

eGovernment Benchmark 2018

Securing eGovernment for all

FACTSHEETS

A study prepared for the European Commission DG Communications Networks, Content & Technology by:











This study was carried out for the European Commission by Capgemini, IDC, Sogeti, and Politecnico di Milano









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AUSTRIA

EGOVERNMENT STATE OF PLAY 2018





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Studying (2016)

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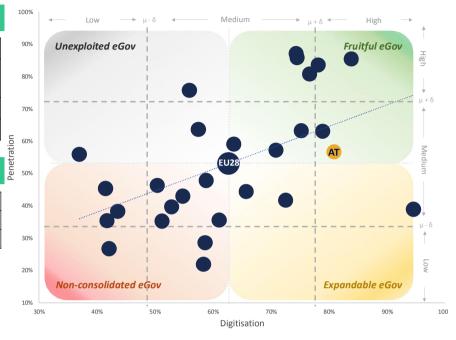
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
AT	64%	46%	80%	76%	64%	44%

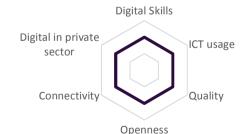
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
AT	57%	81%

Austria is characterised by a high level of Digitisation and medium-high level Penetration. Austria is in the cluster of Fruitful eGov, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In Penetration Austria's performes slightly higher than the European average. Nonetheless, Digitisation is almost 20% higher than the European average.



Environment



Austria's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, ICT usage is the only indicator which is slightly below the European average. All others are in line or slightly above average.

Considerations

Penetration - Average

Digitisation -Outperforming Matching Relative and Absolute indicators, Austria is Outperforming in Digitisation and slightly above Average in Penetration. Its Digitisation level is higher than the one of the European countries with similar environmental characteristics. Austria seems to have reached a satisfactory level of digitisation of its front- and the back-offices.

On the other side, Austria's performances in Penetration are in line with other countries with a similar environment.



BELGIUM

EGOVERNMENT STATE OF PLAY 2018





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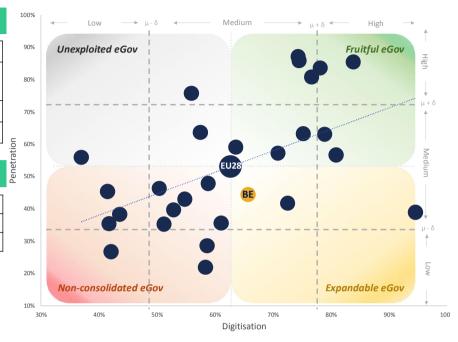
Relative indicators

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	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
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BE	57%	54%	77%	73%	75%	55%

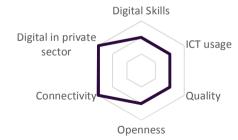
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
BE	44%	66%

Belgium is characterised by a medium-high level of Digitisation and a medium-low level of Penetration. Therefore, Belgium is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but in order to realise its full eGovernment potential, expanding the number of online users is desirable.



Environment



Belgium's relative indicators show a country with User and Government characteristics in line with the European average, while Digital context characteristics show readiness for implementing eGovernment.

Regarding Users characteristics, both Digital skills and ICT usage are in line with the European average. Furthermore, citizens perceive Government characteristics positively. Quality of government actions and Openness are in line with the European average. Moreover, the deployment of broadband infrastructure and its quality (Connectivity) and the development of Digital in private sector are higher than the European average.

Considerations

Penetration - Underperforming

Digitisation -Average Compared to countries with a similar environment, Belgium is Underperforming in terms of Penetration, reaching a medium-low level, which is lower than expected. This means that online services may become more broadly adopted. Countries can improve their Penetration level by raising citizen awareness about eGovernment services availability and expanding the number of online users.

Regarding Digitisation, Belgium reached a medium-high level, in line with the performance of countries with a similar context.



BULGARIA

EGOVERNMENT STATE OF PLAY 2018





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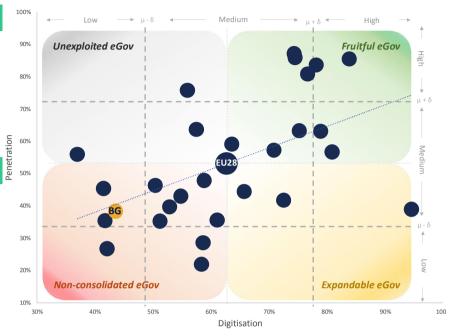
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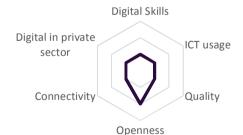
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
BG	38%	44%

Bulgaria is characterised by a low level of Digitisation and a medium-low level of Penetration, therefore is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. In particular, Digitisation level is almost 20% lower than the European average.



