012, the European Commission proposed a comprehensive reform of data protection rules in the EU. In this context, on 4 May 2016, the official texts of the relevant Regulation and the Directive have been published in the EU Official Journal in all the official languages. The objective of this new set of rules is to give citizens back control over of their personal data, and to simplify the regulatory environment for business. The data protection reform is a key enabler of the Digital Single Market which the Commission has prioritised. The reform will allow European citizens and businesses to fully benefit from the digital economy. On 24 May 2016, Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation) (Text with EEA relevance) entered, and it shall apply from 25 May 2018.

On 5 May 2016, Directive (EU) 2016/680 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data by competent authorities for the purposes of the prevention, investigation, detection or prosecution of criminal offences or the execution of criminal penalties, and on the free movement of such data, and repealing Council Framework Decision 2008/977/JHA entered into force and EU Member States have to transpose it into their national law by 6 May 2018.

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3 CATALOGUE OF EGOVERNMENT APPLICATIONS IN THE FOUR PUBLIC SECTOR AREAS

3.1 EUROPEAN UNION

3.1.1 Austria

A successful eGovernment needs well-informed citizens, businesses and public authorities who work with eGovernment and realise new electronic developments. This is only possible with the right strategy. The Austrian eGovernment strategy outlines basic concepts, base components and new standards which serve as guidelines for the implementation of electronic services and its infrastructure.

Even though eGovernment has been an area of discussion since 2001, there is still much left to be done, as eGovernment is a living system that constantly grows, learns and improves itself. Citizens and businesses breathe new life into it by using it and growing with the system. eGovernment should also be viewed on a European-wide scale. In an increasingly global world, the EU and its institutions have to put eGovernment and its advantages to use for its approximately 500 million citizens and businesses, so that they can communicate and interact electronically with governments across all borders.

3.1.1.1 eGovernment Vision 2020

The Platform Digital Austria (PDÖ), being the coordination and strategy committee of the Federal Government for eGovernment in Austria, has formulated the principles for a continued fruitful cooperation in the field of eGovernment, which are included in the short document 'eGovernment Vision 2020'. This document is not a legally binding strategy; it rather sets out the mission statement and the basic strategic principles to be followed in the years to come in relation to eGovernment initiatives. The guidelines of Vision 2020 are relevant to the objectives of the 'eGovernment Action Plan 2011-2015' for electronic public services launched by the European Commission on 15 December 2010. Establishing eID as a key enabler and advancing the inclusion with innovative public services, are among the priorities of the Austrian eGovernment strategy. The Vision 2020 particularly aims at development of the following areas: comfort and simplicity, increase in efficiency, reliability and security, transparency and openness, participation, innovation, businesses, national and international convergence and synergy.

3.1.1.2 eGovernment Strategy

In the past Austria has taken decisive action to implement the eGovernment project swiftly and efficiently. In May 2003, the Austrian Federal Government launched an eGovernment initiative to coordinate all eGovernment activities, by setting up two cross-departmental coordination bodies (eGovernment Platform and eCooperation Board). At the same time, stock was taken of all on-going activities and a roadmap was agreed.

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8 https://www.digitales.oesterreich.gv.at/
9 http://digital.austria.gv.at/DocView.axd?CobId=42033
The eGovernment Act\textsuperscript{10} that entered into force on 1 March 2004 was a milestone achievement. Austria was one of the first EU Member States to adopt comprehensive legislation on eGovernment. As security and trust are critical factors in eGovernment and eCommerce, Austria uses the same standards and tools for both areas (Citizen Card function, electronic signature, electronic payment), which secures its position as a business location.

In September 2005, a new organisational structure was implemented that took into account future challenges like sustainability, international cooperation and ongoing innovation, thus stabilising the federal ICT strategy, the coordination procedures and the formulation process of resulting tasks.

The basic elements of the structure specified in 2001 were retained, but the different committees that pre-existed were brought together more closely. The tasks specified by the ICT board and the eCooperation Board have been consolidated and are carried out in the context of the ICT strategy as before. The obligations of the two boards are coordinated by the ICT strategy platform. The joint presidency of these bodies by the federal Chief Information Officer (CIO) ensures a coordinated approach with no overlapping.

The Federal eGovernment Strategy\textsuperscript{11} provides an efficient implementation of electronic government services, based on the basic premise that all businesses and citizens must be able to perform all the procedures of public administration quickly and easily electronically without having special technical expertise. To achieve this goal, the Austrian eGovernment strategies are based on the involvement and close cooperation between the federal state, cities and municipalities.

The Federal eGovernment Strategy is structured in a modular fashion:

- **eGovernment Strategy, Part I: online procedures**: Part I deals with online procedures from the perspective of the user and provides framework, objectives and implementation directives of online processes. Online processes or online transactions are official channels and contacts with authorities, which can be conducted electronically from citizens. They should be open 7 days a week around the clock.

- **eGovernment Strategy, Part II: methods and procedures**: Part II focuses on methods and procedures within the administration. Well-functioning automation-assisted methods require joint action by the authorities. Thus, standardised processes and systems that communicate with each other are necessary. Technical and organisational agreements must be respected and use common standards. For the realisation of electronic methods as such, it is therefore appropriate to analyse current business processes and where necessary, to restructure them.

- **Development of modules for online applications (MOA)**: The modules for online applications are provided by the Federal government to serve as a tool by which eGovernment applications can be created efficiently and safely. The MOA are components that will facilitate the use of electronic signatures and other applications such as delivery to the public agency. The modules have been prepared on behalf of the Federal Chancellery and the Federal Ministry of Finance. By June 2005, they were placed under the open source

\textsuperscript{10} \url{https://www.ris.bka.gv.at/Dokument.wxe?Abfrage=BgbAuth&Dokumentnummer=BGBLA_2004_I_10}

\textsuperscript{11} \url{https://www.digitales.oesterreich.gv.at/site/6497/Default.aspx}
license for Apache Software Foundation in version 2.0. The distributions of the modules and the associated source code are thus freely available to all users.

3.1.1.3 Legal Framework

The eGovernment Act forms the basis of Austrian laws on eGovernment. It was enacted on 1 March 2004 and the first amendment entered into force on 1 January 2008. This law serves as the legal basis for eGovernment services. It enables closer cooperation between all authorities that provide eGovernment services and gives them the opportunity to networking jointly. Many mechanisms such as the citizen card, sector-specific personal identifiers and electronic delivery of documents are also able to be put to use in the private sector\(^\text{12}\).

The most important principles of eGovernment law are:

- Freedom of choice for users in selecting the means of communication when contacting public authorities.
- Security and improved legal protection provided by appropriate technical measures such as the citizen card.
- Unhindered access for people with special needs to public administration information and services.

The amendment of the eGovernment Act in 2008 was complemented by a number of essential regulations, each of which defines in more detail some provisions of the Act and facilitates its implementation. Since the last amendment (30 December 2010) there is an obligation for public authorities to query directory services to verify the accuracy of the data used in an official procedure. The pre-condition is either the approval of the applicant or a legal authorisation for the official data inquiry (§ 17 Abs. 2).

Re-use of Public Sector Information (PSI)

The Directive 2003/98/EC\(^\text{13}\) on reusing public sector information has been transposed into national law at federal level through the Re-use of Information Act (Informationsweiterverwendungsgesetz; IWG), in November 2005. To achieve the complete transposition of the PSI Directive, pertinent legislation was passed in all 9 Austrian Länder (States). On 7 September 2007, Austria notified the last pending implementation (State Law of Salzburg), thereby completing transposition of the PSI Directive.

3.1.1.4 eGovernment Infrastructure

Portals:

- **HELP.gv.ats**: 'HELP' is an Internet platform linking to a large number of public authorities. It provides information on all interactions with Austrian authorities required in the most frequent life situations such as pregnancy, childbirth, marriage or housing, and permits the electronic processing of some of these procedures. The portal constitutes an interface between authorities and citizens, with special emphasis on transparency, user-friendliness and clarity of information. HELP can be accessed 24/7 in order to obtain useful information on dealings with different authorities in approximately 200 life situations. It makes possible


the processing of a large number of administrative procedures electronically via ‘Online-Amtswеге’\(^{14}\). In January 2016, the portal recorded over 1.7 million visits. In addition, HELP offers foreign nationals and orientation guide in English. Structured in accordance with individual life situations (e.g. work, car, retirement pension), it provides information and support to foreigners who come to Austria in order to live and work. HELP aims to guide foreign users step by step through the required administrative procedures. The portal has received a number of accolades, including the 2007 Austrian Public Service Award, given by the Vienna Chamber of Commerce and Businessworld, and the eEurope eGovernment Award in 2003.

- **Business Service Portal (USP)\(^{15}\):** Since 1 January 2010, the Business Service Portal ‘USP.gv.at’ (Unternehmensserviceportal), an initiative of the Federal Government, has been offering useful information on a wide range of topics that are of business interest. The portal aims to serve as a single entry point for businesses to the administration. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business, tax and legal requirements. The information provided is based on the business content originally offered under ‘HELP.gv.at’, which has since been absorbed by the USP. In January 2016 the portal recorded 247,472 visits.

- **Legal Information System of the Republic of Austria (RIS)\(^{16}\):** The Legal Information System of the Republic of Austria (RIS) is an electronic database operated by the Austrian Federal Chancellery which serves the publication of authentic legal texts as an alternative to the paper-based 'BGBl' (Federal Law Gazette), and provides information on current laws in the Republic of Austria (e.g. in the form of a consolidated version of Austrian Federal Law). (Annual query of 1.9 billion documents over ris.bka.gv.at).

- **Portal group\(^{17}\):** The 'portal group' is a link-up of administrative portals and the basic infrastructure for the authentication and authorisation of public sector employees when accessing restricted online resources. By implementing the Portal Group Protocol, the user management of shared eGovernment applications can be radically simplified, providing single sign for users. The operators of portals of the federal administration are obliged to implement the Portal Group Agreement, building a web of trust. Participating organisations can use their own local user administrations for managing access to external eGovernment applications.

- **Open Government Data Portal (data.gv.at)\(^{18}\):** Through the implementation and the start of the Austrian "One-Stop Open Government Data Metaportal" (data.gv.at) on 18.04.2012, another obstacle on the path to a successful implementation of Open Government Data in Austria was eliminated. With data.gv.at a central catalogue for open government data in Austria was launched that aims to make it possible for users to quickly and simply find the required data via a single electronic point of contact. Open Government Data is seen as

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\(^{15}\) https://www.usp.gv.at/Portal.Node/usp/public

\(^{16}\) https://www.ris.bka.gv.at/defaultEn.aspx

\(^{17}\) https://www.ref.gv.at/AG.IZ-PVV-pvv-1-0-Ergaenze.332.0.html

\(^{18}\) https://www.data.gv.at/
holding the potential for promoting social, cultural, scientific and economic progress in many areas in the long term. By making it possible to use non-personal information of the public sector, the development of new products and services is promoted. In addition, Open Government Data is seen as an appropriate tool to increase the transparency of administrative activities, to improve collaboration between politics, administration, business, research and citizens and to strengthen democracy. In 2014, data.gv.at recorded 117,000 visits.

- **IKT Projekte portal**: The portal has been re-launched in October 2011, providing an overview of Austrian ideas and developments in the sector of information and communication technologies. Merged categories and better assistance are just some of the improvements performed on the revised web-platform.

- **FinanzOnline portal**: FinanzOnline provides a one-click link to the Austrian tax administration. Using FinanzOnline, Austrian citizens can, for instance, file their tax return electronically from home 24 hours a day. Processing your employment tax return online saves both time and money. Upon request, assessment notices can be delivered electronically in just a few days.

- **GESUNDheit.gv.at portal**: The guiding principle of the Health Portal is to provide information to people in order to ensure and expand their participation and choices in the health care (‘patient empowerment’). Accordingly, as available on the portal, quality-assured information about the healthcare system and other benefits is provided for citizens. Besides medical information, the portal also contains information on the structure and organization of health services.

- **ICT security portal**: At the address [http://www.onlinesicherheit.gv.at](http://www.onlinesicherheit.gv.at) citizens find an Internet portal with comprehensive information on the topic of “Security of information and communication technologies (ICT)”. The ICT security portal pursues the goal of promoting the ICT security culture in Austria through sensitisation and raising awareness among the target groups concerned and through the provision of target-group-specific recommendations for action.

### 3.1.1.5 eGovernment Services

<table>
<thead>
<tr>
<th>3.1.1.5.1 General practice health</th>
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<tbody>
<tr>
<td><strong>e-health insurance card Smartcard (TRL 8-9) - (Open Access)</strong></td>
</tr>
<tr>
<td><strong>Responsibility:</strong> Federal Ministry of Health</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.chipkarte.at/english">www.chipkarte.at/english</a></td>
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</table>

Chipkarte e-card is a system that connects patients, providers, hospitals, and pharmacies’ through Europe. The nationwide rollout of the "e-card"- (Health Insurance Card)-System was successfully finalized by the end of 2005. The e-card is used as the key card for health insurance verification.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9) - (Open Access)

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19 [https://finanzonline.bmf.gv.at/fon/](https://finanzonline.bmf.gv.at/fon/)
20 [https://www.gesundheit.gv.at/](https://www.gesundheit.gv.at/)
21 [https://www.onlinesicherheit.gv.at/](https://www.onlinesicherheit.gv.at/)
This service is not relevant for Austria. Appointments are managed by the different hospitals across the country. Information on health-related services is provided on the websites of the Ministry of Health\(^\text{22}\) and the various State governments (Länder). Several health-related inquiries be accessed or processed online and their list is published on the Help.gv.at portal\(^\text{23}\).

### Medical costs (reimbursement or direct settlement) (TRL 8-9)

Costs for medical treatment and medicine are covered by obligatory health insurance and there is usually no need for citizens to ask for reimbursement. Pharmacies settle up medicine's costs with the social security institutions\(^\text{24}\) using electronic standard procedures.

### Healthcare abroad (TRL 8-9)

<table>
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<th>Responsibility</th>
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<tbody>
<tr>
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</tr>
</tbody>
</table>

The European Health Insurance Card (EHIC) is on the reverse of the ecard issued to Austrian residents. This replaces the “Foreign travel health insurance certificate” (form E 111, “Holiday Health Insurance Certificate”) and should be used to claim health insurance entitlements while temporarily outside Austria (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.

### Local government services

#### Announcement of moving (change of address) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
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<td><a href="https://www.help.gv.at/Portal.Node/hlpd/public/content/18/Seite.180000.html">https://www.help.gv.at/Portal.Node/hlpd/public/content/18/Seite.180000.html</a></td>
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</tbody>
</table>

The federal portal HELP.gv.at provides information on moving and change of address notification, and related forms to download.

#### Certificates (birth, marriage): request and delivery (TRL 8-9)

<table>
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<th>Responsibility</th>
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When a person registers with the Central Register of Residents (Zentrales Melderegister), the competent authority verifies the accuracy of the existing personal and nationality data and informs accordingly the Central Register of Residents.

#### Criminal Record Certificate (TRL 8-9)

<table>
<thead>
<tr>
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</tr>
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The Federal Police Headquarters of Vienna offers an electronic criminal record certificate with steps similar to those of applying for the proof of residence. It contains information about any convictions that were entered into the register, or states that no entries were found if the person has a clean record.

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\(^{23}\) [https://www.help.gv.at/Portal.Node/hlpd/public/content/221/Seite.2210005.html](https://www.help.gv.at/Portal.Node/hlpd/public/content/221/Seite.2210005.html)

\(^{24}\) [https://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.741910&viewmode=content](https://www.sozialversicherung.at/portal27/esvportal/content?contentid=10007.741910&viewmode=content)
Passport (TRL 8-9)

Responsibility: Central Government (Federation) / Local Government (Municipalities)
Website: [http://www.help.gv.at/](http://www.help.gv.at/)

Information and forms to download on the federal public services portal Help.gv.at. Applicants are legally required to sign personally the passport, and a visit in person to the competent administration (municipality) is therefore necessary, where delivery is immediate.

Waste (TRL 8-9) - (Open Access)

Responsibility: Regional Government (States), Local Government (Municipalities)
Website: [http://www.help.gv.at/](http://www.help.gv.at/)

The federal public services portal Help.gv.at provides information about eServices such as cleaning and replacement of litter bin, old paper collection subscription/un-subscription, and links to regional processes online or downloadable forms.

Housing (building and housing, environment) (TRL 8-9) - (Open Access)

Responsibility: Regional Government (States), Local Government (Municipalities)
Website: [https://www.help.gv.at/Portal.Node/hlpd/public/content/k501/Seite.5010000.html](https://www.help.gv.at/Portal.Node/hlpd/public/content/k501/Seite.5010000.html)

The federal public services portal Help.gv.at provides information about housing in Austria and related formalities such as building permissions, and links to regional processes online or downloadable forms.

3.1.1.5.3 Small business and self-employed

Registration of a new company (TRL 8-9) - (Open Access)

Responsibility: Regional Government (States)
Website: [https://www.gruenderservice.at/](https://www.gruenderservice.at/)

The federal portal for Businesses (usp.gv.at25) provides general information on business registration procedures and links to related forms. Business registration in Austria is the responsibility of regional governments (and is in some regions handled by Chambers of Commerce). Online registration services are provided in some regions, such as Vienna (Wiener Gewerberegister26).

The Business Service Portal (TRL 8-9) - (Open Access)

Responsibility: Unternehmensserviceportal, Federal Ministries (municipalities)

The Business Service Portal is a gateway to eGovernment services for business since 1st January 2010. The Article 3 of the Business Service Portal Act obliges every Federal Minister to provide information and support the procedures that aid the operation of the citizens’ service portal. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help established and continuing businesses to fulfil their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business, tax and legal requirements. The information provided is based

on the business content originally offered under ‘HELP.gv.at’, which has since been absorbed by the USP.

### The Citizen Card for Businesses (TRL 8-9)

**Responsibility:** Federal Chancellery of Austria  
**Website:** [http://www.buergerkarte.at/](http://www.buergerkarte.at/)

It is used for uniquely identifying users and makes communication between public authorities and businesses secure. It makes it possible to file sales tax, income tax and corporate tax returns online. Electronic tenders save businesses money since it is no longer necessary to produce multiple copies of the tender documents. Employees can put their citizen card to use at work, if they have a mandate stored on it (see the Electronic Mandates chapter) and hence it also allows employees to conduct transactions with public authorities on behalf of the business.

### Social contributions for employees (TRL 8-9) - (Open Access)

**Responsibility:** Social Security Institutions  
**Website:** [http://www.elda.at/](http://www.elda.at/)

ELDA (Electronic Data Exchange with the Austrian Social Security Institutions) is a country-wide project of social security institutions to enable businesses to transmit social security-relevant data electronically. The service is fully transactional.

### 3.1.1.5.4 Disability

**Provision in special schools (TRL 8-9) - (Open Access)**  
**Responsibility:** Ministry of Education and Women’s Affairs  
**Website:** [https://www.bmb.gv.at/enfr/school/index.html](https://www.bmb.gv.at/enfr/school/index.html)

For about ten years, special schools have been providing programmes for job preparation which have proved very successful. Due to this success, the subject ‘job orientation’ has been incorporated into the curricula of special schools, and the separate curriculum ‘job preparation year’, which can be adapted individually to the needs of the adolescents, has been developed for the ninth grade. More information can be found on the Community Integration Sonderpädagogik website.

### Work projects (TRL 8-9) - (Open Access)

**Responsibility:** Federal Ministry of Labour, Social Affairs and Consumer Protection and the Social Services Offices  
**Website:** [http://www.sozialministeriumservice.at//cms/bash/pdb_start.html](http://www.sozialministeriumservice.at//cms/bash/pdb_start.html)

Private organisations’ work projects provide assisted employment. However, they do not have the legal status of employment (with all rights inherent to an employee). The association Lebenshilfe (‘life aid’), for example, is an organisation for people with severe disabilities who cannot find a job in the primary labour market. Even if their productivity is strongly reduced, people with disabilities can make their contribution to society in the labour market, for example, by making certain products for companies in small groups and under supervision. They receive pocket money or insurance services for their performance. Occasionally, adolescents or adults even manage to find a job in the primary labour market after having gained experience through a work project. This is, however, rarely the case. The association Lebenshilfe also provides diverse forms of assisted living, and offers training programmes for an autonomous life. The Federal Ministry of Labour, Social Affairs and

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Consumer Protection and the Social Services Offices provide a database containing provisions for integration in the labour market.

**Resource centres for information and materials for inclusive education (TRL 8-9) - (Open Access)**

**Responsibility:** Ministry of Education and Women’s Affairs.

**Website:** [www.cisonline.at/html/spn.htm](http://www.cisonline.at/html/spn.htm)

Support provided: Resource centres provide necessary supply (transfer of competence, material resources, counselling etc) for inclusive education. These centres are affiliated to special schools or to local authorities by law. Headmasters have to provide the assessment procedure and the support for children with SEN in mainstream schools.

**Support Group for people with special needs (TRL 8-9)**

**Responsibility:** Ministry of Education and Women’s Affairs.

**Website:** [www.miteinander.com](http://www.miteinander.com)

Support Provided: ‘Verein Miteinander’ is an interest group, which supports people with special needs in various fields: early intervention, individual support, job assistance, play groups, family counselling service, institute for inclusive pedagogy, brochures: 'Miteinander' and 'Behinderte in Familie, Schule und Gesellschaft', events.

### 3.1.2 Belgium

#### 3.1.2.1 eGovernment Strategy

**Digital Belgium (2015 – Present)**

On 20 April 2015, the action plan Digital Belgium was introduced by Deputy Prime Minister and Minister of Digital Agenda and Telecom, Alexander De Croo, and the ‘Digital Minds for Belgium’ (a group of approximately 20 leading digital-world professionals) with the key objective to achieve growth and create jobs through digital innovation over the next years. Furthermore the programme has three ambitions to be achieved by 2020: Belgium to be among the European top three in digital terms, to generate 1000 new start-ups, and to create 50 000 jobs in the whole economy.

Digital Belgium is an action plan that outlines the digital long-term vision for our country and translates this into clear ambitions. Belgium aims to reaffirm its place on the digital map as based upon following five priorities with three to six priority projects each:

1. Digital economy;
2. Digital infrastructure;
3. Digital skills and jobs;
4. Digital trust and digital security; and
5. Digital government.

A number of initiatives have already started, for example the Start-up Plan (a concrete first step to encourage young and beginning entrepreneurs to set up new businesses in innovative sectors via initiatives such as tax shelters for start-ups and fiscal incentives for crowdfunding) was launched by the government as well as an initiative to roll-out the e-invoicing for suppliers.

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Further initiatives are to be launched – such as ‘National Alliance for digital skills and jobs’, a plan for a roll-out of high-speed internet, a ‘digital health valley’, ‘Digital Act’ (a series of legal propositions enabling the use of electronic signatures, digital archiving, and similar, to replace paper), deployment of the federal cloud, mobile authentication for eGovernment applications, multi-directional digital communication platform and the open data strategy.

**Federal Open Data Strategy (2015-2020)**
In July 2015, the Deputy Prime Minister and Minister of the Digital Agenda and Telecoms Alexander De Croo announced the adoption of the open data strategy for Belgium in order to strengthen the digital ecosystem and the evolution towards leaner, more efficient and modern administration. The most important part of the plan is to create the default for all government data, except for information with privacy or security implications.

**Federal eGovernment Strategy (2009 - present)**
The Federal eGovernment strategy for social sector aims to create a **single virtual Public Administration** while respecting the privacy of users, as well as the specificities and competences of all Government bodies and administrative layers. Its main **objective** is to improve the delivery of public services for citizens and businesses by rendering it faster, more convenient, less constraining and more open.

- The formulation of specific objectives, like the optimal service delivery to citizens, the limitation of administrative burden and the optimisation of the efficiency and effectiveness of public services;
- The explicit choice of a collaboration among all stakeholders in order to create added value for users of eGovernment services;
- The use of a common vision for the use of information in terms of modeling information, mandatory reporting of supposed errors, electronic exchange of information, unique collection of information;
- The use of a common vision for information security and protection of privacy;
- The maximum use of common elements for networks, eID, middleware interconnected and related basic services;
- The role of the Crossroads Bank for Social Security (CBSS) as a driver for the development of eGovernment in the social sector;
- The establishment of a strong partnership among all social security institutions.

To meet the objectives stated above, the Belgian eGovernment strategy has been based in the past on four main strategic streams:

- **1st stream – Re-engineering and integrating service delivery:** This first stream focuses on users’ needs, life events and simplification of all administrative procedure.
- **2nd stream – Cooperation among all levels of Government so as to provide integrated services across organisational boundaries and administrative layers:** The second

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30 [www.ksz-bcss.fgov.be/fr/bcss/page/content/websites/belgium/about/mission/strategy.html](https://www.ksz-bcss.fgov.be/fr/bcss/page/content/websites/belgium/about/mission/strategy.html)
stream was based on two documents. First, the eGovernment cooperation agreement, signed in March 2001 by the Federal, Regional and Community authorities, which laid down a framework of cooperation, according to which all layers of Government committed to use the same standards, the same identification infrastructure and the same eSignature. Second, the cooperation agreement on the principles of a seamless eGovernment, signed in April 2006, with the objective to use ICTs that provide information to all citizens, businesses and public institutions in a user-friendly way.

- **3rd stream – Simplification of administrative procedures for citizens and businesses:** This requires an increased exchange and sharing of both data and information among Government Departments and Agencies.

- **4th stream – Back office integration and protection of personal data:** The Department or Agency that requires specific data will be considered most frequently as a trusted source by other Administrations that may need such data. Hence, the Department or Agency in question will be responsible for maintaining a personal data repository.

### Federal eSociety Policy (2009 - present)

In the aim to make sure that eGovernment services are accessible to all and do not widen the digital divide, the Government developed a strategy to train and stimulate citizens to use the Internet (‘Computerisation of the society’ or eSociety policy), while encouraging private or voluntary organisations to act as intermediaries by providing value-added public services. In line with this strategy, the year 2007 marked the upgrade of the Federal eGovernment portal Belgium.be both in terms of content and functionalities. A thorough two-year review had given way to the release of a renewed version in May 2008. A major section of the portal is linked to all the available public services online (eServices), some of which are fully transactional. More information on this portal is available in the Infrastructure section of the present factsheet.

Various projects and services were implemented within the same context:

- **The ePolice office or ‘Police-on-Web’ service:** It allows Belgian citizens to report online a number of crimes to the police 24 hours a day.

- **The Front Office Employment:** A specific application, allows the job seeker to know which financial support s/he is entitled to receive in order to help him/her to find a job.

- **The electronic birth declaration:** In the Brussels-Capital Region, the secure electronic counter system IRISbox, a digital service platform, enables citizens to securely request and pay for civil certificates online (birth, marriage, death, residence, nationality, etc.).

- **The project of Belgian eID cards for children under 12 (Kids-ID):** In addition to the classic ID functions, it can provide access to children-only Internet chat rooms and to a cascade of phone numbers should the child be in danger.

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34 [https://policeonweb.belgium.be/eloket/languageSelection.action;WLSSessionID=nHW0NKySNzgpmjFFrQZjTKID3NLqB4Ffng8qTLBsvYdTMQ9Hh41528216555](https://policeonweb.belgium.be/eloket/languageSelection.action;WLSSessionID=nHW0NKySNzgpmjFFrQZjTKID3NLqB4Ffng8qTLBsvYdTMQ9Hh41528216555)
35 [http://www.autravail.be/](http://www.autravail.be/)
36 [http://be.brussels/fr/servicesl/services/irisbox/irisbox_c.shtml](http://be.brussels/fr/servicesl/services/irisbox/irisbox_c.shtml)
The Tax-on-Web\textsuperscript{38}: an online service where the Belgian taxpayers may fill in their tax returns online via the dedicated online application.

### Regional eGovernment Strategies

Non-federal Belgian administrative entities have developed their own eGovernment strategies within their respective areas of competence. Wallonia (including the French Community) and Flanders Regional Governments have created dedicated structures to implement their respective strategies.

#### eGovernment Strategy of Wallonia and the Wallonia-Brussels Federation

In the Region of Wallonia and the Wallonia-Brussels Federation (WBF), the eGovernment strategy is managed by eWallonie-Bruxelles Simplification (eWBS\textsuperscript{39}). Created in February 2013, this service is the first common administration for both Wallonia and the Wallonia-Brussels Federation. eWBS acts as an internal consultant for the administration and coordinates all measures aiming at reducing the complexity and administrative burdens imposed to public service users. Its actions run on 4 levels: advice, production/management, data exchange and innovation/methodologies.

The current strategy of Wallonia and the Wallonia-Brussels Federation is outlined in the 'Plan for Administrative Simplification and eGovernment (2010-2014)'\textsuperscript{40}, adopted in February 2010 by the Walloon Government and the French Community. Its aim is the reduction of the administrative burden, firstly for the administration users and secondly for the administration itself.

Along with the creation of eWBS, the Governments approved in May 2013 the reorganization of this Plan into 47 priority projects. At the end of 2014, yearly administrative cost reduction thanks to this plan is estimated to 52 million euros for users of public services. The idea of this plan is to engage the administrations as simplification actors so that they actively participate in the implementation and the simplification of the current projects.

One of the important areas of eWBS is the setup of a network of simplification correspondents in public service. Created end 2013, it is used as a gateway between administration services and eWBS, ensuring coordination and consistency among simplification projects. The network gathers 24 General Directions and 20 Public Interest Organisms (PIO). According to the decision of the Governments (Wallonia/WBF), this current Plan will still be the reference till the end of 2015. In parallel, a new 'Plan for Administrative Simplification and eGovernment (2016-2020)' is under development to be implemented as of 2016. This plan will be closely intergrated with other plans set or to be set by the Walloon and WBF Governments (Plan Marshall 4.0, Plan Wallon du Numérique, contrats d’administration).

#### Main eGovernment projects for the Walloon region and WBF:

- **Crossroad Bank for Data Exchange (BCED - Banque Carrefour d’échange de données)**\textsuperscript{41}: 357 data exchange projects, 81 of which have been completed. Yearly administrative cost reduction is approaching 65 million euros (estimation). A gain of 35

\textsuperscript{38}http://ccf02.minfin.fgov.be/taxonweb/app/citizen/public/common/chooseLanguage.do?TAXONWEB_JSESSIONID=TvNXYivGxGwK2BHsGTcvnWnwsxRgCyTNhCbKgWITTf7RGTiR2pW/-1.1999888054

\textsuperscript{39}http://www.ensemblesimplifications.be/

\textsuperscript{40}http://www.ensemblesimplifications.be/node/73

\textsuperscript{41}http://www.ensemblesimplifications.be/node/18
Million euros has already been achieved. Total cost of the Crossroad Bank is 2.5 million euros.

- "**ABC des démarches**"\(^{42}\): A user-oriented information tool on public services, with access to electronic forms, is visible on the wallonie.be, federation-wallonie-bruxelles.be and infosentreprises.be portals. This tool offers 5 target groups, 18 themes, some 96 life events triggering a contact with public authorities. As of January 2015, this tool includes more than 1.400 pieces of information.

In addition, there are projects mainly related to the Wallonia-Brussels Federation that fall outside of the transversal scope of eWBS:

- **SUBSIDE** (Development of a generic software common to the Management of subsidies awarded by the Ministry of the French Community)
- **GED** (Electronic Management of Documents)
- **CERBERE** (Secured Management of the Access to Computer Resource)
- **MIMESIS** (Management of Data of third persons)
- **DATAWAREHOUSE** (Storing and Exploiting data)
- **CADASTRE** (Non-profit Sectorial jobs register).

### eGovernment Strategy of Flanders

In the Flemish Region, the eGovernment strategy is placed under the responsibility of the Deputy Minister-President of the Flemish Government. It is managed by the new Flanders Information Agency which was created in 2015 as the fusion of the Coordination Cell Flemish eGovernment (CORVE), the Vlaamse Infolijn (the Flemish government callcenter), the Flanders Geographical Information Agency (AGIV) and part of the Department Administrative Affairs. This new agency is responsible for the new eGovernment programme “Vlaanderen Radicaal Digitaal” (Flanders radically digital), which aims to have all of the Flemish government's services delivered fully digitally by 2020. It will also ensure that the principle of the "only once" collection of data (known as the "MAGDA principle") is fully respected by the whole of the Flemish administration.

The main responsibility of the Flanders Information Agency is to determine the strategic aims and priorities for the transformation of the Flemish government into a data-driven government, while taking part in eGovernment projects in an advisory and supportive role. The agency is also in charge of developing eGovernment-related knowledge and skills, coordinating and providing incentives, and creating a generic eGovernment infrastructure to facilitate cooperation among the different entities within Flanders administration. This generic eGovernment infrastructure consists of a number of eGovernment building blocks (electronic identification and trust services, electronic documents, e-procurement, authentic sources …) that can be used as shared systems to improve existing (electronic) service delivery & streamline government operations. The agency also provides additional funding for cross-departmental eGovernment projects (“Vlaanderen Radicaal Digitaal”\(^{43}\) projects).

A key policy element in this eGovernment policy is the development of **authentic sources** of information. These are databases that can be used to obtain complete, correct and up-to-date

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\(^{42}\) [www.wallonie.be/fr/demarche/theme-list/9](https://www.wallonie.be/fr/demarche/theme-list/9)

\(^{43}\) [https://www.bestuurszaken.be/helboombudget-vlaanderen-radicaal-digitaal](https://www.bestuurszaken.be/helboombudget-vlaanderen-radicaal-digitaal)
data on businesses, natural persons, addresses, plots, buildings, maps, etc. A comprehensive system of Flemish authentic data sources and related services is now being built. In parallel to that, a SOA-based infrastructure called the MAGDA platform was introduced in February 2006, to enable the integration of government data exchange services and facilitate both the access to authentic data sources and the data exchange among public bodies. In the past eight years, more than € 10 million has been invested in this platform. In 2013, the roll-out of the MAGDA 2.0 platform was completed, a new version of the platform which provides additional data exchange facilities (web services, file transfer etc.), while at the same time requiring lower operational costs. In 2017, the migration of this very successful platform to a cloud-based environment will start.

In the Flemish eGovernment strategy 2009-2014, the Flemish Minister responsible for eGovernment, Geert Bourgeois, called upon eGovernment to focus its efforts on developing integrated solutions, contributing to administrative simplification and increasing government efficiency. This included renewed attention to the creation of authentic data sources, and specific attention towards eParticipation, green ICT and the use of open data. A key challenge during this period was extending the back-end eGovernment services provided by the MAGDA platform towards all the local government organisations.

In the new Flemish eGovernment strategy 2014-2019, the Flemish Minister responsible for eGovernment, Liesbeth Homans, aims to "radically digitally" transform the Flemish administration, by going for a "digital first" approach in the (increasingly mobile) delivery of new (or existing) Flemish government services. In this transformation, the focus will be put on a customer-centered approach in the design of these digital government services, and on the development of new eGovernment building blocks (such as a personalized portal page for citizens and enterprises, with single sign-on and secure electronic document delivery) that will also be made available for integrated eGovernment use by the local government organisations. Open data will be the norm as far as the availability and possible re-use of government data is concerned.

3.1.2.2 Legal Framework

There is currently no overall eGovernment legislation in Belgium.

**Re-use of Public Sector Information (PSI)**

<table>
<thead>
<tr>
<th>Law on the re-use of public sector information (2007): This law of 7 March 2007, adopted at federal level, transposes into Belgian 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.</th>
<th>Royal Decree establishing the procedures and time limits for the handling of requests for public sector information re-use (2007): This Royal Decree of 29 October 2007 regulates formal aspects related to the procedure and timelines for handling requests for public sector information re-use. It is worth adding that Regional and Community Governments had to equally transpose the Directive on the re-use of public sector information. Flanders, the Brussels-Capital Region and the French and German-speaking Communities also have their own decrees which are greatly inspired from the relevant federal legislation.</th>
</tr>
</thead>
</table>

3.1.2.3 eGovernment Infrastructure

Portals:

- **Federal portal 'Belgium.be'**\(^{45}\): The federal portal www.belgium.be was first launched in November 2002. Originally, it was both the institutional site of the Federal Government and an eGovernment portal providing a single and multilingual entry point to information and services provided by the Federal Government to citizens, businesses and civil servants. A new version of the portal was released in May 2008, following a review of the entire system, aimed at simplifying the way citizens and businesses communicate and interact with the Administration. The information, available in Dutch, English, French and German, is displayed in a more user-friendly manner, according to the main life-events of both citizens and businesses. Apart from this new user-centric presentation, a powerful search engine allows performing searches not only within the portal, but also outside of it. A major section of the new portal links to all the available public services online (eServices). Users looking for a specific eService can refine their search by theme, target group and/or level of Government involved. Several of these eServices are secured and thus require authentication (site token or electronic ID card). The upgrade process has technically been managed by the Federal Government Department for Information and Communication Technology (Fedict). On the other hand, the external communication service of the Chancellery of the Prime Minister has provided the content, in close collaboration with other Federal Government Departments.

- **FedWeb portal**\(^{46}\): FedWeb, primarily aimed at the staff of the government and administrations, offers general information about working condition, news, regulations, publications, online services, etc. FedWeb Light, the newsletter of FedWeb, offers regular information providing news regarding Personnel and Organisation.

- **Social Security portal**\(^{47}\): The social security portal offers citizens an extensive, completely updated website structured around three main themes: private life, professional life and health. Every page provides easy navigation to related subjects, external organisations and institutions. The website is the result of collaboration between all public social security institutions and the Federal Public Service Social Security.

Regional Portals:

- **Flemish regional portal**\(^{48}\): The eGovernment portal of the Flemish Regional Government – www.vlaanderen.be – was launched in February 2003. Built around its users’ life events to best meet their needs, this portal provides easy access to information and regional public services for citizens and businesses, in Dutch.

- **Brussels regional ‘be home’ portal**\(^{49}\): The eGovernment portal of the Brussels-Capital Region – www.brussels.irisnet.be – provides a range of information in Dutch, English,

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\(^{45}\) <http://www.belgium.be/fr>

\(^{46}\) <http://fedweb.belgium.be/fr/>

\(^{47}\) <https://www.socialsecurity.be/fr/citizen/static/infos/general/index.htm>

\(^{48}\) <www.vlaanderen.be/nl?nav=burger>

\(^{49}\) <http://be.brussels/brussels/set_language=en>
French, German and Spanish, as well as regional online services arranged by theme; it is available in Dutch and French. Many on-line forms and procedures can be processed electronically via the Irisbox one-stopshop. On November 17th, 2011 the Brussels government decided that all forms should be available through that platform.

- **‘Accueil des enfants’ portal**\(^50\): The portal was launched by the Brabant Walloon Province in Belgium, in line with the broader context of social and professional mobility and equal opportunities’ framework, as well as the support of childcare and family policies. It is supported by more than 25 regional communities and offers valuable information on day-care centres, nurseries, youth centres, homework aid schools, youth camps, youth associations, traineeships, cultural and sport centres or other forms of childcare within the borders of the province.

- **Business support portal for the Walloon region**\(^51\): The portal, managed by the Enterprise and Innovation Agency\(^52\) (ex- ASE – Economic Stimulation Agency), which offers information for businesses and entrepreneurs of all kinds, about management, financing, development, and support by public authorities.

- **Fédération Wallonie – Bruxelles**\(^53\): The new portal of the French Community has been launched in September 2014 and provides information about the competences included in the scope of the WBF.

- **German-speaking Community of Belgians portal**\(^54\): The eGovernment portal of the German-speaking Community provides a range of information relating to the community’s administrative procedures and services, as well as administrative forms to download.

### Public Procurement Portal:

Launched at the beginning of 2008, the Belgian public procurement portal provides links to portals and platforms which currently cover three of the main aspects of the procurement process, namely, eNotification, eTendering and eCatalogue.

- **eNotification platform**\(^55\): Launched in 2002 as the instrument used by the Federal Government for the electronic publication of calls for tender, the platform presents all federal and non-federal entities calls for tender. The platform assists public bodies in drafting their calls for tender and submitting them electronically to the official publication organisations, enabling them to notify invitations to tender, contract awards, as well as other documents such as minutes of clarification meetings or technical notes. On the other hand, it allows businesses to browse and search tender opportunities and related documentation. This platform communicates with the eTendering platform in order to communicate all notices published to everyone.

- **eTendering platform**\(^56\): eTendering is an open, secure, interoperable and re-configurable eProcurement platform based on open European standards and EC directives. Via the

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\(^53\) [http://www.federation-wallonie-bruxelles.be/](http://www.federation-wallonie-bruxelles.be/)

\(^54\) [http://www.ostbelgienlive.be/](http://www.ostbelgienlive.be/)

\(^55\) [https://enot.publicprocurement.be/enot-war/home.do](https://enot.publicprocurement.be/enot-war/home.do)

\(^56\) [https://eten.publicprocurement.be/etendering/home.do](https://eten.publicprocurement.be/etendering/home.do)
platform, contracting authorities and economic operators can perform some of their daily eProcurement activities.

- **eCatalogue platform**: The eCatalogue platform offers a collaborative environment for businesses to upload their catalogues and manage their dossiers while furthermore enabling the reception of electronic orders and the modification of the status of the orders.

- Regional eTendering portal of the Walloon Region and the French Community: Some Regional, Community and Local authorities have developed their own eTendering portals. For instance, the Walloon Region and the French Community share the same portal.

**Knowledge Management:**

Databases / Authentic sources system: The Belgian eGovernment strategies notably rests on the 'authentic sources system' under which Federal Public Departments gather and manage their own databases with information provided by citizens, businesses and civil servants. These databases, known as ‘authentic sources’, can be referred to by other federal services in need of this type of information. This way, citizens and businesses will be asked to convey data once only. The following can be found among the operational authentic sources:

- National Register: managed by the Interior Department, the National Register gathers basic data relating to all persons holding the Belgian nationality.

- Crossroads Bank for Enterprises: managed by the Economy Department, the Crossroads Bank for Enterprises is an integrated business register that contains all authentic sources of all Belgian enterprises such as: company name, company number, postal and email address, legal type, activities performed within the company, professional skills of the company staff etc.

Similar infrastructure elements are implemented at regional level. For instance, in February 2006, the Coordination Cell Flemish eGovernment (CORVE) launched VKBO-GO, the online application of the Flemish Crossroads Bank for Enterprises.

In Wallonia and Wallonia-Brussels Federation, a Crossroad Bank for Data Exchange (BCED - Banque Carrefour d'échange de données) has been launched in May 2013. This is an exchange platform facilitating data sharing among administrations of Wallonia and WBF. The Bank follows the rules regarding protection of privacy and computer security in general. The staff is composed of members of eWBS, Etnic and DTIC. Brussels region is also rolling out a similar exchange platform called fidus. First exchanges are planned in late 2015.

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57 https://ecat.publicprocurement.be/ecat/home.action
59 http://www.ibz.rnr.fgov.be/
60 http://economie.fgov.be/fr/entreprises/BCE/#_WOOKbqIIHIU
62 https://www.ksz-bcss.fgov.be/fr/bcss/page/content/websites/belgium/security/security_05.html
### 3.1.2.4 eGovernment Services

#### 3.1.2.4.1 General practice health

| **Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9) - (Open Access)** |
| **Responsibility:** Central Government (Federal Department Health, Food Security and Environment) and Regional Government |
| **Website:** [http://www.belgium.be/fr/sante/index.jsp](http://www.belgium.be/fr/sante/index.jsp) |

The federal portal ‘Belgium.be’ provides general healthcare information online, as well as Internet links to websites of hospitals.