Environment



Bulgaria seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, only Openness (of data and information) is almost in line with European average. All the other characteristics (Digital skills, ICT usage, Quality, Connectivity and Digital in the private sector) are still low.

Considerations

Penetration - Average

Digitisation -Average Bulgaria although can be considered an average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are Average. Despite a low absolute performance in Digitisation, that percentage is similar to the ones of other countries with comparable environmental characteristics It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



SWITZERLAND

EGOVERNMENT STATE OF PLAY 2018





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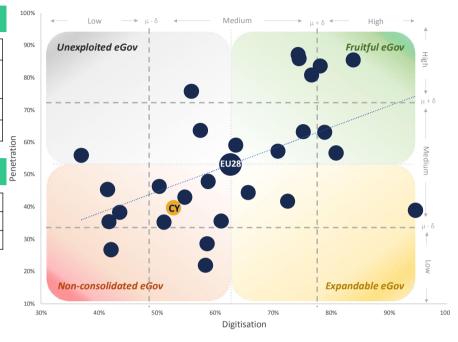
Relative indicators

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CY	43%	53%	66%	73%	61%	38%

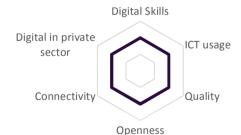
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
CY	40%	53%

Cyprus is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Cyprus is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.



Environment



Cyprus's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, Openness is the only indicator which is slightly above the European average. All others are in line or slightly below average.

Considerations

Penetration - Underperforming

Digitisation -Average Compared to countries with a similar environment, Cyprus is Underperforming in Penetration, with a performance lower than expected. It means that countries with similar environmental characteristics have reached a better Penetration level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.

Regarding Digitisation, Cyprus' performance, despite under the European average, is in line with the performance of the others countries with similar environmental characteristics.



CZECH REPUBLIC

EGOVERNMENT STATE OF PLAY 2018





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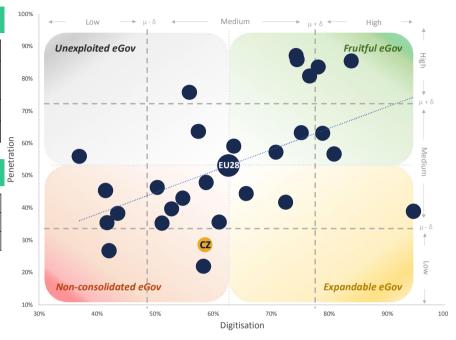
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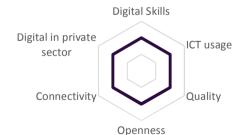
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
CZ	29%	59%

Czech Republic is characterised by a low level of Penetration and a medium-low level of Digitisation. Therefore it is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Czech Republic level of Digitisation is only slightly different from the European average.



Environment



Czech Republics's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, Digital Skills and Connectivity are the only two indicators in line with the European average. All others are slightly below average.

Considerations

Penetration - Underperforming

Digitisation -Average Compared to countries with a similar environment, Czech Republic is Underperforming in Penetration, with a performance lower than expected. It means that countries with similar environmental characteristics have reached a better Penetration level. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitisation, Czech Republic's performance, despite under the European average, is in line with the performance of the others countries with similar environmental characteristics.



GERMANY

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fu lly online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

 $\mbox{\bf eDocuments:}$ indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

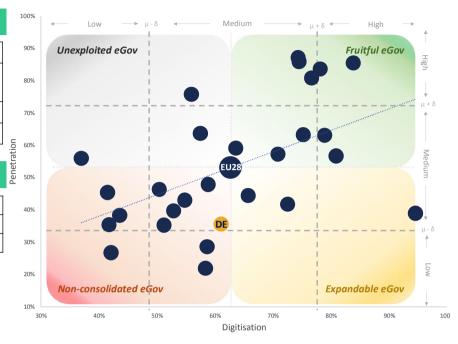
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
DE	63%	49%	84%	73%	65%	41%

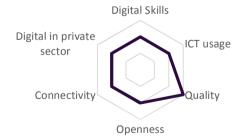
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
DE	36%	61%

Germany shows a medium-low level of both Penetration and Digitisation, which places Germany in the Non-consolidated eGovernment category. This implies there is room to improve their eGovernment to better utilise the potential ICT offers.



Environment



Germany's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average.

Regarding the Users' characteristics, both Digital skills and ICT usage are in line with the European average. The citizens perceive Government characteristics positively and in particular, the quality of government actions (Quality) is above the European average. The deployment of broadband infrastructure and its quality (Connectivity) and the development of Digital in private sector are in line with the European average.

Considerations

Penetration - Underperforming

Digitisation -Average When compared to countries with a similar level of relative indicators, Germany's level of Digitisation is in line with the performance of other European countries. On the other hand, regarding the Penetration level, Germany seems to be performing less well compared to other countries that have a similar environment. This means that the usage of online public services by citizens is perhaps not at the level that it could have been. A country can improve their Penetration level by attracting more people to submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.



DENMARK

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

 $\mbox{\bf eDocuments:}$ indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

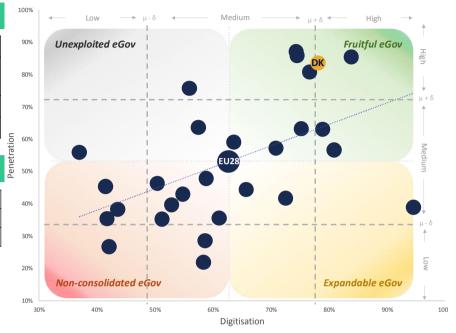
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
DK	70%	75%	86%	69%	78%	61%

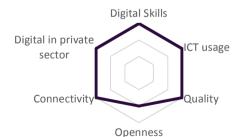
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
DK	84%	78%

A high level of both Digitisation and Penetration characterise Denmark. Therefore, Denmark is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity.



Environment



Denmark's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in the openness of data and information (Openness).

This data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

Penetration -

Average

Denmark can be considered an average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are Average. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.

Digitisation - Average



ESTONIA

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

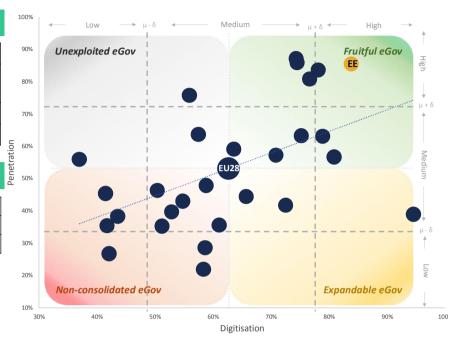
Relative indicators

		USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
		Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
	EU28	55%	53%	71%	72%	64%	41%
Ī	EE	61%	63%	76%	66%	64%	37%

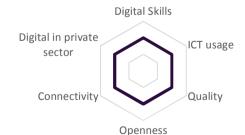
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
EE	85%	84%

A high level of both Digitisation and Penetration characterise Estonia. Therefore, Estonia is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Estonia is the countries with better overall performances in terms of eGovernment maturity. The Penetration level is 85% and Digitisation level is 84%. Estonia is the best-in-class



Environment



Estonia's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, Openness and Digital in the private sector are the only two indicators which are slightly below the European average. All others are in line or slightly below average.

Considerations

Penetration - Outperforming

Digitisation -Outperforming Estonia is a country with all the environmental characteristics in line with the European average. Furthermore, it is one of the best European countries in terms of eGovernment maturity. Looking at the results of the analysis, Estonia is the only country that is Outperforming in all analysis of combination of relative and absolute indicators, the Estonian government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).



GREECE

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

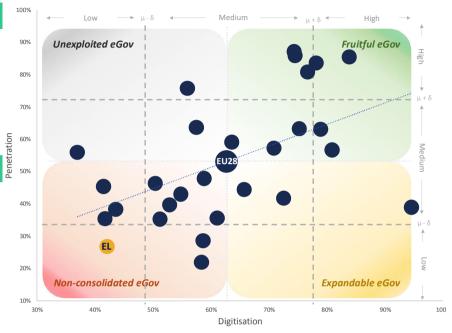
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
EL	38%	45%	52%	68%	43%	27%

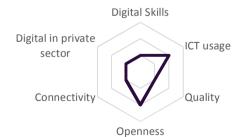
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
EL	27%	42%

Greece is characterised by a low level of Penetration and a low level of Digitisation. Therefore, Greece is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Greece is the country with lowest performance combined (strongly below the European average), in both Digitisation and Penetration.



Environment



Greece is characterised by low environmental characteristics. Citizens have low digital skills. The characteristics of the digital context (deployment of broadband infrastructure – Connectivity and the Digitisation of businesses and their exploitation of online sales channels - Digital in Private sector) are under the European average. In addition, the quality of governments' action perceived by citizens is low (Quality).

On the other hand, the percentage of the citizens that make regular use of internet (ICT usage) and the openness of data and information (Openness) are in line with the European average.