#### 3.1.2.4.2 Medical costs (reimbursement or direct settlement) (TRL 8-9)

| **Responsibility:** Central Government (Federal), Federal Department Social Security, National Institute of Medical and Invalidity Insurance (RIZIV-INAMI) |
| **Website:** [http://inami.fgov.be](http://inami.fgov.be) |

The website of the National Institute of Medical and Invalidity Insurance (RIZIV-INAMI) provides information on the reimbursement of medical costs. Belgium introduced a smart social insurance card (SIS card) that enables direct settlement of certain medical costs, while other costs are reimbursed through mandatory/complementary private social insurances (relevant websites).

#### 3.1.2.4.2 Local government services

| **Announcement of moving (change of address) (TRL 8-9)** |
| **Responsibility:** Municipal (Brussels Region) |
| **Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/) |

On-Line delivery of several certificates among which criminal records

| **Certificates (birth, marriage): request and delivery (TRL 8-9)** |
| **Responsibility:** Municipal (Brussels Region) |
| **Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/) |

On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others

| **Criminal Record Certificate (TRL 8-9)** |
| **Responsibility:** Municipal (Brussels Region) |
| **Website:** [https://irisbox.irisnet.be/](https://irisbox.irisnet.be/) |

On-Line delivery of several certificates among which criminal records

| **Housing (building and housing, environment) (TRL 8-9) - (Open Access)** |
| **Responsibility:** Regional and Municipal |
| **Website:** [https://nova.irisnet.be/](https://nova.irisnet.be/) |

NOVA is the Brussels Region portal for building and environment permits. It is used by the 19 municipalities of the Brussels region and by the regional public service dedicated to urban planning. Applicants can follow the permit application processing on-line. Applicants can however not yet apply on-line for a permit because of legal obstacles, although the related functions are already developed.
### D3.1: Catalogue of eGovernment applications

#### CLARITY project

<table>
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<tr>
<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
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The scholarships website of the Flanders Region/Community offers information and downloadable forms, while the other websites provide information only.

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<tr>
<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td><strong>Certificates (birth, marriage): request and delivery (TRL 8-9) - (Open Access)</strong></td>
<td>Municipal (Brussels Region)</td>
<td><a href="https://irisbox.irisnet.be/">https://irisbox.irisnet.be/</a></td>
</tr>
</tbody>
</table>

On-Line delivery of several certificates among which birth, death and marriage certificate, family composition and many others.

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<tr>
<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1.2.4.3 Small business and self-employed</strong></td>
<td>Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Crossroads Bank for Enterprises</td>
<td><a href="http://economie.fgov.be/fr/entreprises/BCE/index.jsp">http://economie.fgov.be/fr/entreprises/BCE/index.jsp</a></td>
</tr>
</tbody>
</table>

Since June 2006, a company can be created within 3 days (instead of 67 days originally) thanks to the electronic registration desk through which the data required for the company registration can be electronically exchanged at the notary’s.

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<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
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<tbody>
<tr>
<td><strong>Submission of data to statistical offices (TRL 8-9) - (Open Access)</strong></td>
<td>Central Government (Federal), Federal Department Economy, SMEs, Self-employed and Energy, Statistics Division</td>
<td><a href="http://www.statbel.fgov.be">http://www.statbel.fgov.be</a></td>
</tr>
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</table>

Data concerning company revenues and data related to employees already declared to the Tax Administration do not need to be re-submitted separately to the Statistics Division.

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<tr>
<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
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<tbody>
<tr>
<td><strong>VAT: declaration, notification (TRL 8-9)</strong></td>
<td>Central Government (Federal), Federal Department Finance</td>
<td><a href="http://economie.fgov.be/fr/entreprises/bce/contenu/#.VgFxJ9-qqko">http://economie.fgov.be/fr/entreprises/bce/contenu/#.VgFxJ9-qqko</a></td>
</tr>
</tbody>
</table>

Apart from the Federal Government official website, two other websites allow online submission of VAT. 'InterVAT' enables electronic submission of VAT declarations, and 'EdiVAT' allows submission based on the EDI (Electronic Data Interchange).

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<tr>
<th>Category</th>
<th>Responsibility</th>
<th>Website</th>
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Corporate income tax declarations can be submitted online via the application VENSOC, now Biztax[^63^], using an eID card or a digital certificate.

### Customs declarations (e-Customs) (TRL 8-9)

**Responsibility:** Central Government (Federal), Federal Department Finance, Customs and Excise Administration

**Website:** [http://plda.fgov.be](http://plda.fgov.be)

The application 'Paperless Customs and Excise' (PDLA) has been operational since 4 February 2008. PDLA allows for the electronic introduction and processing of customs and excise declarations. The electronic filing of customs' declarations became mandatory in July 2009. Moreover, the Customs and Excise Administration has also developed a web-based application called WEB - N.C.T.S. for managing transit operations, based on the EU’s New Computerised Transit System (NCTS).

### Social contributions for employees (TRL 8-9)

**Responsibility:** Central Government (Federal), Federal Department Social Security

**Website:** [https://www.socialsecurity.be](https://www.socialsecurity.be)

Belgian companies can carry out 42 electronic transactions online, via the Social Security portal. Since January 2003, employers must submit their quarterly declaration of wages and working times electronically to the National Office for Social Security.

### Disability

**Agency for the integration of people with disabilities, Belgium (TRL 8-9) - (Open Access)**

**Responsibility:** Government of Flanders, Government of the French Community


The Walloon agency for the integration of people with disabilities (Agence Wallonne pour l’intégration des personnes handicapées, AWIPH) promotes and enhances opportunities for people with disabilities to find paid employment, in both the regular labour market and in sheltered work environments. The initiative advises and supports people with disabilities who are seeking employment, and emphasises the importance of integration to employers. It also offers information on financial assistance which is available to both employees with disabilities and to employers to assist in occupational integration.

### Social Assistance Centre (CPAS/OMCW) (TRL 8-9)

**Responsibility:** Central Government (Federal)


The Social Assistance system is responsible for benefits for people with disabilities. Consult the Social Assistance Centre (CPAS/OMCW) in your municipality for more information and to apply.

### Bulgaria

#### eGovernment Strategy

eGovernment is considered a central tool in transforming the Government to improve Bulgaria's competitiveness and to enhance citizen and business participation in the knowledge-

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64 [http://finances.belgium.be/fr/douanes_accises](http://finances.belgium.be/fr/douanes_accises)
based economy. The main objective of eGovernment is to meet the needs of society by ensuring the quality and accessibility of administrative services. Bulgaria's eGovernment strategy is broadly based on three pillars, the 'Concept of eGovernment in Bulgaria 2010 - 2015', the 'Common Strategy for eGovernment in Bulgaria 2011-2015', and the building blocks, developed and implemented in the infrastructure of Bulgarian government 2011-2014. The strategy for eGovernance development in Republic of Bulgaria 2014 - 2020 builds upon the previous strategy.

The strategy for development of e-government in the Republic of Bulgaria (2014 - 2020) has been prepared as part of the country's commitments under the preconditions for EU funds for the programming period 2014 – 2020. Its main objective is to outline the framework for all current and new activities in the field of eGovernment. The strategy for the development of e-governance in the Republic of Bulgaria (2014 - 2020) contains:

- Analysis of the current state of play;
- Vision of eGovernment in Republic of Bulgaria;
- Strategic goals;
- Sectoral policies for eGovernance;
- Activities to achieve the predetermined objectives;
- Coordination and management of the strategy implementation;
- Model of e-governance: Information and Technology model.

The strategy was adopted by Decision № 163 of 21.03.2014, the Council of Ministers.

The 'Concept of eGovernment' represents the Ministry of Transport, Information Technology and Communications' vision for eGovernment in 2016 and the principles by which this is to be achieved. The document has no independent legal significance, but nevertheless serves as a basis for developing a national strategy and a roadmap for eGovernment in Bulgaria until 2020. According to the document, the Government is to apply the principles of good management, using modern ICT in order to:

- Provide comprehensive and quality administrative services tailored to user's needs;
- Establish open and transparent governance through the potential of new technologies;
- Deliver effective, efficient and sustainable management;
- Provide citizens and businesses quality administrative services electronically anytime, anyplace and through alternative access channels;
- Ensure transparency and accountability, engaging citizens and structures of civil society in governance processes;
- Achieve maximum impact and sustainability of the optimisation costs and work processes;
- Ensure information security management and achieve interoperability at a national and European level.


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66 https://www.mtitc.government.bg/upload/docs/E_GOV_Conception_for_publishing_2_.pdf
69 https://www.mtitc.government.bg/upload/docs/E_GOV_Conception_for_publishing_2_.pdf
• Presence of political will: the administrative, resource and functional conditions for the introduction of eGovernment have been created.
• Provision of the necessary financial resources: Budgets of all state institutions have seen significant increases for investments related to eGovernment and electronic provision of public services. Funds are released both for the technological provision of the institutions’ needs and for the development of electronic registers, data bases and eServices.
• Intuitional provision, including management capacity and the improvement of the civil servant’s qualification in eGovernment and information technologies. One crucial step is the establishment of the eGovernment Directorate, which aims at improving horizontal communications and coordination between the institutions concerned, especially between the heads of IT units in the state administration.
• Overall development of the Information Society and wider access to computers and the web through digital literacy. Special attention is being paid to the provision of public places of access to services such as libraries, community centres and a national net with around 100 remote centres.
• eGovernment to be recognised by society: the investigations carried out have shown that there is an imbalance in the demand for eServices; the need for the development of eGovernment is better recognised by businesses than by citizens.

3.1.3.2 Legal Framework

The eGovernment Act\(^{70}\), entered into force on 13 June 2008 and amended in October 2009 and in February 2013, lays down arrangements for the handling of electronic documents by administrative authorities, the provision of administrative services by electronic means and the circulation of electronic documents among various Administrations. Its scope also extends to other entities that carry out public functions and to public service providers. One of the Act’s main provisions is that administrative bodies and persons charged with public functions and the organisations providing public services cannot require from citizens and organisations to produce, or to prove data which has already been collected or created. Such data must be collected by the aforementioned bodies and persons from the initial data administrator. Another important provision states that public bodies provide administrative services electronically. A draft law amending the law on e-governance has been drawn up. It was approved by the Council of Ministers and will be proposed for approval to the National Assembly. It will provide better regulation policy of e-government.

The Access to Public Information Act (APIA)\(^{71}\) was voted by Parliament in 2000 and lastly amended in December 2008. It grants all citizens or legal entities the right to access the information held by State institutions, regardless of the medium in which it is held. Information can be withheld if it concerns such sensitive details as personal information and confidential State, or business matters. Requests can be verbal or written and must be processed within 14 days. The most recent amendment of the Act has introduced:

• The increase in bodies involved (regional offices of central authorities and bodies financed under EU programmes and funds);


• The obligation for the provision of partial access to information;
• The obligation for proactive publication of information online;
• The public interest test.

Re-use of Public Sector Information (PSI)

Access to Public Information Act (2007): Bulgaria has completed the transposition of Directive 2003/98/EC on the re-use of public sector information with a decree amending the Access to Public Information Act. This amendment came into force in June 2007. The last amendment of this law was in 2011.

3.1.3.3 eGovernment Infrastructure

Portals

• **Open data portal**: The open data portal represents a central, public, web-based database where institutions publish the information collected by them in a form, convenient for analysis. allows easy processing, display map, diagram, or in an otherwise different and more understandable form. The information is in machine-readable format with the necessary metadata. The portal collects at one place all information and therefore it is clear way for everyone to reach it. This is the first step for the easier connections between various facts and the examination of the reasons behind them. The basis of the project is an open source platform CKAN, which is developed by the Open Knowledge Foundation, Germany and is used extensively by countries such as Britain, Romania, Slovakia, the Netherlands, Austria, Italy, Sweden, South Korea, including the European Commission and numerous regional administrations.

• **eGovernment portal**: The eGovernment serves as a one-stop shop comprising a repository of public services provided by the central State Administration which enables citizens and businesses to obtain online information on several public services, as well as forms to download. The portal provides access to more than 1 300 services in various ministries, agencies and municipalities. Creation of a user profile in order to access eGovernment services is optional and can be performed via a username and password or an electronic signature. A comprehensive user guide is provided which outlines the site's functionalities and serves as a walk through for using its eServices.

• **Electronic Communication Networks and Information Systems (ECNIS) portal**: The agency's portal provides development, maintenance, administration and management of electronic communications networks for the needs of national security. Furthermore, it supplies electronic communications for disaster management to central and local authorities.

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72 [http://www.aip-bg.org/legislation/%D0%A2%D0%B5%D0%BA%D1%81%D1%82_%D0%BD%D0%B0_%D0%B7%D0%B0%D0%BA%D0%BE%D0%BD%D0%B0/203795/](http://www.aip-bg.org/legislation/%D0%A2%D0%B5%D0%BA%D1%81%D1%82_%D0%BD%D0%B0_%D0%B7%D0%B0%D0%BA%D0%BE%D0%BD%D0%B0/203795/)

73 [https://opendata.government.bg](https://opendata.government.bg)

### 3.1.3.4 eGovernment Services

#### 3.1.3.4.1 General practice health

<table>
<thead>
<tr>
<th>Health status (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong> National Revenue Agency</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="https://inetdec.nra.bg/">https://inetdec.nra.bg/</a></td>
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The website allows for online verification of health insurance status, health insurance calculator, Information for persons registered for VAT and persons authorized to implement a system of cash accounting VAT as well for making electronic payments to the budget.

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<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Ministry of Health</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.mh.government.bg">http://www.mh.government.bg</a></td>
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</tbody>
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Online information

<table>
<thead>
<tr>
<th>Medical costs (reimbursement or direct settlement) (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong> Central Government, National Social Security Institute</td>
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</table>

The National Social Security Institute administers the mandatory insurance programmes for disability, old age and survivors' benefits, sickness and maternity, work injuries and occupational diseases, as well as collection, control and information services for all obligatory contributions. An increasing number of citizens obtain information on their medical insurance status online.

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<tr>
<th>Healthcare abroad I (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong> National Health Insurance Fund, Ministry of Health</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.ezok.bg/">http://www.ezok.bg/</a></td>
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The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Bulgaria (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. Bulgarian residents using an EHIC card when out of the country must make sure that their insurance is valid. The website gives instructions on how to request the card, but it cannot be requested online, only to download a template to fill in.

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<th>Healthcare abroad II (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong> Ministry of Health</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.mh.government.bg/">http://www.mh.government.bg/</a></td>
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The website provides information for citizens which would like to be treated abroad.

#### 3.1.3.4.2 Local government services

N/A

#### 3.1.3.4.3 Small business and self-employed

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<thead>
<tr>
<th>Start-ups, European Company (TRL 8-9) - (Open Access)</th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Ministry of Justice, Registry Agency</td>
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</table>
An online commercial register enables the establishment and reorganisation, restructuring and liquidation of a business. Applications in paper form still apply, especially for businesses that do not possess an eSignature certificate.

### Intellectual property rights – Patents (TRL 8-9) - (Open Access)

**Responsibility:** Patent office of Republic of Bulgaria  
**Website:** [http://www.bpo.bg/](http://www.bpo.bg/)

The website gives information on multiple service regarding patents (only in Bulgarian), as well as provides sample templates and information for paid services.

### Submission of data to statistical offices (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, National Statistical Institute  
**Website:** [http://www.nsi.bg/](http://www.nsi.bg/)

Businesses can download and submit online forms concerning their facilities, key indicators, salaries and other labour costs, among other activities. Furthermore, businesses can perform their annual reporting online.

### VAT: declaration, notification (TRL 8-9)

**Responsibility:** Central Government, Ministry of Finance, National Revenue Agency  
**Website:** [http://www.nap.bg/](http://www.nap.bg/)

Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of VAT declarations.

### Corporate tax: declaration, notification (TRL 8-9)

**Responsibility:** Central Government, Ministry of Finance, National Revenue Agency  
**Website:** [http://www.nap.bg/](http://www.nap.bg/)

Online information and forms can be downloaded, submitted and signed electronically, allowing for the online submission of corporate taxes.

### Customs declarations (e-Customs) (TRL 8-9)

**Responsibility:** Central Government, Ministry of Finance, National Customs Agency  
**Website:** [http://www.en.customs.bg/](http://www.en.customs.bg/)

There are model forms to download, complete and submit.

### 3.1.3.4.4 Disability

**Bulgarian Association for Persons with Intellectual Disabilities (BAPID) (TRL 8-9)**

**Responsibility:** Central Government  
**Website:** [www.bapid.com](http://www.bapid.com)

Bulgarian association for persons with intellectual disabilities (BAPID) is a national representative association of persons with intellectual disabilities, their families, friends and professionals. The mission of BAPID is to defend human rights, non-discrimination and life in dignity of people with intellectual disabilities guaranteed by secured access to quality services, developmental training and employment opportunities for them. Advocates for national and local policy that respects the rights of people with intellectual disabilities and contributes in the building of the necessary supportive environment and inclusion in the society. We support our members in the realisation of their activities for people with intellectual disabilities and their families as providing information, expert and methodological consultations, financing and project implementation support.
Center for Social Activities Angelovi (TRL 8-9)

<table>
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<tr>
<th>Responsibility:</th>
<th>Central Government</th>
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<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.socialangel.bg">www.socialangel.bg</a></td>
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</tbody>
</table>

“Centre For Social Activities Angelovi” is a specialized health-social organization, part of the system for deinstitutionalization, providing integrated high-quality health and social services in the community, and consultation and psychosocial rehabilitation of persons with disabilities and people who are at health and social risk. Established with the mission to help and support these people in their typical home environment, our organization provides a whole system of services and activities aiming to improve their standard of living. Our centre is also a licensed organization for professional education in the field of healthcare and social services, assuring persons with disabilities an equal opportunity at the labour market. Our communication with persons with disabilities incorporates innovative models of social work and inclusion in society.

### 3.1.4 Croatia

#### 3.1.4.1 eGovernment Strategy

Throughout 2015 activities were undertaken for further development of the e-Croatia 2020 Strategy ([hereinafter: Strategy](https://uprava.gov.hr/vijesti/ek-prihvatila-strategiju-e-hrvatska-2020/14408)) with corresponding Action Plan. Relevant institutions appointed their representatives for the working group for drafting the Strategy i.e. the ministries, the Office of the National Security Council, the state administration offices in counties, Faculty of Organization and Informatics, ICT companies, economy and business organizations etc. Development of the Strategy was presented at various workshops, conferences, round tables and to the wider community. Strategy was presented as a strategic document written with the intention of improving the quality of life of citizens in Croatia by building the competitiveness of the economy by stronger involvement of information and communication technology by providing high-quality electronic public services to the society.

Strategy was made in accordance with already applicable strategies and Croatian laws, professional recommendations and directives of the European Union, primarily with Digital Agenda for Europe (DAE) as the first of the seven flagship initiatives within the program of the Strategy Europe 2020.

During June 2015, the Strategy of the Development of the Public Administration was adopted in the Parliament as a complementary strategy to the e-Croatia 2020 Strategy. The aim is to create a coherent, logical and efficient information system of the state by providing high quality and cost-effective e-services both at national and European level. It will ensure interoperability between existing and new ICT systems in the public administration, at the same time eliminating duplication of their functionality. The achievement of its objectives will be measured based on the percentage of citizens and businesses using public e-services and the level of customer satisfaction. In addition to national resources, Strategy is on the expenditure plan relying on the European Union funds in the financial perspective 2014-2020. The Strategy is at the moment in the Croatian Government procedure of adoption, after statements from 75

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relevant ministries are collected and confirmation from the EU Commission was given that the Strategy is considered as mature and can be notified to the Commission.

3.1.4.2 Legal Framework

In September 2015 the Decree on Organizational and Technical Standards for Connecting to the National Information Infrastructure was adopted, laying down the corresponding organizational and technical standards, policies and activities necessary for the launch, implementation, development and monitoring of projects related to the national information infrastructure as well as management, development and other elements necessary for the operation of the state information infrastructure.

In June 2015, the Council for National Information Infrastructure was founded. The Council is composed of representatives of central state administration bodies and professional ICT community. The Council has the task of supervision compliance projects in the ProDII Register with the Law on Public Information Infrastructure and acts of planning, coordinating projects of state information infrastructure and making recommendations on the merger of the same projects entered in the ProDII Register. The Council also assesses goals and possibilities of development of the state information infrastructure and the achieved quality of availability of information services, encouraging research and development in the field of information technology in the public sector and making recommendations for the future development of the state information infrastructure, with particular emphasis on its security.

Also, on 13 November 2014, the Croatian Government adopted the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure (ProDII Register). The Decree was set up with the purpose on rationalization, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

On 15 July 2014, the Croatian Parliament adopted the Law on the State Information Infrastructure. The Act establishes a central government portal system as a single point of contact in the virtual world. The Act introduces also the communication of public sector institutions with citizens via a state issued mailbox, a national identification and authentication system, a system of basic and public registers, a public register for the coordination of projects established for State Information Infrastructure (ProDII) and a meta-register with all information needed for their interconnection thus ensuring preconditions for the 'Paperless government' project. The Law also defines the body responsible for the development and implementation of ICT in the public sector and instruments for coordination.

Also, on 13 November 2014, the Croatian Government adopted the Decree on the Establishment of the Public Register for Coordination of Projects on the State Information Infrastructure. The Decree was set up with the purpose on rationalization, development direction and coordination of all activities and projects on the state information infrastructure, simultaneously increasing the quality of public services as well as disabling future planning and implementation of the same or similar projects in the public sector.

77 [http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2014_07_92_1840.html)
The country has a comprehensive framework of laws and regulations in place for exercising eGovernance which is supplemented by the Electronic Document Act (OG 150/2005\(^\text{78}\)), the Information Security and Confidentiality Act (NN 79/2007\(^\text{79}\)), the Act on the Right to Access Information (NN 172/03\(^\text{80}\)) and the implementation of the Convention on Cybercrime (OG 173/2003\(^\text{81}\)).

### Re-use of Public Sector Information (PSI)

Currently, there is no specific legislation concerning the re-use of PSI. Re-use of electronic content is addressed by the Electronic Document Act (OG 150/2005), enacted in December 2005, which defines the legal procedures related to the development, trade, use and storage of the information of an electronic document. Moreover, the Croatian Information and Documentation Referral Agency (HIDRA) ensures the availability of public official data, information and documents, and furthermore promotes its use.

### 3.1.4.3 eGovernment Infrastructure

#### Portals

- **Central Salary System**\(^\text{82}\): Croatia managed to implement the Central Salary System (COP) in 2180 institution of the public administration out of 2200 institutions that have salaries financed from the State budget. The COP is a web based application covering salary calculations for the whole public administration. The system gives the Government of Croatia the possibility to manage the system, it provides exact data to the Government of salaries paid by all elements.

- **e-Citizen portal**: On June 10, 2014 the platform e-Citizen was launched. The platform represents a one stop shop in the virtual world. It consists of a central web portal (gov.hr) that all web pages of all stated administration bodies will be integrated, a National Identification and Authentication System (NIAS) and a government issued personal mailbox dedicated to the communication of the government with the citizens. Through that platform all e-services of all governmental institutions can be reached, while the identification and authentication is performed only once if so chosen. The NIAS functionalities are in line with the STORK project of the EU, ensuring authentication levels from 1 to 4 depending on the security level needed by the application. The platform was welcomed by the citizens and we had more than 131.000 citizens ID-s issued since. With the introduction of the e-Citizen portal, the 'Central State Portal' ('My eGovernment Portal') was abolished.

- **State administration portal**\(^\text{83}\): The State administration portal 'Central State portal' (My eGovernment Portal) was abolished after the introduction of the e-Citizen portal. Prior to this, it represented an innovative development in terms of administration information usage and availability. It connects citizens and companies with administration, making

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\(^{80}\) [http://narodne-novine.nn.hr/clanci/sluzbeni/2003_10_172_2491.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2003_10_172_2491.html)


\(^{82}\) [https://uprava.gov.hr/centralni-obracun-placa/12961](https://uprava.gov.hr/centralni-obracun-placa/12961)

\(^{83}\) [http://www.mojauprava.hr/](http://www.mojauprava.hr/)
information available in one place and in a user-friendly manner. The portal provides information on Government services intended for citizens and entrepreneurs. By providing access to all eGovernment services, it continues to evolve into a single point of contact between Government and citizens. The portal remains in the first phase of its development in terms of building a unified synergy platform to integrate the overall Croatian public government system.

- **‘HITRO.HR’ portal**[^84]: 'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. This eServices infrastructure serves as a one-stop shop as it enables citizens and businesses to enjoy quicker, simpler access to information and services in one location. Furthermore, it aims to improve service levels by increasing the speed, efficiency, flexibility and transparency of State administration. Through the use of smart cards and digital signatures, citizens have access to the following services:
  - 'How to start a limited liability company'; 'How to start a craft business': entrepreneurs are able to carry out online the process of business creation.
  - ‘eREGOS’ (Central Registry of Insured Persons): registered users are able to submit electronically the R-Sm form (the insured person’s specification based on calculated and paid compulsory contributions for pension fund insurance).
  - 'eTax': taxpayers (legal and natural entities) are able to submit electronically tax returns and forms.
  - 'eVAT': citizens are able to perform VAT (value-added tax) payments online.
  - 'ePension': employers and taxpayers (legal and natural entities) are able to register online for pension insurance.

### 3.1.4.4 eGovernment Services

#### 3.1.4.4.1 General practice health

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Croatian Institute for Health Insurance</th>
</tr>
</thead>
</table>

By providing the e-Health service, the Croatian Institute for Health Insurance allows electronic initiation of the procedure for determining the status of the insured person in the compulsory health insurance system (through the submission of e-registrations). The service is intended to be used by the legal entities registered with the Croatian Institute for Health Insurance and it allows for submission of application for registration and deregistration, of insured persons, and change of information about the insured persons in an electronic manner. Registration for the service is also available as an online service.

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

The CIHI card is issued to all health care practitioners and used to access the health information system.

### Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

**Responsibility:** Central Government, Ministry of Health, various hospitals  
**Website:** [http://www.mz.hr/](http://www.mz.hr/)

Health related services include standard procedures for interactive consulting of available hospital services and interactive appointments for hospitals. They are organised by hospitals and health centres.

### Medical appointment in health institutions (TRL 8-9)

**Responsibility:** Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)  
**Website:** [https://hzzo.gov.hr/e-usluge/Narudzbe/](https://hzzo.gov.hr/e-usluge/Narudzbe/)

Users are able to see incoming medical appointments in health institutions and to cancel it.

### Medical costs (reimbursement or direct settlement) (TRL 8-9)

**Responsibility:** Central Government, Croatian Institute for Health Insurance  
**Website:** [http://www.hzzo-net.hr](http://www.hzzo-net.hr)

The request for exemption from treatment costs and reimbursement of transport costs after using medical services beyond the place of residence is submitted to the Institute for Health Insurance's District Office, or its Branch Office closest to the insured person's residence. Online information and forms to download are provided.

### Medical prescriptions (TRL 8-9)

**Responsibility:** Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)  
**Website:** [https://hzzo.gov.hr/e-usluge/RealiziraniRecepti/](https://hzzo.gov.hr/e-usluge/RealiziraniRecepti/)

Users are able to check prescribed medications in the last 6 months.

### Verify chosen GP (TRL 8-9)

**Responsibility:** Croatian Institute for Health Insurance, Croatian Health Insurance Fund (CHIF)  
**Website:** [https://hzzo.gov.hr/e-usluge/izabranilijecnik/default.aspx](https://hzzo.gov.hr/e-usluge/izabranilijecnik/default.aspx)

Users are able to verify the selected GP

### How to start a limited liability company (TRL 8-9) - (Open Access)

**Responsibility:** Central Government  

The FINA (Financial Agency) eCard provides faster, simpler and more secure access to information and services for businesses. It offers unlimited access to the following eServices, among others: eTax, eVAT, ePension and ePayment.
'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

How to start a craft business (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.hitro.hr/Default.aspx?sec=23">http://www.hitro.hr/Default.aspx?sec=23</a></td>
</tr>
</tbody>
</table>

'HITRO.HR' portal is a service provided by the Government to facilitate rapid communication between citizens and businesses with the State administration. In this instance, it allows entrepreneurs to carry out online the process of this particular type of business creation.

Registration of a new company (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government</th>
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</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.pravosudje.hr/">http://www.pravosudje.hr/</a>; <a href="http://www.mingo.hr/">http://www.mingo.hr/</a>; <a href="https://sudreg.pravosudje.hr/">https://sudreg.pravosudje.hr/</a></td>
</tr>
</tbody>
</table>

The website for new business registration is publicly accessible for authorised users (notaries) only. The registration website offers the possibility to download an official electronic form in order to start the procedure to register a new business. The court can issue an electronic document of registration. Further on in the process, i.e., for opening a business financial account, the bank would still require a paper registration document. At the moment, a service is available just for registration of companies with limited liability. The Court has to treat the case within 24 hours from submission.

Sole trader registration (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Entrepreneurships and Crafts</th>
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</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="https://e-obrt.minpo.hr/">https://e-obrt.minpo.hr/</a></td>
</tr>
</tbody>
</table>

Users can start a craft business and set up as a Sole Trader online.

Submission of data to statistical offices (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Bureau of Statistics</th>
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</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.dzs.hr/">http://www.dzs.hr/</a></td>
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</table>

There is an official electronic form to submit at least one statistical questionnaire to the National Institute for Statistics.

e-Invoice (TRL 8-9)

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<thead>
<tr>
<th>Responsibility</th>
<th>FINA (Financial Agency)</th>
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</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.fina.hr/Default.aspx?sec=1149">http://www.fina.hr/Default.aspx?sec=1149</a></td>
</tr>
</tbody>
</table>

Fina’s e-Invoice system enables entry, signature, sending and timestamping of e-invoices, receipt of certificates of receiving e-invoices, change of e-invoice status, receipt, archiving and search of e-invoices, use of templates, graphic personalization of e-invoices (logo), and their matching to payment orders. The e-Invoice service is connected with the Internet banking services provided by banks having a business cooperation contract with Fina in place, which enables automated preparation of electronic payment orders for purchased goods and services.

Electronic Payments (e-payment) (TRL 8-9)
### Fina’s e-payment service

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>FINA (Financial Agency)</th>
</tr>
</thead>
</table>

Fina’s e-payment service enables our customers to make HRK payments out of several transaction accounts held with different banks by using a single card/USB stick and PIN. Payment transactions are possible 24 hours a day, from your own office or home, but are also compliant with the highest data security, protection, confidentiality, and accuracy and nonrepudiation requirements.

### VAT: declaration, notification (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Finance, Tax Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.mfin.hr/">http://www.mfin.hr/</a></td>
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</tbody>
</table>

The VAT application form is submitted to the authorised Tax Administration branch office according to the place of residence or the usual residence of a taxpayer. The website of the Tax Administrations of the Ministry of Finance or County tax administrations offers the possibility to completely treat the VAT declaration online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

### Corporate tax: declaration, notification (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Finance, Tax Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.mfin.hr/">http://www.mfin.hr/</a></td>
</tr>
</tbody>
</table>

The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

### eTax (legal and natural entities) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Finance, Tax Administration</th>
</tr>
</thead>
</table>

The website of the Tax administrations of the Ministry of Finance and the tax administrations of the counties offers the possibility to completely treat the declaration of corporate tax online. The service provides the following: filling of electronic forms; input data validation; electronic signature; sending an electronic form; receiving confirmation of receipt; checking the status of sent and received electronic forms.

### Customs declarations (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Finance, Customs Administration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.carina.hr/">http://www.carina.hr/</a></td>
</tr>
</tbody>
</table>

The website of the Customs Administration offers the possibility to obtain and download the paper form to start the procedure for customs declaration.

### Disability

<table>
<thead>
<tr>
<th>Mali Dom- Zagreb, Day Care Center for Rehabilitation of Children and Young Adults</th>
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<tbody>
<tr>
<td>TRL 8-9</td>
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<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.malidom.hr">www.malidom.hr</a></td>
</tr>
</tbody>
</table>

3.1.4.4.4
Mali dom-Zagreb is a unique public institution that provides regular daily services to more than 100 children and youth who are visually impaired with additional disabilities and deaf blind.

**SUNRISE – OSVIT (TRL 8-9)**

**Responsibility:** Central Government  
**Website:** [www.osvit.hr](http://www.osvit.hr)

OSVITs activities are:
- improvement of vocational rehabilitation and employment of persons with disabilities,
- creation of new forms of content and work of persons with disabilities,
- monitoring of legislation and proposing necessary amendments,
- organization of conferences, symposia and lectures,
- organization of social and sporting activities of persons with disabilities,
- organization of creative workshops for people with disabilities,
- preparing of publications, proceedings and manuals in the areas of activities of the Association,
- cooperation with national and international institutions and organizations involved in vocational rehabilitation and employment of persons with disabilities.

### 3.1.5 **Cyprus**

#### 3.1.5.1 eGovernment Strategy

The Digital Strategy for Cyprus (the national information society strategy) was approved by the Council of Ministers on 8 February 2012. The Digital Strategy is a comprehensive plan for the period 2012-2020 and adopts a holistic approach for the development of the information society in Cyprus. Based on the Digital Agenda for Europe, the stated overall vision of the Digital Strategy is: "information and communication technologies to support the development and the competitiveness of the economy, and citizen participation in the social, cultural and political domains". The Digital Strategy for Cyprus is based upon six strategic targets:

- **Target 1:** Broaden coverage (infrastructure rollout); expand broadband and establish regulatory framework of networks;
- **Target 2:** Modernisation of public administration and provision of more applications and services to citizens and enterprises, namely, eGovernment and eHealth services;
- **Target 3:** Inclusion of all (including vulnerable groups) into digital Cyprus. Increase penetration and participation of all citizens and businesses in the digital society;
- **Target 4:** Education and Learning. Improvement of eSkills and digital literacy;
- **Target 5:** Promotion of digital entrepreneurship;
- **Target 6:** ICT for the environment. Promotion of green ICT.

#### 3.1.5.2 Legal Framework

There is currently no specific eGovernment legislation in Cyprus.

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Law Establishing Rules Governing the Re-use of Existing Information Held by Public Sector Bodies (2006)\(^87\): The Cypriot transposition of European Directive 2003/98/EC\(^88\) is Law 132(I)/2006, passed by the House of Representatives on 12 October 2006. The European Commission was notified on 20 October 2006 that the transposition had been completed. Cyprus expects to transpose the provisions of the revised PSI Directive (2013/37/EC) into the form of new comprehensive National Law, by the end of 2015.

3.1.5.3 eGovernment Infrastructure

**Portals**

- **Cyprus Procedure Information Portal**\(^89\): A new site is available aiming at providing information regarding the Government Procedures/Services of 5 main Areas (Labour and Social Insurances, Transportation, Immigration/Nationality and Citizenship, Health, Justice/Public Order and Defense). Specifically, the site provides to the public important information on various procedures / services (such as description, necessary documentation, fees required, relevant legislation, required certificates, service points, etc.).

- **Cyprus Government Open Data Portal**\(^90\): Cyprus launches the Government Open Data Portal, based on the Directive on the re-use of public sector information (PSI Directive). Through the portal, non-personal public data (geographical, demographic, statistical, environmental data, etc.) will be published, in a machine-readable format, and will allow citizens and businesses to find new ways to use it and to create new innovative products and services.

- **Cyprus Government portal**\(^91\): The government portal is an institutional website and an entry point to public information and services. Users can visit governmental and non-governmental sites of informative and interactive content. Information and services can be located by life-event cycle, by area of interest, by government organisation and by electronic service. Facilities available include:
  - Global Search for information contained in portal and all other government sites;
  - Useful Links, such as emergency phone numbers, yellow pages, overnight pharmacies, exchange rates, etc;
  - Personalisation facilities for layout and type of content presented on screen.

- **PSC**\(^92\) serves businesses and entrepreneurs, whether in Cyprus or in other EU Member States, interested in pursuing their business aspirations in Cyprus. The portal, established as a one-stop-shop and in accordance with the EU Services Directive, provides comprehensive information relating to the procedures and formalities required for the access to, or exercise of, service activities in the country, online submission of application forms, and tracking the progress of applications submitted. Procedures required are available, classified by service sector and/or alphabetical list. They are also obtainable via


a search engine. Through the 'Personal Space', registered users can submit application forms, view the application forms submitted and track the progress of their ongoing procedures. A step by step guide is provided for submitting application forms.

- **The Government Gateway**[^93] - Ariadne provides the foundation/cornerstone for delivery of the vision for a "Joined-up Government" and will constitute the central passage to all electronic transactions between citizens, businesses, institutions and the Government. Currently, 33 eServices are provided and Ariadne is expected to comprise a highly secure environment, a resilient "always on" service and a capacity to handle high volumes. In terms of functionality, it incorporates a unified registration and authentication service, allowing users (citizens, businesses, institutions, etc.) to conduct their transactions with the relevant Government Organisations over the Internet in a secure manner, with a single set of credentials, using any application, any device, anytime, anywhere. Additionally, Ariadne provides interoperable, secure and authenticated web-based interconnection of back-end systems. The project has been classified as one of the most important infrastructure projects for the successful implementation of eGovernment. Common core Services provided through Ariadne include:
  - common user identity management/authentication and authorisation;
  - single sign-on credentials;
  - common messaging facility;
  - online payments; and
  - Integration tier, offering reliable, standards-based information exchange between systems.

[^93]: https://cge.cyprus.gov.cy/

### 3.1.5.4 eGovernment Services

#### 3.1.5.4.1 General practice health

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, Ministry of Health</th>
</tr>
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<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.moh.gov.cy">http://www.moh.gov.cy</a></td>
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Information and forms to download

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#### Medical costs (reimbursement or direct settlement) (TRL 8-9)

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<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.moh.gov.cy/">http://www.moh.gov.cy/</a></td>
</tr>
</tbody>
</table>

Information and forms to download for application to obtain a medical card. With regard to medical costs, no application for reimbursement is required as medical costs are charged according to what the citizen is entitled to, i.e. medical card category. Depending on entitlement status, medical costs for government medical services can vary from zero fees, to reduced fees, to payment of full cost.
### 3.1.5.4.2 Local government services

<table>
<thead>
<tr>
<th>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</th>
</tr>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</table>

Some libraries provide catalogues which can locate holders and allow electronic reservations, for example the library of the Cyprus University of Technology. For online public libraries, which offer electronic reservations, prior registration of users is required.

### 3.1.5.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</table>

The e-Filing system supports the delivery of a number of eServices regarding the registration of companies and provides access to relevant information. Available eServices allow: search for information regarding companies present in the registers of companies, partnerships, business names and overseas companies; submission of applications for approval of company names; reservation of a company name. The above web services can be also accessed through the Point Of Single Contact.

<table>
<thead>
<tr>
<th>Intellectual property right (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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Information on the patent processes in Cyprus is freely available at the web portal of the Republic of Cyprus as well as several forms available for download and reuse.

<table>
<thead>
<tr>
<th>Front Office for Trade Marks (Electronic Filing of Trade Mark Applications) (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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System for submitting electronically applications for trademarks.

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</tbody>
</table>

Information and downloads of statistical data, results of surveys and publications. Collection of data is primarily made via statistical questionnaires acquired through interviews and processed by CYSTAT staff. Other sources of data include government operational systems; their use, however, does not render them a substitute for data supplied via the questionnaires method applicable (by law) to businesses.

<table>
<thead>
<tr>
<th>Electronic Payments (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</tbody>
</table>
Several online payment services are enlisted on the online web portal of the Web Portal of the Republic of Cyprus. In addition some services which are provided through Ariadne, can be fully completed electronically using the payment engine of this gateway. The payment engine of Ariadne is currently being used by other systems/portals and/or can be used in the future as a single payment engine for the various services provided by the Government.

**VAT: declaration, notification (TRL 8-9)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government Ministry of Finance, Tax Department</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://taxisnet.mof.gov.cy/">http://taxisnet.mof.gov.cy/</a></td>
</tr>
</tbody>
</table>

The TaxisNet system allows all taxpayers - natural persons and businesses to submit V.A.T. tax returns electronically. Alternative delivery channels for the service are available via the Tax Department.

**Corporate tax: declaration, notification (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Finance, Tax Department</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://taxisnet.mof.gov.cy/">http://taxisnet.mof.gov.cy/</a></td>
</tr>
</tbody>
</table>

The TaxisNet system allows all taxpayers - natural persons and businesses to submit VAT tax returns, VIES and INTRASTAT declarations electronically. Alternative delivery channels for the service are available via the Tax Department.

**Customs declarations (e-Customs) (TRL 8-9)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Finance, Customs &amp; Excise Department</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.mof.gov.cy">http://www.mof.gov.cy</a></td>
</tr>
</tbody>
</table>

The THESEAS system is the first fully integrated and web-enabled customs system in Cyprus. All customs stations are connected to the system via the Intranet, operating over the Government Data Network. An interface exists with the Cyprus Ports Authority for the electronic submission of cargo manifests and a standard XML development has been made available to traders for bulk input to the system. THESEAS includes several modules such as: import manifest system; import declaration system; tariff-taric system; import control system (ICS); export control system (ECS); excise movement and control system (EMCS) among other modules.

**The Cyprus Entrepreneurship Fund (CYPEF) (TRL 8-9)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central government</th>
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</table>

CYPEF is a fund established by the Republic of Cyprus to support and strengthen entrepreneurship in the country by enhancing access to finance to small and medium-sized enterprises (SMEs). Detailed information with regards to eligibility and financing terms can be obtained from CYPEF’s financial intermediaries, which are commercial banks operating in Cyprus. The bank which is solely responsible for receiving and evaluating loan applications and subsequently disbursing and monitoring the SME loans, for the time being, is the Bank of Cyprus only and it is acting as an intermediary for CYPEF’s purposes. It is expected that other banks will soon join the specific financing mechanism.

**Funding Programmes Portal (TRL 8-9) - (Open Access)**

<table>
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<tr>
<th>Responsibility:</th>
<th>Central government</th>
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</table>
The “Information Portal for Funding Programmes” serves as the first step in finding information about funding opportunities offered through both national and European Programmes and Schemes. It is supported by a help desk offering additional information by email, telephone or direct contacts. Enterprises, organizations and citizens may also register as members of the Portal and receive email alerts whenever new calls are uploaded on the Portal, in the programme categories of their interest. They can also get alerts on new calls through the Portal’s account on twitter at @FundingPortalCY.

### Disability

**Social Welfare Services (TRL 8-9) - (Open Access)**

**Responsibility:** Central government


The main objectives of the service for Public Assistance, the Elderly and the Disabled, are to safeguard every individual’s right to a decent standard of living; to offer financial or other support to vulnerable groups of people; to encourage the strengthening of bonds between the elderly and the disabled with their family and their local Community; and to end the reliance of public assistance recipients on public assistance benefit and achieve their social inclusion. Legislation on Public Assistance incorporates employment incentives to encourage social inclusion and gradually end the reliance of public assistance recipients on public funds. Special categories of vulnerable persons i.e. persons with disabilities, single parent families, families with four or more children and families in high risk of dissolution are entitled to public assistance even if they are employed full-time. Additionally, the Social Welfare Services materialize a project which is co-financed by the European Social Fund and the Government of Cyprus through which, public assistance recipients receive training and upon its completion are expected to be placed in the labour market in subsidised work positions.