Considerations

Penetration - Average

Digitisation -Average Despite a low absolute performance in Penetration and Digitisation, that percentage is similar to the ones of other countries with comparable environmental characteristics. It means that Greece reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



SPAIN

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

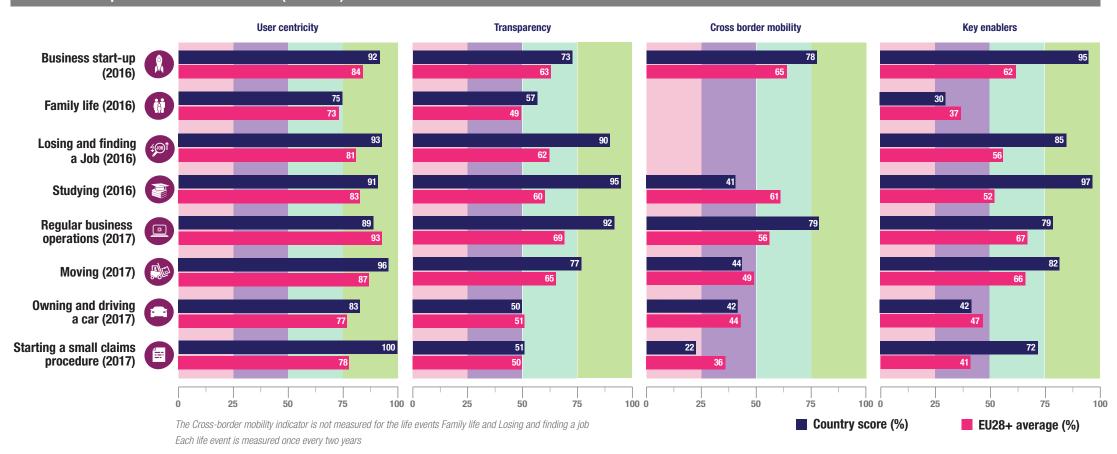
Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

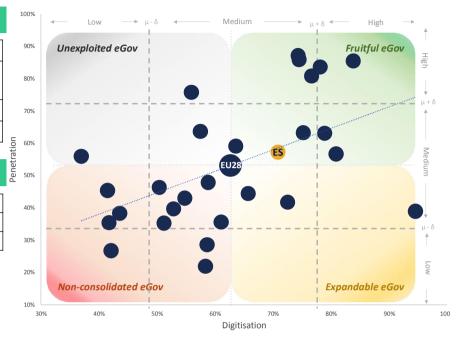
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
ES	55%	50%	67%	83%	65%	50%

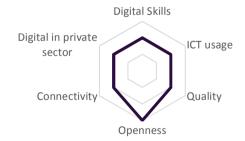
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
ES	57%	71%

Spain has a medium-high level of both Penetration and Digitisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In both Penetration and Digitisation, Spain's performances only slightly differ from the European average.



Environment



Spain's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Moreover, Openness, which identify the openness of a country in an Open Government perspective, is higher than the European average.

Considerations

Penetration - Average

Digitisation -Outperforming Matching relative and absolute indicators, Spain is Outperforming in Digitisation, with a performance higher than expected. For this reasons, Spain could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average.

Besides, Spain's performances in Penetration is in line with other countries with a similar environment.



FINLAND

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

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Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

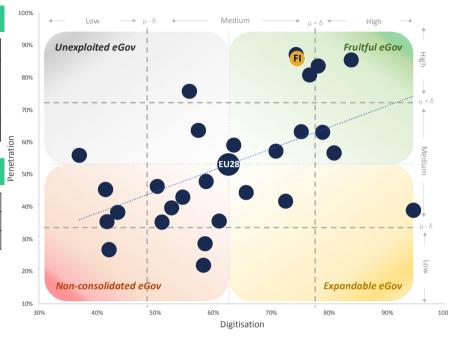
Relative indicators

		USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
		Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
	EU28	55%	53%	71%	72%	64%	41%
	FI	79%	65%	87%	85%	66%	61%

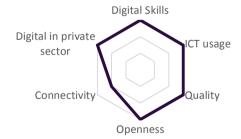
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
FI	86%	74%

A medium-high level of Digitisation and a high level of Penetration characterise Finland. Therefore, Finland is part of the Fruitful eGov countries, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: almost 90% of individuals use online services to submit forms to Public Administration. Its Digitisation level is slightly above the European average.



Environment



Finland is one of the countries with the highest level of environmental indicators. The users have high digital skills and seem to be confident with the use of ICT instruments. The quality of governments' action perceived by citizens is high, as well as the openness of data and information. The Digitisation is widespread also in the private sector. The only indicator that is in line with the European average is Connectivity that measure the deployment of broadband infrastructure and its quality.

Considerations

Penetration - Outperforming

Digitisation -Average By comparing performances of countries with similar relative indicator scores, Finland is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances. Finland seems to have implemented good polices in order to increase eGovernment usage.

The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.



FRANCE

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

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This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

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Starting a small claims procedure (2017)

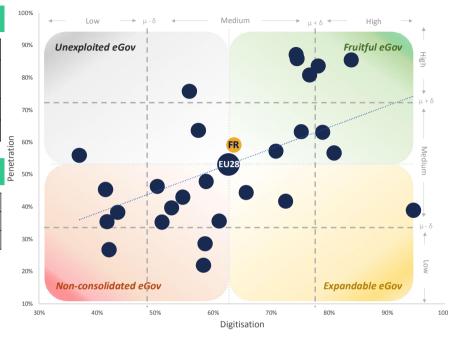
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
FR	59%	42%	74%	81%	56%	38%

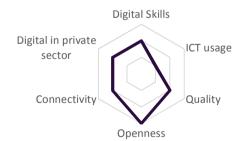
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
FR	59%	64%

France has a medium-high level of both Penetration and Digitisation. Therefore, France is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitisation and Penetration. In both Penetration and Digitisation, France's performances only slightly differ from the European average.



Environment



France its relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. France seems have a percentage of the citizens that make regular use of internet (ICT usage indicator), under the European average. On the other hand, Openness indicators, i.e. the quantity and quality of Open Data and their political, social and economic impact, is above the European average.

Considerations

Penetration -Average

Digitisation -Average France is the closest country to the European average in absolute performance. In addition, almost all its environmental characteristics are in line with the European average. France can be considered an average country, its performance in Penetration and Digitisation compared with country with similar relative indicators scores are Average. This means that the country reaches the expected level of back- and front-office Digitisation and eGovernment services are widespread.



CROATIA



EGOVERNMENT STATE OF PLAY 2018



How are services delivered?

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Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

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Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\mbox{\bf eID:}$ indicates if a national eID from country A can be used in country B.

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Studying (2016)

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A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Starting a small claims procedure (2017)

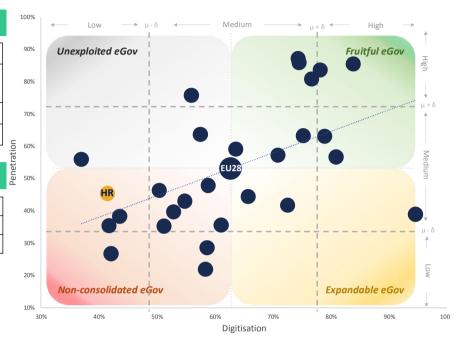
Relative indicators

	USER CHAR	ACTERISTICS	GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
HR	50%	53%	56%	68%	49%	35%

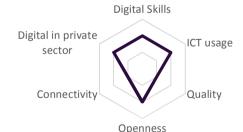
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
HR	45%	41%

Croatia is characterised by a low level of Digitisation and a medium-low level of Penetration, therefore is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Croatia's level of Penetration, even though it is lower than the European average, is one of the highest score of Non Consolidated eGov countries.



Environment



Croatia's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The only two indicators where Croatia scored a low percentage are Quality that measure the quality of governments' action perceived by citizens, and Connectivity that measure the deployment of the broadband and its quality.

Considerations

Penetration - Average

Digitisation -Underperforming By comparing performances of countries with similar relative indicator scores, Croatia is Average in Penetration and Underperforming in Digitisation. The Penetration level is similar to the other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still low, also compared with similar country, Croatia is Underperforming in Digitisation, with a performance lower than expected, showing that the level of the back-office and the front-office digitisation in the country is still relatively low.



HUNGARY

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\mbox{\bf eID:}$ indicates if a national eID from country A can be used in country B.

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The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

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A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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Owning and driving a car (2017)

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Starting a small claims procedure (2017)

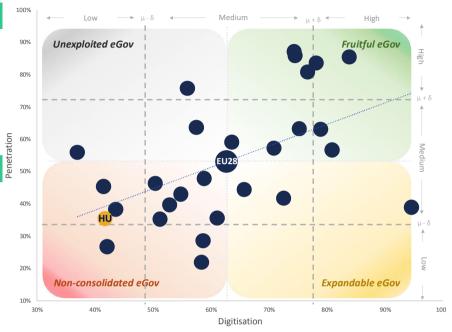
Relative indicators

		USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
		Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
	EU28	55%	53%	71%	72%	64%	41%
	HU	48%	54%	57%	53%	62%	25%

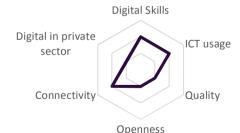
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
HU	35%	42%

Hungary is characterised by a medium-low level of Penetration and a low level of Digitisation. Therefore, Hungary is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. In particular, both Digitisation and Penetration levels are 20% lower than the European average.



Environment



Hungary is characterised by low Government's characteristics. The Digitisation of businesses and their exploitation of online sales channels – (Digital in Private sector) is under the European average. In addition, the quality of governments' action perceived by citizens (Quality) and the openness of data and information (Openness) are low. On the other hand, the percentage of the citizens that make regular use of internet (ICT usage) and Digital Skills of the population are in line with the European average.

Considerations

Penetration -Average

Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Hungary scores Average in Penetration and is Underperforming in Digitisation. In Penetration the score is similar to the one of countries with comparable environmental characteristics. On the other hand, the Digitisation level is still low, also compared with similar countries.