In order to meet the above-mentioned goals the Service has introduced the following programmes:

- Public Assistance.
- Services for the Elderly and the Disabled.
- Schemes offered by the service for Public Assistance, the Elderly and the Disabled.
- Benefits and Services provided to the Enclaved.
- Composition of Socio-economic reports.

### Committee for the Protection of the Rights Of People with a Mental Handicap (TRL 8-9)

**Responsibility:** Central government


In comparison to their more able counterparts, mentally handicapped[1] individuals often face limitations when it comes to claiming their rights. With this in mind, and following pressure from many parents of mentally handicapped individuals, in 1989 special legislation was approved in Cyprus, namely, the 117/89 Law for the Mentally Retarded. This law designates the Committee for the Protection of the Rights Of People with a Mental Handicap as the appropriate authority for advocating and promoting the rights of people with a mental handicap on the island.

In order to ensure that the law is as effective as possible and at the same time remains up to date with contemporary policies and practices, the Ministry of Labour and Social Insurance
3.1.6 Czech Republic

3.1.6.1 eGovernment Strategy

On 16 February 2015, the Director of the National Security Authority submitted to the government the new strategy with large focus on the national cyber security of the Czech Republic for the period of the upcoming five years and marks an important milestone for the Czech Republic in terms of cybersecurity. It differentiates itself from the preceding strategy as it provides a qualitative shift from building up of the basic capabilities that are necessary to ensure the basic level of cyber security towards more advanced ones. The Action Plan to the Strategy defines its concrete steps, deadlines, responsibilities and the supervision of their implementation. The main goals that shall be achieved are divided into following seven priority areas:

- Ensuring efficiency and strengthening of all structures, processes and cooperation in the field of cyber security;
- Active international co-operation;
- Protection of the national Critical Information Infrastructure and Important Information Systems;
- Co-operation with private sector;
- R&D/Consumer’s trust;
- Support to the education, awareness and the development of the information society; and
- Support to the development of Police’s capabilities to investigate and prosecute information crime.

On 27 August 2014, the Strategic Framework of the Development of Public Administration in the Czech Republic for 2014-2020 has been approved by the government. This strategy of public administration development formulates four targets to be further elaborated by the Government Council, and achieved within the coming six-year period. Specified priorities cover public administration modernisation, which includes the evaluation of its current functioning, proposing and implementing performance improvement measures, improvement of services availability via eGovernment tools and continuous human resources professionalization and development. Implementation of individual measures and activities leading to the implementation of both specific and strategic objectives is, to a certain extent, interconnected. In respect of the strategic objective No. 1: Modernisation of the public administration, the key task is to optimize and streamline performance of individual (selected) agendas, primarily via their initial mapping and subsequent standardization. These activities will, at the same time, contribute to the reduction of the regulatory burden. The established quality management systems and the system of public administration evaluation will subsequently identify the potential for further optimization of the public administration system. In respect of the strategic objective No. 2: Review and optimization of the public administration on the territorial level, the individual specific objectives perform in a concerted manner and

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should lead to an increased transparency of public administration on the territorial level, both from the public point of view as well as in respect of transparency of financing. Both strategic objectives, i.e. the strategic objective No. 3 with its focus on the completion of a functioning eGovernment framework, and the strategic objective No. 4 focusing on the human resources development, are the necessary prerequisites and tools for the development and streamlining of public administration and its functioning.

3.1.6.2 Legal Framework

The Act no. 181/2014 Coll. on the Cyber Security and on the Amendments of the Related Acts (Cyber Security Law) has been published in the Collection of Laws on August 29, 2014. It will be effective as of January 1, 2015. The Act on Cyber Security aims to put into practice a set of powers and duties in order to enhance cyber security and to set the mechanism of active cooperation between the private sector and the public administration in order to increase the efficiency of dealing with the cyber security incidents. This Act focuses on the protection of the critical infrastructure, which is important for the functioning of the state and disruption of which would lead to the damage or threat to the interests of the Czech Republic.

The Act (No. 365/2000 Coll.) was adopted on 14 September 2000 and is last amended in 2012. It lays down the rights and obligations of all persons and bodies involved in the development of Public Administration information systems. It further establishes the management framework concerned with the creation, use, operation and development of information systems. A first amendment to this Act was adopted in September 2007 by the Parliament with the aim to reduce excessive administrative burden for citizens through the Czech POINT network through which the general public can obtain transcripts and information statements from the national registers. Furthermore, this amendment states that all public authorities have to make their websites accessible for the disabled, thus incorporating eAccessibility into Czech legislation.

Re-use of Public Sector Information (PSI)

Act on Free Access to Information (2005, last amendment: 2015): An amendment to the Act on Free Access to Information (No. 106/1999) was adopted by the Government on 12 May 2005 with a view to transpose the EU Directive 2003/98/EC on the re-use of public sector information (PSI-directive). This amendment sets out the obligation for Public Administrations to provide online access to information in open data formats (e.g. XML). The amendment came into force on 1 January 2006. The Czech Republic has therefore notified full transposition of the PSI-directive. According to the Legislative Tasks Plan of the Government, the Ministry of the Interior has elaborated the Draft of the change of the Act no.106/1999 about free access to information in a word of latest provisions. The Draft transposed the Directive of the European Parliament and Council 2013/37/EU from the 26th June 2013 into the Czech legal order. The Draft should contribute to more effective

publishing of public sector information and its reuse due to the obligation of information publishing in open and when possible machinereadable data format or through implementation of the agreement institution about the facilitating of permanent information access. The Government of the Czech Republic approved this Draft at the meeting on the 14th January 2015 by the decree no. 17 and obliged the Minister of the Interior to elaborate the final wording of the governmental draft of the Act. The amendment to the Act has been approved under No. 222/2015, reflecting recommendations and requirements of the European Union. Amendment to the Act went into effect on 10 September 2015.

3.1.6.3 eGovernment Infrastructure

- Public Administration Portal\(^99\): The Public Administration Portal, initially developed and administered by the Ministry of Informatics (replaced by the Ministry of the Interior), was created by Act No. 365/2000 Coll. on the public administration information systems. It serves as an official single electronic gateway of the Czech Republic for citizens, businesses and institutions, enabling them to communicate with Public Administration (PA) entities. The portal gathers all the necessary information on central and local Government authorities in one location, ensuring remote and free access to up-to-date information and services of the PA bodies, including electronic transactions. In line with EU programmes and objectives concerning eGovernment, the aims of the portal are to help simplify the administration, facilitate the communication of citizens or entrepreneurs with PA entities, ensure a simple and remotely accessible exchange of information and extend the transparency of the PA. The informational section of the portal comprises: a complete PA directory; links to both Czech and European legislation; a detailed database of recommended solutions for more than 468 specific life situations; the electronic Commercial Register; a facility for viewing parts of the Land Register; a public procurement overview; and news from individual Government bodies. Since late 2011 the Public Administration Portal also provides the public innovative communication capabilities with public authorities, via the data mailbox and public administration contact point, the Czech POINT. Furthermore, the portal’s data box provides secure and guaranteed environment for electronic filing. Portal data boxes, in addition to options such as logging into the mailbox, offer a list of authorised smart forms of communication with public authorities, which include the data outbox administration offices. Recently, the GPS coordinates have been added to the addresses of public administration bodies with the links to most popular servers (such as Google maps and Mapy.cz). GPS coordinates are also available in open data format. There is also an access to the Register of contracts from the Public Administration Portal. This Register contains contracts, orders and records of payment on public procurement contracts published by the public administration institutions. For the moment, the publication of a contract is optional, however, following the anticipated provisions of the future anti-corruption act (that is in the process of preparation), a public administration body will be obligated to make public any contract above CZK 50.000.

• **Electronic Portal of Local Self-Governments (ePUSA)\(^{100}\):** The ePUSA is an information system that contains an up-to-date database of self-government entities in the territory of the Czech Republic. The system enables the selection of required data according to different criteria. The main objective is to satisfy the need for communication between the Public Administration and citizens while creating and operating a current repository of the Regional and Municipal Authorities and other administrative bodies (e.g., organisations established by these authorities). The Ministry of the Interior operates ePUSA.

• **Towns and Communities Online Portal (TCOP)\(^{101}\):** The TCOP is a nationwide tele-democracy website, which supports electronic information exchange between local governments and Czech citizens. It is administered in cooperation with the Union of Towns and Municipalities of the Czech Republic. The overall mission is to progressively develop user-friendly eServices in order to support digital communication between Public Administration and citizens. It engages citizens in the decision-making process via the use of various multimedia. The TCOP provides a complete list of Czech municipalities and a free database-driven homepage to each Czech Council.

• **Portal for Data Boxes\(^{102}\):** The portal was launched in June 2011 to provide a more comprehensive service to users of Data Boxes, which serve as a secure repository of official electronic communications with public authorities. The new portal provides, in one place, comprehensive information on, and the services for the information system of Data Boxes (ISDS). In addition, the portal provides users with several secure ways to login, and also makes available interactive electronic forms. These changes are expected to significantly streamline the communication of citizens with the state.

3.1.6.4  *eGovernment Services*

### 3.1.6.4.1 General practice health

<table>
<thead>
<tr>
<th><strong>e-Health book (TRL 8-9)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

E-health book is a summary of a highly secure patient health information in electronic form, accessible 24 hours a day via the Internet. It is also a safe environment connecting healthcare providers, patients and health insurers. It can be used for the transmission of health information between doctor and patient and the doctors themselves, in an emergency can help save a life. The registration and use is free only for insurers of VZP CR.

<table>
<thead>
<tr>
<th><strong>Medical costs (reimbursement or direct settlement) (TRL 8-9)</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</tbody>
</table>

Health insurance is compulsory in the Czech Republic, but administered by private health insurance companies. These companies are non-profit independent bodies; hence, any surplus is allocated to a special account called the Reserve Fund. The system is financed by the contributions of individuals, employers and the State. Opting out of the insurance system is not permitted.

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\(^{100}\) [http://www.epusa.cz/index.php?jazyk=en&jazyk=en&sessID=0&platnost_k=0](http://www.epusa.cz/index.php?jazyk=en&jazyk=en&sessID=0&platnost_k=0)

\(^{101}\) [http://mesta.obce.cz/](http://mesta.obce.cz/)

### Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Ministry of Health, Regional Government</th>
</tr>
</thead>
</table>

Information purposes only. The national health policy is coordinated by the Ministry of Health; however, the operation of hospitals is managed by regional governments.

### 3.1.6.4.2 Local government services

| Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access) |
|------------------------------------------|-----------------------------------------------------------------------------------|
| Responsibility                           | Regional and Local Governments                                                    |
| Website                                  | N/A                                                                                |

Public libraries are managed by regional and local governments. Several libraries, such as the Municipal Library of Prague, provide an online catalogue and a number of online services, including: electronic listings of the newly-available items in the library collection; email notifications at the end of the lending period; automatic extension of the lending period by email; facility for reserving an item from the online catalogue.

### 3.1.6.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility</td>
</tr>
</tbody>
</table>

The Czech Business Web portal, formally the Integrated Business and Export System, was developed by the dissolved Ministry of Industry and Trade and the Czech Trade Agency along with other partners and State Administration institutions. The portal provides a one-stop shop for business information, including business registration. It is now possible to file electronic applications for the inclusion of a business into the business registry. Applications are sent to the email addresses of the relevant registry courts, which can be found via the Public Administration portal.

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td>Responsibility</td>
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</table>

Businesses and public authorities are able to transmit statistical data electronically.

<table>
<thead>
<tr>
<th>Corporate tax: declaration, notification (TRL 8-9)</th>
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<tr>
<td>Responsibility</td>
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</table>

The Czech Tax Administration website enables the electronic filing of corporate tax returns. Case handling, decision and delivery of a standard procedure to declare corporate tax can be treated via the Internet. No other formal procedure is necessary for the applicant via paperwork.

<table>
<thead>
<tr>
<th>Customs declarations (e-Customs) (TRL 8-9)</th>
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<tbody>
<tr>
<td>Responsibility</td>
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</tbody>
</table>

Traders can submit customs declarations electronically. Advanced eSignature based on qualified certificates is in use on this application.
3.1.6.4.4 Disability

Ministry of Labour and Social Affairs (TRL 8-9)

Responsibility: Central Government
Website: http://www.mpsv.cz/en/1612

Ministry of Labour and Social Affairs is the official portal for the disabled in the Czech Republic.

Czech Disability Council (TRL 8-9)

Responsibility: Central Government
Website: http://www.nrzp.cz/czech-national-disability-council.html

The Czech National Disability Council (CNDC) was established in 2000 in recognition of the fact that people with disabilities have many common needs and interests. From this recognition it was but a small leap to the realization that the collective needs and interests of disabled people would be substantially more effectively promoted and defended by one overarching, professional organization than by the individual agendas of separate disability associations.

The fundamental aim of the CNDC is therefore to advocate, promote and meet the rights, interests and needs of disabled people, regardless of the type or extent of their impairment. Our work is orientated towards collaboration with state administration and local government at all levels and with organizations and institutions working in this field at both the national and regional level.

3.1.7 Denmark

3.1.7.1 eGovernment Strategy

The current Danish eGovernment strategy, published in August 2011, is entitled 'Joint Public Digital Strategy: The Digital Road to Future Prosperity 2011-2015'. The central aim of the strategy is that by 2015 digital self-service solutions will be established as the normal procedural way for citizens to interact with the public sector. This new joint digital strategy focuses on a more rapid use of digital means by the government, municipalities and counties in order to renew and render more efficient the public sector. The strategy is divided into three main tracks, each of which covers different areas and target groups:

104 https://www.digst.dk/
• **TRACK 1:** An end to paper forms and post – For citizens, it will be mandatory to use digital solutions in all their written communications with the public authorities by 2015. Paper forms are to be phased out so that all citizens serve themselves online. Furthermore, all citizens must have a digital post box, in which they will receive all letters from public authorities, as of 2014. For individual citizens, it becomes easier and more flexible to manage their transactions with the public digitally, at a citizen's convenience and not only within office hours. Along with this development, help-services will be introduced for those citizens who find it hard to use the new digital solutions. It is the aim that 80 % of all service requests will be electronic by 2015 - even though that would be applicable for a number of selected services only and implemented in phases in the period 2012-2015. For businesses, all relevant communication will be fully digital by the end of 2012. This means that companies must make all reports to public authorities digitally by the end of the year - or shortly thereafter, once the necessary legislation and effective solutions are in place.

• **TRACK 2:** New digital welfare – On the way towards 2015, the digitisation and welfare technology is to be used consistently to modernise and streamline the major areas of welfare by, among other actions:
  - Undertaking an ambitious venture in the use of IT in schools. Investments are up to DKK 1.5 billion to bring schools into the 'digital future';
  - using welfare technology to advance the treatment of chronic illnesses out of hospitals and into private homes, engaging thus patients in their own treatment;
  - setting clear targets for the use of health IT, so that every day matters in hospitals can be facilitated;
  - Simplifying and streamlining employment effort.

• **TRACK 3:** Closer digital public cooperation – The common digital solutions promoted by the State, regions and municipalities have been developing together. These must constitute the natural platform for the authorities' digitisation efforts. Each public authority or institution should not develop its own systems; rather adopt systems in areas where there are already available good common solutions. This is only possible if the public digitisation effort is coordinated effectively - across state, regional and municipal authorities and institutions. Hence, there is a need for a stronger joint public effort in four main areas:
  - Promotion of a common digital infrastructure, secure and robust enough to cover future needs;
  - Effective sharing of reliable baseline data between administrations;
  - Adoption of a law which takes into consideration and cultivates opportunities in the digital society;
  - Stronger coordination of public digitisation efforts.

The Danish OGP National Action Plan 2013-2014\textsuperscript{105} was drawn up against the background of contributions from a public consultation where citizens, companies, NGOs and public authorities were invited to propose initiatives and activities and can be comprised into 5 themes:

- Local democracy and participation
- Full digital communication - and inclusion

D3.1: Catalogue of eGovernment applications

CLARITY project

- New forms of collaboration and involvement
- Open data - innovation, transparency and enhanced efficiency
- Promoting Open Government

In January 2015, it has been announced that the 2013 - 2014 OGP Action Plan will be extended to run until 1st July 2016 with two additional commitments – one on Open Data and Promoting Open Government.

3.1.7.2 Legal Framework

There is currently no overall eGovernment legislation in Denmark.

Re-use of Public Sector Information (PSI)


3.1.7.3 eGovernment Infrastructure

- Citizen portal: First launched in January 2007, www.borger.dk is a single Internet entry point to the public sector’s information and eServices to citizens, regardless of the origin of the public authority. The portal is jointly operated and funded by national, regional and local authorities. The portal provides general, location specific (e.g. regional or municipality specific) and personal information, data and eServices for citizens. It features a range of ‘self-service’ sections, thus allowing citizens to manage their communications with the public sector effectively and efficiently. The target is for all public sector bodies to integrate their digital information and services for citizens into the portal. In May 2012, a new version is launched. In the second half of 2012 a full mobile platform for citizens is introduced. The portal is a key focal point of the national and municipality digitisation strategies in 2011-2015, including the goal of rendering 80 % of all citizen-public sector communication digital by 2015. An updated version of ’borger.dk’ went live in October 2008, containing the first version of the 'My Page' section, which gives a personal overview of one’s relation to the public authorities. In that version, citizens can find personal information concerning taxes, health care, housing and finance. A second and more comprehensive version of 'My Page' was launched in 2010 in cooperation with the municipalities of Copenhagen, Frederiksborg, Aarhus, Aalborg and Næstved (i.e. 5 % of municipalities representing approx. 24 % of the population) and in March 2012 more than 50 % of municipalities (representing more than 60 % of the population) have signed up for a basic start-pack of personalised service through Local Government Denmark. In addition, a single sign-on solution allows citizens to receive and access information and services from several agencies, without having to log on several times. The portal currently contains

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106 https://www.digst.dk/Servicemenu/English/Policy-and-Strategy/Open-Government/Opening-key-public-datasets
108 https://www.retsinformation.dk/Forms/R0710.aspx?id=163488
109 www.borger.dk
more than 600 self-service solutions, and accommodates more than 1.2 million user-sessions per month (in a population of 5.5 million people). An updated version of the portal information architecture, graphic design and content management system is scheduled to be launched in May 2012. The re-launched version will allow for easier user-interphases, increased personalisation of content, and increased syndication of 'borger.dk' content and flexibility for authorities adding location specific content to the portal, or moving citizen-oriented content onto the portal thereby replacing their websites. The Agency for Digitisation, Ministry of Finance, is responsible for the citizen portal.

- **Business portal**\(^{110}\): This business portal is the common public eService channel for businesses, allowing them to handle their reporting obligations towards the public sector while providing relevant information on public services. The overall objective of 'Virk.dk' is to relieve Danish businesses from administrative burdens and to provide a single entrance to the public sector. 'Virk.dk' delivers a number of fully digital solutions for the benefit of businesses and the administration, regardless of the competent administrative body. The portal contains more than 200 eForms. 'Virk.dk' offers a number of transverse workflows which are customised in a way that the flow automatically finds the forms that are relevant to each individual user. A noteworthy aspect is the company start up workflow: Users are automatically presented with forms and queries concerning their business interest, thus avoiding irrelevant forms. The Danish Business Authority, Ministry of Business And Growth, is responsible for the business portal.

- **Real property portal**\(^{111}\): The portal contains articles, step-by-step guides, tools and documents designed to make it easier and more secure for users to sell or buy homes. It also provides an overview of buying and selling processes and details of the people that use them. It thus constitutes an insight into housing transaction processes designed to equip the home owner for the cooperation with professional advisers. Several tools and documents enable home owners to carry out parts of a housing transaction themselves, but also constitute a way of access to the large national databases containing data about buildings. The Ministry of Housing, Urban and Rural Affairs is responsible for the real property portal.

- **'IT-formidler' website**\(^{112}\): The website 'IT-formidler.dk' has been created to support the many initiatives around the country aimed at improving Danish IT skills. This web site primarily aims at giving the opportunity to every teacher in the country to share experiences, produce educational materials and retrieve teaching modules. The site was launched in March 2009 as part of the project "Laer mere" (Learn more). The website and network is part of the programme designed to assist those Danes who will not be able to serve themselves online as the eGovernment Strategy 2012-2015 has rendered the digital communication mandatory. The Agency for Digitisation, Ministry of Finance, is responsible for the website. Information repository and platform for collaboration: 'Digitaliser.dk' is the central repository of information on data interchange standards for the public and private sectors and a collaboration tool for the development of information society in Denmark. Launched by the Danish Ministry of Science, Technology and

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110 https://indberet.virk.dk/
111 http://boligejer.dk/om_boligejer
112 http://www.ekurser.nu/undervisningsmaterialer/
Innovation in October 2008, as a successor to the Infostructurebase (ISB), it is a key strategic element in the country’s eGovernment architecture. Its main purpose is to support the exchange and reuse of data related to public and private service delivery, including cooperation, business reengineering and alignment of related services. An important part of the content is the standards approved by the Danish eGovernment IT-architecture and XML committees. 'Digitalisér.dk' also provides an uncomplicated basis for debating common public digitisation by using intuitive web-based interaction rather than formal processes. There is only one

### 3.1.7.4 eGovernment Services

#### 3.1.7.4.1 General practice health

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>e-Health Portal Sundhed (TRL 8-9) - (Open Access)</td>
<td>Sundhed.dk is the official portal for the public Danish Healthcare Services and enables patients and healthcare professionals to find information and communicate. This section is primarily for decision makers abroad who want to replicate the results.</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Association of County Councils in Denmark; the Ministry of Interior and Health</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.sundhed.dk/">https://www.sundhed.dk/</a></td>
</tr>
</tbody>
</table>

#### 3.1.7.4.2 Local government services

<table>
<thead>
<tr>
<th>Service</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Passenger rights, documents you need (TRL 8-9) - (Open Access)</td>
<td>Information and forms to download. Passport applications are handled by the municipalities.</td>
</tr>
<tr>
<td>Responsibility</td>
<td>Local Government</td>
</tr>
<tr>
<td>Website</td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
</tr>
<tr>
<td><strong>Respectibility:</strong></td>
<td>Local Government</td>
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<tr>
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</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
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</tbody>
</table>

Information and forms to download. Driving licence applications and renewals are handled by the municipalities.

**Certificates (birth, marriage): request and delivery (TRL 8-9)**

<table>
<thead>
<tr>
<th><strong>Respectibility:</strong></th>
<th>Local Government</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
</tr>
</tbody>
</table>

Requests for certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests are based on the Danish Central Person Register (CPR), the register of Danish residents.

**Housing (building and housing, environment) (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th><strong>Respectibility:</strong></th>
<th>Local Government</th>
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</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
</tr>
</tbody>
</table>

General information and building permission application forms can be downloaded from the citizen portal ‘borger.dk’ and from several municipalities’ homepages.

**Passport (TRL 8-9)**

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<thead>
<tr>
<th><strong>Respectibility:</strong></th>
<th>Local Government</th>
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</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
</tr>
</tbody>
</table>

Information and forms to download. Passport applications are handled by the municipalities.

**Child allowances (TRL 8-9)**

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<thead>
<tr>
<th><strong>Respectibility:</strong></th>
<th>Local Government</th>
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</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.borger.dk/">https://www.borger.dk/</a></td>
</tr>
</tbody>
</table>

Family support (allowance for each child under 18 years-old, regardless of the parents’ income) is provided to all families in the National Register. This support is paid automatically – no application required. Other types of child support may also be available, administered and paid by the social services of the different communes, upon application only.

**Certificates (birth, marriage): request and delivery (TRL 8-9)**

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
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Requests for certificates are handled by individual communes, most of which provide information and forms to download on their websites. Answers to these requests are based on the Danish Central Person Register (CPR), the register of Danish residents.

**3.1.7.4.3 Small business and self-employed**

**Business portal VIRK (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th><strong>Respectibility:</strong></th>
<th>Danish Business Authority, The Ministry of Business and Growth</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.virk.dk">www.virk.dk</a></td>
</tr>
</tbody>
</table>

Virk is the main official portal to businesses in Denmark. As single point of entry for digital communication between businesses and government, the portal hosts more than 1500 digital services, support services and information on starting up business and procedures. Any new
business needs to register at Virk, whether it is as a sole trader, partnership or limited company.

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Business Authority</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.virk.dk">www.virk.dk</a></td>
</tr>
</tbody>
</table>

The Danish Business Authority manages business registration services in Denmark and provides full digital registration services online. Business details are kept in the Central Business Register (CVR) at Virk. It is possible also to change business details online at [www.virk.dk](http://www.virk.dk).

<table>
<thead>
<tr>
<th>Patents (TRL 8-9) - (Open Access)</th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Danish Patent and Trademark Office</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.dkpto.org/">http://www.dkpto.org/</a></td>
</tr>
</tbody>
</table>

Danish Patent and Trademark Office offers a wide range of self-service products to make it easier for the customers. Amongst the most popular and frequently used services are the databases with free access to Danish Patent, Trademark and Design Rights, and an online application for Danish Patent, Trademark and Design. If business wishes to proceed to file for a patent or register trademark or design, the business is able to use the online application. Other services are available on the portal.

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Danish Central Statistical Office (Statistics Denmark)</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.dst.dk">http://www.dst.dk</a></td>
</tr>
</tbody>
</table>

Since 2002, Danish businesses and public authorities have had the possibility to electronically submit wage and salary information to Statistics Denmark through the new wage and salary project. This project was set up in collaboration with the Danish Commerce and Companies Agency and the Central Customs and Tax Administration.

### 3.1.7.4 Disability

<table>
<thead>
<tr>
<th>The Danish Institute for Human Rights (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="https://www.humanrights.dk/our-work/our-work-denmark/disability">https://www.humanrights.dk/our-work/our-work-denmark/disability</a></td>
</tr>
</tbody>
</table>

The Convention on the Rights of Persons with Disabilities (CRPD) and its Optional Protocol was adopted on 13 December 2006 at the United Nations Headquarters in New York. The purpose of the CRPD is to promote, protect and ensure the full and equal enjoyment of all human rights and fundamental freedoms by all persons with disabilities, and to promote respect for their inherent dignity. In July 2009 Denmark ratified the CRPD and the Danish Institute for Human Rights was appointed by the Danish Parliament to promote and monitor the implementation of the CRPD in Denmark. To this end the Institute has engaged in a project which aims at identifying a set of 10 gold statistical outcome indicators to measure the implementation of the CRPD with Disabilities in Denmark.
3.1.8 Estonia

3.1.8.1 eGovernment Strategy

The Information Society Strategy 2020 does not deal with the introduction of ICT in various residential and policy areas, such as the use of ICT in health care or business. Rather it focuses on the use of ICT and smart solutions for the creation of an enabling environment assurance. The higher goal is thus to support the competitiveness of the economy through ICT, human well-being and an increase in the efficiency of state government. The Information Society Strategy includes a number of steps necessary for development activities. Indicatively these steps include the following:

Construct a base ready for the ultra-fast Internet network, enabling that at least 60% of all Estonians use the Internet on a daily basis. Enhance the cross-border capability of eServices in joint cooperation with the Nordic Institute of eGovernment Innovation aiming at developing X-roads, eIdentities, digital signatures, etc.

Enable that by 2020, 20% of the population uses the digital signature. Provide people with the technological and organisational infrastructure to take control over the use of their data and know at any time who, why, when and how these data are being used by their government. Modernise Estonian public eServices and implement uniform quality standards and support reform of old IT solutions. Improve related policies for better decision-making and service provision. Launch a virtual or eResidency by issuing a digital identity to non-residents and providing its eServices in a similar way to Switzerland's banking industry.

3.1.8.2 Legal Framework

There is currently no overall eGovernment legislation in Estonia.

Re-use of Public Sector Information (PSI)


3.1.8.3 eGovernment Infrastructure

- 'eesti.ee': eGovernment portal Estonia’s eGovernment portal was first launched in March 2003 on the basis of the 'eCitizen' project which was initiated in 2002. Since then, the portal has been constantly renewed. In the last quarter of 2007, a new version of the portal merged the former ‘State Information portal’ and the ‘Citizen portal’, creating a single integrated service. This portal coordinates the information provided and the services offered by various State institutions. It features a safe Internet environment for communication with the State and offers reliable information and eSolutions for citizens, entrepreneurs and

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115 https://www.riigiteataja.ee/akt/13003044?leiaKehtiv
117 https://www.eesti.ee/eng
officials respectively. The access to relevant information and eServices on the portal indeed depends on whether the user is a citizen, entrepreneur or State official. The State portal’s environment allows users authenticated with their national eID card to: Access and check their personal details; perform transactions with municipal and Government bodies; complete and convey online forms and applications; sign documents digitally; create email addresses with the suffix @eesti.ee; and receive email or SMS notifications. In addition, it gives access to other registry services (e.g. the Forest Registry) on more than 20 national databases. Based on the data held in the State Commercial Register, entrepreneurs using the portal can access transactional services for businesses.

- **'DigiDoc' portal**118 'DigiDoc' portal is available for Estonian ID-card and Estonian and Lithuanian Mobile-ID users and allows for digital signing, verification of validity of digital signatures, forwarding of documents to other users of the portal and receiving documents from other users of the portal. The DigiDocService provides a quick and easy way to raise the security of any web service to meet the highest demands. It makes it possible to carry out authentication based on strong authentication devices from different vendors and provides service providers with the opportunity to enter legal signatures on any created data within their service, which provides long-term validity and proof of action in courts across the EU.

- **Rural Municipality Portal**119: The portal was launched in February 2011 by the Estonian Government, with the view to increase the transparency of local governments and expand citizen participation. The concept of the portal is innovative as it is based on an open source content management tool, which allows for easy and uniform site administration. The developed solution includes a standard website structure for local governments, tools for site administration and built-in interfacing with public registers.

### 3.1.8.4 eGovernment Services

#### 3.1.8.4.1 General practice health

<table>
<thead>
<tr>
<th>Electronic services related to healthcare (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Estonian Health Insurance Fund</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.eesti.ee/eng/teemad/health_care/health_insurance/">http://www.eesti.ee/eng/teemad/health_care/health_insurance/</a></td>
</tr>
</tbody>
</table>

Internet banking clients or holders of the Estonian eID card can use eServices available through the national portal to check the validity of their health insurance, their address and the payment of sickness benefits.

<table>
<thead>
<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Ministry of Social Affairs</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.digilugu.ee/portal/page/portal/Digilugu/ETerviseProjektid">http://www.digilugu.ee/portal/page/portal/Digilugu/ETerviseProjektid</a></td>
</tr>
</tbody>
</table>

The East Tallinn Central Hospital became the first in Estonia to introduce an ePatient portal in April 2008 (currently under further development). Patients can access the portal from the hospital’s website. Through the portal, patients can view their medical records, book doctors’ appointments and pay consultation fees. It is also possible to order an appointment reminder via SMS or email. The project consists of four subprojects: Electronic Health Record (EHR);

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118 [https://www.digidoc.ee/?f=chg_lang&lang=en](https://www.digidoc.ee/?f=chg_lang&lang=en)
119 [https://www.kovtp.ee/](https://www.kovtp.ee/)
Digital Imaging; Digital Prescription; and Digital Registration. Today the similar portal is also available for patients of West Tallinn Central Hospital.

(reimbursement or direct settlement) (TRL 8-9)
Responsibility: Central Government, Estonian Health Insurance Fund
Website: http://www.eesti.ee/eng/teemad/health_care/health_insurance/
The Health Insurance Fund covers the cost of health services required in case of illness regardless of the amount of social tax paid by each citizen. Internet banking clients or holders of the Estonian eID card can use eServices available through the national portal to check the validity of their health insurance, their address and the payment of sickness benefits.

Healthcare abroad (TRL 8-9)
Responsibility: Central Government, Estonian Health Insurance Fund
Website: https://www.eesti.ee/eng/topics/citizen/tervisekaitse/tervishoid/ravikindlustus_euroopa_liidus
The Estonian Health Insurance Fund issues the European health insurance cards. European Health Insurance card could be applied through the state portal, or by e-mail from the customer service of the Health Insurance Fund, by submitting the digitally signed application.

3.1.8.4.2 Local government services
Certificates (birth, marriage): request and delivery (TRL 8-9)
Responsibility: Local Government
Website: http://www.eesti.ee/eng/teemad/perekond/
Information only. Requests for certificates are handled by the local authorities.

Housing (building and housing, environment) (TRL 8-9) - (Open Access)
Responsibility: Local Government
Website: https://www.eesti.ee/eng/topics/citizen/eluase
The state e-portal sets up a list of links to use to find a place (construction, buying or renting), as well as services related to Housing such as joining the gas network, choosing an electricity supplier, connecting to the public water supply and sewer system, or registering residence.

Waste (TRL 8-9) - (Open Access)
Responsibility: Local Government
Website: https://www.eesti.ee/eng/topics/citizen/eluase/jaatmekaitlus
Local government bodies must organise waste management within their administrative territories, but residents must have an opportunity to collect waste separately. The website gives information about the different opportunities for citizens to collect waste.

Certificates (birth, marriage): request and delivery (TRL 8-9)
Responsibility: Local Government
Website: http://www.eesti.ee/eng/teemad/perekond/
Information only. Requests for certificates are handled by the local authorities.

Energy (TRL 8-9) - (Open Access)
Responsibility: Local Government
Website: https://www.eesti.ee/eng/topics/citizen/eluase
The state e-portal is designed to provide links to citizens looking for a piece of information concerning Environment energy supply.

### Gateway to Estonia (TRL 8-9) - (Open Access)

**Responsibility:** Central Government  
**Website:** [https://www.eesti.ee/eng/topics/business](https://www.eesti.ee/eng/topics/business)

The Gateway to Estonia is a gateway to eGovernment services for business. It provides information and support for the procedures that aid the operation of the citizens’ service portal. By offering information (administrative activities, starting a business, tax and legal requirements) and transaction services, it intends to help established and continuing businesses to fulfill their information obligations and to reduce their administrative burden. Information and advice is provided on administrative activities, including starting a business or the tax and legal framework.

### Registration of a new company (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, Centre of Registers and Information Systems  
**Website:** [https://ariregister.rik.ee/](https://ariregister.rik.ee/)

The Centre of Registers and Information Systems is a State Agency working under the Ministry of Justice. Its main function is the administration of a number of central databases and registers, e.g. the Estonian enterprises register. Since February 2007, entrepreneurs have been enabled to submit data to the Commercial Register through the new Company registration portal. They can submit registry documents processed within the next working day, at the earliest. Persons are identified and procedures are performed using the Estonian eID card and digital signature.

### Patents (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, The Estonian Patent Office  

The Estonian Patent Office is a government agency that operates in the area of government and Ministry of Justice and implements national economic policy in the field of legal protection of industrial property. The Office provides legal protection to patents, trademarks, utility models, industrial designs, geographical indicators and integrated circuits. In fulfilling its tasks the Office represents the state (Statutes of the Estonian Patent Office).

### Company Registration Portal (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, Ministry of Justice  

The Company Registration Portal is an Internet environment that allows entrepreneurs to submit electronic applications, documents and annual reports to the Commercial Register. Applications can only be signed using your ID-card or Mobile-ID.

### Submission of data to statistical offices (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, Statistical Office of Estonia  
**Website:** [https://estat.stat.ee/](https://estat.stat.ee/)

Data can be submitted electronically to the Statistical Office. The eSTAT is a web-based channel which has been available since February 2006 for filing official statistical reports. It
offers an operational overview of the reports filed through different channels in the Statistical Office, as well as contacts with the providers of these reports.

### 3.1.8.4.4 Disability

**EESTi (TRL 8-9)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td>[<a href="https://www.eesti.ee/eng/toetused">https://www.eesti.ee/eng/toetused</a> JA_sotsiaalabi/sotsiaalteenused/sotsiaalteenused_1](<a href="https://www.eesti.ee/eng/toetused">https://www.eesti.ee/eng/toetused</a> JA_sotsiaalabi/sotsiaalteenused/sotsiaalteenused_1)</td>
</tr>
</tbody>
</table>

Local governments organise social services and emergency social assistance. The following individuals are entitled to social services:

- Permanent residents of Estonia;
- Foreign nationals living in Estonia on a legal basis; and
- Refugees in Estonia.

Each local government lays down the procedure for the provision of aid, which includes the description and funding of the social services and benefits and the respective application requirements and procedure. Therefore, local governments may provide different social services and have different eligibility requirements.

In order to obtain social services, a person must turn to their local government, which will decide whether and what type of assistance the person requires in order to resolve specific social problems and cope in the future. The decision on the provision or refusal of assistance must be clearly stated and justified in a comprehensible manner.

Local governments have the right to demand a fee for providing social services, the terms and amount of which are specified by local governments. The amount of the fee depends on the scope of the service, its cost and the financial situation of the person requesting the service, but it should not constitute an obstacle to receiving the service.

### 3.1.9 Finland

#### 3.1.9.1 eGovernment Strategy

In May 2015, Finland has published its second Open Government Action Plan for year 2015 – 2017[^121] that is the 100th National Action Plan published under the Open Government Partnership[^122] since its creation in 2011 whilst being the 2nd Action Plan of Finland. The plan commits Finland to make online services more consumer-friendly and focuses on the youth participation in Government and Open Data. The three key teams of the 2015-2017 action plan are openness, accountability and enhancing engagement. In Finland the Action Plan is being implemented on all levels of the government: ministries, state agencies and municipalities.

Goals have been created under the commitments, but once the implementation starts, the commitments will turn into individual actions and measurable targets in ministries, municipalities and regional councils. These goals can be further clarified during the implementation. The goal is to get open government enhancement to be part of each and every development project and programme. Ministries, agencies and municipalities are not asked to set up individual open government projects, instead enhancing open government should be part of all work.

[^122]: [https://www.opengovpartnership.org/](https://www.opengovpartnership.org/)
In 2012 the Ministry of Employment and the Economy assigned the ICT 2015 work group. The report drafted by the group titled "21 paths to Frictionless Finland" was published in January 2013. The report is aimed to enhance growth and further accelerate innovation and the growth of companies. The concept of “Frictionless Finland” describes a state of affair where best preconditions for the creation of competitive business generating well-being are enabled. More than 250 experts participated in the process.

The report established a roadmap for long-term efforts to make Finland a leader in information technology applications over the next ten years. There are three crucial measures identified in the report that shall be implemented in the initial phase of the process, one of them being the building of common national service architecture. A steering group coordinating the implementation of measures has been set by the Government in January.

The Ministry of Finance drafted in wide collaboration with other central government authorities and local authorities a new public sector ICT strategy. The Public Sector ICT Strategy is the first ICT strategy for both central government and local government administrations.

The strategy was published in 2013, although it was never formally adopted. Despite the lack of Government's formal decision a number of government's actions and measures have been taken align with the strategy.

In 2009, to further accelerate information society development and the spread of electronic public services, the Government launched developments and laid down new short- and medium-term goals, primarily re-arranging public information systems in line with the strategy document ‘The Action Programme on eServices and eDemocracy (SADe) programme’ (2009-2015)123. The purpose of the SADe programme is to promote good service and effective governance.

Furthermore, SADe aims to develop the interoperability of public administration information systems. A core aim for 2015 is to create high quality and interoperable public services nationwide. The services increase cost-efficiency creating savings for citizens, companies, the third sector and public administration. Creating savings for the municipal level is deemed especially important. The SADe-programme has developed 42 eServices in seven areas, which are citizen’s advice service, health and welfare services, eParticipation services, services for enterprises, remote services, learner’s services and eServices for housing and building. Some of the services are in use nationally and have established themselves well, while some are locally established, or have just recently been launched, hence requiring further marketing in order to gain a better foothold. Some of the most popular services have been studyinfo.fi customer service (information on education institutions and joint applications for vocational and general upper secondary education), building permit service in the local governments and citizens’ initiative service (a service for collecting support for citizens’ legislative initiatives to be submitted to the parliament – with a 50,000 supporters threshold).

Finland’s long term strategic priorities for eGovernment are set forth in the 'National Knowledge Society Strategy 2007-2015' which was adopted in September 2006. This strategy document was drawn up in cooperation with decision-makers and actors from various sectors of society. Around 400 specialists from the Government, local authorities, higher education institutions, businesses and organisations participated in the draft process.

It aims to support the emergence of a ‘Finland phenomenon’: to transform Finland into an internationally attractive, humane and competitive service society by 2015. In order to achieve this overall vision, the strategy focuses on four priority-specific strategic intents and aims, and proposes 72 related measures. Particular importance is given to measures aimed at promoting the reform of the service sector, citizens' well-being and country as well as business competitiveness.

3.1.9.2 Legal Framework

Act on Information Management Governance in Public Administration (2011)\textsuperscript{124}: This Act lays down provisions on the obligations of certain authorities in public administration when conducting information management tasks. The purpose of this Act is to improve the efficiency of activities in public administration and to improve public services and their availability by laying down provisions on information management governance in public administration and on promoting and ensuring the interoperability of information systems. Act on Information Management Governance in Public Administration requires that the Ministry of Finance has to be consulted when it comes to significant ICT procurement. This means ICT projects with high financial costs or extensive functional significance. In practice the method concerns projects of which the overall expenditure is estimated to be at least 5 M€. Extensive functional significance refers to projects in which the systems are to be used by many governmental agencies. These criteria should be considered as guiding principles not as an exact framework. A decree issued in December 2014 clarifies the process by stating more clearly which projects shall be reviewed.

Act on Electronic Services and Communication in the Public Sector (2010)\textsuperscript{125}: The objective of this Act (924/2010) is to improve the efficiency of services and communication, as well as information security in the Public Administration, judicial bodies and enforcement authorities by promoting the use of electronic data transmission. It contains provisions on the rights, duties and responsibilities of the authorities and their customers in the context of electronic services and communication.

Act on Government’s common ICT-services (1226/2013)\textsuperscript{126}: The purpose of the act is to improve the efficiency, quality and interoperability of the common ICT service in the government offices. The act also clarifies the origination of the structure and implements a new organization; government’s ICT center Valtori. Valtori is responsible for providing and producing common ICT services like data centers, networks, workstations and communication services. The scope of Valtori’s services includes also support for eServices and generic software services. The government organizations are still responsible for the development of ICT services and support for the business specific software.

Act on the Openness of Government Activities (2002)\textsuperscript{127}: The Act on the Openness of Government Activities (with amendments up to 1060/2002 included) provides for a general right to access any official document (including electronic records) in the public domain held by public authorities and private bodies that exercise public authority. Those requesting information are not required to provide reasons for such a request or to verify their identity.

\textsuperscript{124} https://www.kuntarakenne.fi/kao-wiki/Esite_englanti_20130626.pdf
\textsuperscript{125} http://www.finlex.fi/fi/laki/alkup/2010/20100924
\textsuperscript{126} http://www.finlex.fi/fi/laki/alkup/2013/20131226
unless they are requesting personal or other confidential information. Replies have to be made within 14 days. Restrictions exist for: non-official documents; documents relating to foreign affairs; criminal investigations; the police; military intelligence and armed forces; as well as confidential business activities.