IRELAND

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

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The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

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Life event descriptions

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

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Owning and driving a car (2017)

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Starting a small claims procedure (2017)

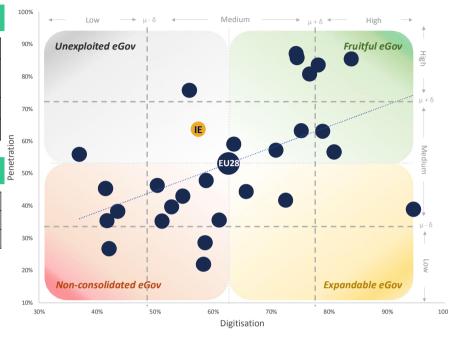
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
IE	62%	51%	79%	86%	65%	60%

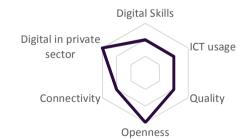
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
IE	64%	57%

Ireland is characterised by a medium-high level of Penetration and a medium-low level of Digitisation. Therefore, Ireland is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but has a high number of citizens using eGovernment services. In both Penetration and Digitisation, Ireland's performances only slightly differ from the European average.



Environment



Ireland relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. There are two indicators above the average: Digital in private sector that offers a proxy for the Digitisation of businesses and their exploitation of the online sales channel and the openness of data and information (Openness).

Considerations

Penetration -Average

Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Ireland scores Average in Penetration and is Underperforming in Digitisation. In Penetration the score is similar to the one of countries with comparable environmental characteristics. On the other hand, the Digitisation level is still low, also compared with similar countries: Ireland's eGovernment maturity process seems to be benefiting a digitisation of the back- and the front- offices.



ICELAND

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)



ITALY

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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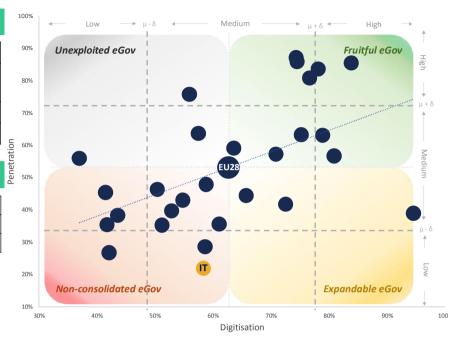
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
IT	41%	37%	57%	76%	53%	37%

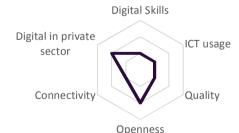
Performance

		PENETRATION	DIGITISATION
	EU 28	53%	63%
	ΙΤ	22%	58%

Italy is characterised by a low level of Penetration and a medium-low level of Digitisation. Therefore, Italy is part of the Non-consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by the lowest Penetration level in Europe: only 19% of individuals that submit official forms to administrative authorities used online forms. On the other hand, the Digitisation level is closed to the European average.



Environment



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness) and the Digitisation of businesses (Digital in the private sector) are almost in line with European average, while all the other characteristics (Digital skills, ICT usage, Quality are Connectivity) are low. In particular, it seems that Italian users could both strengthen digital skills and increase regular use of internet.

Considerations

Penetration - Underperforming

Digitisation -Average Matching relative and absolute indicators, Italy seems to have a different position regarding the Penetration and the Digitisation level. Digitisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, Italy seems to be Underperforming compared to other countries with a similar environment, showing that online services are not fully widespread all over the country. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.



LITHUANIA

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

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This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

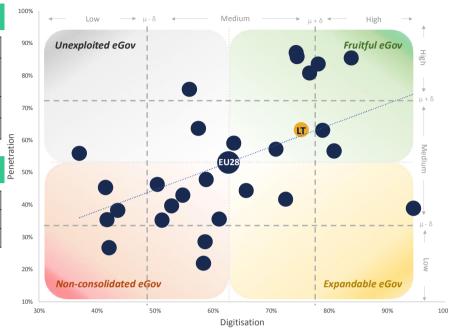
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
LT	49%	57%	68%	63%	65%	47%

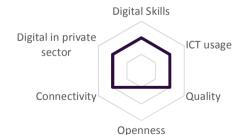
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
LT	63%	75%

Lithuania is characterised by a medium-high level of Penetration and a medium-high level of Digitisation. Therefore, Lithuania is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. In both Penetration and Digitisation Lithuania's performances only slightly differ from the European average



Environment



Lithuania's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Lithuania is a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective. This considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government.

Considerations

Penetration - Outperforming

Lithuania is a country with almost all the environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation.

Digitisation - Outperforming

Looking at the results of the analysis, the Lithuania's government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).



LUXEMBOURG

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

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The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Studying (2016)

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Starting a small claims procedure (2017)

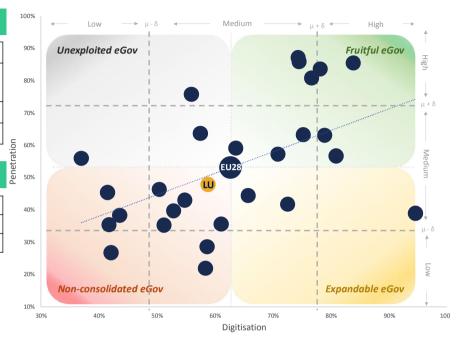
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
LU	71%	66%	84%	82%	80%	33%

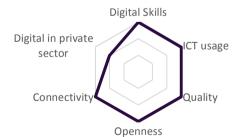
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
LU	48%	59%

Luxembourg shows a medium-low level of both Penetration and Digitisation. Therefore, Luxembourg is included in the Non consolidated eGov scenario, that is characterised by an eGovernment that does not fully utilise ICT opportunities yet.



Environment



Luxembourg's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in Digitisation of businesses and their exploitation of online sales channels (Digital in private sector).

This data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

Penetration - Underperforming

Digitisation -Underperforming Matching relative and absolute indicators, Luxembourg is Underperforming in both Penetration and Digitisation. Analysing Digital context, Government and User characteristics through relative indicators indicates that Luxembourg has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path.

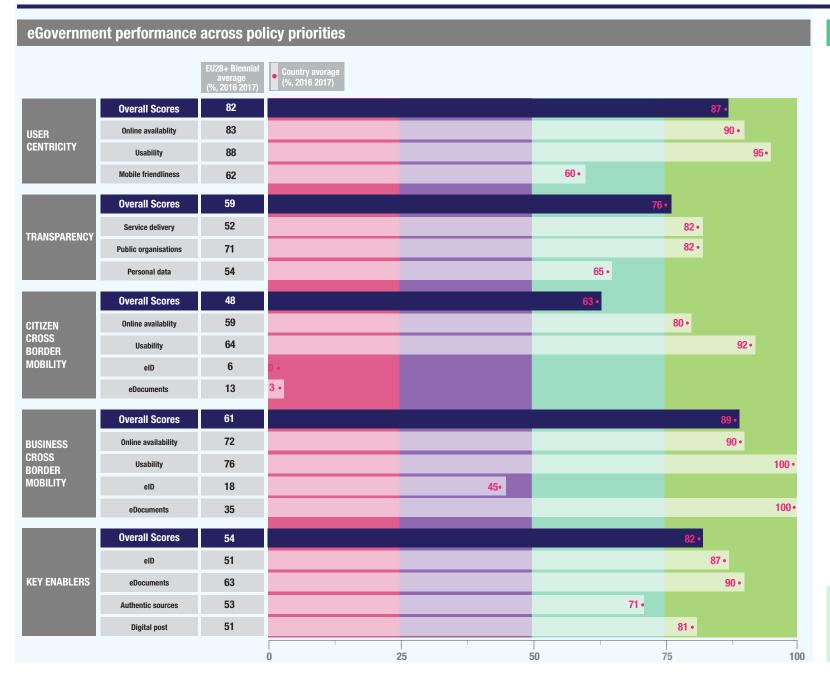
For these reasons, Luxembourg would benefit from implementing policies aimed at increasing Penetration and Digitisation levels, by increasing the number of citizens using online services and the level of the back-office and the front-office digitisation.





EGOVERNMENT STATE OF PLAY 2018





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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

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The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

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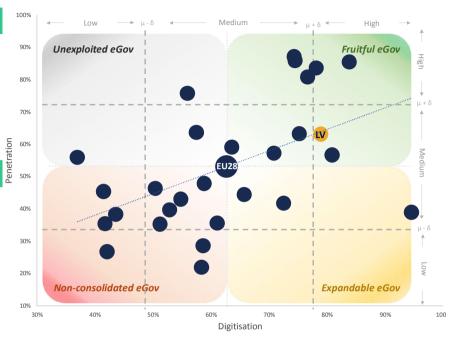
Relative indicators

	USER CHARA	ACTERISTICS	GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
LV	44%	55%	67%	68%	66%	27%

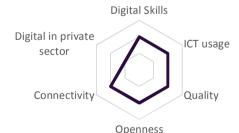
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
LV	63%	79%

Latvia is characterised by a high level of Digitisation and medium-high level Penetration. Latvia is in the cluster of Fruitful eGov scenario, a scenario a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average.



Environment



Latvia's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Latvia is a low level of Digital in private sector, an indicator that identifies the digitisation of businesses and their exploitation of online sales channels. This considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government.

Considerations

Penetration - Outperforming

Latvia is a country with almost all the environmental characteristics in line with the European average. Furthermore is Outperforming in both Penetration and Digitisation.

Digitisation - Outperforming

Looking at the results of the analysis, the Latvia's government seems to have implemented good policies and strategies that enabled the country to have both high Digitisation of the front- and the back-offices and widespread digital services (Penetration).