Re-use of Public Sector Information (PSI)
Finland has chosen to implement Directive 2003/98/EC\textsuperscript{128} on the re-use of public sector information (PSI) by amending the Act on the Openness of Government Activities\textsuperscript{129}.

3.1.9.3 eGovernment Infrastructure

- **Suomi.fi\textsuperscript{130}**: Citizen Service portal: ‘Suomi.fi’ serves as a single access point to public information, administrative forms and online services. It is a repository for information that is vital to the daily lives of citizens or those who need to transact with the Public Administration, regardless of whether they reside in Finland or abroad. The portal offers the following content: 'eServices and forms' contains electronic services and forms provided by authorities, complete with instructions on use. 'Services by topic' comprises 14 subject headings, from families and social services to taxation and financing. 'State and municipalities' gives full details on Public Administration and provides access to municipality websites. 'Newsroom' contains public sector news and ‘Suomi.fi’ bulletins, and lists Public Administration and ‘Suomi.fi’ RSS feeds and public service eJournals. 'Citizen’s account' is a secure channel for electronic communications, decisions and messages between authorities and citizens. It enables citizens to view the status of personal affairs that are being processed, to electronically receive decisions and notifications concerning such matters, to submit electronic documents to authorities and to manage contact information. 'Service map' provides contact and information for public sector service locations. The 'Workspace' site which is linked to ‘Suomi.fi’ includes eServices and printable forms intended for Public Administration employees and content related to the development of online services.

- **Beta.suomi.fi\textsuperscript{131}**: Service portal for the identified citizen The next generation’s Suomi.fi portal is under development. After the identification citizens can view and verify own data in the public register like population, real estate and vehicle. In the future, citizens can do business with various authorities in this single point of contact.

- **YritysSuomi.fi\textsuperscript{132}**: Enterprise Finland portal: ‘Enterprise Finland’ is an online service created by public business service organisations for enterprises and people interested in starting a business. This free-of-charge online service provides information about the type of assistance available to businesses or entrepreneurs in establishing and developing their enterprise; it is particularly oriented towards helping SMEs. ‘Enterprise Finland’ contains approximately 130 services, each with an introductory page supplying contact information and links to further details. The structure is arranged according to the life cycle of the

\textsuperscript{128} http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32003L0098:EN:HTML
\textsuperscript{130} http://www.suomi.fi/suomifi/english/index.html
\textsuperscript{131} http://www.suomi.fi/suomifi/english/index.html
\textsuperscript{132} https://yrityssuomi.fi/home
enterprise or entrepreneur. The ‘SADe Programme’ envisages that the ongoing development of the portal will offer entrepreneurs one single channel to services provided by Public Administration, thus reducing administrative burden. As a consequence, Public Administration workload from business information and guidance will be decreased.

- **Demokratia.fi**[^33]: eParticipation portal: Demokratia.fi is a portal that gathers together information from various democracy-related sites and news in the field of political decision-making. The site thereby makes it easier for citizens to find the best channels for participation and influence, and increases government transparency and interaction. The portal summarises the eDemocracy web services maintained by the Ministry of Justice, namely lausuntopalvelu.fi[^134], otakantaa.fi[^135], nuortenideat.fi kansalaisaloite.fi[^136] and kuntalaisaloite.fi. Demokratia.fi also contains links to other public authorities’ websites with information on current matters that are being planned or prepared. In addition, it highlights the latest news from, for example, the parliament and the government.

- **Paikkatietoikkuna.fi**[^37]: Geodata portal: This is a national portal presenting the spatial data produced and exploited in the Finnish society. It is based on open source software and it offers the opportunity, through a map window, to browse dozens of map levels, produced by different organisations, on different themes, such as terrain, soil and land use, as well as traffic network.

- **Opendata.fi**[^38]: Open data and interoperability tools: Opendata.fi is a service for sharing open data and developing interoperability of public administration organizations. Opendata.fi is targeted for all audiences who aim at making use of open public information resources. Also companies and citizens are allowed to store open data into the service. The service contains metadata of open datasets and also interoperability tools, descriptions and guidelines.

- **Business Information System (BIS)**[^39]: Business Information System (BIS) is a service jointly provided by the National Board of Patents and Registration and the Tax Administration which allows users to submit information simultaneously to both organisations. Businesses and other organisations can lodge their details using a single notification form to both authorities, thus avoiding duplication. It includes businesses and other organisations entered in the Trade Register, Register for Foundations, VAT Register, Pre-payment Register, Employer Register or the Tax Administration Client Register, as well as all businesses and organisations which have filed a start-up notification but have not yet been entered in the above-mentioned registers. All businesses and organisations included in the BIS are assigned a Business Identity Code (Business ID) which has replaced all previous identifiers. The Business ID is provided as soon as the start-up notification has been submitted. BIS also provides a real time, free-of-charge information service which enables users to access information on Finnish-registered businesses, organisations and foundations, including contact details and Business IDs. In addition to finding information

[^33]: www.demokratia.fi
[^34]: https://www.lausuntopalvelu.fi/FI
[^35]: https://www.otakantaa.fi
[^36]: https://www.kansalaisaloite.fi
[^38]: https://www.opendata.fi/en
3.1.9.4 eGovernment Services

3.1.9.4.1 General practice health

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic prescription (TRL 8-9)</td>
<td>The National Archive of Health Information (Kanta)</td>
<td><a href="https://tunnistus.suomi.fi/VETUMASSO/app">https://tunnistus.suomi.fi/VETUMASSO/app</a></td>
</tr>
</tbody>
</table>

An electronic prescription is a prescription for medicines issued and signed electronically by a doctor. It is entered into a centralised database called the Prescription Centre. The Prescription Centre register is controlled by Kela. The national Prescription Centre contains all electronic prescriptions and the dispensing records entered on them by pharmacies. Based on the information held in the Prescription Centre, any pharmacy can dispense your medicines.

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</td>
<td>Central Government (Ministry of Social Affairs and Health)/Regional Government</td>
<td><a href="http://www.stm.fi/">http://www.stm.fi/</a></td>
</tr>
</tbody>
</table>

Mostly for information purposes, health services and national health policies, strategies and projects. The National Public Health Institute provides high-quality and user-friendly health content and services to Finnish citizens through the Health Finland Portal. Some health districts or municipal health organisations offer appointment services online for certain types of health services like appointment for dentists. In some services the scheduled time can be annulled by text message.

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Data Repository (TRL 8-9)</td>
<td>The National Archive of Health Information (Kanta)</td>
<td><a href="https://kansalainen.kanta.fi/">https://kansalainen.kanta.fi/</a></td>
</tr>
</tbody>
</table>

The Patient Data Repository is a service in which healthcare units enter patient records from their own data systems in a secure way. The Patient Data Repository is being constructed in stages, and therefore the information will accumulate in the archive gradually, as use of the archive becomes more widespread.

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<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical costs (reimbursement or direct settlement) (TRL 8-9)</td>
<td>Central Government, Social Insurance Institution of Finland (KELA)</td>
<td><a href="http://www.kela.fi/">http://www.kela.fi/</a></td>
</tr>
</tbody>
</table>

Information and reimbursement forms. Reimbursements of medical expenses are available for doctor fees, dental care costs and treatment/examination charges, calculated on the basis of the real costs up to a maximum fixed by the Ministry of Health. Citizens can choose to have their health insurance data included on their eID card instead.

3.1.9.4.2 Local government services

<table>
<thead>
<tr>
<th>Service</th>
<th>Availability</th>
<th>Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public libraries (availability of catalogues, search tools) (TRL 8-9)</td>
<td>(Open Access)</td>
<td></td>
</tr>
</tbody>
</table>
3.1.9.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of a new company (TRL 8-9) - (Open Access)</td>
<td>Central Government, Tax Administration, National Board of Patents and Registration</td>
<td><a href="http://www.ytj.fi/">http://www.ytj.fi/</a></td>
</tr>
<tr>
<td>Submission of data to statistical offices (TRL 8-9) - (Open Access)</td>
<td>Central Government, Statistics Finland</td>
<td><a href="http://www.stat.fi/">http://www.stat.fi/</a></td>
</tr>
</tbody>
</table>

The ‘libraries.fi’ portal provides a gateway to all public libraries and to most of their catalogues. A request service is also provided. Most of the municipalities offer their library services online.
### D3.1: Catalogue of eGovernment applications

**Website:** [http://www.vero.fi/](http://www.vero.fi/)

The Tax Administration website offers the possibility to completely treat the declaration of VAT online. No other formal paper procedure is necessary for the applicant.

<table>
<thead>
<tr>
<th>Corporate tax: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Online submission application and online payment system for corporate tax.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customs declarations (e-Customs) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Customs declarations can be fully performed online.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Finnish law (Finlex) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Finlex is a legal databank with over thirty databases. Access to the database is free of charge.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Social contributions for employees (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td>Employers can pay taxes withheld from wages and an employer’s social security contributions to the tax office electronically.</td>
</tr>
</tbody>
</table>

### 3.1.9.4.4 Disability

<table>
<thead>
<tr>
<th>Services for disabled persons (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td>Municipalities are required to organise special services for disabled persons who need them. These special services include, for example, transport service, home alteration work or a personal assistant. The purpose of these services is to help disabled persons to participate in the society’s activities and facilitate life with a disability.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Assistant services (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>If you require a great deal of help in dealing with your daily life due to your disability, you can be assigned a personal assistant (henkilökohtainen avustaja). The assistant can help you, for example, to cook, go to the shop, at your workplace, in studying or hobbies. Your municipality of residence pays the assistant’s wages. You can apply for assistant services at the social services office of your municipality of residence.</td>
</tr>
</tbody>
</table>
3.1.10 France

3.1.10.1 eGovernment Strategy


3.1.10.2 Legal Framework

The ordinance No. 2014 - 1330 was adopted on 6th November 2014 by the French government. The Minister of State for State Reform and Simplification, Thierry Mandon, announced at the Council of Ministers forty measures to be adopted by the government in order to simplify the lives of citizens. These measures are the result of public consultation between 9th July and 15 September 2014, during which more than 2000 proposals were made by users. The ordinance effectively defines the conditions and procedures for exercising the right of users to communicate electronically with the different administrations. It remains aligned with the ordinance No. 2013 - 1005 adopted on 12th November 2013 that allows for the simplification of the relation between the administration and users.

Thierry Mandon presented a list of these 40 measures, many of which represent a great step forward for users as they enable services such as scheduling an appointment at the CAF (Caisse d'allocations familiales) online or applying for the Vitale card online, getting a personal medical certificate, payments of fines via smartphone or purchasing stamps online and several other eServices.

Ordinance on electronic interactions between public services users and public authorities and among public authorities (2005)\footnote{http://www.ambafrance-ca.org/Digital-roadmap}

This ordinance (‘teleservices ordinance’) was adopted on 8 December 2005 on the basis of the Legal Simplification Law of 9 December 2004. It aims to establish a comprehensive legal framework for the shift to ‘electronic administration’ creating simple and secure electronic interactions between citizens and public authorities. The text covers all exchanges of electronic documents, email or digital communications among public authorities and among citizens and central administration, regional governments and private organisations. Moreover, it grants the same legal status to email as that of traditional paper-based correspondence and legalises the use of electronic signatures by public authorities. Lastly, the text lays down provisions on both the security of exchanges and the interoperability of information systems.

Re-use of Public Sector Information (PSI)


3.1.10.3 eGovernment Infrastructure

- **Service-Public.fr**: The portal launched in October 2000, ‘Service-Public.fr’, is the access point to practical information focused on the daily-life events of public service users. It provides orientation, documentation, online forms and links to public services online. As of January 2008, two-thirds of administrative procedures (approx. 600) were fully available online. In February 2008, the portal was enriched with the website ‘Administration 24h/24’, a one-stop shop for both citizens and businesses to perform administrative formalities online. ‘Mes démarches 24h/24’ the resulting section of the eGovernment portal features a search engine that leads to the most complete information relating to the keyword entered. A specific section of the portal (www.pme.service-public.fr) is aimed at simplifying administrative procedures for businesses, in particular small and medium-sized enterprises (SMEs) and freelancers. The services provided are supported by one common electronic signature solution and allow for the electronic access to administrative forms, as well as their eFilling in and online return. Launched in April 2014, the experimental "Simplified Public Market" (MPS) is now implemented. It allows companies to respond to call for tenders for public contracts by providing only their Siret number and a certificate of honour instead of supporting documents. Similarly since July 2014, an experimental "Simplified State Aid (APS) following the same principle is widespread.

- **Mon.Service-Public.fr**: ‘Service-Public.fr’ has been enriched with ‘Mon.Service-Public.fr’, an advanced eGovernment portal aimed at offering unified, personalised and secure access to the entire set of Government services available online, managed by the Directorate-General for State Modernisation (DGME). Through their personal account users can securely manage their administrative procedures online while accessing at the same time personalised, customised information. This way, the access to online services has been simplified drastically, since the user does not need to remember several passwords. eServices are constantly being added with the ultimate target to provide all possible public eServices via this portal. The owner of a personal account has a secure online personal data space at his/her disposal for entering his personal data once and for all and storing eDocuments. On 5 July 2010, the new version of 'Mon.Service-Public.fr' was presented by the Minister for the Budget, Public Accounts and State Reform with a fully revamped interface intended also to ease the follow-up of procedures and to provide customised information. Since April 2010, the portal has been enhanced with a service enabling its users to notify their change of contact details to twelve bodies at once. Thus, the already existing online service ‘I am changing places of residence’ became the ‘I am changing contact details’ service and all users’ details can be communicated to several bodies (public, semi-public and private sectors) in a single click.

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147 https://www.service-public.fr/
149 https://www.service-public.fr/professionnels-entreprises
151 https://www.service-public.fr/particuliers/fermeture-MSP
152 https://www.service-public.fr/particuliers/fermeture-MSP
• **Data.gouv.fr**\(^{153}\): Data.gouv.fr is an open data portal maintained by the French government. The portal hosts datasets produced by corporations, citizens or non-profits as well as government data. Data.gouv.fr also lists datasets released by institutions which have already developed their own open data portals by redirecting users to these portals.

• **Mes aides.fr**\(^{154}\): ‘Mes-aides’ is a digital public service "state startup" produced in an unprecedented construction approach by a small independent team hosted by the General Secretariat for Modernization of Public Action (SGMAP) and supported by a community of public officials and citizens. The site ‘mes-aides’ makes use of the free software simulation of the French tax-benefit system OpenFisca\(^{155}\) (version beta).

• **Marché Public Simplifié**\(^{156}\): Marché Public Simplifié aims to simplify access to public tenders\(^{157}\). MPS is part of the “Ditesle- nous une fois” (Share your information once) programme aims at easing the administrative burden on companies by reducing the volume of data required in their exchange with French public services.

• **eMarketplace of the Burgundy region**\(^{158}\): This portal is aimed at more than 2 000 public authorities and institutions in the administrative region of Burgundy in the east of France. It is accessible from the region’s eGovernment portal (www.e-bourgogne.fr)\(^{159}\). Through the platform, public bodies can post calls for tenders that potential suppliers can access and respond to. This eMarketplace was piloted with the support of the French Government as part of France’s ADELE plan for eGovernment, and launched as an operational service at the beginning of 2005. After a successful regional experimentation of its eMarketplace, the Burgundy region has created a consortium made up of five regional authorities of EU countries along with public and private partners in order to put in place the eTENProcure project\(^{160}\). This project aims at enabling, across the five pilot regions, electronic bidding for public procurement through safe and intuitive web services for SMEs.

### 3.1.10.4 eGovernment Services

#### 3.1.10.4.1 General practice health

<table>
<thead>
<tr>
<th><strong>Access to personal medical dossier (TRL 8-9)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Provides access to the personal medical account (‘dossier medical personnel’).

<table>
<thead>
<tr>
<th><strong>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Practical information is enlisted on the webportal. No eService is available.

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154 [https://mes-aides.gouv.fr/](https://mes-aides.gouv.fr/)
155 [https://www.openfisca.fr/](https://www.openfisca.fr/)
156 [https://mps.apientreprise.fr](https://mps.apientreprise.fr)
158 [https://marches.e-bourgogne.fr](https://marches.e-bourgogne.fr)
159 [https://www.e-bourgogne.fr](https://www.e-bourgogne.fr)
## D3.1: Catalogue of eGovernment applications

### Medical costs (reimbursement or direct settlement) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, National Medical Insurance Fund (CNAM)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ameli.fr/">http://www.ameli.fr</a></td>
</tr>
</tbody>
</table>

Information on medical insurance forms to download, and online tracking of reimbursements. Direct settlement of some costs is made possible with the smart health insurance card Vitale. Moreover, the eGovernment portal ‘www.service-public.fr’ provides citizens with a direct access to the online tracking of medical reimbursements.

### 3.1.10.4.2 Local government services

#### Public libraries (availability of catalogues, search tools) II (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government (Ministry of Higher Education and Research/Local Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="https://www.france-universite-numerique-mooc.fr/about">https://www.france-universite-numerique-mooc.fr/about</a></td>
</tr>
</tbody>
</table>

FUN is a MOOC platform (Massive Open Online Courses) at the disposal of the French higher education institutions and academic partners in the world.

#### Public libraries (availability of catalogues, search tools) I (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government (Ministry of Culture and Communication)/Local Government</th>
</tr>
</thead>
</table>

Most public libraries provide an online catalogue searching facility. Gallica, the digital library of the ‘Bibliothèque Nationale de France’ (BnF), provides access to digital works (press documents included), as well as images and hours of audio material. [http://data.bnf.fr](http://data.bnf.fr)

#### Housing (building and housing, environment) (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government/Local Government</th>
</tr>
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</table>

Information and forms to download. Planning and building permission services are handled by Local Government offices (Departmental Directorate for Equipment), or by local authorities.

#### Certificates (birth, marriage): request and delivery (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Local Government / National Government</th>
</tr>
</thead>
</table>

The national online request system for birth, marriage and death certificates is accessible via the portal ‘www.service-public.fr’. The request is made online through the ‘commune’ concerned. Once the request has been registered, the document in question is sent by regular mail. The same service is provided by the Ministry of Foreign Affairs’ to French citizens residing abroad.

#### Car registration (new, used, imported cars) (TRL 8-9) - (Open Access)

<table>
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<tr>
<th>Responsibility</th>
<th>Central Government/Local Government</th>
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</table>

Information and forms to download. Vehicle registration services are handled by local offices of the Central Government (Préfecture/Sous Préfecture) and in some cases by local authorities. For new cars, registration requests are submitted electronically by car dealers.
### 3.1.10.4.3 Small business and self-employed

**Registration of a new company (TRL 8-9) - (Open Access)**

**Responsibility:** Chambers of Commerce and Industry  
**Website:** [http://www.cfenet.cci.fr/](http://www.cfenet.cci.fr/)

Online administrative procedures for businesses, including business registration.

**Patents (TRL 8-9) - (Open Access)**

**Responsibility:** Institut National de la Propriété Industrielle, Minstry of Economy  

INPI is a public, fully funded, under the Ministry of Economy, Industry and Digital. The website of INPI provides information on patents, trademarks, and designs, and provides access to information on industrial property and businesses. Several forms and online formularies are available on the website as an eService, for example application for patent, trademark or design online, online brand renewal, and other.

**Submission of data to statistical offices (TRL 8-9) - (Open Access)**

**Responsibility:** Central Government, State Secretariat for Industry  
**Website:** [http://www.insee.fr/](http://www.insee.fr/)

Data concerning company revenues already declared to the Tax Administration do not need to be resubmitted separately to statistical offices. The same is valid for employees’ data submitted to Social security and Employment administrations.

**VAT: declaration, notification (TRL 8-9)**

**Responsibility:** Central Government, Ministry of the Economy, Industry and the Digital Sector, Directorate-General for Public Finances  
**Website:** [http://www.impots.gouv.fr/](http://www.impots.gouv.fr/)

Online declaration and payment of VAT.

**Corporate tax: declaration, notification (TRL 8-9)**

**Responsibility:** Central Government, Ministry of the Economy, Industry and the Digital Sector, Directorate-General for Public Finances  
**Website:** [http://www.impots.gouv.fr/](http://www.impots.gouv.fr/)

Online information and services for all businesses and professionals, including corporate tax declaration and payment.

**Customs declarations (e-Customs) (TRL 8-9)**

**Responsibility:** Central Government, Ministry of Economy, Industry and Digital Sector  
**Website:** [http://www.douane.gouv.fr/](http://www.douane.gouv.fr/)

eServices for customs declarations and payments.

### 3.1.10.4.4 Disability

N/A
3.11 Germany

3.11.1 eGovernment Strategy

The Federal Ministry of Education and Research has developed high-tech oriented strategy that aims to stimulate Germany’s scientific and economic potential in a targeted way and to find solutions to global and national challenges. Germany would like to continue in its efforts of becoming a worldwide innovation leader through innovation via a set of formulated goals, defined priorities, and introduced new instruments within a wide range of different fields of innovation. The High-Tech Strategy is the first broad national concept in which the key stakeholders involved in innovation share a joint vision. It is based on five pillars:

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

The IT Consolidation Programme of the German Federal Government

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

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


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

- Strengthen competitiveness through the use of ICT in all segments of the economic process
- Expand digital infrastructure and networks to meet future challenges
- Safeguard the protected and personal rights of users in the future Internet and in the use of new media
- Step up research and development in the ICT sector and speed up the translation of R&D findings into marketable products and services
- Strengthen basic, further and continuing education and training and competencies in handling new media
- Make consistent use of ICT to cope with social problems, including sustainability and climate protection, health, mobility, administration and the improvement of the quality of life of citizens.

National eGovernment Strategy

The National eGovernment Strategy was decided by the IT Planning Council on 24 September 2010 to guide the country’s eGovernment progress in the upcoming years. The strategy has been developed in cooperation with a broad spectrum of stakeholders from the fields of administration, politics, science and business. Particular care has also been taken to involve citizens in this process, by means of an online consultation which took place during September 2009. Key aspects of the strategy have already been identified and further discussed within the framework of the Fourth National IT-Conference of the Federal Chancellor held on 8 December 2009 in Stuttgart. In order to take technical and political developments into consideration the National eGovernment Strategy was evaluated and updated in 2015 by the Planungsrat (IT Planning council). The National eGovernment Strategy aims at ensuring a common orientation for eGovernment activities and efforts at federal, state and local levels in order to establish an attractive eGovernment and information technology for citizens and businesses. Thereby, according to the strategy’s vision, eGovernment should be characterised by six objectives:

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

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

- **Data protection, cyber security and transparency:** Data protection, security and transparency constitute important preconditions for the citizens to accept, trust and intensively use eGovernment. Therefore, the National eGovernment Strategy aims at ensuring data transparency and security by paying particular attention to only collect and process the data that is absolutely necessary for providing a particular administrative service. The protection of the providing systems is vital for the acceptance of eGovernment services as well.

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

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

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

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

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

- Transparent government and regulatory actions should be promoted by appropriate measures of information technology and eGovernment.
- Federal and state governments need to adapt to the IT processes and current threats from the Internet constantly. Therefore, minimum uniform standards for communication between government departments should be developed.
- Develop a common eID strategy to enable citizens and businesses to securely transact with the administration over the Internet.
- A federal information management will bring together faster and more efficiently knowledge management to improve public services.
- Sharing initiatives to federal, state and local governments for cost saving in IT infrastructures are in the making.
- The definition of IT security and IT interoperability standards is one of the main tasks of the IT Planning Board.

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

3.1.11.2 Legal Framework

German Act to promote electronic government

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

- Obligation for the opening of an electronic channel and for the opening of a De-Mail access;
- Principles of electronic filing and scanning of the replacing;
- Relief in the provision of electronic evidence and electronic payment in administrative procedures;
- Fulfilment of obligations by electronic publication and promulgation of official leaves;
- Obligation to document and analyse processes;
- Regulation for the supply of machine-readable data files by the administration ("open data").

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

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

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

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

**Freedom of Information Legislation**

**Freedom of Information Act (2005)**

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

**Re-use of Public Sector Information (PSI)**

**Law on re-use of Public Sector Information (2006)**\(^{162}\): The law on the re-use of Public Sector Information came into force on 19/12/2006 transposing the pertinent EU Directive 2003/98/EC\(^{163}\). The law regulates the information re-usage of public sector information beyond the pubic-administrative scope, namely, for shaping new information-products and related services. The law specifies that re-usage of public sector information has to be non-discriminative, contemporary and not exclusive. In accordance with the revision of the EU Directive, the law will be revised by July 2015.

3.1.11.3 eGovernment Infrastructure

- **Bund.de**\(^{164}\): ‘Bund.de’ is the German eGovernment services portal, providing central access to the online services by the Federal Authorities and the Federal Administration, also serving as an entry point to German States and Municipalities. Among other services, the portal provides access to an Online Form Centre enabling users to find administrative forms, even if they are not aware of the entity responsible for it. Management of the Form Centre is based on a Form Server, which is one of the infrastructure components developed as part of the ‘BundOnline 2005’ initiative.

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\(^{164}\) [http://www.bund.de/Content/DE/Home/homepage_node.html](http://www.bund.de/Content/DE/Home/homepage_node.html)
• **Federal eGovernment Shop (Kaufhaus des Bundes - KdB)**\(^{165}\): Beside the federal eProcurement platform, the Procurement Agency of the Federal Ministry of the Interior has also developed the federal eGovernment shop. With this solution the ordering of materials takes place through an electronic catalogue. Supplies of printing paper, for instance, are ordered by few mouse clicks. Even customised PCs and cars can be ordered online directly from the company. Conservative calculations estimate that each electronically executed order via KdB saves at least 377 minutes (equates to € 195 of personnel expenses) compared to a simplest form of a single tender action.

• **Library Portal (Bibliotheksportal)**\(^{166}\): This library and information portal on the intranet of the federal is a quick and easy access to a wide range of information. Through this portal twenty two libraries have enlisted their literature, electronic publications, databases and services across agencies to use. Users are location-independent and can search around the clock in the library catalogues of all participating libraries and the portal for specialised databases, such as 'Beck-Online', 'juris', 'Makrolog' and the 'Munzinger Archive'. In addition, the portal is a comprehensive 'Link List' with relevant Internet sources available.

• **XRepository**\(^{167}\): XRepository is an online library for XML based Data Exchange Formats, launched in January 2009. This website constitutes a central location for the publication of a broad spectrum of data relating to eGovernment projects, including Data-Models, XML schemes and relevant documentation. Once published, the data is consequently available for re-use by other administrations and designers of business processes. The website also facilitates online research on standards and interfaces, which can be subsequently downloaded at no cost. The online library is operated by the Co-ordination Office for IT Standards (KoSIT) in Bremen.

### 3.1.11.4 eGovernment Services

#### 3.1.11.4.1 General practice health

N/A

#### 3.1.11.4.2 Local government services

<table>
<thead>
<tr>
<th>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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Most major public libraries (universities, city libraries, etc.) provide catalogues and search tools on the Internet. In addition, through the new online lending system ‘Onleihe’ (unload), introduced in May 2007, library members are also able to borrow various digital media online, including eBooks, digital audio books, music and videos.

<table>
<thead>
<tr>
<th>Car registration (new, used, imported cars) (TRL 8-9) - (Open Access)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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Vehicle registration services are handled by local authorities, some of which provide related information and forms on their websites.

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<thead>
<tr>
<th>3.1.11.4.3 Small business and self-employed</th>
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</thead>
<tbody>
<tr>
<td><strong>Registration of a new company (TRL 8-9) - (Open Access)</strong></td>
</tr>
</tbody>
</table>

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\(^{165}\) [http://www.kdb.bund.de/KdB/DE/Startseite/home_node.html](http://www.kdb.bund.de/KdB/DE/Startseite/home_node.html)

\(^{166}\) [http://www.bibliotheksportal.de/](http://www.bibliotheksportal.de/)

\(^{167}\) [http://www.bibliotheksportal.de/](http://www.bibliotheksportal.de/)
### Patents (TRL 8-9) - (Open Access)
**Responsibility:** German Patent and Trade Mark Office (DPMA)
**Website:** [http://dpma.de/english/index.html](http://dpma.de/english/index.html)

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

### Submission of data to statistical offices (TRL 8-9) - (Open Access)
**Responsibility:** Central Government (Federal), Federal Statistical Office
**Website:** [http://w3stat.destatis.de/](http://w3stat.destatis.de/)

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

### VAT: declaration, notification (TRL 8-9)
**Responsibility:** Federal States’ Fiscal Authority (Tax Department)
**Website:** [https://www.elster.de/index.php](https://www.elster.de/index.php)

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

### Corporate tax: declaration, notification (TRL 8-9)
**Responsibility:** Central (Federal) / Regional (State) Government
**Website:** [https://www.elster.de/index.php](https://www.elster.de/index.php)

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

### Customs declarations (e-Customs) (TRL 8-9)
**Responsibility:** Central Government (Federal), Federal Customs Administration
**Website:** [http://www.zoll-d.de/](http://www.zoll-d.de/)

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

### German law (TRL 8-9) - (Open Access)
**Responsibility:** Centre for German Legal Information, Federal Foreign Office
**Website:** [http://www.cgerli.org/](http://www.cgerli.org/)

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

3.1.11.4.4 Disability

N/A
3.1.12 Greece\textsuperscript{168}

3.1.12.1 eGovernment Strategy

A 7-year plan including the actions needed for the implementation of the strategy for egovernment 2014-2020\textsuperscript{169} and administrative reform and the actions that will be financed by the programmes of the new programming period 2014-2020. For practical reasons the 7-year program consists of an initial detailed two-year action plan for e-government (ΗΔΙΑ) which is a rolling programme, tested, evaluated and reviewed at least annually or whenever necessary. The realisation of the projects is in line with an enabling environment suitable for the design, development, delivery and evaluation of eGovernment services, in accordance with the respective strategy. The most important technologies that will be adopted include IaaS (Infrastructure as a Service) and SaaS (Software as a service), so as to make the best use of governmental cloud technologies (gcloud). Other technologies concern data management (data-driven decision making, data processing / big data/ data mining/ data governance) and information security. Key milestones in the process are the creation of the governance structure of e-Government, the staffing plan for the computer and e-government services and of public sector bodies and units with a similar object and the completion of catalyst projects forming the backbone of e-government. These projects include:

- Establishment and functioning of a single system of management of human capital of public administration (HRMS)
- IT public policy (IT Policy)
- E-government Now (eGov Now)
- Development of an integrated financial management system (ERP)
- CRM service system (CRMS).

In addition to these projects, it is extremely important to interconnect the registers in the country, which is an important element for the possibility of providing eGovernment services, as well as to put the e-Procurement system into productive operation.

3.1.12.2 Legal Framework

Article 10 for “Electronic Identification” an article 12 for “Electronic Certificates” of law 4325/2015 (Government Gazette 47/A/ 11 May 2015) amend the e-government law of 2011 Precedential Decree was published for the Electronic Document Filling and Digitalization of existing files (Government Gazette 44/A/25- February-2014). A Ministerial Decision for the process of secure timestamping and the evidence of electronic documents exchange was issued Government Gazette 586/B/ 14 - March - 2013.

Law on eGovernment (eGovernment Act) (2011): The law creates a general framework for eGovernment in public administration by: defining concepts; setting forth the basic principles; specifying the obligations of public sector bodies for the use and exploitation of new technologies; giving rights to citizens in relation to the processing of personal data and ICT use; regulating issues regarding the storage and transmission of electronic copies, files and

\textsuperscript{169}http://www.yme.gov.gr/?getwhat=1&oid=1469&id=&tid=1607
protocols and; examining issues related to the authentication of user services. The Act lays particular emphasis on:

- electronic communication and data exchange between natural/legal entities and the public sector;
- public sector information and the method to be useful in facilitating citizens and businesses;
- the capacity of institutions in taking initiatives in a specific context to facilitate natural/legal entities;
- issues regarding personal data protection and privacy;
- matters such as electronic payments and the automatic search request for files and documents etc.

**Law on Re-use of Greek Public Sector Information (2003)**

The Reuse of Public Sector Information Legislative Framework comprises of a set of laws implementing EU Directives aiming at the reuse of different types of public sector information and increasing transparency in the activities of the public sector authorities. The PSI Legislative Framework consists of the following laws:

- Law 2690/1999 (access to public documents)
- Law 3422/2005 (access and reuse of environmental information) – ratifying the Aarhus Convention
- Law 3861/2010 (transparency law)
- Law 3979/2011 (e-government law)
- Law 4305/2014 (reuse of public sector information), amending Law 3448/2006, sets the principle “open by default”.

### 3.1.12.3 eGovernment Infrastructure

**National Portal of Public Administration ERMIS**

'Ernis' is the Governmental Portal of Public Administration aiming to inform citizens and businesses, and ensure the safe use of eGovernment services through digital certificates established and operated for the first time. The portal provides, from a central point, completed briefing to the citizens and the enterprises with regard to all their transactions with the Public Administration (natural or

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D3.1: Catalogue of eGovernment applications

**Ermis**

Ermis functions as an electronic shop of the Public Administration running in three key areas:

- **Provision of information**: It reliably informs citizens and businesses on their transactions and interactions with the state apparatus.
- **Interoperability**: The portal provides the necessary infrastructure to fully support interoperability between information systems of public administration.
- **Security of transactions**: Ermis provides secure eGovernment services at every level with the use of modulated digital authentication methods.

**Diavgeia – Transparency portal**[^172]: All decision of public administration bodies are published on this portal.

**Opengov.gr**[^173]: 'Opengov.gr' is a portal dedicated to respond to citizens' needs for information, merit and participation in shaping decisions. It offers the maximum possible publicity in all activities of government policy-making and administrative chain, aiming at creating good practices that will be introduced as ways of governance. The portal is designed to serve the principles of transparency, deliberation, collaboration and accountability and includes three initiatives:

- **Open calls for the recruitment of public administration officials**: Top level and mid-level openings in the public sector are available on the Internet. Applications are submitted online using a platform available on the opengov.gr website.
- **Electronic deliberation**: Almost every piece of draft legislation or even policy initiative by the government, are posted in a blog like platform prior to their submission to parliament. Citizens and organisations can post their comments, suggestions and criticisms article-by-article.
- **Labs OpenGov**: An open innovation initiative that brings together ideas and proposals from citizens, the public and the private sectors. Labs.OpenGov.gr attempts to release the power of decentralised knowledge and explore new ways to tackle modern public administration problems.

**The Citizen Service Centres (KEP) and their online platform (eKEP)**[^174]: The 'Citizen Service Centres' (or 'KEP' in Greek transliteration) are the administrative one-stop service centres, where citizens can have access to public service information and to over 1 000 standardised administrative procedures. The network of the ‘KEP’ is also supported by an online platform - ‘eKEP’. The Citizen Service Centres are linked together by an IP network and use the ‘eKEP’ platform to file and manage citizens’ requests, create a relevant eDirectory, electronically register ‘KEP’ mail, and monitor the requests’ progress all the way through settlement. Accessible through the one-stop service centres across the country or through the Internet, the eKEP platform supports the use of certified digital signatures, enabling real time on-line transactions between Public Administrations. The service is complemented by a 24/7/52 administrative information call centre (four-digit 1500 telephone service), where citizens and enterprises can request and obtain a large amount of different certificates. The Citizen Service Centre Internet portal receives over 9 million

[^172]: https://diavgeia.gov.gr/
[^173]: http://www.opengov.gr/home/
visits each month. More than 60 000 citizens visit the Citizen Service Centres every day for their transactions with the Government, while since March 2007, Greek enterprises are also capable of making their transactions with the 59 Chambers of the country more quickly and easily, through the Citizens Service Centres. The average service time usually does not exceed 7 days.

- **Services Directive portal**\(^\text{175}\): For offering service in Greece.
- **Business portal**\(^\text{176}\): For the Commercial Business Registry.
- **Startup Greece**\(^\text{177}\): The portal 'Startup Greece', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. It is supported by the Ministry of Development, Competitiveness and Shipping and the Greek Government in collaboration with communities of young entrepreneurs. 'Startup Greece' is a ‘no stop shop’ aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation, to start their own business.
- **Online Legislation portal E-Themis**\(^\text{178}\): The E-Themis online legislation portal has been realised within the framework of a project regarding the ‘Design and Implementation of a System for Automating the Administration, Archiving and Dissemination of Legislation to the Broader Public’. This project was initiated in December 2006 with a budget of € 2.3 million and was carried out by the Information Society S.A.\(^\text{179}\) The E-Themis portal, which was introduced in November 2008, is aimed at providing online access to the complete Greek legislation (including laws, decrees and regulative decisions as published in the Official Government Gazette) since the establishment of the Greek State. This service is offered free of charge, while the content of the portal is regularly updated. Within the portal, the legislation is clearly structured around a total of 40 thematic areas and fields of interest, which are particularly tailored to meet the needs of different categories of users, including citizens, enterprises and layers. In addition, a keyword based search facility allows users to easily locate the desired legal information. The service is complemented by a telephone-hotline for the provision of support.
- **Geodata**\(^\text{180}\): Geodata.gov.gr is providing open geospatial data and services for Greece, serving as a national open data catalogue, an INSPIRE-conformant Spatial Data Infrastructure, as well as a powerful foundation for enabling value added services from open data. Citizens can publish, discover, reuse, and visualize all published data, for free. Operating since 2010, geodata.gov.gr was one of the first open data catalogues in the world, contributing to the national and international open government agenda. It is designed, developed, and maintained by IMIS/Athena RC, with the aim to provide a focal point for the aggregation, search, provision and visualization of open geospatial information.

### 3.1.12.4 eGovernment Services

#### 3.1.12.4.1 General practice health

Health related services (interactive advice on the availability of services in

\(^{175}\) [http://www.eu-go.gr/sdportal/](http://www.eu-go.gr/sdportal/)

\(^{176}\) [http://www.businessportal.gr/](http://www.businessportal.gr/)

\(^{177}\) [www.startupgreece.gov.gr](http://www.startupgreece.gov.gr)


\(^{179}\) [http://www.ktpae.gr/](http://www.ktpae.gr/)

<table>
<thead>
<tr>
<th>applications</th>
<th>TRL</th>
<th>Open Access</th>
<th>Responsibility</th>
<th>Website</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>different hospitals; appointments for hospitals) (TRL 8-9)</td>
<td></td>
<td></td>
<td>Central Government, Ministry of Health and Social Solidarity</td>
<td><a href="http://www.yyka.gov.gr/">http://www.yyka.gov.gr/</a></td>
<td>Provides basic information on the organisation of the ministry and the availability of hospitals.</td>
</tr>
<tr>
<td>3.1.12.4.2 Local government services</td>
<td>N/A</td>
<td></td>
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</table>

General information and forms to download in order to start the procedure to register a company. Company registration services are handled by local courts and one stop shops (chambers).

Start-up Greece (TRL 8-9) - (Open Access)

Responsibility: Ministry of Development, Competitiveness and Shipping, The government of Greece, young entrepreneurs

Website: http://www.startupgreece.gov.gr/

The portal 'Start-up Greece', an information, networking and collaboration space aimed at creating a new generation of entrepreneurs in Greece was launched in April 2011. 'Start-up Greece' is a 'no stop shop' aimed at inspiring young people to believe in their own ideas, to cultivate novelty and innovation, to start their own business.

National Patent Register (TRL 8-9) - (Open Access)

Responsibility: The Industrial Property Organisation (OBI)

Website: http://www.obi.gr/OBI/Portals/0/default.aspx?tabid=125

The National Patent Register (NPR) allows all who are interested in seeking advice from their home or office for data on industrial property titles, which have been filled in Greece and have been published in the Industrial Property Bulletin (ΕΔΒΙ). Furthermore, it provides access to information which anyone can obtain from OBI’s official.

Patents (TRL 8-9) - (Open Access)

Responsibility: Hellenic Industrial Property Organisation

Website: http://www.obi.gr/obi/?tabid=74

The Hellenic Industrial Property Organisation is the only legally qualified institution for the protection of inventions and industrial designs. It also provides technological information from worldwide patent databases. Additionally, OBI has established 3 regional electronic patent libraries (in Thessaloniki, Patras and Herakleion of Crete) in order to promote the technological information in the greater Greek region with available of some services online such as Espacenet, National Patent Register, Dues Online Payment, etc.

Submission of data to statistical offices (TRL 8-9) - (Open Access)

Responsibility: Hellenic Statistical Authority

Website: http://www.statistics.gr/

Online submission of ‘Intrastat’ declarations.
VAT: declaration, notification (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Finance, General Secretariat for Information Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.gsis.gr">http://www.gsis.gr</a></td>
</tr>
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</table>

The ‘TAXISnet’ service, introduced in May 2000, provides a variety of services to individual and corporate taxpayers, like electronic submission of VAT forms.

Corporate tax: declaration, notification (TRL 8-9)

<table>
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<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Finance, General Secretariat for Information Systems</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.gsis.gr">http://www.gsis.gr</a></td>
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</table>

The ‘TAXISnet’ service, introduced in May 2000, provides a variety of services to corporate taxpayers, including electronic submission of income tax forms.

Customs declarations (TRL 8-9)

<table>
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<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Finance, General Secretariat for Information Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.gsis.gr">http://www.gsis.gr</a></td>
</tr>
</tbody>
</table>

The ‘TAXISnet’ service, as provided through the website of the General Secretariat for Information Systems, offers the possibility to submit customs declarations online.

3.1.12.4.4 Disability

N/A

3.1.13 Hungary\textsuperscript{181}

3.1.13.1 eGovernment Strategy

National Info-communication Strategy 2014-2020

Understanding that the info communications networks, tools, services and competences contribute increasingly to the improvement of the life quality of citizens, the competitiveness of businesses and the efficiency of state operation, the recently adopted National Info-communication Strategy 2014-2020\textsuperscript{182} intends to give a comprehensive overview on the situation of the Hungarian information society and the ICT market, to define the ideal target situation and to identify professional trends and development targets in info communications for the same period as the 2014-2020 financial period.

The strategy covers those components of the digital ecosystem in the case in which any task, backlog, market error or bottleneck can be clearly identified which may be handled more effectively by the state with the help of public policy, regulatory or support policy instruments than it would be possible through the organic development of the market.

The Strategy prepares the status analysis, defines the targets and identifies the tools along the following pillars:

1. **Digital Infrastructure**: It is the government’s firm intention that every household should have internet access of at least 30 Mbps and at least half of them of 100Mbps or faster by 2018. According to the plans, the full range of the National Telecommunication Backbone Network is to be established by 2016. Further goals are that the mobile broadband coverage should reach


95% by 2016, by which date broadband internet access of at least 20Mbps should be accessible for all educational institutions.

2. Digital Competences: Development of the digital skills of citizens, enterprises (primarily SME’s) and public administration employees. The major aspiration is that the rate of the digitally illiterate people among the adult population should be reduced to 40% by 2016 and 30% by 2020, and that the indicator of regular internet usage should reach 65% by 2016. According to the target values set in the strategy, 90% of micro and small enterprises could have internet access by 2016 and 99% by 2020.

3. Digital Economy: The development of the ICT sector in the narrower sense, electronic (commercial, bank, etc.) services and corporate IT systems as well as the stimulation of R&D and innovation activities. The intentions are to double the number of persons attending ICT trainings as well as increase the value of Hungarian software and services exports by 2020, compared to the current indicators. If the strategic goals are met, one third of SMEs may administer their transactions online by the end of this decade.

The tools for establishing the Digital State are providing the adequate info communication background, whereas developing e-services enables to improve citizens’ quality of living. As an effort towards these goals, the uniform governmental IT background to be set up by 2016 may enable citizens and enterprises to manage the full range of their public administration affairs online by 2018.

Public Administration and Civil Service Development Operational Programme (OP) will invest over 935 million euros, including nearly €795 million from EU funding (75.7 % from the European Social Fund and 24.3 % from the Cohesion Fund), to reinforce the services provided by the public authorities. It shall help Hungary to increase the efficiency of its public administration via development of the quality public services that are essential to attain sustainable growth in line with the Europe 2020 Strategy. Among others, the following results are expected from the programme:

- 400 procedures will benefit from the administration lead time will reduction;
- 250 e-governance procedures will be developed;
- 63,800 public servants will participate in competence development programmes; and
- 1000 local municipalities will be connected to the integrated public administration information system.

3.1.13.2 Legal Framework

A specific overall eGovernment law has been adopted in December 2015. This new eGovernment law will gradually enter into force until 1 January 2017, thus will gradually

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183 http://ec.europa.eu/europe2020/index_en.htm
replace the existing legal texts. The most important regulations applying for eGovernment services are laid down in the following legal texts:

- **Act No. CCXXII. of 2015**[^1] on general rules of electronic administration and trust services sets out the general rules of electronic administration, the relationship between the citizen and the public administration body providing e-administration services, their contact, the renewal of interoperability rules, the legal provisions necessary to implement the eIDAS regulation (910/2014/EU), as well as the rules of authenticity of electronic and paper-based documents.

- **Act No. CXL. of 2004**[^2] on general rules of the administrative procedures and services, especially its Chapter X on Electronic administration, amended in 2011. This chapter introduces the underlying principles for electronic administration, settles the role of the newly established Electronic Administration Inspectorate (EÜF), and also introduces the so called regulated electronic administration services. Further regulations are to be found in the following government regulations.

- **83/2012. (IV.21.)**[^3] Government decree on regulated electronic administration services and the services compulsorily provided by the State.


- **13/2011. (XII.27.)**[^6] Government decree of the National Media and Info communications Authority on the customer protection related quality requirements of electronic communication services is applicable.


- **309/2011. (XII.23.)**[^11] Government decree on the centralised IT and electronic communication services (introduced the National Info communications Service Provider Ltd.)


[^1]: http://njt.hu/cgi_bin/njt_doc.cgi?docid=193173.316582
[^4]: http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A1200084.KOR
[^5]: http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A1200085.KOR&celpara=#celparam
[^7]: http://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A0800080.KOR
[^8]: http://net.jogtar.hu/jr/gen/getdoc2.cgi?dbnum=1&docid=A06000276.KOR
[^10]: https://net.jogtar.hu/jr/gen/hjegy_doc.cgi?docid=A1000346.KOR
3.1.13.3 eGovernment Infrastructure

Portals

- **Magyarorszag.hu**: Hungary’s eGovernment portal, Magyarorszag.hu (Hungary.hu) was launched in September 2003. It is at the same time an institutional portal and a services platform. It generates and summarises contents from 46 government websites. On 1 April 2005, the portal went fully transactional with the launch of a transactional gateway, called the ‘Client Gate’ (Ügyfélkapu). This gateway allows users to securely identify themselves online and gain access to transactional eGovernment services through the portal. Since early 2007, there has also been a possibility of a secure bidirectional document-based communication between the public authorities and citizens on the Government portal through the Client Gate. Citizens can download a General Form Filler application from the Government portal and with its help fill up the electronic forms of any public authority in offline mode. After completing the fill up, they go online and sign in at the Client Gate. Through its Secure Electronic Document Transmission Service, they can send the form to the addressee authority in a secure and authentic way. As part of their Client Gate, citizens also have a notification storage where they can receive documents from public authorities and store the documents received for unlimited time.

- **Kormany.hu**: The website is the official information homepage of the Government of Hungary, constantly updated with the latest news, events and multimedia coverage concerning the cabinet activity. In addition, the Documents’ section contains information material that the government must publish according to law, and various other publications of interest to citizens. After registration, journalists can use further features under the Press menu, enabling them to follow live press conferences and download high-resolution photos and videos. The website’s public test phase was launched on 14 January 2011. This phase will end upon completion of migrating data from ministries’ websites and when the necessary corrections have been carried out.

3.1.13.4 eGovernment Services

### 3.1.13.4.1 General practice health

| Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9) |
| Responsibility: Central Government, Ministry of Human Resources, National Health Insurance Fund |
| Website: [http://www.oep.hu/](http://www.oep.hu/) |
| Description: The publicly accessible website offers information on the health related services, and certain cases can be administered online. |

| Medical costs (reimbursement or direct settlement) (TRL 8-9) |
| Responsibility: Central Government, National Health Insurance Fund |
| Website: [http://www.oep.hu/](http://www.oep.hu/) |
| Description: General information is available on the services. Downloadable forms should be submitted online. |

| Healthcare abroad (TRL 8-9) |
| Responsibility: National Health Insurance Fund |

198 [https://ugyfelkapu.magyarorszag.hu/](https://ugyfelkapu.magyarorszag.hu/)
### D3.1: Catalogue of eGovernment applications

<table>
<thead>
<tr>
<th><strong>Website:</strong></th>
<th><a href="http://www.oep.hu/felso_menu/lakossagnak/eugyintezes_enyomtatvanyok">http://www.oep.hu/felso_menu/lakossagnak/eugyintezes_enyomtatvanyok</a></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description:</strong></td>
<td>The publicly accessible website offers information on the health related services, and certain cases can be administered online, including some for Hungarian citizens living abroad.</td>
</tr>
</tbody>
</table>

3.1.13.4.2 Local government services

N/A

3.1.13.4.3 Small business and self-employed

| **Start-ups, European Company: Registration of a new company (TRL 8-9) - (Open Access)** |
| **Responsibility:** | Central Government: Ministry of Justice, National Office of Judicature Council |
| **Website:** | http://www.magyarorszag.hu/ |
| **Description:** | Case handling, decision and delivery of a standard procedure to register a new company can be treated via the web. No paperwork is necessary by the applicant for the completion of any other formal procedure. For setting up a company a Hungarian attorney-at-law is necessary. The procedure is electronic. A sole trader may set up a sole trader business, which is a taxpayer without legal personality and which is created upon registration in the companies register in accordance with the company registration rules. Setting up a sole trader business can be done online. |

| **Intellectual property rights: e-Register of industrial property applications (TRL 8-9)** |
| **Responsibility:** | Hungarian Intellectual Property Office |
| **Website:** | http://www.hipo.gov.hu/en |
| **Description:** | The e-register is an electronic register of the industrial property applications filed with the Hungarian Intellectual Property Office (HIPO) and of the industrial property rights granted/registered by the HIPO, as well as a register of the licences granted for orphan works of copyright. It is available without charge or prior registration - only accessible in Hungarian. Intellectual property search is available also in English language. |

| **Annual accounts: Submission of data to statistical offices (TRL 8-9) - (Open Access)** |
| **Responsibility:** | Central Government: Central Statistical Office |
| **Website:** | http://www.ksh.hu/ |
| **Description:** | Data can be submitted electronically to the Statistical Office. |

3.1.13.4.4 Disability

N/A

### 3.1.14 Ireland

3.1.14.1 eGovernment Strategy

Public Service ICT Strategy

A new Public Service ICT Strategy[^199] has been developed by the Office of the Government Chief Information Officer (OGCIO) in collaboration with the Public Service Chief Information Officer (CIO) Council. The Strategy, which was approved by Government and published in

January 2015, sets out the Government’s overall approach to ICT and contains a series of principles to ensure momentum is maintained in this area. The Public Service ICT Strategy sets out a high-level vision to reinforce ICT’s role in supporting Public Service Reform and transformation. It identifies a number of key strategic objectives that will set the future direction for innovation and excellence in ICT within the Public Service:

- **Build to Share**: creating ICT shared services to support integration across the wider Public Service to drive efficiency, standardisation, consolidation, reduction in duplication and control cost;
- **Digital First**: Digitisation of key transactional services and the increased use of ICT to deliver improved efficiency within Public Bodies and provide new digital services to citizens, businesses and public servants;
- **Data as an Enabler**: In line with statutory obligations and Data Protection guidelines, facilitate increased data sharing and innovative use of data across all Public Bodies to enable the delivery of integrated services, improve decision making and improve openness and transparency between Government and the public;
- **Improve Governance**: Ensure that the ICT strategy is aligned, directed and monitored across Public Bodies to support the specific goals and objectives at a whole-of-government level and with an emphasis on shared commitment; and
- **Increase Capability**: Ensure the necessary ICT skills and resources are available to meet the current and future ICT needs of the Public Service.

The Strategy sets out to build on the ICT foundations that will deliver government services of the future. It is aligned with the objectives of the Public Service Reform Plan 2014-2016200 and the goals of the Civil Service Renewal Plan201 and has the overarching objective of providing better outcomes for citizens, businesses and public servants though embracing the latest technological advances.

**Public Service Reform Plan 2014 - 2016**

A new Public Service Reform Plan was published on 14th January, 2014202. Public Service Reform Plan 2014-2016203 sets out objectives and actions for Public Service Reform over the next three years. Under the Plan, the reform agenda will be about protecting and improving public services.

There are four key themes running through the new Reform Plan:

- delivery of improved outcomes for service users – based on using alternative models of service delivery and improvements in service delivery at sectoral and organisational levels;
- achieving and utilising the “reform dividend” – freeing up resources by making existing processes more cost effective and efficient, and using the savings to invest in improved services;
- greater digitalisation and use of open data – to deliver services and information in innovative ways;
- more openness, transparency and accountability – to strengthen trust in government and public services, and to enhance public governance

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200 [http://reformplan.per.gov.ie/](http://reformplan.per.gov.ie/)
203 reformplan.per.gov.ie
D3.1: Catalogue of eGovernment applications

The plan was complemented by a progress report\(^{204}\) that sets out the progress achieved on the implementation of the previous Reform Plan.

\subsection*{3.1.14.2 Legal Framework}

There is currently no overall eGovernment legislation in Ireland.

\textbf{Re-Use of PSI}

This statutory instrument (secondary legislation, S.I. No. 279 of 2005) transposes the EU Directive on the re-use of public sector information (2003/98/EC\(^{205}\)) into Irish Law. It came into effect on 1 July 2005.

\subsection*{3.1.14.3 eGovernment Infrastructure}

\textbf{Government portal}\(^{206}\)

Public Bodies continue to deliver informational and transactional services through their own websites. The Department of Public Expenditure and Reform has complemented the work of individual Public Bodies by maintaining the www.gov.ie portal. This portal provides easy access to more than 430 online information and transactional services.

\textbf{Citizens Information website}\(^{207}\)

Launched in April 2001, the Citizens Information website is run by the Citizens Information Board\(^{208}\), Ireland’s national agency responsible for providing information and advice on social services, operating under the aegis of the Department of Social Protection. The website provides guidance on a wide range of subjects, such as employment rights, buying a home, moving abroad and education. The subjects covered are divided into 14 categories, representing life events and activities, allowing users to readily access a relevant topic. Sourced from a wide variety of service providers and agencies, the information is backed up by case studies, supporting documentation and downloadable forms.

\textbf{Irish Government News Service portal}

The Irish Government News Service portal\(^{209}\) affords a view of government from the vantage point of Government Buildings itself. It reviews the wide range of government activity and then reports certain key events as news. All government press releases are accessible either via RSS feed or links to all Government Departments. The site’s central task is to select a variety of events and report on them objectively. It also features ‘Issues’, where useful thematic information, not tied to a particular date, is presented. It enables people with an interest in Government dealings to view the latest developments on one website. It is produced by a team in Government Buildings, involving the Government Information Service, Government Press and IT.

\textbf{Local Enterprise}

\footnotesize
\begin{itemize}
\item[204]\texttt{http://www.reformplan.per.gov.ie/}
\item[205]\texttt{http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=CELEX:32003L0098:EN:HTML}
\item[206]\texttt{http://www.gov.ie/}
\item[207]\texttt{http://www.citizensinformation.ie/en/}
\item[208]\texttt{http://www.citizensinformationboard.ie/en/}
\item[209]\texttt{http://www.merrionstreet.ie/en/}
\end{itemize}
There are over 80 different Government supports for Irish start-ups and small businesses. This online guide is to help Irish start-ups and small businesses navigate the range of Government supports to see which could possibly apply. Local Enterprise Office\(^{210}\) provides advice, information and support to starting up or growing a business. With dedicated teams across the Local Authority network in Ireland, Local Enterprise Offices offer a wide range of experience, skills and services.

### Additional Portals

Additional portals include for example:
- the Department of Social Protection's\(^{211}\) network of Intreo Centres, which provide practical, tailored employment services and supports for jobseekers and employers alike; and
- online services such as [www.businessregulation.ie](http://www.businessregulation.ie), which provides, in one place, details of the main regulations which affect businesses.

#### 3.1.14.4 eGovernment Services

3.1.14.4.1 General practice health

N/A

3.1.14.4.2 Local government services

<table>
<thead>
<tr>
<th>Housing (building and housing, environment) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Electronic intake with an official form to start the procedure to obtain a building or renovation permission.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Waste (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>The local authority can provide advise you on waste disposal and recycling facilities via phone or in person, yet no eService is available.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Participation in Irish elections (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Participation in the Irish elections is not available as an eService. Applications forms are available on <a href="http://www.checktheregister.ie">www.checktheregister.ie</a>, however when complemented they must be returned to the local authority.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>School, University- Public libraries (availability of catalogues, search tools) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
</tbody>
</table>

\(^{210}\) [https://www.localenterprise.ie](https://www.localenterprise.ie)

\(^{211}\) [http://www.welfare.ie/en/Pages/home.aspx](http://www.welfare.ie/en/Pages/home.aspx)
Libraries offer the possibility to search for a specific title and to perform an electronic reservation. Libraries also offer the possibility of joining book clubs, as well as a wide range of other services.

### Student grants (TRL 8-9)

| Responsibility | Central Government/Local Government, Department of Education and Skills |
| Website | https://www.grantsonline.ie/ |

Online applications for Student Grants. Under the free fees initiative, the DES meets the tuition fees of eligible students who are attending full-time undergraduate courses. Such courses must generally be of at least two years duration, at approved colleges. These colleges include the publicly funded colleges and a number of non-publicly funded religious colleges which are approved for the purposes of the Higher Education Grants Scheme and which are part of the CAO system of entry.

### Researchers - Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)

| Responsibility | Central Government/Local Government, the Library Council |
| Website | http://www.library.ie/; www.borrowbooks.ie |

Libraries offer the possibility to search for a specific title and to perform an electronic reservation. Libraries also offer the possibility of joining book clubs, as well as a wide range of other services.

### 3.1.14.4.3 Small business and self-employed

#### Start-ups, European Company - Local Enterprise (TRL 8-9) - (Open Access)

| Responsibility | Local Enterprise Office |
| Website | https://www.localenterprise.ie/ |

This online guide is to help Irish start-ups and small businesses navigate the range of Government supports to see which could possibly apply. Local Enterprise Office provides advice, information and support to starting up or growing a business.

#### Registration of a new company (TRL 8-9) - (Open Access)

| Responsibility | Central Government, Companies Registration Office |
| Website | http://www.cro.ie/ |

If a business is being established using the entrepreneur's true name, there is no requirement for the business name to be formally registered. If a business is to be carried out under a name other than the entrepreneur's true name, registration of the business name is obligatory and can be registered online. If formal registration is required, it is not possible to fully register a company electronically, under Irish law, as a statutory declaration cannot be made electronically. However, the Companies Registration process in Ireland is quick and efficient.

### e-Register of industrial property applications (TRL 8-9)

| Responsibility | Irish Patents Office |
| Website | https://www.patentoffice.ie/en/ |
Information about IP in Ireland, and two online services are available. These two services are the following: online payments (for renewal fees, trade mark registration fee(s) and patent grant fee(s) by credit, or debit card), and trade mark e-filling (for trade mark).

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Central Statistics Office (CSO)</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.cso.ie/">http://www.cso.ie/</a></td>
</tr>
<tr>
<td>Submission of data to the statistical office can be performed electronically.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Revenue Online Service (ROS) (incl. electronic payments) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Revenue Commissioners</td>
</tr>
<tr>
<td>Revenue Online Service (ROS) is provided for business customers by the Revenue Commissioners. This system provides a means for business customers to: file returns online; make payments by debit card, debit instruction or online banking (Online Banking applies to Income Tax only); obtain online details of personal/clients Revenue Accounts; calculate tax liability; conduct business electronically and claim repayments. The ROS service is based on qualified electronic signatures.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VAT: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Revenue Commissioners</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.revenue.ie/">http://www.revenue.ie/</a></td>
</tr>
<tr>
<td>The system allows submission and payment facilities for all VAT returns by all traders or their nominated tax agent. In addition to the standard VAT return, the System supports submission of - Annual Return of Trading Details (RTD Form) and statistical returns - Intrastat and VIES as required.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Customs declaration (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Revenue Commissioners</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.revenue.ie/en/">http://www.revenue.ie/en/</a></td>
</tr>
<tr>
<td>Online facilities for carrying out customs declarations are available in Ireland via the Revenue On-Line Service (ROS).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Corporate tax: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Revenue Commissioners</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.revenue.ie/">http://www.revenue.ie/</a></td>
</tr>
<tr>
<td>The system allows submission and payment facilities for Corporation Tax returns by companies or their nominated tax agent. Companies filing electronically receive an electronic copy of the Notice of Assessment. The system can accept returns information generated from third party software, as well as Revenue supplied forms.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Public procurement / eProcurement (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Office of Government Procurement</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.etenders.gov.ie/">http://www.etenders.gov.ie/</a></td>
</tr>
<tr>
<td>eTenders is the central government procurement portal. It provides information and tools for electronic public procurement. Online tendering tools are provided for public sector purchasers including: online creation of notices with approved eSender status; attachment of tender documents</td>
</tr>
</tbody>
</table>
for downloading by suppliers; online clarifications between buyers and suppliers; online submission of tenders by suppliers; site forums for the different sectors involved in public procurement; and comprehensive guidance material. For suppliers there are free email alerts when tenders of interest to them have been advertised, as well as management of their notices and tenders. An online pre-qualification questionnaire facility has also been rolled out.

**Environment-related permits (incl. reporting) (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Environmental Protection Agency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.epa.ie/">http://www.epa.ie/</a></td>
</tr>
</tbody>
</table>

Online submission of requests for environment-related permits. The EPA provides customised and segmented information on environmental-related regulation and obligations, regarding both the AER/PRTR and for IPCC, Waste and Waste Water Discharge applications ('www.epa.ie'). Applicants can also request a determination as to whether an activity requires a waste licence, waste facility permit, certificate of registration, or none of these at [http://www.epa.ie/licensing/licques/article11declarations/](http://www.epa.ie/licensing/licques/article11declarations/).

### 3.1.14.4.4 Disability

N/A

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**3.15 Italy**

#### 3.15.1 eGovernment Strategy

In addition to legislative measures for general profiles and strategy in the field of digital agenda, the Council of Ministers has approved the Digital Growth Plan 2014-2020 and the UltraWideband Plan on March 3th 2015. Both plans have been defined by the Agency for Digital Italy and the Ministry of Economic Development under the coordination of the Prime Minister.

The new national plan for Banda Ultrawide proposes a virtuous mix of public and private investment. Where individuals invest in equal measure to the public, the goal that can be reached is higher than the European minimum. The objective of the Strategy for the Italian Banda Ultrawide is to remedy this infrastructure gap and market, creating the most favourable conditions for the integrated development of telecommunications infrastructure fixed and mobile, with actions such as:

- incentives aimed at bringing down the barriers of cost of implementation, simplifying and reducing administrative burdens;
- coordination in the management of the subsurface through the establishment of a cadastre of below and above ground to ensure the monitoring of operations and the best use of existing infrastructure;
- adaptation to other European countries in the field of electromagnetism limits;
- tax incentives and credit at subsidized rates in the most profitable areas to promote the "quantum leap";
- public incentives to invest in marginal areas;

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[212](https://joinup.ec.europa.eu/sites/default/files/ckeditor_files/files/eGovernment%20in%20Italy%20-%20February%202016%20-%20%2018_00%20-%20v1_00.pdf)
• direct realization of public infrastructure in the areas of market failure.

Public resources are available to European funds ERDF and EAFRD, the Development Fund and Cohesion, for a total of 6 billion, to which are added the funds connected Plan Junker. The national plan for ultra-wideband is synergistic to the Strategy for Growth Digital. The strategy has a dynamic character, to be able to adapt gradually to the scenarios in the reference period 2014-2020. It 'a strategy aimed at growing digital citizens and businesses, also using the levers public. Integrate what has been achieved in a subsidiary or under construction in both the public sector, both in the private and must be realized a complete synergy with other public strategies in place, is attributable to the national government is a regional responsibility, to put helpfully "to system "objectives, processes and results.

With the Login Italia project Government intends to build the house of the citizen. The system is designed as an open structure where the various actors of the Public Administration contribute to their area of expertise. The PA creates a single platform and opens its data and provides the services available to businesses and citizens. Necessary to redesign the user-centered services to develop a new design for a new public information system. Every citizen with their digital identity has all the information and services relating to him: a "home" on the Internet, a single sign on for all services of the PA, receives alerts and notifications deadlines, make and receive payments.

3.1.15.2 Legal Framework

- The legislative decree of 12th September 2014 , n. 133\(^{213}\) bearing the title ‘Urgent measures for the opening of the sites, the construction of public works, the digitization of the country, the bureaucratic simplification, the emergence of hydrogeological and for the resumption of activities' productive, was legislature passed to strengthen the national economy and to reduce bureaucracy. It contains measures on the reopening of shipyard facilities (id. arts. 1-4); the enhancement of highway networks and telecommunications (id. arts. 5-6); environmental protection and the mitigation of hydrogeological damage (id. arts. 7-8); cutting of bureaucratic red tape (id. arts. 9-16); revival of construction activities (id. arts. 17-27); ports and airports (id. arts. 28-29); the reactivation of investment in the country, particularly through the promotion of the “Made in Italy” brand (id. arts. 30-32); environmental remediation and urban regeneration in areas of national interest (id. arts. 33-35); energy-related matters (id. arts. 36-39); and financial affairs within the purview of local authorities (id. arts. 40-45).

- The eGovernment Code (Codice dell’Amministrazione Digitale)\(^{214}\) entered into force on 1 January 2006. It aims to provide a clear legal framework for the development of eGovernment and for the emergence of an efficient and user-friendly Public Administration. The Code grants citizens and businesses the right to demand and obtain the use of electronic means by public administration bodies, in the day-to-day transactions with the users.

To facilitate the implementation of the eGovernment Code and accelerate the computerisation of the Italian public offices, the Minister for Reform and Innovation within Public Administration signed, in February 2007, a Ministerial Order on the interchange of

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\(^{214}\) [http://archivio.pubblica.istruzione.it/istanzeonline/allegati/codice_amministrazione_digitale_opuscolo_cnipa_13ii.pdf](http://archivio.pubblica.istruzione.it/istanzeonline/allegati/codice_amministrazione_digitale_opuscolo_cnipa_13ii.pdf)
data between Public Administrations and the publication of negotiation activities (known as 'Innovation Directive\textsuperscript{215}').

**Re-use of Public Sector Information (PSI)**

Legislative decree no. 36 (2006)\textsuperscript{216}: In force since 24 January 2006, this legislative decree has transposed the EU Directive on the re-use of public sector information (Directive 2003/98/EC). The Italian Government drafted an amendment to the Legislative Decree 24 January 2006, No. 36 on the re-use of documents in the public sector that transposes the re-use of public sector information Directive 2003/98/EC correctly, following controversy on the correct transposition of the Directive on PSI re-use in Italy.

### 3.1.15.3 eGovernment Infrastructure

**Portals:**

- **eGovernment portal for businesses\textsuperscript{217}**: The eGovernment portal for businesses - [http://www.impresainungiorno.gov.it/psc-italy](http://www.impresainungiorno.gov.it/psc-italy) - was launched in March 2005. It provides a single entry point to information and online services for businesses and entrepreneurs. Users can gain access to all information and services provided online by the Central Government, regions, provinces, and municipalities exceeding 25,000 inhabitants, as well as by a number of other entities including upland authorities, local health authorities and Chambers of Commerce. Access to forms and services online is provided for 3 thematic areas: Companies and Public Administration, Company development, Innovation and training.

  A specific section of the portal also allows for a personalised access to a virtual desk of ‘integrated services\textsuperscript{218}’ i.e. services provided by different authorities but relating to a unique goal for the user. Access to the integrated services section requires the use of the National Services Card (CNS), or a smart card whose characteristics comply with the specifications of the CNS, allowing for simplified procedures as well as for a unique transmission of common data and the coordinated communication of the outcome of the procedure.

- The portal [www.normattiva.it]\textsuperscript{219}, set up by the Presidency of the Council of Ministers in cooperation with the Italian Parliament, the Supreme Court (Corte di Cassazione) and the Government Printing Office (Istituto Poligrafico e Zecca dello Stato - IPZS), is the unified free access point to the Italian legislation. The portal, available since March 2010, currently includes all the laws in force since 1981; the complete Italian Government legislation (approx. 75,000 documents) will be provided within the year 2014.

- **‘Cliclavoro’\textsuperscript{220}** went live on 22 October 2010. It is the new portal of the Ministry of Labour and Social Policies designed to promote and improve the intermediation between supply and demand of labour and the interaction among business, education, training and social policies’ systems. Its main objective is to ensure that all operators of the Italian employment

\textsuperscript{215} [http://www.formez.it/?OpenDocument](http://www.formez.it/?OpenDocument)
\textsuperscript{216} [http://www.camera.it/parlam/leggi/deleghe/06036dl.htm](http://www.camera.it/parlam/leggi/deleghe/06036dl.htm)
\textsuperscript{217} [http://www.impresainungiorno.gov.it/psc-italy](http://www.impresainungiorno.gov.it/psc-italy)
\textsuperscript{218} [http://www.impresa.gov.it/areademo/servizi/Control?action=welcome](http://www.impresa.gov.it/areademo/servizi/Control?action=welcome)
\textsuperscript{219} [http://www.normattiva.it/](http://www.normattiva.it/)
\textsuperscript{220} [https://www.cliclavoro.gov.it/Pagine/default.aspx](https://www.cliclavoro.gov.it/Pagine/default.aspx)
system have a simple and immediate access to a comprehensive catalogue providing detailed employment information and services, available in a shared and collaborative information system.

- **The eGovernment portal** for open data\(^{221}\) intends to be a benchmark for open data in Italian Public Administration. It contains links and descriptions for about 150 public databases, made available by the Public Administrations. The data available any citizen intending to use it to develop applications for analysis or study purposes, in a complete, quick and accessible to all format,

### 3.1.15.4 eGovernment Services

#### 3.1.15.4.1 General practice health

<table>
<thead>
<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Health services are under the responsibility of the regions, but are financed by the Central Government (Ministry of Health). Appointments for care are managed directly by the local health agencies (Aziende sanitarie locali - ASL) and by hospitals. Local unified reservation centres (Centri unificati di prenotazione - CUP) are available for citizens by telephone and via the Internet. Several major hospitals provide for a direct reservation service online on their

#### Healthcare abroad (TRL 8-9)

| Responsibility: | Ministry of Health |

The European Health Insurance Card (EHIC) is on the reverse of the ecard issued to Italian residents. This replaces the forms E 110, E 111, E 119 and E 128 and should be used to claim health insurance entitlements while temporarily outside Italy (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland.

#### 3.1.15.4.2 Local government services

<table>
<thead>
<tr>
<th>Announcement of moving (change of address) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Change of address notifications are handled by individual local authorities. Several local websites provide an online address change notification service.

<table>
<thead>
<tr>
<th>Certificates (birth, marriage): request and delivery (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</table>

The birth certificate is issued only within a municipality in whose territory the birth took place or in the municipality of residence of the parents or, if residing in different municipalities, taking the one of the mother, unless otherwise agreed or at the health... |

\(^{221}\) [http://www.dat.i.gov.it/](http://www.dat.i.gov.it/)
department of the hospital or nursing home in which the birth took place. In this case the declaration of birth is transmitted by the medical director to the municipality register.

<table>
<thead>
<tr>
<th>Environment-related permits (incl. reporting) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</tbody>
</table>

Environment-related permits are managed by different administrations. Most municipalities have set up a unified access point to request all permits related to business activities (Sportello unico delle attività produttive).

### 3.1.15.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>eGovernment portal for businesses (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</table>

PSC - Italy is the Italian Single Point of Contact, offering information and services to help entrepreneurs from EU Member States do business in Italy. PSC-Italy is a special section of the Italian eGovernment portal for businesses, "impresainungiorno.gov.it", helping companies access Public Administration procedures online.

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</tbody>
</table>

The Chambers of Commerce are responsible for the Italian Businesses Register. The 'Telemaco' application uses electronic filing to process the registration of an organisation through digital signature and electronic payment.

<table>
<thead>
<tr>
<th>Patents and trademarks (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</tbody>
</table>

The business registers allows for the verification of trademarks and patents filed with the Chambers of Commerce.

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</table>

The ISTAT website offers the possibility to download statistical questionnaires. In addition, the 'InData' website allows the collection of statistical data online.

<table>
<thead>
<tr>
<th>Corporate tax: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
</tbody>
</table>

Online information and services for companies and professionals (including corporate tax declaration and payment).

<table>
<thead>
<tr>
<th>Customs declarations (e-Customs) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
</tbody>
</table>
3.1.15.4.4 Disability

Azienda Sociale Locale (ASL) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Local Government</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.coinsociale.it/">http://www.coinsociale.it/</a></td>
</tr>
</tbody>
</table>

Azienda Sociale Locale (ASL): Any person wishing to have their disability recognised in Italy should refer to the local ASL (Rome is divided into 4 ASL). Social invalidity benefits will only be delivered to people holding not just a residence permit but an Italian residence card, which is usually allocated after six years spent in the country. The same will be relevant to families wishing to apply for benefits for a handicapped child.

Handylex (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>National, Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.handylex.org/">http://www.handylex.org/</a></td>
</tr>
</tbody>
</table>

This is a national database containing news from the official paper Gazzetta Ufficiale and legal information relating to disabled people.

3.1.16 Latvia

3.1.16.1 eGovernment Strategy

The Information Society Development Guidelines for 2014 - 2020 were elaborated to ensure continuity of existing policies and to determine the priorities in the area of Information and Communication Technology (ICT) for the European Union Structural Funds Programming period for 2014 – 2020. Guidelines were developed in close cooperation with ICT industry, national ICT associations, Latvian Chamber of Commerce and Industry, Latvian Confederation of Employers, Latvian national committee of UNESCO, representatives of all ministries and representatives of local (municipal) governments. Wide coverage of different stakeholders involved in the development of the Guidelines provides a solid ground for 360 degree analysis of current shortcomings, as well as thorough understanding of future development needs and priorities, following the overall objective of enhancing the national competitiveness, economic growth and job creation. The goal of the Guidelines is to provide the opportunity for anyone to use ICT, to create a knowledge-based economy and to improve the overall quality of life by contributing to the national competitiveness, and increasing an economic growth and job creation. The focus of the Guidelines is economic growth and job creation. Each action line of Guidelines aims at improving competitiveness, economic growth and job creation. Special attention in the Guidelines is devoted to implementation of open data principle in the public administration. This principle unleashes the growth potential of the digital economy, by making data and information resources created by public administration easily available to society, thereby establishing a precondition for the spur of new innovative, data-driven business ideas, services, and products. The other cornerstone of the Guidelines is optimising operating processes in the public administration and increasing its efficiency as well as simplifying delivery of public services, by means of efficient and effective eServices and interoperable information systems. It is expected to have an indirect, but very clear positive impact on

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economic growth, since eGovernment will lead to reduced administrative burden and costs for entrepreneurs, streamlining their interactions with public administration, and allowing them to spare more resources for their entrepreneurship.

Considering the national priorities in the area of Information Society, and objectives of the European Digital Agenda, Guidelines define seven action lines:

1. **ICT education and eSkills**
   Activities in the field of eSkills will focus on the areas that will facilitate small and medium sized enterprises as well as citizens' motivation for acquiring eSkills. Planned actions include: public information campaigns, development of eSkills for both citizens and entrepreneurs, increasing the ICT competences of public administration, fostering skills of ICT practitioners and professionals to be in line with the requirements of the labour market, as well as increasing focus on algorithmic thinking (the learning of the "programmers" way of thinking by studying mathematics and computer sciences) and information literacy in education programs.

2. **Widely available access to the Internet**
   Actions planned under this priority include mapping of transport networks, provision for further broadband development, covering all elements of electronic communications network infrastructure. Detailed description of the required actions in those fields is included in the Concept for Development of the Next Generation Broadband Electronic Communications Networks for 2013–2020 (in Latvian)\(^{224}\).

3. **Modern and efficient public administration**
   The main benefits of this action will be reflected in improved efficiency of the public administration (decision-making process, accuracy, conformity to the real situation, the possibility of involving wide public groups in policy planning, evaluation and reduction of administrative costs) as well as delivery of clear, timely and consistent information to citizens about their rights and services of the public administration. Actions will create opportunities for citizens to be widely involved in decision-making and law-making processes using modern technologies. Cooperation and synergies between public and private sector services has a significant administrative burden reduction potential. Action for the modernization of the public administration will be focused on the modernization of the public administration processes, public eParticipation and eDemocracy and ICT infrastructure optimisation. One of the focal points for eGovernment infrastructure modernisation will be establishment of central building blocks and integration infrastructure to be used by all institutions of public administration for modernisation of public service delivery and for connecting national eGovernment infrastructure to cross-border platforms. Another focus is on open interfaces (API’s) allowing also for third party developers to develop end-user applications for government services and develop their own products and services using government data.

4. **E-services and digital content for the public**
   Digital content has an increasingly crucial role in the country economic and social development. Digital content plays a key role in a research and education as well as in cultural and the public administration sector services. eGovernment solutions enable opportunities for institutions to offer the citizens more accessible and convenient public services, including education and health services, cultural and educational content, and create conditions for better business environment, social processes.

\(^{224}\) [https://likumi.lv/doc.php?id=253311](https://likumi.lv/doc.php?id=253311)
• A series of actions are planned within this stream of activity:
  • opening public administration data and transaction services to other users;
  • developing shared platform and re-usable software components and modules for providing public services;
  • implementing an official electronic addresses for citizens and entrepreneurs;
  • delivering and accepting automated electronic invoices;
  • digitisation and accessibility of the cultural heritage and digitization of public services;
  • encouraging use of Latvian language in the digital environment; and
  • Efficient implementation of e-health solutions for safe and patient-centered health care.

3.1.16.2 Legal Framework

There is currently no overall eGovernment legislation in Latvia.

Re-use of Public Sector Information (PSI)
Freedom of Information Law (2009)225

3.1.16.3 eGovernment Infrastructure

• 'latvija.lv'226: State and local government services portal: The state and local government services portal provides citizens in Latvia and abroad with access to the online resources of Latvian state institutions, as well as with centralised access to eServices supplied by different institutions. It is the most visible part of a developed national shared services platform. In December 2015 portal www.latvija.lv offers 111 e-services and 2254 public service descriptions. Annually, E-services are used by more than 290,000 individual users on Latvia’s unified state and municipality services portal latvija.lv and the number of e-services we have served has passed one million. And that with the population of roughly 2 million. The portal consists of three levels: information, consultation and e-procedures (from basic e-documents sent by email to advanced fully automated eServices). The most popular eServices are 'Declaration of a Personal Property', 'My Cadastral Data', as well as access to personal data as represented in the e-services of the 'Population Register' and the State Social Insurance Agency. An authentication certificate embedded in a qualified digital signature smart card or eID and six i-banking authentication tools are available as an authentication tool for access to eServices. The portal also provides the opportunity to carry out eServices payments.

• Online Latvia227: The website mainly serves as a starting point for becoming acquainted with Latvia. It provides background information, a variety of publications on current events occurring within the country, an extensive news section, ePresentations and videos about Latvia, as well as links to other Latvian government and private Internet sites. Information is available in multiple languages.

225 https://likumi.lv/doc.php?id=193686
226 https://www.latvija.lv/
227 http://www.latvia.lv/
3.1.16.4 eGovernment Services

3.1.16.4.1 General practice health

<table>
<thead>
<tr>
<th>e-Health (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
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</table>

<table>
<thead>
<tr>
<th>Medical costs (reimbursement or direct settlement) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Healthcare abroad (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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<tr>
<td><strong>Description:</strong></td>
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</tbody>
</table>

3.1.16.4.2 Local government services

<table>
<thead>
<tr>
<th>Announcement of moving (change of address) (TRL 8-9)</th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td><strong>Description:</strong></td>
</tr>
</tbody>
</table>
D3.1: Catalogue of eGovernment applications

Certificates (birth, marriage): request and delivery (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government (Ministry of Justice) and Local Government, General Registry Offices</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.latvija.lv/">http://www.latvija.lv/</a></td>
</tr>
</tbody>
</table>

The providers of the service are local authorities, which supply information about the certificates as well as application forms for download and filling in. The municipalities of Riga and Ventspils offer a repeat application eService for these certificates via the 'latvija.lv' portal.

3.1.16.4.3 Small business and self-employed

Registration of a new company (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Register of Enterprises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="http://www.ur.gov.lv/">http://www.ur.gov.lv/</a></td>
</tr>
</tbody>
</table>

The website provides businesses with the possibility to follow the flow of documents. There is information and forms for download purposes. By using a digital signature, a business can submit documents if there is no requirement for a notarial certification. Application for registration as a VAT payer is submitted together with an application for registration in 'Register of Enterprises' as a single application, which automatically forwards this application to the State Revenue Service (SRS).

Intellectual property rights (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Patent Office</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="https://www.latvija.lv/">https://www.latvija.lv/</a></td>
</tr>
</tbody>
</table>

The website offers multiple e-services relating the protection of intellectual property.

Submission of data to statistical offices (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, Central Statistical Bureau</th>
</tr>
</thead>
</table>

Forms of statistical reports are available and businesses can complete and submit statistical questionnaires electronically through the 'eQuestionnaire' system.

VAT: declaration, notification (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility</th>
<th>Central Government, State Revenue Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website</td>
<td><a href="https://www.vid.gov.lv/">https://www.vid.gov.lv/</a></td>
</tr>
</tbody>
</table>

The EDS enables taxpayers to submit declarations and statements electronically.
3.1.17.1 eGovernment Strategy

The Information Society Development Programme 2014 – 2020\(^{229}\) Digital Agenda for Lithuania (which is in accordance with a Europe 2020 Initiative “Digital Agenda for Europe”) replaced the former Lithuanian Information Society Development Programme 2011 - 2019 in March 2014 and was amended in September 2015. The purpose of the programme is to define the priorities, objectives and tasks of information society development in order to maximise the advantages provided by information and communication technologies, primarily the internet as a very important instrument for economic, cultural and social activities, the use of which allows one to provide or receive progressive e-services, work, access entertainment, communicate and freely express opinions. The strategic objective of the Programme is to improve the quality of life for the Lithuanian residents as well as the business environment for companies through the use of the opportunities created by the ICTs and to increase the percentage of internet users in Lithuania to at least 85 per cent among residents, and of the high speed internet users to 95 per cent among enterprises by the year 2020.

3.1.17.2 Legal Framework

There is currently no overall eGovernment legislation in Lithuania.

Re-use of Public Sector Information (PSI)

Law on Obtaining Information from Central and Local Government Institutions (2005)\(^{230}\). The original law of 2000 was amended to comply with the PSI Directive (2003/98/EC). The amended law (Nr. X-383 of 10 November 2005) transposes the Directive and regulates the right of private companies and citizens to obtain information from central and local government and to re-use it. It defines the modalities for the use of public sector’s information resources and determines the obligation of central and local government to provide this type of information to all those concerned.

3.1.17.3 eGovernment Infrastructure

eGovernment Gateway\(^{231}\): Launched in January 2004, and massively revamped in 2008, the eGovernment Gateway portal intends to offer a one-stop-shop to public information and services for citizens and businesses. It includes links to public information and public services by redirecting citizens and businesses to appropriate websites of public authorities. Other services are tools for electronic personal identification, centralised access to the electronic public services, online payment for the requested services and online tracking of the service.

\(^{229}\)https://e-seimas.lrs.lt/portal/legalAct/lt/TAD/a66c0766b04011e3bf53dc70c7669d9
\(^{231}\)https://www.epaslaugos.lt/portal/
provision process. User's identification in the portal can be enabled via eBanking systems, the national identity card, eSignature certificates or mobile signatures from certain operators. The available services multiply on occasion. For the time being, there are twenty two services available for citizens, and nineteen services for businesses. The 'System for interoperability among public administration institutions' information systems' (PAIISIS) enables state and municipal institutions, establishments and companies to provide electronic public services under the one-stop-shop principle. It furthermore allows centralised authentication of a person and subsequent payment for the delivered service using a secure inter-institutional data exchange.

3.1.17.4 eGovernment Services

3.1.17.4.1 General practice health

N/A

3.1.17.4.2 Local government services

<table>
<thead>
<tr>
<th>Conviction/Non-conviction Certificate (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Local Government (Municipalities) – Criminal Records Authority</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="https://www.epaslaugos.lt/portal/service/184/43?searchId=71cff370-6903-4aff-a745-cc97672d6433">https://www.epaslaugos.lt/portal/service/184/43?searchId=71cff370-6903-4aff-a745-cc97672d6433</a></td>
</tr>
</tbody>
</table>

Facility enabling natural persons upon authentication submit a request electronically in order to receive Certificate regarding information on natural person which is contained at the Departmental Register of Suspected, Accused and Convicted persons.

<table>
<thead>
<tr>
<th>Certificates (birth, marriage): request and delivery (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government (Resident's Register Service under the Ministry of the Interior) / Local authorities</td>
</tr>
</tbody>
</table>

Some municipalities present application forms, which are common for all municipalities.

<table>
<thead>
<tr>
<th>Child allowances (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government (The Ministry of the Social Security and Labour) / Local Government</td>
</tr>
</tbody>
</table>

Information and forms to download.

3.1.17.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Business Gateway Lithuania (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Point of Single Contact, Public Institution Enterprise Lithuania</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.verslovartai.lt/">http://www.verslovartai.lt/</a></td>
</tr>
</tbody>
</table>

Any relevant business information for providing services and trading products in Lithuania can be accessed through the Point of Single Contact’s (PSC) website Business Gateway. The website has a safe Message-box (described below) which enables businessmen to send online their requests for obtaining permits to perform their activities and communicate directly with the competent authorities. PSC responds to the queries about the requirements applied to products or about competent authorities through the distant communication means: the website's information system.
Message Box of Business Gateway (TRL 8-9) - (Open Access)

**Responsibility:** Government agencies (national and municipal)  
**Website:** [https://messagebox.verslovartai.lt/sso/signin/foreignEn](https://messagebox.verslovartai.lt/sso/signin/foreignEn)

Message Box is a secure e-mail system that enables users to exchange digital messages with Lithuanian government agencies at national and municipal level. Message Box is intended for use by entrepreneurs based in the European Economic Area (EEA) - including Lithuania – who provide their services in Lithuania. It also provides the businessmen with an opportunity to submit applications and other necessary documents for acquiring operational permits from state and local authorities online.

Registration of a new company I (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, State Enterprise Centre of Registers  
**Website:** [http://www.kada.lt](http://www.kada.lt)

Information and forms to download.

Registration of a new company II (TRL 8-9) - (Open Access)

**Responsibility:** Register of Legal Entities  
**Website:** [http://www.registrucentras.lt/index_en.php](http://www.registrucentras.lt/index_en.php)

When starting a business, it is necessary to consult it with the State Tax Inspectorate, and register the company with the Register of Legal Entities. The entire establishment process will take approximately 13 working days.

Starting own business (information) (TRL 8-9)

**Responsibility:** State Tax Inspectorate  
**Website:** [http://www.vmi.lt/en/](http://www.vmi.lt/en/)

All information about individual activity certificates, business certificates, business registration procedures, operating income, deductions, accounting management, income declaration, etc., is available on the State Tax Inspectorate’s site (Tax Information Centre phone 8 700 55882 or 8 5 255 31 90, short No 1882).

3.1.17.4.4 Disability

N/A

3.1.18 Luxembourg

3.1.18.1 eGovernment Strategy

"Digital Lëtzebuerg" takes into account that IT has become both a vital sector of the economy and an important influence on all other socio-economic sectors, which makes it a vital component of the government's policy of rationalisation, efficiency, modernisation and "doing more with less". Therefore, the government has decided in October 2014 to reinforce and consolidate Luxembourg’s position as an IT and high tech centre of excellence and as an open and connected society, starting with a coherent and generalised strategic framework. This strategy covers eGovernment services but goes beyond that narrow scope to establish a solid financial foundation for innovation, provide teaching and training of new competences and

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help create new markets (big data, smart grids, health IT, financial technology, virtual currencies…) for Luxembourg's rapidly growing IT sector. In order to maximise the impact of this strategy, it will be applied horizontally and will become a key component of every political decision.

3.1.18.2 Legal Framework

There is currently no overall eGovernment legislation in Luxembourg.

Re-use of Public Sector Information (PSI)

Law on the re-use of Public Sector Information (2007)\(^{234}\). The transposition of the EU Directive 2003/98/EC\(^{235}\) of 17 November 2003 on the re-use of public sector information (PSI) took place in Luxembourg on 4 December 2007. The law explicitly states that it represents a minimal set of rules for PSI re-use. As such, it lists which documents are not eligible for re-use (documents that have been published elsewhere, documents to which a third party owns IP rights, documents that are classified, documents detained by public broadcasters, public research establishments and cultural institutes). It sets out minimal rules concerning response times to document requests, data formats, licensing and pricing. It also outlines a basic "fair use" policy concerning the reproduction of government documents by third parties (not for commercial purposes). Finally, the law states that no exclusive re-use rights will be granted to any third party other than in the case of the third party having been contracted by the government to provide a public service.

3.1.18.3 eGovernment Infrastructure

- **www.luxembourg.lu\(^{236}\)**: The www.luxembourg.lu portal is an official site offering general information on various aspects of the Grand Duchy of Luxembourg, together with a thematic directory of links that guide users to sites that offer detailed information on their topic(s) of interest. This site is of interest not only for the inhabitants of Luxembourg, but also for any foreigners who wish to find pertinent information on Luxembourg.
- **www.gouvernement.lu\(^{237}\)**: The gouvernement.lu website is the information portal of the government press and information office. It federates all information - news, press releases, and so on - concerning the Luxembourg government.
- **eDouane\(^{238}\)**: eDouane is an interactive platform for online services that enables businesses to accomplish online all customs-related paperwork regarding the Grand Duchy of Luxembourg.

3.1.18.4 eGovernment Services

3.1.18.4.1 General practice health

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.sante.public.lu/fr/index.html">http://www.sante.public.lu/fr/index.html</a></td>
</tr>
</tbody>
</table>

\(^{236}\) [http://www.luxembourg.public.lu/fr/index.html](http://www.luxembourg.public.lu/fr/index.html)
\(^{237}\) [http://www.gouvernement.lu/](http://www.gouvernement.lu/)
\(^{238}\) [http://www.do.etat.lu/edouanes/Accueil/EMCS/eDouane_Accueil_EMCS.htm](http://www.do.etat.lu/edouanes/Accueil/EMCS/eDouane_Accueil_EMCS.htm)
3.1.18.4.2 Local government services

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Information only. Certificate requests are handled by local authorities, most of which offer the possibility to download forms on their website.</td>
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</table>

Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)

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<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
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<tbody>
<tr>
<td></td>
<td>Online catalogue of 20 public libraries across the country, with online request facility.</td>
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</table>

Housing (building and housing, environment) (TRL 8-9)

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Local Government</td>
<td><a href="http://www.guichet.public.lu/">http://www.guichet.public.lu/</a></td>
</tr>
<tr>
<td></td>
<td>Building permission requests are handled by local authorities. Most municipalities offer information on their websites. Information and forms to download are also available on the 'De Guichet' portal.</td>
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</table>

Criminal Record Certificate (TRL 8-9)

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<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Local Government (Municipalities) – Criminal Records Authority</td>
<td><a href="http://www.guichet.public.lu/">http://www.guichet.public.lu/</a></td>
</tr>
<tr>
<td></td>
<td>A criminal record is a copy of the national criminal record, used to check the criminal history of a person (natural or legal). It is possible to request a criminal record certificate only through ‘MyGuichet’ via an eService, as well as an application form is available for download from the portal.</td>
<td></td>
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</tbody>
</table>

Certificate requests are handled by local authorities, most of which offer the possibility to download forms on their website.

Announcement of moving (change of address) (TRL 8-9)

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Central Government/Local Government</td>
<td><a href="http://www.guichet.public.lu/">http://www.guichet.public.lu/</a></td>
</tr>
<tr>
<td></td>
<td>Change of address notifications are handled by individual government bodies and local authorities. Most municipalities provide information on the procedure used on their websites. Information and forms to download are also available on the 'De Guichet' portal.</td>
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</tbody>
</table>

3.1.18.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of a new company (TRL 8-9) - (Open Access)</td>
<td>Central Government, Commercial and Companies' Register</td>
<td><a href="http://www.rcsl.lu/">http://www.rcsl.lu/</a></td>
</tr>
<tr>
<td>Information and forms to download - transactional procedures</td>
<td></td>
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</tbody>
</table>
3.1.19 Malta

3.1.19.1 eGovernment Strategy

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).

3.1.19.2 Legal Framework

There is currently no overall eGovernment legislation in Malta.

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.

3.1.19.3 eGovernment Infrastructure

• 'www.gov.mt' portal243: 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' portal244: ‘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 portal245: 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 portal246: This portal, which came to operation in February 2006, enables citizens to access data protection services online.

• Judiciary of Malta portal247: 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

245 http://gov.mt/en/Services-And-Information/eforms/Pages/MainPages/eForms PromoPage.aspx
246 http://www.dataprotection.gov.mt/
247 http://www.judiciarymalta.gov.mt/home?l=1
eGovernment is to continuously enhance its services through the application of various technologies.

- **Local Councils portal**\(^{248}\): 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\(^{249}\): 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.

### 3.1.19.4 eGovernment Services

#### 3.1.19.4.1 General practice health

<table>
<thead>
<tr>
<th><strong>Health related services</strong> (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
<th><strong>Responsibility:</strong></th>
<th>Central Government, Ministry for Energy and Health</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.ehealth.gov.mt/">http://www.ehealth.gov.mt/</a></td>
<td></td>
</tr>
<tr>
<td>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.</td>
<td></td>
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</tr>
</tbody>
</table>

#### myHealth portal (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://myhealth.gov.mt/">https://myhealth.gov.mt/</a></td>
</tr>
<tr>
<td>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).</td>
<td></td>
</tr>
</tbody>
</table>

#### 3.1.19.4.2 Local government services

N/A

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3.1.19.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th><strong>Registration of a new company (TRL 8-9) - (Open Access)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Malta Financial Services Authority</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://registry.mfsa.com.mt/">http://registry.mfsa.com.mt/</a></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th><strong>Business Advisory Services (TRL 8-9) - (Open Access)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Malta Enterprise</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.maltaenterprise.com/en/support/business-advisory-services">http://www.maltaenterprise.com/en/support/business-advisory-services</a></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th><strong>Business Support (TRL 8-9) - (Open Access)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Malta Enterprise</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.maltaenterprise.com/en/support">http://www.maltaenterprise.com/en/support</a></td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th><strong>Intellectual Property (TRL 8-9) - (Open Access)</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> The Industrial Property Registrations Directorate (IPRD) at the Commerce Department</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="https://commerce.gov.mt/en/Industrial_Property/">https://commerce.gov.mt/en/Industrial_Property/</a></td>
</tr>
</tbody>
</table>

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.

3.1.19.4.4 Disability

N/A

### 3.1.20 Netherlands250

#### 3.1.20.1 eGovernment Strategy

In the coalition agreement of the Rutte II government, the ambition which has been set out is that businesses and citizens will be able to interact with governments in a digital way by 2017. This ambition has been elaborated in the Digital government 2017 vision paper251, which was presented to the House of Representatives in May 2013. With this new ambition, the

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251 https://www.rijksoverheid.nl/documenten/kamerstukken/2013/05/23/visiebrief-digitale-overheid-2017
government aims at improving digital government information and services, further reducing administrative burdens for citizens, and generating more efficiency. The new policy implies a digital by default approach, in which citizens will gain the right to interact with government in a digital way. Change of legislation is announced to arrange this right. The general principle for the interaction is 'digital where possible and in person where needed'. In addition to the vision paper a joint implementation agenda has been agreed by the different government levels, describing the actions government organisations take in order to help realising the ambitions. Actions comprise digitalisation from a user point of view (user centricity), improvement of accessibility and usability of digital services, connection to and use of the generic digital infrastructure.

The vision paper builds on the results of the National Implementation Programme (i-NUP)\(^\text{252}\), with a timeframe that goes until 2015. This programme was presented to the Parliament in May 2011. The main objective of this programme is to achieve one digital government, for better service and greater convenience, by creating joint information infrastructure. The main deliverables of the programme are: a front office for citizens; a front office for businesses; completion and usage of the system of base registries; and implementation support. The focus in the new policy has more or less shifted from the development and implementation of building blocks of the information infrastructure towards digital interaction of the government with business and citizens. However it is acknowledged that the potential of the information infrastructure has not yet been fully exploited, and that these building blocks have to be further integrated in the work processes of public service providers.

Closely interlinked with the 2017 Digital ambitions, the open government vision and action plan\(^\text{253}\) were presented to the Parliament on 1 September 2013. The vision paper describes different developments around the theme of open government, and underlines the importance of more openness from an economic, democratic and societal perspective. Three main themes are addressed in the vision paper: more transparency around government activities, government’s responsiveness to initiatives from society, and government’s accountability. The main principle is active disclosure of information.

In November 2011, the ICT strategy\(^\text{254}\) for central government was launched as part of the ‘Compact Central Government Implementation Programme’. It provides a long term view of the information infrastructure needed by the Central government and the implementation programmes that accompanies it. The programme sets the framework for ministries to draw up their action plans for the implementation of cutbacks. The net savings achieved will all be directed to the departments that have suffered budget cuts. In May 2011 the Digital Agenda\(^\text{255}\) was published, setting out the ICT strategy for the 2011-2015 timeframe. The focus of the agenda is on the contribution of ICT to economic growth in the Netherlands. The agenda has three themes: greater room for entrepreneurs to work in a smarter way; fast and open infrastructure; digital security and trust. Under the first theme the following issues are


\(^\text{255}\)https://zoek.officielebekendmakingen.nl/kst-29515-331.html
addressed: simplified data exchange (standard business reporting, business client dossier); right to interact digitally; standardisation; cloud computing; open data.

3.1.20.2 Legal Framework

Currently, there is no overall eGovernment legislation in the Netherlands.

Re-use of Public Sector Information (PSI)
The revised legislation containing rules on the re-use of public sector information was adopted on 24 June 2015256.

3.1.20.3 eGovernment Infrastructure

- **Overheid.nl**: government portal257: ‘Overheid.nl’ was introduced in the first eGovernment action plan of 1999. It contributes to transparency of the public administration. Overheid.nl serves as the central access point to all information relating to government organisations. The portal provides information about services for persons and businesses by themes, life events and location. It provides consolidated national legislation, official publications, local and regional legislation and about internet consultations. The portal links to EU legislation, the open data portal data.overheid.nl and to the common website of the ministries rijksoverheid.nl, with documents and publications, news items on all domains. Overheid.nl also offers access to the personalised environment.

- **Ondernemersplein**: business portal258: ‘Ondernemersplein’ is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided covers all levels of government. It is made available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community. The Ministry of Economic Affairs administers the business forum, where entrepreneurs can discuss matters of direct concern.

- **Company dossier**259: The Company Dossier is a new way of collaborating and sharing information between businesses and governments with the aim of reducing the regulatory burden. The Company Dossier enables a company to record certain information about its operations just once and provide that same information to government bodies such as regulators and licensing authorities as often as necessary. The company itself determines which authorities have access to the Company Dossier

3.1.20.4 eGovernment Services

3.1.20.4.1 General practice health

<table>
<thead>
<tr>
<th>Medical costs (reimbursement or direct settlement) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Ministry of Health, Welfare and Sport</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.rijksoverheid.nl/onderwerpen/zorgverzekering">http://www.rijksoverheid.nl/onderwerpen/zorgverzekering</a></td>
</tr>
<tr>
<td>Information purposes only. Citizens are insured by private health insurance companies.</td>
</tr>
</tbody>
</table>

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256 [https://www.eerstekamer.nl/behandeling/20150707/publicatie_wet_2/document3/f=/vjvdb7m6x2z0.pdf](https://www.eerstekamer.nl/behandeling/20150707/publicatie_wet_2/document3/f=/vjvdb7m6x2z0.pdf)
257 [https://www.overheid.nl/english](https://www.overheid.nl/english)
258 [http://www.answersforbusiness.nl/](http://www.answersforbusiness.nl/)
259 [http://www.answersforbusiness.nl/](http://www.answersforbusiness.nl/)
### 3.1.20.4.2 Local government services

<table>
<thead>
<tr>
<th>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Online catalogue of public libraries across the country. Online requests are possible in some cases.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certificates (birth, marriage): request and delivery (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Civil certificate requests are handled by the local authorities. Most provide information and forms to download and many offer online applications via DigiD. The policy is also to reduce the occasions for which they are requested. The aforementioned portal provides links to the websites of the responsible municipal bodies and does not provide this eService itself.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Announcement of moving (change of address) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Change of address notifications are handled by individual local authorities. Citizens have to register a change of address with their local municipality. The majority provide information and forms to download on their websites and an increasing number of municipalities have online notification applications (mainly for intra municipal movements). DigiD is used for authentication. The change of address is automatically reported to other public organisations. The aforementioned portal provides links to the websites of the responsible municipal bodies and does not provide this eService itself.</td>
</tr>
</tbody>
</table>

### 3.1.20.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Information and forms to download. Forms then have to be printed out, filled in, signed and returned to the Chamber of Commerce by post.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business portal I (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>“Answers for Business” helps businesses to navigate the large amount of information provided by the Dutch government. At a glance, you can see which laws, rules and regulations, licences and taxes apply. You can also find information on subsidies you may be eligible for. “Answers for Business” is the Point of Single Contact for the Netherlands. It is Partner of Ondernemersplein.nl (see below)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business portal II (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</table>

Ondernemersplein' is the point of contact for businesses and entrepreneurs in areas such as legislation, subsidies and permits. The information provided cover all levels of government. It is made available through various channels (websites, email, telephone and chat) and focuses on the issues and needs of the business community.

### Business forum (TRL 8-9) - (Open Access)

**Responsibility:** Ministry of Economic Affairs  
**Website:** [https://www.higherlevel.nl/](https://www.higherlevel.nl/)

The Ministry of Economic Affairs administers the business forum, where entrepreneurs can discuss matters of direct concern.

### Patents (TRL 8-9) - (Open Access)

**Responsibility:** Enterprise Agency  
**Website:** [http://mijnoctrooi.rvo.nl/bpp-portal/home](http://mijnoctrooi.rvo.nl/bpp-portal/home)

The Benelux Patent Platform is a large-scale project implemented for the Benelux countries (Belgium, the Netherlands and Luxembourg) in the field of patents. It constitutes a set of IT applications and infrastructure for supporting the establishment, processing and tracking of each of the key patent elements throughout all the stages of the patent life-cycle.

### e-Identity (EID) token for Businesses (TRL 8-9) - (Open Access)

**Responsibility:** Ministry of Economic Affairs, Agriculture and Innovation  
**Website:** [https://www.eherkenning.nl/erecognition/](https://www.eherkenning.nl/erecognition/)

With eRecognition, each business is issued with a single e-Identity (EID) token that can be used for various government services. When a legal (or designated) representative of a business logs on to the website of a government organisation, he (or she) uses the EID token issued by the EID service provider of his (or her) choice. EID tokens may include username/password, texting, bank card, phone, one time password (OPT), or public key certificate.

### 3.1.20.4.4 Disability

#### Disabilities, chronic diseases and elderly (TRL 8-9)

**Responsibility:** Dutch government  
**Website:** [https://www.regelhulp.nl/](https://www.regelhulp.nl/)

Information on important care and social security provisions for people with disabilities, chronic illnesses and the elderly is provided by the special website.

### 3.1.21 Poland

#### 3.1.21.1 eGovernment Strategy

The National Development Strategy 2020 for Poland includes among other activities the introduction of uniform rules for eGovernment in administration. A set of planned actions are envisaged:

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- Creation of a single IT centre for the whole government in order to implement uniform rules for eGovernment, such as ordering the equipment centrally, and concerning the type of software used as well as the exchange of information and communication.
- Digitisation of public administration to simplify administrative processes and create structured digital knowledge resources; it will also make auditing the quality of public information possible, with a view to create a platform for information flow.
- Electronic access to the widest possible range of public services, allowing full interaction with the office, and making it possible to handle matters at a distance.

These actions will help to simplify the procedures for handling matters and will facilitate access to the information required at any stage of the administrative procedure. Interactive administration portals, enabling instant access to the service or information required, tracking the status of official matters and personalisation services (matching the offer to user's profile and requirements) shall be used for this purpose. The Electronic Platform of Public Administration Services (ePUAP) should - among others - be developed in this direction. An essential element of introducing the eGovernment services will be training the administrative staff, responding to immediate needs arising from the use of modern tools.

The aim of the programme is to strengthen the foundations for the development of digital country, including broad access to high-speed Internet, efficient and user-friendly public eServices and the ever-increasing level of digital literacy in society. This programme resulted from a consultation of the Council that Poland remains significantly behind other Member States in the use of the developmental potential of ICT. In particular, the Council pointed out:
- Low fixed broadband coverage,
- Relatively low efficiency of public administration,
- Relatively low level of use of eGovernment,
- Very low percentage of adults who engage in learning throughout life.

The main directions of support will be the development of broadband networks and to improve the quality and efficiency of public services through their digitisation. The method of implementing eServices will include mechanisms to prevent the phenomenon of 'digitisation bureaucracy', forcing the positive impact of projects on administrative processes, and to train as many people as possible in the use of ICT to improve the quality of their life, social life and increase the competitiveness of the labour market. For further details please access the following document.

A new approach to the computerisation of the state will enable the integrated computerisation of the state by building a state model of with the optimum 2.0 and the development of public services at a national and local level of the government that are monitored and improved through the dynamic development of digital technologies and the development of digital resources and content.

The aim of the programme is to provide computerisation to citizens and businesses, but also to the administration by providing access to useful tools that are safe, simple to use, universally accessible and technologically neutral. From the point of view of the citizen, this programme will support the conducting of official business in a convenient electronic way, thus saving time, without having to visit the authorities physically. This programme will be based on four pillars:
Logical and efficient flow of information to help a citizen to perform their duties to the state and support them in the realisation of their aspirations.

Focus on processes in public administration and services that it provides.

Transparency and efficiency in public spending. All selected and implemented solutions must ensure the lowest possible costs.

Technological neutrality, ensuring that access to services and supplies for the administration are not limited to and arise only from functional needs. The selection of solutions provides the ability to change the solutions provider, if the cooperation with the current one does not guarantee the fulfilment of the expectations of the public site.

3.1.21.2 Legal Framework

Act on the Computerisation of the Operations of the Entities Performing Public Tasks (2005)\(^\text{262}\): The Act was adopted by the Sejm on 17 February 2005 and came into force on 21 July 2005 (This legal act was amended twice, in 2010 and 2014). It grants both citizens and businesses the right to contact public authorities electronically. This Act furthermore sets up horizontal/infrastructure programmes for all sectors of Public Administration and establishes a common interoperability framework for IT systems in the Polish public sector. This law is essential for: the standardisation and interoperability of Public Administration systems; the front and back office integration of Public Administration systems; the supervision and support of IT projects in Public Administration, at both central and local levels; the multi-annual Strategic Plan of IT implementation (horizontal & sectoral projects) in Poland in the context of the 2007-2013 National Development Plan.

Re-use of Public Sector Information (PSI)

Law amending the Law on Access to Public Information and related laws (2011) This Law is a synthetic presentation of the current state of social relations in the field of reuse of Public Information. The Law introduces the following main amendments:

- Introduces the obligation to provide public information on the objectives of re-use, while the Directive leaves discretion in this area to the Member States.
- Significantly improves the process of obtaining re-used public information, by abolishing the need to submit applications when public information is already published on the Public Information Bulletin.
- Grants the applicant the right to sue not only refusal to provide public information to reuse, but also conditions of use, which might violate the law.


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\(^{262}\)http://prawo.vagla.pl/files/Act_on_Computerisation.doc&sa=U&ei=jQo8U7GqAsmGywOwjYDQDA&ved=0CBsQFjAA &usg=AFQjCNFLYxfqGbn_qe1uSyte8OfINJWvmtQ
In 2014 new portal www.DanePubliczne.gov.pl website has been launched. Portal aims are to bring together in one place the set of data of particular importance for the development of innovation in the country and the Information Society Development.

### 3.1.21.3 eGovernment Infrastructure

**'ePUAP portal'**\(^{263}\): The Electronic Platform of Public Administration Services (www.epuap.gov.pl) is a system allowing public institutions to provide administrative services to the public via electronic communications channels. It is a web portal enabling citizens and enterprises to take care of official matters and administrative procedures. It also enables public administration offices to provide their services without paying any costs associated with the services. Through the platform, all official matters can be arranged over the Internet without having to fill in the same information repeatedly, hence ensuring a convenient form of contact with public administration and vice versa. The ePUAP system has been developed in stages. The 'Development of the ePUAP Electronic Platform of Public Administration Services' was carried out between January 2006 and October 2008 under the 2004-2006 Sector Operational Programme - Improvement of the Competitiveness of Enterprises, Priority 1: 'Enhancement of a knowledge-based economy business environment', Measure 1.5: 'Development of a system for entrepreneurs’ access to information and public services on-line'. The Centre of Digital Administration (CCA) currently working on the ePUAP2 project which will expand the functionality of the ePUAP platform and increase the number of public services available online. The project is co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

**Geoportal**\(^{264}\): Geoportal is a single access point that allows to find and access spatial data for the territory of Poland. It fulfils the responsibilities of the Surveyor General of Poland resulting from the implementation of INSPIRE Directive 2007/2/EC into the Polish law. In particular it allows to access referential spatial data maintained in the national geodetic and cartographic resource, including e.g.: Database of Topographic Objects, Orthophotomaps, Numeric Terrain Model and Cadastral data. Geoportal is also a universal tool for accessing data for 34 themes defined by INSPIRE directive. Altogether, Geoportal provides around 30 TB of spatial data and that amount of data is constantly increasing. Access to spatial data is possible due to utilization of standardized web services:

- discovery services making it possible to search for spatial data sets and services on the basis of the content of the corresponding metadata and to display the content of the metadata;
- view services making it possible, as a minimum, to display, navigate, zoom in/out, pan, or overlay viewable spatial data sets and to display legend information and any relevant content of metadata;
- download services, enabling copies of spatial data sets, or parts of such sets, to be downloaded and, where practicable, accessed directly;
- transformation services, enabling spatial data sets to be transformed with a view to achieving interoperability;

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\(^{263}\) [https://epuap.gov.pl/wps/portal/english](https://epuap.gov.pl/wps/portal/english)

• services allowing spatial data services to be invoked

Due to the standardization, services can be efficiently utilized by people, business and public administration, thus improving economic, political and social activities, management and allocation of manpower and other resources. Geoportal provides its services through different channels including: web browser, applications for mobile devices, application programming interfaces (APIs).

The idea of creating Geoportal was undertaken over 10 years ago in the Head Office of Geodesy and Cartography. The first work was carried out already in 2005 however, the main work was made in the Geoportal 2 project - co-financed by the European Regional Development fund under the 2007-2013 Innovative Economy Operational Programme, Priority 7: 'Information society - Establishment of electronic administration'.

CENTRAL REGISTRATION AND INFORMATION ON BUSINESS265: Platform launched in 2011. All individuals with a trusted profile or electronic signature can within 15 minutes clear all the formalities required to immediately start up, suspend or renew a business. https://prod.ceidg.gov.pl/ceidg.cms.engine/

e-Court266: Electronic writ-of-payment proceedings came into force on January 1st, 2010. As a result a new kind of civil proceeding was incorporated into the Polish Code of Civil Procedure. Allow to "unlocate" handling of cases by creating a new way of access to the court which is examining the case. The aim is to increase the efficiency of the procedure and to improve the quality of service to the parties in court proceedings. The claimant states the evidence to support their claims in the content of the statement of claim, without attaching them to the statement of claim

3.1.21.4 eGovernment Services

3.1.21.4.1 General practice health

<table>
<thead>
<tr>
<th>e-Health (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Centre for Health Information Systems</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://ezdrowie.gov.pl/">http://ezdrowie.gov.pl/</a></td>
</tr>
</tbody>
</table>

The website provides information on how to open an Internet Patient Account and the associated benefits it would give to its users.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

| Responsibility: National Health Fund (Narodowy Fundusz Zdrowia) |
| Website: [www.zip.nfz.gov.pl](http://www.zip.nfz.gov.pl) (Integrated Informant of Patient) |

Information about services, hospitals and health canters is available online.

Medical costs (reimbursement or direct settlement) (TRL 8-9) - (Open Access)

| Responsibility: Central Government, Ministry of Health, National Health Fund |
| Website: [http://www.nfz.gov.pl/](http://www.nfz.gov.pl/) |

---

The National Health Fund centralises the financial management of healthcare services. Persons covered by the general health insurance (on the compulsory or voluntary basis) are entitled to free healthcare services from healthcare providers who have signed contracts with the regional branches of the National Health Fund.

### 3.1.21.4.2 Local government services

<table>
<thead>
<tr>
<th>Child allowances (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Information only. Registration for family allowances and payments for eligible persons (based upon family’s monthly net income per capita) are managed by local offices of Government agencies or by employers, depending on the status of the claimant. Besides basic allowance, there are various other benefits (e.g. for the care of a child or a family member with disabilities). The payments are carried out by employers or social insurance agencies.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Certificates (birth, marriage): request and delivery (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
</tbody>
</table>

### 3.1.21.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>Fully operational portal where it is possible to run, sustain or stop a business online.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Patents (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>The website offers multiple online services such as database with information about objects of protection, according to predetermined criteria, publications, list of patent attorneys, as well as ways of communication with the patent office electronically.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Submission of data to statistical offices (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
<tr>
<td>The submission of data to regional statistical offices can be done using downloaded client programme and online forms of national and INTRASTAT system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VAT: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
</tbody>
</table>
The eDeclarations system, introduced on 1 January 2008, allows anyone with an electronic signature, to submit their VAT declaration electronically.

<table>
<thead>
<tr>
<th>Corporate tax: declaration, notification (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Ministry of Finance</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.e-deklaracje.gov.pl/">http://www.e-deklaracje.gov.pl/</a></td>
</tr>
</tbody>
</table>

The eDeclarations system, introduced in 2008, can be used to submit tax declarations electronically.

### 3.1.21.4.4 Disability

N/A

#### 3.1.22 Portugal

#### 3.1.22.1 eGovernment Strategy

Under the motto A STRONG, INTELIGENT AND MODERN STATE, a new Simplex Program will be launched to promote a better relationship between citizens and public administration, as well as the reduction of costs for companies.

Assuming that a modern public administration must look within itself and seek to improve the delivery of public services, while spending less, it is essential to ensure the efficiency of public administration. In that sense, the Simplex Program will promote, among many other measures, the sharing of services and resources and the improvement of management tools for public directors.

This program shall in particular contain new one-stop shops where you can address a number of issues of daily life, organized according to the needs of citizens, such as a one stop shop for vehicles-related matters, or the Employment One-Stop Shop. The Simplex Program will be extended to the central, regional and local public sector, with joint measures for the three levels of administration, involving both public entities and citizens. The program will include the following measures and actions, among other:

- Creation of one-stop shops to eliminate the need of several journeys to solve a subject and the delivery of the same document to different public entities, such as the “Employment One-Stop Shop”, with integrated services covering for example the search of employment, support to the unemployed, support to companies, professional training, work abroad and unemployment;

- Opening of public data to develop services with social added value, such as data that reveals the cost of public services or other relevant data to facilitate and support the decision-making related to investment in Portugal;

- Evaluation of users’ satisfaction regarding public services and definition of indicators to improve quality in the areas less classified; and

- Implementation of the fundamental principle of “once-only” so that citizens and companies do not have to provide documents or repeat information they have already delivered to a given administration.

3.1.22.2 Legal Framework

There is currently no distinctive overall eGovernment legislation in Portugal.

3.1.22.3 eGovernment Infrastructure

Citizen’s portal\(^{268}\): The Citizen's portal is the central channel for electronic access to public services. It currently offers more than 1000 citizen-oriented 24/7 services provided by around 160 bodies and public entities. Users are able to consult two different kinds of information: first, information concerning daily life events such as birth, death and employment, and second, information on specific areas of interest, such as justice, health, tax systems and education. An electronic payments platform has been introduced, allowing for different forms of payments. The platform enables the issuing of payment orders which can be processed through the unified Automated Teller Machine (ATM) network widely available in Portugal, or without leaving home or the office for eBanking users. Development of the portal has been continuous. Besides improvements with the user interface, it has been offering services supported by SMS and access through WAP protocol by mobile phones and PDAs.

Business portal\(^{269}\): The Business portal provides electronic access to public services supplied to businesses by way of an integrated access point. The additional services now provided include the complete setting up of a business through the Internet ('Online Business'), as well as the 'Business Electronic Dossier', where the different interactions of each business with the public administrations are gathered and made easily and securely available to business partners or their representatives through identity authentication by advanced eSignature certificates. This ensures full transparency on the status of the respective processes. The Business portal also brings together information of interest for business activities related to the management, expansion and closure of enterprises, and provides information on opportunities for businesses.

'Dados.gov' Open Data Portal\(^{270}\): Following international practices in the area (e.g. the US or the UK Data.Gov projects), the Agency for the Administrative Modernization (AMA) is committed to the development of a wide and open platform containing all kinds of data from public bodies. The 'Dados.gov' Portal makes available to citizens an extensive range of information from very diverse areas. The objective of this policy - keeping in mind the right of any citizen to consult public administration information - is to democratise that access by facilitating the means to obtain it. It is based on the premise that the average citizen is interested in consulting such a vast amount of data. However, the main objective is to make this data available to be studied by researchers. On the other hand, as seen in other countries, the availability of data fosters the development of software applications that render them useful for several purposes. The 'Dados.gov' project is a key initiative of the Portuguese open government agenda. A beta version was made available to the public in November 2011, incorporating about 100 datasets from 14 public bodies.

\(^{268}\) [https://www.portaldocidadao.pt/](https://www.portaldocidadao.pt/)
\(^{270}\) [http://wwwdados.govptpt/inicio/inicio.aspx](http://wwwdados.govptpt/inicio/inicio.aspx)
Taxes Portal\textsuperscript{271}: The Ministry of Finance makes available to citizens and companies the Finances Portal, which allows for tax submission, and fiscal situation consultation, among a wide range of services. The online income tax service allows complete online declaration, notification and assessment of personal taxes. Users can consult their tax files, statistics and conduct simulations. Advanced functionalities have been recently integrated into the system allowing for enhanced usability. The income tax declaration is automatically prefilled with all relevant data, conforming with data protection regulations. The declaration receipts and the notification of the final tax calculation can now be confirmed electronically.

Direct Social Security\textsuperscript{272}: Citizens can access to their Social Security data and perform a wide range of services from submitting requests for unemployment benefits, child allowances, leaves, payments and have access to the whole information needed regarding their rights and duties in the social security domains. Authentication via Citizen Card (eID) is available and the platform presents lots of information already prefilled, based on back office automatization and interconnection with other public organizations.

Portal of Municipality Transparency\textsuperscript{273}: In 21 July 2014, Portugal launched the "Portal of Municipality Transparency". The site provides citizens with social, financial and budget data of each municipality, such as the amount of taxes collected and what the debt per capita. Allows citizens to know the reality of their municipalities and assess public policies at the local level.

3.1.22.4 eGovernment Services

3.1.22.4.1 General practice health

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Administração Central do Sistema de Saúde</th>
</tr>
</thead>
</table>

Rede Telemática da Saúde\textregistered allows the access to clinical information and promotes the communication between certified health professionals in a secured away, contributing for a better access to medical care.

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Health</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.portaldasaude.pt/">http://www.portaldasaude.pt/</a></td>
</tr>
</tbody>
</table>

The Citizen’s portal provides a wide range of information on pubic healthcare. In Portugal, an appointment at a hospital can be made by an intermediary or a health centre. An electronic network links those centres with hospitals.

Medical costs (reimbursement or direct settlement) (TRL 8-9)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Serviço Nacional de Saúde (SNS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.portaldasaude.pt/portal">http://www.portaldasaude.pt/portal</a></td>
</tr>
</tbody>
</table>


\textsuperscript{273} [https://www.portalmunicipal.pt/home?locale=en](https://www.portalmunicipal.pt/home?locale=en)
This service is not relevant to Portugal. Healthcare services are free. The provision of services by local Health Centres is part of the National Health Service. Expenses outside the National Health Service (Serviço Nacional de Saúde (SNS)) are not refundable.

### 3.1.22.4.2 Local government services

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Housing (building and housing, environment) (TRL 8-9)</td>
<td>Local Government</td>
<td><a href="http://www.portaldocidadao.pt/">http://www.portaldocidadao.pt/</a></td>
</tr>
<tr>
<td>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</td>
<td>Central Government/Local Government</td>
<td><a href="http://porbase.bnportugal.pt/">http://porbase.bnportugal.pt/</a></td>
</tr>
<tr>
<td></td>
<td>PORBASE, the National Bibliographic Database is the Portuguese libraries’ union catalogue with over 1.3 million bibliographic records. The database is updated daily and its average annual growth is estimated at 100 000 bibliographic records. PORBASE reflects the collections of the National Library and over 160 Portuguese private and public libraries.</td>
<td></td>
</tr>
</tbody>
</table>

### 3.1.22.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Registration of a new company (TRL 8-9) - (Open Access)</td>
<td>Central Government, Agency for the Administrative Modernization (in partnership with the other public institutes related to starting-up a business)</td>
<td><a href="http://www.portaldaempresa.pt/">http://www.portaldaempresa.pt/</a></td>
</tr>
<tr>
<td>The service ‘Empresa On-line’ offers the possibility to completely carry out the declaration of a new business via the website and to set it up in less than one hour at a smaller cost than before. The portal assists entrepreneurs on a range of legal procedures and administrative formalities and furthermore provides advisory services, such as business simulators and mobile telephony provider comparisons.</td>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intellectual property (TRL 8-9) - (Open Access)</td>
<td>Portuguese Institute of Industrial Property (INPI - Instituto Nacional da Propriedade Industrial)</td>
<td><a href="http://www.marcasepatentes.pt/">http://www.marcasepatentes.pt/</a></td>
</tr>
<tr>
<td>Information on the intellectual property processes in Portugal are freely available at the web portal of the Portuguese Institute of Industrial Property. Furthermore, it offers the several online services such as intellectual property search online and registration of trademarks, patents, and designs. The Digital library also offers access to legislation related to the intellectual property; and set of legislation related to the activities of protection and maintenance of Industrial Property rights and correlated subjects.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service</th>
<th>Responsibility</th>
<th>Website</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electronic Invoicing (eInvoice) (TRL 8-9)</td>
<td>Autoridade Tributária e Aduaneira (AT)</td>
<td><a href="https://faturas.portaldasfinancas.gov.pt/home.action">https://faturas.portaldasfinancas.gov.pt/home.action</a></td>
</tr>
<tr>
<td>This electronic service enables electronic communication and consultation of invoices. The portal provides access to two types of users: the consumers (in order to verify and register their invoices and related features) and the traders (to send and consult SAFT-PT files, collect and check invoices and access the functionality supporting their compliance).</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
VAT: declaration, notification (TRL 8-9)

Responsibility: Central Government, Ministry of Finance and Public Administration, Taxation Authority

Allows registered businesses to file their VAT returns online.

Corporate tax: declaration, notification (TRL 8-9)

Responsibility: Direcção-Geral dos Impostos (Portuguese Tax Authority)

Corporate income tax (IRC) must be paid by the taxpayer with the income declaration that must be filed each year by the last working day of May, by electronic data submission.

Customs declarations (e-Customs) (TRL 8-9)

Responsibility: Central Government, Ministry of Finance and Public Administration, Directorate for Customs and Excise Duties
Website: [http://www.dgaie.min-financas.pt/](http://www.dgaie.min-financas.pt/)

Online declaration for customs' operations.

3.1.22.4.4 Disability

N/A

3.1.23 Romania

3.1.23.1 eGovernment Strategy

The National Strategy on Digital Agenda for Romania targets directly the ICT sector, aims to contribute to the economic growth and increase competitiveness in Romania, both by direct action and support of development of effective Romanian ICT and through indirect actions such as increasing efficiency and reducing public sector costs in Romania, improving private sector productivity by reducing administrative barriers in relation to the state, improving the competitiveness of the labour force in Romania and beyond. The Strategy was developed in alignment with the Digital Agenda for Europe as framework of reference to define an overview on how to boost the digital economy for the period 2014 – 2020.

As a result, some of the objectives set by the European Digital Agenda were taken and adapted to the current context of Romania in order to ensure the alignment of the Romanian ICT development with the level recorded by the countries in the region, to establish premises of Romania's integration in terms of ICT, in the European digital single market.

Taking into consideration the 7 pillars that form the basis of the Digital Agenda for Europe 2014 – 2020, Romania has adapted them to the current context and has defined 4 major fields of action that will be pursued as Romania’s vision of the ambitious program that will drive the economic growth and increased competitiveness, for covering the underpinning principle stated above in pursuit of sustainable long-term economic growth. These 4 fields of action are summarized as follows:

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275 https://www.comunicati.gov.ro/
• Field of action 1 - eGovernment, Interoperability, Cyber Security, Cloud Computing, Open Data, Big Data and Social Media – increase efficiency and reduce the public sector costs in Romania by having a modern administration

• Field of action 2 – ICT in Education, Health, Culture and eInclusion – support at a sectorial level that will ensure ICT investments create a positive impact in the social context.

• Field of action 3 - eCommerce, Research & Development and Innovation in ICT– builds on the comparative advantages of regional Romania and supports economic growth in the private sector.

• Field of action 4 – Broadband and Digital Services Infrastructure – ensures social inclusion and enables the benefits across all other fields of actions.

3.1.23.2 Legal Framework

The Romanian Government has focused its efforts in recent years to develop a legal framework facilitating the development of Information Society and eGovernment.

• Government Decision no 271/2013: The aim of this Government Decision is to approve the Romanian strategy for cybersecurity and the action plan regarding the implementation of national system of cybersecurity

• Government Decision no. 1085/2003: The aim of this Government Decision is to implement certain provisions of Law no. 161/2003, regarding measures for ensuring transparency in the exercise of public dignities and functions in the business environment, thus pursuing the prevention and punishment of corruption, related to the implementation of the National Electronic System (NES). Furthermore, public administration authorities are obliged to register in the NES.

• Decision no. 139 on the establishment, organisation and functioning of the National Centre for Supercomputing: Under the republished Article 108 of the Constitution of Romania and Article 42 of Law no. 90/2001, on the organisation and functioning of the Romanian Government and ministries, the Government of Romania adopted on 23 February 2010 Decision no. 139. It thus established the National Centre for Supercomputing (CNS) as a specialised body of central public administration, a legal entity subordinated to the Ministry of Communications and Information Society, which aims at modernising the services and information systems of the public administration.

• Government Decision no. 922/2010 on the organisation and operation of Electronic Point of Single Contact: The decision, which aims at regulating the operation of Electronic Point of Single Contact, was published on 15 September 2010, and is based on Law no.49/2009 concerning freedom of establishment and provision of services by electronic means in Romania. The Electronic Point of Single Contact portal (electronic PCU), is designed and established to facilitate online interaction between public institutions and service providers in Romania. By publishing information and useful links, facilitating online obtainment of permits, approvals and certificates needed for market penetration, the

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278 https://www.comunicatii.gov.ro/
procedures for both domestic and foreign businesses will become easier and more transparent. According to the Ministry of Communications and Information Technology, electronic PCU will serve a total of over 500 000 visitors per month.

- **Law no. 135/2007** [280] on the archiving of documents in electronic form Adopted in May 2007, this law establishes the legal regime applicable to the creation, preservation, consultation and use of administration’s documents to be archived or stored in an electronic format. Processing operations of archival documents in electronic form shall be in compliance with the National Archives Law 16/1996, with subsequent amendments, and regulations on conservation, access and data protection to both public and private domains. This Law has been supplemented in June 2009 by Order no.493/2009 issued by the Ministry of Communications and Information Technology which clarified all technical and methodological applications.

<table>
<thead>
<tr>
<th>Re-use of Public Sector Information (PSI)</th>
</tr>
</thead>
</table>

### 3.1.23.3 eGovernment Infrastructure

- **eGovernment portal** [282]: The portal serves as a one-stop shop to central and local public services and forms online, while also incorporating a transactional platform. Users can register for interactive and transactional services. Links to all the departments of central and local government are also included in the portal, as well as information regarding the legislation and regulations related to the interaction with the Public Administration. Moreover, a Unique Form Service system gathers nine eServices for businesses. The eServices are designed for large contributors and provide unified access for eGovernment services.

- **Electronic Point of Single Contact** [283]: The target of the portal is to allow for convenient retrieval of all information, working procedures, as well as a set of interactive forms needed by service providers who wish to conduct their activity in Romania. Furthermore, it provides information about the national business context, objectives and benefits, the authorities concerned, legislation in the field and financing arrangements.

### 3.1.23.4 eGovernment Services

#### 3.1.23.4.1 General practice health

<table>
<thead>
<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government, Ministry of Health</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.ms.ro">www.ms.ro</a></td>
</tr>
<tr>
<td>Information is available online, but there are no online services</td>
</tr>
</tbody>
</table>

| Medical costs (reimbursement or direct settlement) (TRL 8-9) |

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[283] https://edirect.e-guvernare.ro/PISEGWeb/PISEGPortal.portal
D3.1: Catalogue of eGovernment applications

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, National House for Health Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.e-guvernare.ro/">http://www.e-guvernare.ro/</a>; <a href="http://www.cnas.ro/">http://www.cnas.ro/</a></td>
</tr>
</tbody>
</table>

Online information and forms. A project for a 'Computerised System for Health Insurance' (SIUI) is expected to raise the level of service when in operation.

### Healthcare abroad (TRL 8-9)

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>National Health Insurance House</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.cnas.ro/">http://www.cnas.ro/</a></td>
</tr>
</tbody>
</table>

The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Romania (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. The website gives information on how to request the EHIC, as well as the form, which needs to be completed for obtaining the card.

3.1.23.4.2 Local government services

N/A

3.1.23.4.3 Small business and self-employed

**Registration of a new company (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, Ministry of Justice, National Trade Register</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.onrc.ro/index.php/ro/">http://www.onrc.ro/index.php/ro/</a>; <a href="https://portal.onrc.ro/">https://portal.onrc.ro/</a></td>
</tr>
</tbody>
</table>

Law No. 359 (2004) provides the list of assistance services to be supplied by the trade register’s offices to individual entities, family associations and legal entities in order to offer assistance in the registration procedure. It also provides for simplified ways of granting the Unique Registration Code (CUI) for businesses and stipulates that the registration process should be completed within three days. The eForms service provides access to the intelligent forms that can be electronically signed and sent to the competent authority.

**Intellectual property (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>State Office for Inventions and Trademarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.osim.ro/">http://www.osim.ro/</a></td>
</tr>
</tbody>
</table>

The website offers extensive information on patents, utility models, trademarks, design, etcetera, together with other services. Application for patents can be submitted online.

**Submission of data to statistical offices (TRL 8-9) - (Open Access)**

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, National Institute of Statistics</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.insse.ro/">http://www.insse.ro/</a></td>
</tr>
</tbody>
</table>

The electronic collection system of statistical data is accessible through the National Institute of Statistics.

**VAT: declaration, notification (TRL 8-9)**

<table>
<thead>
<tr>
<th><strong>Responsibility:</strong></th>
<th>Central Government, Ministry of Public Finance</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.e-guvernare.ro/">http://www.e-guvernare.ro/</a> <a href="https://www.anaf.ro/">https://www.anaf.ro/</a></td>
</tr>
</tbody>
</table>

Online submission of VAT forms is available as form 'Deduction regarding VAT’ – Declaration no. 300, for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

**Corporate tax: declaration, notification (TRL 8-9)**
Responsibility: Central Government, Ministry of Public Finance
Website: http://www.e-guvernare.ro/; https://www.anaf.ro/

Online submission of tax forms is available as form 'Declaration no 101 regarding the profit tax', for large contributors and is supported by the eGovernment portal 'e-guvernare'. The system was extended to all contributors through the web page of the National Agency for Fiscal Administration section on electronic declaration.

Customs declarations (e-Customs) (TRL 8-9)
Responsibility: Central Government, Ministry of Public Finance, General Directorate of Customs
Website: https://www.customs.ro/ro/e-customs.aspx

The online customs' declarations service allows declarations to be filled in online for all types of businesses and agents that perform activities in this sector. This service ensures authentication of users through digital certificates. The next stage of development of the online customs declarations service will allow electronic payments through banks, which will offer remote payment services. This service currently functions in a restricted access regime.

3.1.23.4.4 Disability
N/A

3.1.24 Slovakia

3.1.24.1 eGovernment Strategy

The National Concept of eGovernment is a conceptual document that defines the strategic Enterprise Architecture of eGovernment and its central coordination as well as the principles and objectives of its further development in accordance with the goals stated in the Strategic Document for Digital Growth and Next Generation Access Infrastructure. This document also describes an approach to a successful implementation based on the best practices and a solid eGovernment basis developed according to the National Concept of eGovernment from 2008. The updated concept is built around a vision of an innovative and open state that provides the citizens and businesses with user-friendly and easy-to-use services but at the same time operates inside in a complex way so that it can respond swiftly and effectively to the challenges of the dynamic modern era. In order to fulfil this vision, the strategic priorities were defined such as:

- Better customer-oriented e-services that interactively and proactively deal with life events,
- Approach to data as a valuable national resource and a strategic asset (data driven state)
- Data ownership, data sharing with creative communities and businesses and better usage of data in the policy-making and regulatory process,
- Central integration platform that will lead toward a common Data Layer of eGovernment,
- Cloud Security across all layers of the Enterprise Architecture (a Business, Application and Technology layer),
- Efficient IT operations in the eGovernment cloud.

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Operational programme 'Integrated Infrastructure'\(^{285}\) (hereinafter also 'OPII') is a strategic document of Slovak Republic for EU funds absorption in the 2014 - 2020 period in the transport sector and in the area of enhancing access to, and use and quality of, information technologies. Overall focus of OPII, its specific objectives, and activities are set to ensure promotion of the fulfilment of the priorities of Europe 2020 strategy and National Reform Programme of Slovak Republic.

Overall objective of OPII is to support sustainable mobility, economic growth, job creation and to improve the business climate through the development of transport infrastructure, public transport and information society.

Ministry of Finance is responsible for the area of information society within the Operational Programme Integrated Infrastructure. Other objectives of the operational programme are managed by the Ministry of Transport, Construction and Regional Development to support sustainable mobility, economic growth, job creation and improving the business environment through the development of transport infrastructure.

In the framework of the Operational Programme, the Ministry of Finance act as an intermediary body responsible for Priority Axis 7 Information Society, aiming to develop projects Operational Programme Information Society of the current programming period, as well as the implementation of the latest trends in the digital economy. The funds will be invested in development of electronic services for citizens and businesses, arranging complex life events, cross-border interoperability and increasing the availability of government data through open data. At the same time the public administration reform will be supported through ICT, including the further expansion of government cloud. Finally, the allocation for priority axis 7 should ensure coverage with broadband internet of all households with minimum speed of 30 mbps.

3.1.24.2 Legal Framework

Amendment No. 273/2015 to the Act No. 305/2013 of Coll. On the eGovernment\(^{286}\) On 23rd September 2015, the National Council approved an amendment to the Act on e-Government that was subsequently published in the national Collection of Laws under no. 273/2015. The aim of the amendment to the Act on e-Government is to streamline and simplify the existing legal procedures in the areas of identification and authentication, payments for electronic services, and base registries where responsibility was given to the newly established institute for source registries. The full text of the amendment is available in Slovak language on the web portal of the Ministry of Finance of the Slovak Republic. Act No. 305/2013 of Coll. On the eGovernment. The Parliament adopted the Act No. 305/2013 Coll. Civil Code on the Government, laying down the basic principles, upon which electronic public administration will operate. The Act will not replace traditional 'paper' from the official agenda, but it will create a comprehensive electronic alternative. The Act also describes a number of key elements, such as pursuance by proxy, basic registries, eDesk module, document conversion, electronic payment of fees, and authentication of persons in public administration information systems, eDelivery, eForms module, electronic personal mailbox, the administration and operation of a central portal for public administration and Integrated Service Points (ISPs) for

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285 Ministry of Finance of the Slovak Republic
assisted public administration eServices. Furthermore, it also lays a foundation of a common data layer by defining a Module of the intergovernmental communication. This module implements the rules and processes for the data exchange among IT systems from different segments as well as applies the concepts of the Master Data Management.

Act No. 275/2006 of Coll. on Public Administration Information Systems: This Act provides a framework for eGovernment and namely regulates:

- the rights and obligations of responsible persons in the area of design, operation, use and development of public administration information systems;
- basic conditions to ensure integrity and security of public administration information systems;
- the administration and operation of a central portal for public administration;
- the issuing of data depreciation from public administration information systems and the output from public administration information systems;
- Integrated Service Points (ISPs) for assisted public administration eServices;
- Administrative proceedings and penalties for unlawful activity.

**Re-use of Public Sector Information (PSI)**


**3.1.24.3 eGovernment Infrastructure**

- **slovensko.sk**: Central Public Administration Portal: The Central Public Administration Portal (slovensko.sk), under the administration of the Slovak Government Office and operated by the National Agency for Networking and Electronic Services (NASES)\(^{287}\), provides a central and unified access to information resources and services of the public administration. Among the most important tasks of the portal are directing the interested party to use a particular eGovernment service and providing a navigation through a life event as well as useful tips and tricks. The portal currently offers more than 800 eGovernment services in the area of running a business, citizenship, justice, registering vehicles, social security and more.

- **informatizacia.sk**\(^{288}\): Information Society Division's portal: The Information Society Division, operating under the Ministry of Finance as the key government body responsible for the information society, launched the 'informatizacia.sk' portal in 2007 with the aim to provide comprehensive information on the strategies, legislation, standardisation and other activities concerned with the information society.

- **Ministry of Justice legislation portal**\(^{289}\): The portal offers search capabilities for documents at various stages of the legislative process based on user-selected criteria. It monitors, archives and retrieves material of a legislative nature during the legislative process. By virtue of the portal, public institutions, citizens and organisations are able to

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\(^{287}\) [https://www.nases.gov.sk/](https://www.nases.gov.sk/)

\(^{288}\) [http://www.informatizacia.sk/](http://www.informatizacia.sk/)

\(^{289}\) [https://www.slov-lex.sk/domov](https://www.slov-lex.sk/domov)
transparency in monitoring the legislative process. These registered users are also given the opportunity to actively participate in the legislative process (through individual or collective comments). The portal also provides effective tools for searching information inside the legislative framework as well as for finding concrete full-text laws and legislative materials.

- **CSIRT.SK**\(^{290}\) (Computer Security Incident Response Team): The main task of the portal is to present basic information about the unit CSIRT.SK and its working agenda. It provides the possibility of reporting the incidents and vulnerabilities relating to security of computer and communication technologies; it also creates a space for progressive services of the unit CSIRT.SK.

- **Government Cloud**: Slovak Republic acceded to the introduction of Cloud Computing into public administration. On 21 May 2014 the Government of Slovak Republic approved a strategic material, whose main goal was to define technical, organizational and legal level of implementation and operation of supra-ministerial data centres as a provider of central cloud services of the Government cloud. The eGovernment cloud will provide national authorities and institutions with cloud services (such as IaaS, PaaS, SaaS) in the high levels of quality and safety through a one stop shop in the form of a service catalogue. Cloud computing as a model of development and of used computer technologies enables users to have access to services or programmes which are stored on Internet servers basically from anywhere. The cloud solution will ensure effective sharing of ICT resources, improve access to data and facilitate the use of Big Data as well as unify the environment and methodologies for development and operation of information systems.

### 3.1.24.4 eGovernment Services

#### 3.1.24.4.1 General practice health

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

**Responsibility:** Central Government, Ministry of Health

**Website:**
- [http://www.dfnsp.sk](http://www.dfnsp.sk)

The necessary information to obtain an appointment at a hospital is available on a publicly accessible website. Several portals offer the possibility of an electronic intake with an official electronic form to start the procedure in order to book an appointment. Information is provided on disease, diagnosis and medical organisations, among others. It is possible to send an online request about social, legal or health issues. Answers are published on the portal, or sent to an individual email address.

#### 3.1.24.4.2 Medical costs (reimbursement or direct settlement) (TRL 8-9)

**Responsibility:** General Health Insurance Company, Dövera Health Insurance Company, Union Health Insurance Company

**Website:**
- [http://www.vszp.sk/](http://www.vszp.sk/)
- [http://www.dovera.sk/](http://www.dovera.sk/)
- [http://www.unionzp.sk/](http://www.unionzp.sk/)

Compulsory health insurance typically covers the costs for medical treatment and drugs, so citizens’ reimbursement requests are not necessary. The rights deriving from compulsory

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290 [https://www.csirt.gov.sk/](https://www.csirt.gov.sk/)
D3.1: Catalogue of eGovernment applications

3.1.24.4.2 Local government services

Certificates (birth, marriage): request and delivery (TRL 8-9)

**Responsibility:** Central Government (Ministry of Interior) and Local Government (Municipalities)

**Website:** [https://www.slovensko.sk/sk/titulna-stranka;](https://www.slovensko.sk/sk/titulna-stranka) [https://portal.minv.sk/]

The information necessary to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider.

Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)

**Responsibility:** Central Government & Local Government


Public libraries offer the possibility to search for a specific title, to carry out an electronic reservation, or to obtain an electronic copy. The National Slovak Library portal enables the search of a specific title and to perform an online reservation.

Housing (building and housing, environment) (TRL 8-9)

**Responsibility:** Local Government, Municipalities

**Website:** [https://www.slovensko.sk/sk/titulna-stranka;](https://www.slovensko.sk/sk/titulna-stranka)

The municipality portal dcom.sk’ provides e-services. There is also the possibility to obtain the paper form to start the procedure for the issuance of a building or renovation permission in a non-electronic way.

Announcement of moving (change of address) (TRL 8-9) - (Open Access)

**Responsibility:** Central Government (Ministry of Interior) and Local Government (Municipalities)


Certificates (birth, marriage): request and delivery (TRL 8-9)

**Responsibility:** Central Government (Ministry of Interior) and Local Government (Municipalities)

**Website:** [https://www.slovensko.sk/sk/titulna-stranka](https://www.slovensko.sk/sk/titulna-stranka) [https://portal.minv.sk/wps/wcm/connect/sk/site/main/zivotnesituacie/matrica-zivotna-udalost/]

The information necessary to obtain a birth or marriage certificate is available on a publicly accessible website managed by the service provider. A number of services such as a change of the name is provided online.

3.1.24.4.3 Small business and self-employed

Registration of a new company (TRL 8-9) - (Open Access)
Responsibility: Central Government, Ministry of Justice, Trade Registry
Website: http://www.justice.gov.sk/; https://www.slovensko.sk/sk/titulna-stranka
The service provider offers the possibility to register a new company electronically via the central government portal. No other formal procedure is necessary for the applicant.

Uniqueness of the proposed company name check (TRL 8-9) - (Open Access)
Responsibility: Commercial Register held by the District Court
Website: http://www.orsr.sk/
An online check of the uniqueness of a company name without charge is possible, but the information on the website is not legally binding and usable for legal acts. The cost of the certificate is EUR 3. The cost of a certificate issued in electronic form is EUR 0.33.

Industrial property (TRL 8-9)
Responsibility: Industrial Property Office of the Slovak Republic
Website: https://www.indprop.gov.sk/?introduction
Information on the registration and legislation regarding the intellectual property related processes in Slovakia are freely available at the web portal of the Industrial Property Office of the Slovak Republic. Furthermore, the portal offers information about the application process and application forms for download.

Electronic Payments (E-KOLOK) (TRL 8-9)
Responsibility: Národná agentúra pre siet'ové a elektronické služby (NASES), Ministry of Finance
Website: http://www.e-kolky.sk/
Citizens and businesses are able to purchase electronic stamps from self-service payment terminals (kiosks). Electronic stamps can be used to cover any administrative or legal fees in several workplaces of the Ministry of the Interior, such as the Transport Inspectorate, Police, client centres, district offices and other. Gradually it envisages to deploy this option to other departments, state agencies, courts and prosecuting authorities.

VAT: declaration, notification (TRL 8-9)
Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website: https://www.financnasprava.sk/sk/titulna-stranka; https://www.slovensko.sk/sk/titulna-stranka
The service provider offers the possibility to completely carry out the VAT declaration via the website. Users can choose the possibility to communicate using Qualified, or Advanced Electronic Signature.

Corporate tax: declaration, notification (TRL 8-9)
Responsibility: Central Government, Ministry of Finance, Tax Directorate of the Slovak Republic
Website: https://www.financnasprava.sk/sk/titulna-stranka; https://www.slovensko.sk/sk/titulna-stranka
The service provider offers the possibility to treat the declaration of corporate tax via the website. Holders of the Qualified Electronic Signature may declare tax online. There is a limited possibility to declare tax fully online, for non-holders of eSignature.

Customs declarations (e-Customs) (TRL 8-9)
3.1.24.4.4 Disability

N/A

3.1.25 Slovenia

3.1.25.1 eGovernment Strategy

The current strategic framework for the development of eGovernment in Slovenia comprises the following documents:

- Strategy on IT and electronic services development and connection of official records (SREP), last amended and adopted in June 2009.

The primary policy aim for eServices is user satisfaction. The view is that this can be achieved via friendly, accessible, simple and affordable services based on life events, such as childbirth, marriage, purchase of real estate, company registration and others.


The following two strategies are under preparation:

- Strategy for Digital Slovenia 2020, covering all the aspects of information society development

They should be adopted in the second half of 2015.

3.1.25.2 Legal Framework

There is currently no overall eGovernment legislation in Slovenia.

Re-use of Public Sector Information Legislation (PSI)

Access to Public Information Act (2005): Directive 2003/98/EC of 17 November 2003 on the re-use of public sector information (PSI) was implemented into Slovenian law via the amended Act on Access to Public Information, passed in July 2005. The resulting Act contains provisions on PSI licensing, transparency on contracts and penal provisions, and consolidates general and specific principles on access. Furthermore, a Decree on Communication and Re-use of Information of Public Character passed in August 2005 defines the conditions for providing information of public character to applicants and over the Internet, charging for such provision, re-using such information, as well as reporting on the assurance of access to this information. Slovenia has thus fully transposed the PSI Directive.

It has been planned for the new EU Open Data Rules to be implemented in the provisions of the Slovenian Access to Public Information Act in 2015. In relation to the legal aspects of

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D3.1: Catalogue of eGovernment applications

CLARITY project

Publication of the Public Sector Information, specifically the licensing regime, the Slovenian Government in 2013 set up the Interministerial Working Group, which will prepare the Guidelines for the Copyright Management of the public sector information, including the guidelines on online Open Licences and legal standards for Open Data. When adopted by the Government the Guidelines will become a basis for the uniform practice of the public sector bodies with regard to the mentioned issues. The Government plans to include the field of Open Data also within the scope of the Strategy of the Efficient Government as an important part of a wider theme of Open Government.

3.1.25.3 eGovernment Infrastructure

- **E-Uprava**: The eGovernment portal e-Uprava (e-uprava.gov.si) was launched in March 2001, relaunched in December 2003 and modernised in May 2006. There are sub-portals available for the Italian and the Hungarian national minorities and information is classified according to life events. Each insight into specific life situations of citizens and businesses is associated with links leading to public administration web pages of similar content. The portal provides access to the e-SJU system (Electronic Services of Public Administration), which supports all procedures in need of electronic forms. These are automatically generated, authenticated via qualified digital certificates, partially prefilled from the Central Population Register, and accept attachments, ePayments, etc. The application can be used by all residents equipped with qualified digital certificates valid in Slovenia. e-Uprava caters for users with special needs and also offers personalisation facilities. A number of noteworthy services supplied via e-Uprava are:
  - eDemocracy, which allows citizens to submit changes to existing legislation and suggestions on how to help eliminate administrative barriers
  - Inspectorates and supervisory services
  - Anonymous online complaints service
  - Portal of the Surveying and Mapping Authority (Cadastre)
  - e-VEM portal for businesses
  - dLib.si library portal

- **E-VEM Portal for Domestic Business Entities**: The One Stop Shop Business portal or the e-VEM portal is the government portal for companies and sole traders whose main purpose is to enable users to carry out public administration business easily, simply, quickly and free of charge. Through the e-VEM portal, businesses can use electronic services to establish a company and some other obligatory or frequent procedures, either when starting up or later (the submission of forms for social insurance registration, declaration of modifications to information on family members, notification of needs for workers, declaration of tax information, etc.). Users can carry out certain procedures by themselves online, using a valid digital certificate, while for some other more complicated procedures they would need to visit one of the 139 One Stop Shop contact points, the VEM point or a public notary. The registration procedure in Slovenia takes three days for companies and one day for sole traders. All services carried out via the e-VEM portal or VEM points are available online.

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free of charge. The portal won the prestigious 2009 United Nations Public Service Award in competition with North American and European countries in the 'improving the delivery of services' category.

- **EUGO Slovenia**: The Eugo Slovenia is a state business point that helps foreign business entities from the EU, EEA Member Countries and the Swiss Confederation who want to do business in Slovenia. The site provides information about the conditions and procedures required for performing a certain activity or profession in the Republic of Slovenia. In this way, Slovenia is meeting the requirements of European directives and enabling simpler and friendlier operations in the market of the Republic of Slovenia. The main contents of the website relate to the conditions and procedures for the implementation of activities. There are almost one thousand regulated activities in Slovenia, and we plan to publish the conditions and procedures for all of them; however, due to the complexity of contents, publication will be implemented in stages.

- **Stop the Bureaucracy Website**: In 2011 we set up the website Stopbirokraciji.si for the purpose of informing public about the Action Programme for eliminating administrative burdens and reducing regulatory burdens. The purpose of the portal is to provide current information on the programme implementation, publish best practices (at both national and EU levels) and reports on administrative burdens in an individual regulation (act, rule, etc.) as measured in the programme, and to convey additional proposals from users, in order to achieve reduction of administrative burdens and simpler and more transparent legislation.

- **NIO Portal**: The NIO portal is dedicated to publish public data of authorities in one place and is the national interoperability portal and the central point for publishing of public sector open data which encourages their reuse. The mission of the NIO portal is the promotion and rising of awareness of the importance of paradigm which appears from the concept of interoperability, and it is also an entirely practical cooperation and linking with other national, European and global portals.

- **eTaxes portal 'eDavki'**: The Slovenian eTax system is a complete business solution combining a web portal with back office integration. Since 2004, the system allows individuals and companies to file taxes online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling-out a form, validating data, digitally signing and time-stamping the form. A mandating system integrated with the application allows tax payers to mandate a user for filing tax forms.

- **Public Payments Administration Portal**: The Public Payments Administration operates and manages the dedicated infrastructure for payments and other related services. The Slovenian Payment system is a complete business solution combining a web portal with back office integration. The system has been developed from 2002 and allows government institutions to pay their payments obligations to individuals and companies as well as taxes payments online using a qualified certificate issued by any registered certification authority in the country. The entire process consists of possibility to use all

294 http://eugo.gov.si/
295 http://www.stopbirokraciji.si/en/home/
296 http://nio.gov.si/nio/
298 http://www.ujp.gov.si/
SEPA compliant payment instruments (UJPnet), exchanging e-invoices (eRačun) and validating data, sending all related responses and feedback (corresponding status), digitally signing and time-stamping of the exchanged data.

3.1.25.4 eGovernment Services

3.1.25.4.1 General practice health

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals (TRL 8-9)

<table>
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<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Health</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.ordinacija.net/">http://www.ordinacija.net/</a> <a href="http://www.zzzs.si/cakdobe">http://www.zzzs.si/cakdobe</a></td>
</tr>
</tbody>
</table>

'Ordinacija.net' is an eHealth portal supported by the Slovenian Ministry of Health, which offers information in the form of a guide. This includes location of healthcare services across Slovenia. Security and privacy of the user are being protected. The Health insurance institute of Slovenia also publishes information about the waiting times for different health services across the country. One can also schedule an appointment at the hospital using the web.

Medical costs (reimbursement or direct settlement) (TRL 8-9)

<table>
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<tr>
<th>Responsibility:</th>
<th>Central Government, Health Insurance Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.zzzs.si/">http://www.zzzs.si/</a> <a href="http://e-uprava.gov.si/">http://e-uprava.gov.si/</a></td>
</tr>
</tbody>
</table>

The Health Insurance Institute provides effective collection and distribution of public funds for healthcare. The rights arising from compulsory health insurance are the right to health care services and the right to several financial benefits. The institute comprises 10 regional units and 45 branch offices distributed all over Slovenia.

Healthcare abroad (TRL 8-9) - (Open Access)

<table>
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<tr>
<th>Responsibility:</th>
<th>Health Insurance Institute</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://e-uprava.gov.si/">http://e-uprava.gov.si/</a></td>
</tr>
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</table>

The European Health Insurance Card (EHIC) is used to claim health insurance entitlements while temporarily outside Slovenia (e.g. while on holiday or on a business trip) in EU states, the countries of the EEA or Switzerland. The website gives information on how to request the EHIC (which can be requested via internet).

3.1.25.4.2 Local government services

N/A

3.1.25.4.3 Small business and self-employed

Registration of a new company (TRL 8-9) - (Open Access)

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central Government, Ministry of Public Administration</th>
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</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="http://evem.gov.si/">http://evem.gov.si/</a></td>
</tr>
</tbody>
</table>

The eVEM portal was launched in July 2005 and several time upgraded to provide a one-stop shop for faster and cheaper start-up procedures for enterprises through the provision of efficient information and support services in the life cycle of a company. Company registration applications can be submitted electronically using any qualified digital certificate legally valid in Slovenia. Entrepreneurs applying for registration receive a digitally signed decision as a response.

Slovenia Business point (TRL 8-9)
### 3.1: Catalogue of eGovernment applications

| **Responsibility:** | Ministry of Public Administration |
| **Website:** | http://eugo.gov.si/ |

The EUGO portal provides accurate information about the procedures required for performing business activities in the Republic of Slovenia.

| **Responsibility:** | Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia |
| **Website:** | http://edavki.durs.si/ |

The eDavki (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Users can submit VAT returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import or export their data.

| **Responsibility:** | Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia |
| **Website:** | http://edavki.durs.si/ |

The eDavki (eTaxes) portal enables all legal and natural entities to conduct business with the tax office. Since 2004, corporate taxpayers can use it to submit their corporate tax returns online by using a qualified certificate issued by any registered certification authority in the country. The entire process consists of filling out a form, validating data, digitally signing and time stamping the form. The application also allows taxpayers to calculate the amount of their tax and to import, or export their data.

| **Responsibility:** | Central Government, Ministry of Finance, Financial Administration of the Republic of Slovenia |
| **Website:** | http://carina.gov.si/ |

Slovenia offers fully online services for customs declarations, including case handling and decision notification, according to the European New Computerised Transit System (NCTS). The application EPOS is the central module of the system that accepts declarations, verifies digitally signed messages and provides routing according to content to a dedicated application. EPOS also digitally signs replies to received data. EPOS implements PKI authentication and ensures non-repudiation via eSignature and time stamping. The application supports all qualified digital certificates valid in the country.

### 3.1.25.4.4 Disability

| **Responsibility:** | Central Government |
| **Website:** | https://www.zpiz.si/cms/?ids=zpizen |

Pension and Disability Insurance Institute of Slovenia portal
3.1.26 Spain

3.1.26.1 eGovernment Strategy

The Government adopted “The Digital Transformation Plan for the General Administration (GA) and the Public Agencies belonging to it (PAs) (ICT Strategy)” in the Council of Ministers of October 2nd, 2015. It was proposed by the Ministers of the Presidency, of Finance and Public Administrations and of Industry, Energy and Tourism on the basis of the work carried out by the Directorate for Information Technology and Communications. The time period of this Plan comprises from 2015 to 2020; its validity should be reviewed and, if necessary, amended yearly by the Commission on ICT Strategy. This ICT Strategy sets out the global strategic framework to make progress in the transformation of the Administration, sets forth the guiding principles, goals and actions required to complete it, as well as the landmarks in the gradual development of Digital Government. These, in turn, shall become the basis on which the various ministries will draft their sectoral action plans for the digital transformation to be carried out in their areas, led by the Directorate of Information and Communication Technologies (DTIC), i.e. the body in charge of the development of shared means and services.

In writing this plan, the provisions of the Bills of Law on Common Administrative Procedures in the Public Administration and on the Legal Regime of the Public Sector (Respectively, Law 39/2015, of October 1, the Common Administrative Procedure Public Administration (BOE-A-2015-10565); and Law 40/2015, of 1 October, the Legal Regime of the Public Sector (BOE-A-2015-10566)) were taken into account, along with the suggestions made by the Public Administration Reform Committee (CORA) (where ICT play a key role) and the OECD Recommendation on Digital Government Strategies. Although the Digital Agenda for Spain envisaged a series of guidelines for the digitisation of the Administration through 2015, the results obtained by the CORA and the provisions in article 9 of Royal Decree 806/2014, on the organisation and operational ICT tools at the GA, require continuation of the endeavour undertaken under a new strategic approach that speeds up the digital transformation of the Administration. This plan contains five chapters. The first one, ‘Digital Government’, gives an overview of the current situation and future prospects of the Administration that should serve as the background to the transformation of the GA and its PAs.

Chapter 2 describes the plan’s guiding principles that should govern both its implementation and those of sectoral action plans: orientation for services users, unity and global vision of needs and actions, as if they were the work of a single body, collaboration within and between administrative units and the forging of alliances to ensure goal achievement, transparency and accountability for management improvement, and the promotion of innovation to make progress and adapt to changes more effectively.

Chapter 3 introduces the five strategic goals that structure the ICT Strategy for a real transformation of the GA and its PAs. These goals are:

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1. Increasing productivity and efficiency in the internal functioning of the public administrations as an element of national competitiveness;
2. Deepening the digital transformation of the public administrations, making the digital channel the preferred choice of citizens and businesses to interact with the Administration, as well as an apt means for public servants to perform their tasks, thus improving the quality of the services provided and enhancing the transparency of internal functioning;
3. Achieving greater efficiency in the provision of common ICT services in the public administrations, building synergies in the use of shared means and services so that more resources can be allocated to innovation and service expansion;
4. Implementing the smart corporate management of knowledge, data and information in order to capitalise on this asset and improve the efficiency of the public administration to the benefit of citizens, while ensuring the protection of their digital identity; and
5. Developing a corporate security and usability strategy for public e-services in order to increase confidence in them and promote their use.

Chapter 4 is about 9 lines of action that may lead to the achievements of the abovementioned goals, as applicable to the GA and the PAs. The suggested actions, to be carried out and supervised by the DTIC, should be supplemented with specific actions in the sectoral plans for the digital transformation of individual ministerial departments.

Chapter 5 introduces a governance model for the coordination and evaluation of this Digital Transformation Plan, defining the organisational structure required for implementation and follow-up, as well as a series of outreach activities. Finally an appendix includes landmarks for the lines of action.

The ICT Strategy committee adopted the regulatory framework for the declaration of shared services and the first declaration of 14 shared services. This figure of shared services, created by Royal Decree 806/2014 of 19 September, is one of the key operational tools of the new ICT governance and falls within the strategic objective of the ICT Strategy "Greater efficiency in the delivery of ICT services ", in particular action Line 6 "Provide common services in a shared way". For many of the proposed measures, the declaration of shared services acts as a general framework that will allow the promotion of a measure.

3.1.26.2 Legal Framework

Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations and Law 40/2015, of October 1st, on the Legal Regime of the Public Sector On October 2nd, the Official Gazette published the new administrative laws: Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations and Law 40/2015, of October 1st, on the Legal Regime of the Public Sector. This new legislation to reform the functioning of the government implements a fully electronic, interconnected, transparent and with a clear and simple structure Administration. Specifically, it is collected in separate laws: the Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations and Law 40/2015, of October 1st, on the Legal Regime of the Public Sector.

This reform is based on two complementary areas: the external relations of the administration with citizens and businesses through the Law on the Common Administrative Procedure of Public Administration; and the organization and internal relations within each administration and between different administrations through the Law on the Legal Regime of the Public Sector is concerned.

Major developments for citizens:

- Electronic relations between citizens and the Administration are facilitated. With this goal written submissions are enabled at any time in the electronic record of any administration, regardless of who is directed.
- The means of identification and electronic signature that can be used for administrative procedures are simplified. For this power, for example, the use of prearranged keys delivered to citizens the time for its processing, personal attendance in the use of electronic means to those citizens who need it is established and Administrations are expected to inform the citizen, if they have been authorized by the mobile phone message that has a notification may consult electronically.
- Administrative burdens are reduced and no request for original documents is established as a general rule (e.g. income tax or registration certificates, etc.).
- There will be a single common procedure, easier to learn, and there will be an "express" procedure for cases of less complexity.
- It is generalized for all administrative procedures the possibility of reducing the amount of penalties for early payment or acknowledgment of responsibility.
- Citizens will learn the main reforms expected to be approved each year through the normative annual Plan.

Major developments for business.

- It will be mandatory for businesses to interact electronically with all Administrations, as they are already doing with the Tax Agency and Social Security, and they can empower their representatives electronically to perform administrative tasks. To facilitate this task there will be an official administrative record of powers at their disposal.
- Reduction of administrative burdens; Public Administrations will not require as a general rule documents which have been presented before, or have been prepared by the Administration (e.g. already issued licenses or authorizations).
- At the state level, it is set a common date (January-June) of entry into force of the rules imposing obligations on professionals and companies for the development of their economic or professional activity, allowing companies to plan their activities with more certainty and better adapt to the regulatory changes.

**Re-use of Public Sector Information (PSI)**

Law on the re-use of public sector information: The Law on the re-use of public sector information (Law 37/2007) of 16 November 2007 implements the EU Directive 2003/98/EC on the re-use of Public Sector Information into Spanish law. Spain thus notified full

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transposition of this Directive to the European Commission. In July 2015, the law 37/2007 was amended and renewed. The highlights of the renewed law are the following:

- The obligation for governments and public sector bodies to allow the re-use of documents, with the exception of information that is restricted or excluded under national law or the Directive;
- The law has been extended to libraries, including university libraries, museums and archives, and the extensive information resources they already have and are currently producing as part of digitisation projects;
- Whenever possible and appropriate, the information should be provided in an open and machine-readable format, along with its metadata, thereby ensuring interoperability;
- The new law incorporates from the Directive the principle of marginal costs in the calculation of tariffs for the re-use of documents;
- Tariffs are kept under control by using electronic media to publish information and by transparency in rates; and
- The use of open licences is encouraged, in order to minimise restrictions on the re-use of information.

Royal Decree implementing the Law on the re-use of public sector information: In October 2011, the Council of Ministers adopted the Royal Decree 306 (1495/2011) of 24 October implementing Law 37/2007 307. According to the 2011-2015 Strategy of the Plan Avanza 2, its objective is to establish, at national government level, detailed rules developing the provisions of the Law, promoting and facilitating the availability of public sector information for its re-use both commercially and non-commercially. This Royal Decree is the result of a participatory process, where inputs from the public and private sectors, as well as from civil society, have enriched its text. The Royal Decree regulates the following aspects:

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

eAccessibility Legislation

Law on measures to promote the Information Society 308: Law 56/2007 on measures to promote Information Society modifies the Law on Information Society services and electronic commerce by establishing an eAccessibility obligation. It states the following: “As from 31 December 2008, the web pages of the Public Administrations will satisfy at least the average level of content accessibility criteria generally acknowledged. As an exception, this obligation will not apply when the technological solution supporting a functionality or service does not allow for such accessibility”.

Regulation on access to technologies, products and services related to information and communication society. Furthermore, Royal Decree 1494/2007\(^{309}\) provides that “the information available on the web pages of the Public Administrations will have to be available to the elderly and people with disabilities with a minimal level of accessibility that fulfils the priorities 1 and 2 of the standard UNE 139803:2004.”

### 3.1.26.3 eGovernment Infrastructure

- **General Access Point - administracion.gob.es**\(^{310}\): The General Access Point facilitates the intercommunication of citizens and businesses with Public Administrations: access to government information, the possibility of doing paperwork and know at any time the state of processing of their cases. It is in accordance with Law 11/2007 (Art. 8) and RD 1671/2009. It is regulated by Order HAP / 1949/2014, of October 13, which regulates the General Access Point of the General State Administration.

- **administracionelectronica.gob.es**\(^{311}\): The eGovernment portal, PAe, is the Public Administration's channel that unifies and centralises all available information about eGovernment. It serves as a gateway for all information on the status, development, analysis, news and initiatives around eGovernment. It was created in response to the growth that eGovernment has undergone in recent years. Included in this portal are the National Observatory of eGovernment where it’s possible to find reports and indicators regarding eGovernment and the Technology Transfer Centre, the repository of reusable solutions.

- **Portal de la transparencia (Transparency Portal)**\(^{312}\): The Transparency Portal is the platform created by Law 19/2013, of December 9th, of transparency, access to information and good governance. It offers citizens the possibility to consult information of the following types: organizational; of legal significance; economic information of the General Tate Administration. An electronic service will allow citizens to request access to other information that is not published in the Transparency Portal. The identification and authentication by the citizen requesting this service will be made by means of the service called Cl@ve, which also enables access to citizens of other Member States.

- **Avanza Local Solutions platform**\(^{313}\): Avanza Local Solutions combines a set of ICT platforms ('Avanza Local Padrón', 'LocalWe ', 'LocalGIS", 'SIGEM' and 'e-Fácil') intended to assist small and medium-sized municipalities in offering eGovernment services to citizens. This initiative consists of the development of a standardised software application designed to enable the simple deployment of basic online information and services which small local authorities will be able to use for free. Ultimately, the platforms should allow all Spanish municipalities to have a web presence and offer transactional eGovernment services.

- **Public Sector Information online catalogue ('Aporta')**\(^{314}\): The Aporta open data project, started in 2008, is the result of the collaboration between the Ministry of Finance and Public Administrations and the Ministry of Industry, Energy and Tourism, through the public

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\(^{310}\) [http://administracion.gob.es/pag_Home/index.html](http://administracion.gob.es/pag_Home/index.html)

\(^{311}\) [http://administracionelectronica.gob.es/pae_Home](http://administracionelectronica.gob.es/pae_Home)

\(^{312}\) [https://transparencia.gob.es/es_ES/derechoacceso/soliciteinformacion](https://transparencia.gob.es/es_ES/derechoacceso/soliciteinformacion)

\(^{313}\) [https://www.planavanza.es/avanzalocal/Soluciones/Paginas/Plataforma.aspx](https://www.planavanza.es/avanzalocal/Soluciones/Paginas/Plataforma.aspx)

\(^{314}\) [http://datos.gob.es/](http://datos.gob.es/)
entity red.es, being fully aware of the potential of information generated by Public Administrations has for the development of the information society. The Aporta open data project aims to promote a culture for reusing public information, raising awareness regarding its importance and value, endeavoring likewise that Public Administrations and Agencies make available the information they hold, thus stimulating its market potential. The Reuse of Public Sector Information is regulated by Law 37/2007, of November 16, and by the Royal Decree 1495/2011, of October 24, regarding the Reuse of Public Sector Information, which transposes the Directive 2003/98/CE to the national legal code, specifying therein the basic principles regarding reuse matters, together with an Interoperability Agreement. Within the framework of the Aporta open data project, the portal datos.gob.es was launched by the end of 2011 to promote the publication of, improve access to and encourage the reuse of public sector information issued by the General State Administration. These efforts aim to create a more transparent, efficient and friendly government, and to create new opportunities –both social and economic- based on reusing public sector information. Datos.gob.es incorporates the resources to facilitate the opening up and location of data on-line (following recommendations described by the Directive 2003/98/EC) and to raise user participation. It focuses its web activity on the Data Catalogue. It is available to professionals, businesses, managers of institutions and the general public. These are the main beneficiaries of and key players in the reuse of public sector information and make it possible to: launch new business models, modernize government bodies and create transparent platforms for public collaboration and participation. In relation with the economic opportunities, the reuse of public sector information helps in the development of new products, services and solutions of a high socio-economic value. In 2010 alone, the reuse industry in Spain made between €550 million and €650 million in direct income and employed around 5,500 people, according to the Spanish Infomedia Sector Characterisation Study. It also enables the knowledge and direct benefits derived from public administration activity to be fed back into society in a transparent way.

3.1.26.4 eGovernment Services

3.1.26.4.1 General practice health

<table>
<thead>
<tr>
<th>Medical costs (reimbursement or direct settlement) (TRL 8-9)</th>
<th>Responsibility: Ministry of Health, Social Services and Equality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="https://www.msssi.gob.es">https://www.msssi.gob.es</a></td>
<td></td>
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</table>

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

Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

| Responsibility: Regional Government. Except for the Ministry of Defence, which centrally, also provides a service with its Health Defence System (SISANDEF) |
Some of the Regional Governments provide health-related services fully online, including access to electronic health records, appointments, etc.

At national level:
- There is an interoperable health care for all the Autonomous Communities.
- The digital clinical history of the National Health System can be accessed from any connected region.

Electronic prescription is already fully implemented in seven autonomous regions and it is being implemented in another six ones in primary care.

**European Health Insurance Card (EHIC) Application (TRL 8-9)**

**Responsibility:** Ministry of Health and Social Security

**Website:** [https://sede.seg-social.gob.es/Sede_6/Lanzadera/index.htm?URL=98](https://sede.seg-social.gob.es/Sede_6/Lanzadera/index.htm?URL=98)

This service is used to apply for or renew the European Health Insurance Card (EHIC), a personal and non-transferable document that proves an individual's entitlement to receive any healthcare that may be required, from a medical standpoint, during a temporary stay in the European Economic Area or Switzerland, taking into account the nature of the healthcare services and length of the stay, in accordance with the legislation of the country that the individual is visiting, regardless of whether the visit is for tourism, professional or educational reasons.

### 3.1.26.4.2 Local government services

**Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)**

**Responsibility:** Central government, regional government, local government

**Website:** N/A

Most public libraries possess online catalogues

**Housing (building and housing, environment) (TRL 8-9) - (Open Access)**

**Responsibility:** Local Governments

**Website:** N/A

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

**Announcement of moving (change of address) (TRL 8-9) - (Open Access)**

**Responsibility:** Central Government, Regional Government, Local Government

**Website:** [https://cambiodomicilio.redsara.es/pcd/](https://cambiodomicilio.redsara.es/pcd/)

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

### 3.1.26.4.3 Small business and self-employed

**Registration of a new company (TRL 8-9) - (Open Access)**

**Responsibility:** Central Government, Regional Government, Local Government

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

### Submission of data to statistical offices (TRL 8-9) - (Open Access)

**Responsibility:** Central Government, National Institute of Statistics (INE)

**Website:** [https://iria.ine.es/iriaPortal/contents/index.jsf](https://iria.ine.es/iriaPortal/contents/index.jsf)

Web completion of statistical questionnaires is available. In 2013 78.43% of companies completed the structural surveys by this means and 63.11% for short-term statistics. For hotel and apartment tourism surveys there exist the possibility of loading xml files directly generated from internal companies’ information systems. Errors and warnings are checked in web questionnaires.

### VAT: declaration, notification (TRL 8-9)

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

**Website:** [https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/IVA/IVA.shtml](https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/IVA/IVA.shtml)

It allows registered businesses to file VAT returns online.

### The National Electronic Clearing System (SNCE) (TRL 8-9) - (Open Access)

**Responsibility:** IBERPAY (Sociedad Española de Sistemas de Pago), Banco de España


The system is based on electronic communications networks and on the use of a single technical platform for the exchange, clearing and settlement of transactions, the CICLOM platform, in use since the end of 2011. The National Electronic Clearing System (SNCE) is a national retail payment system that has been initially managed by the Banco de España, but as a result of the reform of payment systems in Spain in 2005, this function was transferred to IBERPAY (Sociedad Española de Sistemas de Pago) a private company whose shareholders are the credit institutions participating in the SNCE. As required by Law, the Banco de España is responsible for approving the rules of the system and for its oversight.

### Corporate tax: declaration, notification (TRL 8-9)

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

**Website:** [https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/Impuesto_sobre_Sociedades/Impuesto_sobre_Sociedades.shtml](https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/Impuesto_sobre_Sociedades/Impuesto_sobre_Sociedades.shtml)

It allows registered businesses to file their taxes online.

### Public procurement / eProcurement (TRL 8-9)

**Responsibility:** Central Government, Ministry of Finance and Public Administrations

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

3.1.26.4.4 Disability

### Benefits for the disabled (TRL 8-9)

**Responsibility:** Regional Governments and the Ministry of Health, Welfare and Equality

**Website:**
- [http://www.msssi.gob.es/organizacion/ccaa/directorio/home.htm](http://www.msssi.gob.es/organizacion/ccaa/directorio/home.htm)

Some benefits for the disabled depend on the National Government (first link), but most of them are provided by the Regional Governments (second link), with different levels of online provision. The third link is an example of one of them: Madrid.

### Education for the disabled (TRL 8-9)

**Responsibility:** Regional Governments and the Ministry of Education, Culture and Sports

**Website:**

The Regional Governments are responsible of education, so each one provide different services. The first link lists links to the different Regions, the second one is an example of one of them: Madrid.

### 3.1.27 Sweden

#### 3.1.27.1 eGovernment Strategy

By joining the Open Government Partnership (OGP) in 2011, Sweden reaffirmed its commitment to open government efforts, both in principle and in practice. The use of information and communication technologies (ICT) and the reuse of public administration documents and open data can contribute to even more open, inclusive, accountable and
responsive development. ICT can be used in order to include the citizens in the decision making processes in order to ensure that the government acts in the interest of the citizens. ICT is also aimed to be used in order to enhance the functioning of the public administrations.

In the second national OGP Action Plan for years 2014 - 2016, the focus is on the eGovernment and enhanced access to information in three main areas: citizen-oriented public sector development, the re-use of public administration documents and aid transparency. The major identified challenge of the action plan is ‘More Effectively Managing Public Resources and Increasing Corporate Accountability’. In order to attain this aim, five commitments have been identified for Sweden:

- Commitment 1: Putting citizens at the centre (eGovernment) of government administration reforms;
- Commitment 2: A step further on the re-use of public administration documents;
- Commitment 3: Increased access to Swedish aid information;
- Commitment 4: Improved opportunities for dialogue and transparency in aid management and implementation; and
- Commitment 5: Increased aid transparency at global level.

3.1.27.2 Legal Framework

eGovernment activities used to be regulated by general laws and ordinances on Public Administration. This Bill, which was passed by the Parliament on 2 July 2010, is not an eGovernment legislative document per se. However, it contains a long chapter specifically on eGovernment, while most initiatives concerning restructuring of public administration are related to electronic means. It describes, in fact, steps for working with eGovernment in the state administration.

Re-use of Public Sector Information (PSI)
Law on the Re-use of Public Administration Documents (2010): On 1 July 2010, Sweden adopted new legislation transposing Directive 2003/98/EC on the re-use of Public Sector Information in the form of Law No 2010:566 of 3 June 2010 on the re-use of public administration documents. The new Swedish law specifically purports to promote the development of an information market by facilitating re-use by individuals of documents supplied by the authorities on conditions that cannot be used to restrict competition.

3.1.27.3 eGovernment Infrastructure

Portals:

- 'sweden.gov.se' portal: This portal serves as the English-language website of the Swedish Government and the Government Offices. It is designed to provide documents and records, information about current government bills, initiatives and ministerial activities, and accounts of how the decision-making process works in Sweden. The website has three main sections:

317 http://www.notisum.se/rnp/ssl/lag/20100566.htm
318 http://www.government.se/
The Government and the Government Offices: The section offers up-to-date information listed according to each ministry, minister and subject area.

Publications: This section contains all information material and other publications issued in English or other foreign languages (along with an ordering facility).

How Sweden is governed: This section places the work of the Government and the Government Offices in context. Decision-making processes, the EU and other matters are described and exemplified.

- **`verksamt.se` portal**: The Swedish Business Link to Government\(^{319}\): The `verksamt.se` portal provides a comprehensive single-point for entrepreneurs and enterprises to access relevant and official eServices and information from three public authorities: the Swedish Companies Registration Office (Bolagsverket); the Swedish Tax Agency (Skatteverket); and the Swedish Agency for Economic and Regional Growth (Tillväxtverket). This initiative develops, improves, joins and replaces two existing eServices; the online guidance for those willing to start and/or run a business (Företagarguiden) and the company registration service (Foretagsregistrering). `Verksamt.se` joins up the guidance and information parts with both the company registration and company tax filing eServices. It furthermore introduces a new tool to create a business plan, where information can be transferred and re-used in other eServices.

- **`oppnadata.se` portal\(^{320}\)**: Swedish Open Data portal: The Swedish portal for accessing open data, created by the Swedish Innovation Agency, Vinnova.

- **`openaid.se` portal\(^{321}\)**: The portal `openaid.se` has been created by the Ministry of Foreign Affairs to provide information on the aid Sweden gives to other countries. The portal will enable organisations, journalists and the public to trace the entire process of giving aid from the preparation of aid efforts through decisions and reports to the evaluation of the tasks undertaken. The immediate goal is to increase transparency on aid, as a way of boosting the fight against poverty. Information from as far back as 1975 is available, even though it becomes more detailed and complete in more recent years.

**Knowledge Management:**

- **The Platform for Co-operative Use\(^{322}\)**: There is currently no central knowledge management infrastructure in Sweden. However, local authorities have their own ‘Platform for Co-operative Use’ whose purpose is to exchange best practice and speed up the development of eGovernment in the municipalities. 30 municipalities have been collaborating on 5 pilot projects developed to identify, design and introduce common systems architecture, technical platforms and basic functions for eServices in the municipalities.

3.1.27.4 eGovernment Services

### 3.1.27.4.1 General practice health

| e-health portal (TRL 8-9) - (Open Access) |

\(^{319}\) [https://www.verksamt.se/en/web/international/home](https://www.verksamt.se/en/web/international/home)

\(^{320}\) [http://www.oppnadata.se/](http://www.oppnadata.se/)

\(^{321}\) [https://openaid.se/sv/aid/2016/](https://openaid.se/sv/aid/2016/)

\(^{322}\) [http://www.sambruk.se/](http://www.sambruk.se/)
### 3.1: Catalogue of eGovernment applications

#### CLARITY project

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>eHälsomyndigheten (Swedish eHealth Agency)</th>
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<tbody>
<tr>
<td>Website:</td>
<td><a href="http://www.minavardkontakter.se/">http://www.minavardkontakter.se/</a></td>
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</table>

Using an e-identification (e-ID), one can access saved details in the High-Cost Database, the Pharmaceutical Register and the Prescription Repository using the website Mina Vårdkontakter (My Healthcare Contacts). The portal is available in multiple languages.

#### Medical costs (reimbursement or direct settlement) (TRL 8-9)

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<tr>
<th>Responsibility:</th>
<th>Swedish Social Insurance Agency</th>
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<tr>
<td>Website:</td>
<td><a href="http://www.forsakringskassan.se/privatpers/">http://www.forsakringskassan.se/privatpers/</a></td>
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</table>

A person who is insured in Sweden is also covered by the national health insurances, including coverage of medical costs. Patients do not pay the full cost of healthcare treatment but only a non-refundable patient charge. The Social Insurance Agency compensates healthcare professionals directly for the remaining costs.

#### Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)

<table>
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<th>Responsibility:</th>
<th>Local Government</th>
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<tr>
<td>Website:</td>
<td><a href="http://www.vantetider.se/">http://www.vantetider.se/</a></td>
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This online service has been developed by the Government and the county councils (which are responsible for healthcare services) in order to provide information on waiting times for treatments in various hospitals. Most regional authorities offer patients the opportunity to ask for health advice by email. Some health centres also accept appointments and cancellations online. Stockholm’s County Council offers the Health Care Guide Service which provides a wide array of services to those patients with an eID, or a security code.

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#### 3.1.27.4.2 Local government services

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<thead>
<tr>
<th>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong> Central Government/Local Government</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.bibliotek.se/">http://www.bibliotek.se/</a></td>
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The website 'Bibliotek.se' offers search tools for all public libraries in Sweden. It is based on LIBRIS, a national library system providing bibliographic services, such as search facilities, cataloguing and interlibrary lending.

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<tr>
<th>Environment-related permits (incl. reporting) (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong> Local Government</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.skl.se">http://www.skl.se</a></td>
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Most municipalities offer forms for environment-related permits online, but they have to be handed in as paper copies. The Environmental Protection Agency[^323] also provides relevant information.

[^323]: [http://www.naturvardsverket.se/](http://www.naturvardsverket.se/)

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<th>Housing (building and housing, environment) (TRL 8-9) - (Open Access)</th>
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<tr>
<td><strong>Responsibility:</strong> Local Government</td>
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<tr>
<td><strong>Website:</strong> <a href="http://www.skl.se">http://www.skl.se</a></td>
</tr>
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</table>

Most municipalities offer information and forms for download.
3.1.27.4.3 Small business and self-employed

| **Start-ups, European Company - Registration of a new company (TRL 8-9) - (Open Access)** |
| **Responsibility:** Central Government, Swedish Companies Registration Office |
| **Website:** [https://www.verksamt.se](https://www.verksamt.se) |
| Joint online service from the Swedish Companies Registration Office and the Swedish Tax Agency. Registration forms can be filled in and sent electronically with eIdentification. |

| **Swedish Business Link to Government (TRL 8-9) - (Open Access)** |
| **Responsibility:** Several government agencies |
| **Website:** [https://www.verksamt.se](https://www.verksamt.se) |
| This initiative develops, improves, joins and replaces two existing eServices; the online guidance for those willing to start and/or run a business (Företagarguiden) and the company registration service (Foretagsregistrering). It is a single-point for entrepreneurs and enterprises to access the relevant and official eServices and information from public authorities. |

| **Intellectual property rights (TRL 8-9) - (Open Access)** |
| **Responsibility:** Swedish Patent and Registration Office (PRV) |
| **Website:** [https://www.prv.se/en/](https://www.prv.se/en/) |
| The portal of PRV provides access to several services online. Extensive information on intellectual property is available in forms of books, journals and other material in the online library of the Swedish Patent and Registration Office. Secondly, the users can access the search databases of registered patents, designs, trademarks and copyrights. Application forms are available for download and for online submission. |

| **Submission of data to statistical offices (TRL 8-9)** |
| **Responsibility:** Central Government, Statistics Sweden |
| **Website:** [http://www.scb.se/](http://www.scb.se/) |
| Data concerning company revenues already declared to the Tax administration do not need to be resubmitted separately to statistical offices. Likewise, data related to employees already submitted to Social security and Employment administrations are automatically submitted for statistical purposes. |

| **Corporate tax: declaration, notification (TRL 8-9)** |
| **Responsibility:** Central Government, Swedish Tax Agency |
| **Website:** [http://www.skatteverket.se/](http://www.skatteverket.se/) |
| Online application submission and online payment system for corporate tax. |

| **Customs declarations (e-Customs) (TRL 8-9)** |
| **Responsibility:** Central Government, Swedish Customs |
| **Website:** [http://www.tullverket.se/](http://www.tullverket.se/) |
| A wide range of online web services is offered, among other services such as customs declaration, applications, i.e. application for export subsidies, and status information of declared goods. |

3.1.27.4.4 Disability

| **Swedish Healthcare services (TRL 8-9)** |
| **Responsibility:** eHälsomyndigheten (Swedish eHealth Agency) |
Swedish organizations for people with disabilities have been influencing policymaking for over 50 years. Most of these organizations belong to the Swedish Disability Federation, an umbrella body designed to influence official policy. The Federation is an active member of the European Disability Forum (EDF), an independent NGO that represents the interests of 80 million Europeans with disabilities. For people requiring specialists care and services, municipalities offer the actual care services and they are often of the arranged as group living where different levels of assistance are offered. These are managed either directly by the municipalities or by private care companies.

3.1.28 United Kingdom

3.1.28.1 eGovernment Strategy

As one of the first eight and hence founding governments of the Open Government Partnership (OGP), the first National Action Plan for 2012 – 2013 (with 41 commitments) was published in September 2011. In October 2013 it was followed by the second National Action Plan. The second National Action Plan has also benefited from an extensive consultation with civil society during the development of the plan via the OGP UK Civil Society Network. The second National Action Plan continues to build on the open data commitments and addresses several cross-cutting open government issues in order to allow the public to do the following:
- See and understand the processes of the government via increased level of transparency;
- Influence the operation of the government via participation in the policy process and delivery of public services; and
- Hold the government accountable for its policy and delivery of the public services.

Further areas of commitment under the plan are: National Information Infrastructure, Health, Natural resource transparency, Open contracting, Construction sector transparency, and Aid transparency. The Open Government Partnership UK National Action Plan 2013 to 2015 can be accessed here. The UK’s third National Action Plan, due for publication in summer 2016, is currently being developed through an open and collaborative process in partnership with civil society.

This strategy set out how government and partners from the public, private and voluntary sectors work together to increase digital inclusion. This means helping people to become capable of using and benefiting from the internet. In November 2015, the team responsible for this strategy moved to the Department for Culture, Media and Sport (DCMS) from Cabinet Office’s Government Digital Service as part of a Machinery of Government change. The team now sits within the Digital Economy Unit. Following the team’s move, the focus has slightly shifted from Digital Inclusion to Digital Engagement. This reflects a reframing of the policy as primarily a motivational engagement issue.

The Digital Engagement Team has been working to develop new delivery priorities and work areas. This will involve the creation of a Digital Engagement Council to be launched in spring

this year. The Council will replace the current governance structure of the Sub-Group (to represent government departments) and Delivery Board (to represent non-government organisations), combining members from public, private and voluntary sectors and chaired by Minister for Culture and Digital Economy. The Council will oversee a number of task and finish groups that will tackle various key issues for digital engagement. Areas for focus are still under development but might involve targeted work with particular customer groups or wider work to support and encourage people to engage digitally. The 2014 actions in the Digital Inclusion strategy were about addressing the barriers that have stopped people going online until now and backing initiatives that will make things better. Key progress to date is listed below:

- An Exemplar Services and Identity Assurance policy paper has been developed by the Government Digital Service. This looks to gauge the level of difficulty of a selection of online tasks that would require digital skills to complete.
- HMG through BIS has been involved in providing support for basic digital skills since 2010, with some £36m provided to help over 1.563m individuals to gain the basic digital skills needed to allow them to access employment and education opportunities and the wider benefits of being digital.
- Civil service Learning (CSL) has worked to improve digital capabilities of civil servants: implemented online digital learning resources free on CSL website, publicised the Digital Friends initiative via the CSL website, and looked to set up a task and finish group with cross civil service representation to populate a renewed digital curriculum.
- Departments have worked hard to ensure their staff have the correct digital capabilities. Across government departments, digital weeks/fortnights have been introduced, along with digital ambassadors and Digital Friends initiatives.
- To date, 91 organisations have signed up to the Digital Inclusion Charter and collaborate with government to deliver the Digital Inclusion Strategy. The Digital Inclusion team has worked with these stakeholders to develop products such as the cross-sector Digital Inclusion Outcomes Framework and initiatives like Digital Friends which promotes informal sharing of basic digital skills. The Digital Engagement team has a coordination role in facilitating multi-sector partnerships. The programme of work is continuously evolving. Departments have been partnering with various organisations to deliver outcomes. DWP, for example, has worked with Barclays Digital Eagles and EE Techy Tea Parties. With government coordination, BT and Barclays have partnered to provide free wifi to over 70 libraries and community centres.
- The definition of ‘basic online skills’ used for 2014 data (the ability to: send and receive emails, use a search engine, browse the internet, and fill out an online application form) has now been revised, re-timed ‘basic digital skills’ and an updated set of measures has been developed. This broader definition of basic digital skills, includes 5 tasks: managing information, communicating, transacting, problem-solving and creating.
• Work has been completed by departments to support SMEs in developing digital skills and knowledge. The ‘Small Business Digital Capability Programme’ was established to help increase digital skills amongst businesses by supporting them to take action and do more online. BIS published an evidence review of digital support available - ‘Digital Capabilities in SMEs’ - to provide information on types of businesses who are and are not using technologies and the reasons why; the level of e-commerce among SMEs and plans for engaging with digital technology in the future.

• Government is committed to supporting voluntary and community groups to address their organisational needs. For example, it is currently running a £20m fund to support small to medium sized charities to deliver change and secure and enhance their services. Applicants have been supported to lead the development of change plans and we haven’t specified area of focus. However, we expect that many organisations will focus on addressing capability needs such as digital.

• Government is also working to increase cross sector volunteering, by encouraging more businesses to allow their staff to volunteer. This will allow charities to access a wide range of professional skills to build their capabilities. Digital is an area that has significant potential, with a number of excellent cross sector partnerships already underway.

• A ‘Digital Inclusion Outcomes Framework’ has been developed by the Digital Inclusion Research Working Group. It is a single, flexible template for benchmarking and tracking digital inclusion in the UK, and evaluating digital inclusion activities locally. It aims to evidence the wider economic, health and social benefits of digital inclusion.

The Government Digital Strategy325 sets out how government will redesign its digital services to make them so straightforward and convenient that all those who can use them prefer to do so. This strategy thus sets out how the government will become digital by default. It is estimated that moving services from offline to digital channels will save between £1.7 and £1.8 billion a year. The strategy will be implemented through the following actions:

• Improve departmental digital leadership: All departments will undertake end-to-end service redesign of all transactional services with over 100,000 transactions each year. All new or redesigned transactional services going live after April 2014 will meet a new Digital by Default Service Standard.

• Develop digital capability throughout the civil service: All departments will ensure that they have the right levels of digital capability in-house, including specialist skills. Cabinet Office will support improved digital capability across departments.

• Redesign transactional services to meet a new Digital by Default Service Standard: All departments will undertake end-to-end service redesign of all transactional services with over 100,000 transactions each year. All new or redesigned transactional services going live after April 2014 will meet a new Digital by Default Service Standard.

• Complete the transition to GOV.UK: Corporate publishing activities of all 24 ministerial departments will move onto GOV.UK by March 2013, with agency and arm’s length bodies’ online publishing to follow by July 2014.

• Increase the number of people who use digital services: Departments will raise awareness of their digital services so more people know about and use them, and look at ways to use incentives to encourage digital adoption.

• Provide consistent services for people who have rarely or never been online: It is important that nobody is left behind in this move to a digital by default approach. Departments will recognise and understand the needs of people who can’t use digital services. The government will provide appropriate support for these people to use digital services and other ways to access services for people who need them.

• Broaden the range of those tendering to supply digital services including more small and medium sized enterprises: Cabinet Office will offer leaner and more lightweight tendering processes, as close to the best practice in industry as our regulatory requirements allow.

• Build common technology platforms for digital by default services: Cabinet Office will lead in the definition and delivery of a new suite of common technology platforms, to underpin the new generation of digital by default services.

• Remove unnecessary legislative barriers: Cabinet Office will work with departments to amend legislation that unnecessarily prevents us from developing straightforward, convenient digital services.

• Base service decisions on accurate and timely management information: Departments will supply a consistent set of management information, as defined by Cabinet Office, for their transactional services.

• Improve the way that the government makes policy and communicates with people: Departments will encourage policy teams to use a wider range of digital tools to communicate with and consult people, both within the UK and overseas.

• Collaborate with partners across public, private and voluntary sectors to help more people go online: Departments will build digital inclusion into all relevant policies and programmes, and collaborate with private and third sector organisations to remove barriers to internet use, whether caused through lack of skills, motivation, access or trust.

• Help third party organisations create new services and better information access for their own users by opening up government data and transactions: Departments will undertake cross-government discovery work with GDS to understand user needs for services delivered outside GOV.UK, and what APIs and open standards might be required to support them; and GDS will undertake development work on GOV.UK to make all information held on it easily reusable.

3.1.28.2 Legal Framework

There is currently no overall eGovernment legislation in the UK.

Re-use of Public Sector Information (PSI)


3.1.28.3 eGovernment Infrastructure

Portals

- **'GOV.UK'**[^1] is the website for the UK government. It provides the people and businesses in England and Wales with easy and effective digital access to all public services and related information. The site it maintained by Government Digital Service[^2]. The site became available in 2012, and provides a single point of access to HM Government services, replacing Directgov and Business Link, as well as the individual websites of hundreds of government departments and public bodies. 312 agencies and Arm’s Length Bodies websites were transitioned to GOV.UK and over 1,800 separate sites have been closed. This transition was completed in December 2014.

- **Data.gov.uk**[^3] is a catalogue service which makes available non-personal UK government data as open data. Data.gov.uk covers 20971 government datasets from 1357 central and local government entities. The catalogue also acts as the delivery mechanism for the implementation of the INSPIRE geospatial directive and provides the means for citizens to request data that has not been made public yet.

- **The Digital Marketplace**[^4] is the single place that all public-sector organisations can use to find cloud-based services, specialists who can work on digital projects and physical data centre space. Total sales have reached £836m in three years and are continuing to grow. Of this total, £406m, 50% by value and 60% by volume have been with SMEs. The Digital Marketplace has reduced barriers to the public-sector market. We’re applying user-centred principles to the design of procurements and contracts, and will continuously improve these based on feedback. We are making it easier to apply to government frameworks so businesses of all sizes can work across the public sector, delivering better value for money and creating new jobs and economic growth. We will continue this approach to expand the range of digital and technology products and services available in the Digital Marketplace. Our aim is to grow the Digital Marketplace so it's the one place to go to buy products and services from a wide range of suppliers of all sizes, to help the public-sector design and build great user-focussed public services.

- **GOV.UK Verify**[^5] provides identity assurance for individuals entirely digitally, without having to rely on sending items in the post, calling a call centre or attending a counter service. People will be able to complete the process of verifying their identity for the first time entirely online, without having to send or receive anything in the post.


3.1.28.4 eGovernment Services

3.1.28.4.1 General practice health

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Nationality Hospitality Service (NHS UK)</th>
</tr>
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</table>

[^1]: https://www.gov.uk/
[^2]: https://gds.blog.gov.uk/author/liammaxwelll/
[^3]: https://data.gov.uk/
[^4]: https://www.digitalmarketplace.service.gov.uk
[^5]: https://identityassurance.blog.gov.uk/
[^6]: https://www.gov.uk/performance
### D3.1: Catalogue of eGovernment applications

**Website:** [http://www.nhs.uk/pages/home.aspx](http://www.nhs.uk/pages/home.aspx)

NHS offers the following services online: booking a GP appointment, e-Referral Service or a service of buying of the prescription pre-payment certificate. European Health Insurance Card can be also requested online as detailed below. The website of NHS UK also allows to search for a local services of GPs, urgent care, hospitals and dentists.

<table>
<thead>
<tr>
<th>Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals) (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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The Symptom Checker provides patients with an assessment of their symptoms in view of receiving advice, which may include the following: self-care - advice on how to look after yourself and manage your symptoms, advice to visit your GP or another healthcare professional, urgent instructions such as call 999 or go to A&E.

<table>
<thead>
<tr>
<th>European Health Insurance Card (EHIC) (TRL 8-9)</th>
</tr>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Application for the European Health Insurance Card (or its renewal) can be submitted online by citizens from UK, European Economic Area or Switzerland – otherwise it must be applied for by post with a proof of residency. EHIC allows person to get state healthcare in other EEA countries and Switzerland at a reduced cost or sometimes for free.

#### 3.1.28.4.2 Local government services

<table>
<thead>
<tr>
<th>Public libraries (availability of catalogues, search tools) (TRL 8-9) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Most public libraries possess online catalogues.

<table>
<thead>
<tr>
<th>Housing (building and housing, environment) (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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</table>

The 'Planning Portal', developed by the Planning Inspectorate and a number of other stakeholders, provides access to information on the planning process and allows users to download planning applications forms. Applications can be submitted online through the portal's online application system to all local authorities in England and Wales. The associated fee can be calculated, with an option to pay electronically in certain cases.

#### 3.1.28.4.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Government Digital Service (TRL 8-9)</th>
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</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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</table>

Digital Marketplace replaces CloudStore. It includes G-Cloud services. Use the Digital Services Store to find people or teams to help design and build digital services in an agile way.
### Registration of a new company (TRL 8-9)

**Responsibility:** Central government, Registrar of Companies (Companies House)

**Website:** [http://www.companieshouse.gov.uk](http://www.companieshouse.gov.uk)

Information and forms for company registration and company information submission. Forms for company registration can be submitted electronically using an online 'Software Filing' service. Information on company registration can also be retrieved via the GOV.UK website.

### Intellectual Property (TRL 8-9) - (Open Access)

**Responsibility:** Intellectual Property Office at Department for Business, Innovation & Skills

**Website:**
- [https://www.gov.uk/government/organisations/intellectual-propertyoffice](https://www.gov.uk/government/organisations/intellectual-propertyoffice)

Information on the patent processes in the UK are freely available at the web portal of the Intellectual Property Office that is the official government body responsible for intellectual property (IP) rights including patents, designs, trademarks and copyright. Furthermore, it offers the following multiple online application forms – for example online application forms and fees information about patents.

### Submission of data to statistical offices (TRL 8-9) - (Open Access)

**Responsibility:** Office for National Statistics (ONS), UK Statistics Authority

**Website:** [http://www.statistics.gov.uk/default.asp](http://www.statistics.gov.uk/default.asp)

The Office for National Statistics (ONS) is the executive office of the UK Statistics Authority, a non-ministerial department which reports directly to the parliament. ONS is the UK government's single largest statistical producer. The website provides independent statistical information on a series of themes, including the latest "Census Day" of 27 March 2011.

### VAT: declaration, notification (TRL 8-9)

**Responsibility:** Central government, HM Revenue & Customs

**Website:** [https://www.gov.uk/send-vat-return](https://www.gov.uk/send-vat-return)

Service enabling declaration and payment of VAT online. Requires registration and enrolment with the 'Government Gateway'. Similar information can also be found on the 'GOV.UK' portal. Furthermore, HMRC is developing personalised digital accounts for businesses and individuals. The accounts will be tailored to their specific circumstance and enrolments, bringing together everything they need in one place.

### Corporate tax: declaration, notification (TRL 8-9)

**Responsibility:** Central government, HM Revenue & Customs

**Website:** [https://www.gov.uk/file-your-company-accounts-and-tax-return](https://www.gov.uk/file-your-company-accounts-and-tax-return)

Service enabling companies and agents to send corporation tax returns, computations and accounts over the Internet, and to make corresponding payments. Companies can also view details of their corporate tax position, including liabilities and payments for each accounting period, and any interest or penalties that may have been charged. The system requires registration and enrolment with the 'Government Gateway'. Information on corporate tax may also be found on the GOV.UK website.

### Customs declarations (e-Customs) (TRL 8-9)
### 3.1: Catalogue of eGovernment applications

<table>
<thead>
<tr>
<th>Responsibility:</th>
<th>Central government, HM Revenue &amp; Customs</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website:</td>
<td><a href="https://www.gov.uk/topic/business-tax/import-export">https://www.gov.uk/topic/business-tax/import-export</a></td>
</tr>
</tbody>
</table>

Electronic services (web-based and EDI-based) available to importers/exporters and for declaration and payment of customs operations. Similar information on customs may also be found on the GOV.UK website.

<table>
<thead>
<tr>
<th>Licensing in the United Kingdom (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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Extensive information on the process for licensing and license applications are available on the GOV.UK website.

<table>
<thead>
<tr>
<th>Public procurement / eProcurement (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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The Crown Commercial Service is the UK's non-mandatory national eProcurement platform, which is an executive agency of the Cabinet Office. It is a Trading Fund, run on commercial lines, which generates income to cover its costs and operates at no cost to the taxpayer. It is the largest Professional Buying Organisation (PBO) in the public sector.

### 3.1.28.4.4 Disability

<table>
<thead>
<tr>
<th>Disability Service Centre – Gov.uk (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<td><strong>Website:</strong></td>
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Get advice or information about a claim you've already made for Disability Living Allowance, Attendance Allowance or Personal Independence Payment.

### 3.2 Select Third Countries

#### 3.2.1 Australia

<table>
<thead>
<tr>
<th>e-Government Services</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

The [australia.gov.au](https://australia.gov.au) website is primarily for the public and is a trusted source of government information. It puts citizens on the right path by linking to information and services on around 900 Australian government websites as well as selected state and territory resources.

<table>
<thead>
<tr>
<th>General practice health</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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</table>

Health care in Australia is provided by both private and government organisations. The Australian Government looks after national health policy, with key elements (such as the operation of hospitals) operated by state governments. Medicare is the publicly funded health care system for everyone in Australia. It coexists with a private health system.
States and territories have primary responsibility for public hospitals and community and public health, ambulance, public dental services and mental health programs. This site provides links to state and territory health information.

### 3.2.1.1.2 Local government services

<table>
<thead>
<tr>
<th>Housing services (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</tbody>
</table>

State and territory information on buying, selling or renting property. Everything from tips for homebuyers and grants available to information for tenants.

### 3.2.1.1.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Services for business (TRL 8-9)</th>
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<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Offers simple and convenient access to all the government information, forms and services you need. It provides essential information on planning, starting and growing your business.

### 3.2.1.1.4 Disability

<table>
<thead>
<tr>
<th>Services for the disabled (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</table>

Provides easier access to disability sector information and facilitates communication between the national disability organisations. Thirteen national disability organisations contribute to government policies on issues affecting people with disability.

### 3.2.2 Brazil

#### 3.2.2.1 eGovernment Services

<table>
<thead>
<tr>
<th>e-Government portal (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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Portal that contributes to the promotion of information access, the improvement of public services and the participation of citizens.

<table>
<thead>
<tr>
<th>Services portal (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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</tbody>
</table>

Platform with links to all the services offered by the Brazilian Government.

#### 3.2.2.1.1 General practice health

<table>
<thead>
<tr>
<th>Health services (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
</tr>
</tbody>
</table>
### Services regarding health

#### 3.2.2.1.2 Local government services

| Responsibility | N/A |

#### 3.2.2.1.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Services for companies (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</tbody>
</table>

Platform for all company-related services. Many of them are 100% digital.

#### 3.2.2.1.4 Disability

<table>
<thead>
<tr>
<th>Services for the disabled (TRL 8-9)</th>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

Services for disabled people. Many of them are 100% digital.

### Indonesia

#### 3.2.3 eGovernment Services

#### 3.2.3.1 General practice health

<table>
<thead>
<tr>
<th>Center of Data and Information (TRL 6-7) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
<tr>
<td><strong>Website:</strong></td>
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</table>

The website provides health related information in Indonesia, which includes information such as profile for each of the province, information regarding hospital, budget and expenditure of the center.

<table>
<thead>
<tr>
<th>Department of Human Resource Development (TRL 6-7) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

This website provides information related to the development of human resources in the health service, such as scholarship information.

#### 3.2.3.1.2 Local government services

| N/A |

#### 3.2.3.1.3 Small business and self-employed

<table>
<thead>
<tr>
<th>e-Billing (TRL 7-8)</th>
</tr>
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<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
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<tr>
<td><strong>Website:</strong></td>
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</table>

This website provides information regarding the procedure to pay taxes online (e-billing).

<table>
<thead>
<tr>
<th>Intellectual Property related services (TRL 7-8)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong></td>
</tr>
</tbody>
</table>
### 3.1.1.D3.1: Catalogue of eGovernment applications

**Website:** http://www.dgip.go.id/

This website provides information regarding the procedure to register Intellectual Property rights such as Patent/Copyright/Trademarks/Industrial Designs.

<table>
<thead>
<tr>
<th>Status of Intellectual Property (TRL 7-8)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Ministry of Law and Human Rights (Indonesia)</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://e-statuskki.dgip.go.id/">http://e-statuskki.dgip.go.id/</a></td>
</tr>
</tbody>
</table>

This website provides information regarding the status of intellectual properties.

### 3.2.3.1.4 Disability

N/A

### 3.2.3.1.5 Other

<table>
<thead>
<tr>
<th>Open Tender (TRL 7-8) - (Open Access)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Indonesia Corruption Watch (ICW) and National Development Planning Agency</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www4.opentender.net/">http://www4.opentender.net/</a></td>
</tr>
</tbody>
</table>

The website provides the service for monitoring the process of e-Procurement in Indonesia.

<table>
<thead>
<tr>
<th>Election Data (TRL 7-8)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Indonesia General Election Commission</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="https://data.kpu.go.id/">https://data.kpu.go.id/</a></td>
</tr>
</tbody>
</table>

This website provides the election data for Indonesia.

<table>
<thead>
<tr>
<th>Passport (TRL 7-8)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Ministry of Law and Human Rights (Indonesia)</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.imigrasi.go.id/index.php/layanan-publik/paspor-biasa">http://www.imigrasi.go.id/index.php/layanan-publik/paspor-biasa</a></td>
</tr>
</tbody>
</table>

Information and forms to download for passport applications. Applicants are legally required to sign personally the passport, and a visit in person to the competent administration (municipality) is therefore necessary.

<table>
<thead>
<tr>
<th>Indonesian Identity Card, electronic version (e-KTP) - (TRL 7-8)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Government of Indonesia</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.e-ktp.com/">http://www.e-ktp.com/</a></td>
</tr>
</tbody>
</table>

This website provides information of how to apply for the electronic version of Indonesian Identity Card.

### 3.2.4 Japan

#### 3.2.4.1 eGovernment Services

<table>
<thead>
<tr>
<th>Health portal (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Responsibility:</strong> Ministry of Health, Labour and Welfare</td>
</tr>
<tr>
<td><strong>Website:</strong> <a href="http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryou/index.html">http://www.mhlw.go.jp/stf/seisakunitsuite/bunya/kenkou_iryou/index.html</a></td>
</tr>
</tbody>
</table>

Platform with links to health-related services. The version in English only has information, but the Japanese site appears to have links to online procedures too.
3.2.4.1.2 Local government services
N/A

3.2.4.1.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Labour portal (TRL 8-9)</th>
<th>Responsibility: Ministry of Health, Labour and Welfare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://www.mhlw.go.jp/seisakunitsuite/bunya/koyou_roudou/">http://www.mhlw.go.jp/seisakunitsuite/bunya/koyou_roudou/</a></td>
<td>Platform with links to labour-related services. The version in English only has information, but the Japanese one seems to have links to online procedures too.</td>
</tr>
</tbody>
</table>

3.2.4.1.4 Disability

<table>
<thead>
<tr>
<th>Welfare services portal (TRL 8-9)</th>
<th>Responsibility: Ministry of Health, Labour and Welfare</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://www.mhlw.go.jp/seisakunitsuite/bunya/hukushi_kaigo/">http://www.mhlw.go.jp/seisakunitsuite/bunya/hukushi_kaigo/</a></td>
<td>Platform with links to welfare-related services. The version in English only has information, but the Japanese one seems to have links to online procedures too.</td>
</tr>
</tbody>
</table>

3.2.5 Mexico

3.2.5.1 eGovernment Services

<table>
<thead>
<tr>
<th>e-Government portal</th>
<th>Responsibility: the Coordination of the President’s Office and the Digital Government Unit of the Secretariat of Public Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://www.gob.mx">www.gob.mx</a></td>
<td>gob.mx is the platform that promotes innovation in government, boosts efficiency, and transforms processes to provide the population with information, procedures and a platform for participation. This website enables citizens to consult and perform procedures quickly and efficiently, without the need for queuing. It is mobile and tablet compatible.</td>
</tr>
</tbody>
</table>

3.2.5.1.1 General practice health

<table>
<thead>
<tr>
<th>Health-related services (TRL 8-9)</th>
<th>Responsibility: the Coordination of the President’s Office and the Digital Government Unit of the Secretariat of Public Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="http://www.gob.mx/issste/acciones-y-programas/sistema-de-cita-medica-telefonica-e-internet">http://www.gob.mx/issste/acciones-y-programas/sistema-de-cita-medica-telefonica-e-internet</a></td>
<td>Service for booking a medical appointment for a state employee. A Registro Federal de Contribuyentes (RFC) or a Clave Única de Registro de Población (CURP) are required</td>
</tr>
</tbody>
</table>

3.2.5.1.2 Local government services
N/A

3.2.5.1.3 Small business and self-employed

<table>
<thead>
<tr>
<th>Registration of a new company (TRL 8-9)</th>
<th>Responsibility: The Coordination of the President’s Office and the Digital Government Unit of the Secretariat of Public Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Website: <a href="https://www.gob.mx/tuempresa">https://www.gob.mx/tuempresa</a></td>
<td></td>
</tr>
</tbody>
</table>
Platform for company (in particular, Sociedades por Acciones Simplificadas (SAS)) incorporation and registration.

3.2.5.1.4 Disability

<table>
<thead>
<tr>
<th>Level of disability (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility:</td>
</tr>
<tr>
<td>Website:</td>
</tr>
</tbody>
</table>

Information about the procedure to determine the level of disability of a person

3.2.6 South Korea

The eGovernment Standard Framework is an infrastructure environment for implementing application SWs and provides basic functions in the application SW runtime. The eGovernment Standard Framework has an objective to increase the quality of eGovernment services, the efficiency of IT investment and the standardization and the reusability of application SWs through establishing and applying the development framework standard.

3.2.6.1.1 eGovernment Services

<table>
<thead>
<tr>
<th>Civil Service (eGovernment portal) (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility:</td>
</tr>
<tr>
<td>Website:</td>
</tr>
</tbody>
</table>

Public Service Portal “Minwon 24”: This portal enables the Korean people to enjoy public services at their convenience 24/7.

3.2.6.1.2 General practice health

<table>
<thead>
<tr>
<th>Health Services (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility:</td>
</tr>
<tr>
<td>Website:</td>
</tr>
</tbody>
</table>

The regional health care information system is an information system established to integrate and operate works of 3,540 health facilities (health medical centers, public health centers/branches, health treatment centers) in the nation. This system contributes to promoting public health through effective works of health facilities through informatization and provision of high quality of health care and health services to all of citizens at anytime and anywhere.

3.2.6.1.3 Local government services

N/A

3.2.6.1.4 Small business and self-employed

<table>
<thead>
<tr>
<th>Services for patents (TRL 8-9)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responsibility:</td>
</tr>
<tr>
<td>Website:</td>
</tr>
</tbody>
</table>

Patent administration is informatized including application, examination, certificate service, etc.
Procurement Services (TRL 8-9)

Responsibility: Public Procurement Service
Website: https://www.pps.go.kr/eng/jsp/koneps/overview.eng

A single window for comprehensive information on procurement of all public organizations, providing one-click online service for government procurement.

Comprehensive Tax Services (TRL 8-9)

Responsibility: Ministry of Strategy and Finance
Website: https://www.pps.go.kr/eng/jsp/koneps/overview.eng

Taxpayers can handle tax affairs online at home or work without visiting the tax office.
- All tax activities including filing, billing, and payment are processed online and information is retrieved anytime by taxpayer.
- Taxpayers or their tax agents can request and receive 18 civil affairs certificates.

Business Support Services (TRL 8-9)

Responsibility: Ministry of Trade, Industry and Energy
Website: www.g4b.go.kr

Provide a wide range of information and services to support companies’ business activities such as civil service information, policy information, and additional services via a single online window.

3.2.6.1.5 Disability

Services for the disabled (TRL 8-9)

Responsibility: Social Security Information Service
Website: http://www.ssis.or.kr/eng/lay1/S6T37C44/contents.do

The support system for the underprivileged is an IT-based welfare service to respond to emergencies (fire, gas detection, etc.) for severely disabled persons and senior citizens who live alone.

3.2.7 USA

The eGovernment Standard Framework is an infrastructure environment for implementing application SWs and provides basic functions in the application SW runtime. The eGovernment Standard Framework has an objective to increase the quality of eGovernment services, the efficiency of IT investment and the standardization and the reusability of application SWs through establishing and applying the development framework standard.

3.2.7.1 eGovernment Services

Responsibility: USAGov, a division of the U.S. General Services Administration's Technology Transformation Service
Website: https://www.usa.gov/

USA.gov is an online guide to government information and services. Citizens can search USA.gov in a few different ways to find official U.S. government information, programs, and services: Browse by topic, search every U.S. Government website, directly contact federal Government Agencies etc.
<table>
<thead>
<tr>
<th>3.2.7.1.1 General practice health</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Traveler’s Health (TRL 7-8)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Responsibility:</strong></td>
<td>U.S. Centers for Medicare &amp; Medicaid Services.</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.healthcare.gov/">https://www.healthcare.gov/</a></td>
</tr>
<tr>
<td>Official site of Affordable Care Act. Allows users to submit documents, seek health coverage, see their status and access information about the ACA</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.2.7.1.2 Local government services</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.2.7.1.3 Small business and self-employed</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Services for patents (TRL 8-9)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Responsibility:</strong></td>
<td>United States Patent and Trademark Office</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="http://www.uspto.gov/patent">www.uspto.gov/patent</a></td>
</tr>
<tr>
<td>Patent Tools &amp; Links. Search for patents. Find existing patents, published patent applications and other published patent documentation</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3.2.7.1.4 Disability</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Benefits for the disabled (TRL 7-8)</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Responsibility:</strong></td>
<td>Social Security Administration</td>
</tr>
<tr>
<td><strong>Website:</strong></td>
<td><a href="https://www.ssa.gov/disability/">https://www.ssa.gov/disability/</a></td>
</tr>
</tbody>
</table>
4 CONCLUSIONS

This deliverable has examined and listed current eGovernment technologies and applications in four public sector areas across Europe and in selected third countries. For all applications, an emphasis has been placed on identifying the maturity level of the applications, the open nature (open data, open source, availability of open API’s), the business model behind the application where possible (selling to each government agency separately, freemium, open source etc.). In the following points we present the most the key insights gained from reviewing eGovernment infrastructure and services focused on the above mentioned categories (General practice health, local government services, small business and self-employed and disability) across Europe and the World:

- All countries have an established PSI policy which is supported by appropriate legal framework.
- All countries have a well-established eGovernment strategy, however some of them do not support it with a dedicated legal framework. This action however does not impact their PSI policy. Characteristic examples are Belgium, Cyprus, Denmark, Estonia, Ireland, Latvia, Lithuania, Luxemburg, Malta, Netherlands, Portugal, Slovenia and United Kingdom.
- Although most of the countries have a significant amount of services for the disabled there is a quite large number that do not have dedicated services as part of their eGovernance service portfolio (France, Germany, Greece, Hungary, Ireland, Latvia, Lithuania, Luxembourg, Malta, Poland, Portugal, Romania, Slovakia and Indonesia).
- All countries have relevantly high TRLs on their eGovernment platforms and services, this was expected since these services were made to interact with large amounts of users.
- Most countries have an established Open Access policy for certain services that deal mainly with local government, business and statistics (e.g. Public libraries (availability of catalogues, search tools), Housing (building and housing, environment), Certificates (birth, marriage), Car registration (new, used, imported cars), Registration of a new company as well as Patents and Submission of data to statistical offices), however in most services data is restricted due to either privacy or ethical parameters.

The services and technologies identified in D3.1 will be made publicly available on the CLARITY website in the form of an Open Government Marketplace (D4.3), where partners will provide a description of the application and solicit case studies of implementation from those who have directly engaged with and employ these applications.

The applications listed here will also be matched with identified needs in an upcoming gap analysis so that gaps can be identified, to target innovation and efforts of design, development and implementation of eGovernment services in Europe.