MONTENEGRO

EGOVERNMENT STATE OF PLAY 2018





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A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)



MALTA

EGOVERNMENT STATE OF PLAY 2018





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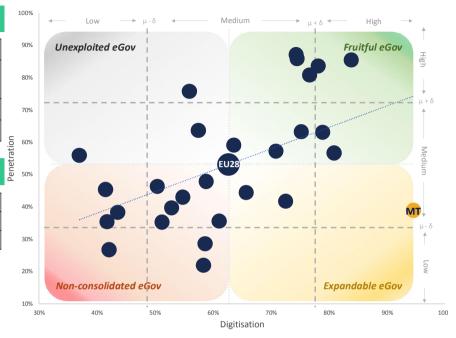
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
MT	52%	62%	67%	56%	73%	39%

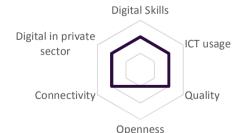
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
MT	39%	95%

Malta is characterised by a medium-low level of Penetration and a high level of Digitisation. Therefore, Malta is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. The highest European level of Digitisation of the back- and front-offices and a Penetration level only slightly lower than the European average characterise Malta.



Environment



Malta's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Malta is a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective. This considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government.

Considerations

Penetration -Underperforming

Digitisation -Outperforming Matching relative and absolute indicators, Malta seems to have a very different position regarding the Penetration and the Digitisation level. Malta is the only European country Outperforming in Digitisation and at the same time Underperforming in Penetration.

Malta, compared with countries with similar environmental characteristics, seems to have reached a satisfying level of digitisation of the front- and the back-offices. However, Malta's online services seem to be not so widespread all over the country.

NETHERLANDS

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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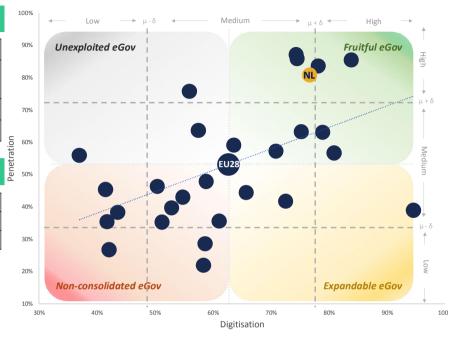
Relative indicators

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	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
NL	74%	66%	87%	86%	81%	52%

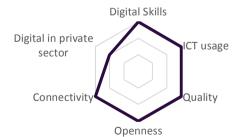
Performance

,	PENETRATION	DIGITISATION
EU 28	53%	63%
NL	81%	77%

A high level of both Digitisation and Penetration characterise the Netherlands. Therefore, the Netherlands is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms of eGovernment maturity: it is one of the best European countries in both the widespread of online services (Penetration) and the digitisation level of back- and front-office (Digitisation).



Environment



The Netherlands's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in Digitisation of businesses and their exploitation of online sales channels (Digital in private sector). This data show a country that excels not only in eGovernment services but also in digital development as a whole.

Considerations

Penetration - Average

Digitisation -Average The Netherlands can be considered an average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are Average. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



NORWAY

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparencey of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

Losing and finding a job (2016)

From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)



EGOVERNMENT STATE OF PLAY 2018





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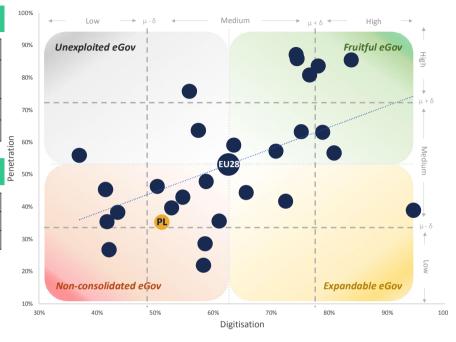
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
PL	48%	42%	64%	64%	59%	24%

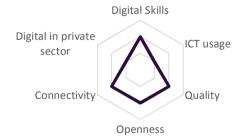
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
PL	35%	51%

Poland is characterised by a medium-low level of Penetration and a medium-low level of Digitisation. Therefore, Poland is part of the Non consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. However, in both Penetration and Digitisation Poland's performances are only slightly lower than the European average.



Environment



Poland's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. In particular, the digitisation of businesses and their exploitation of the online sales channel (Digital in the private sector) and the use of Internet dimension accounts for the variety of activities performed by citizens already online (ICT usage) are both below the average. Instead, the deployment of broadband infrastructure and its quality (Connectivity), the perceived quality of governments' action (Quality), the openness of data and information (Openness) and Digital Skills are in line with the others European countries.

Considerations

Penetration -Average

Poland can be considered an average country, its performance in Penetration and Digitisation compared with country with similar relative indicators

Digitisation -Average

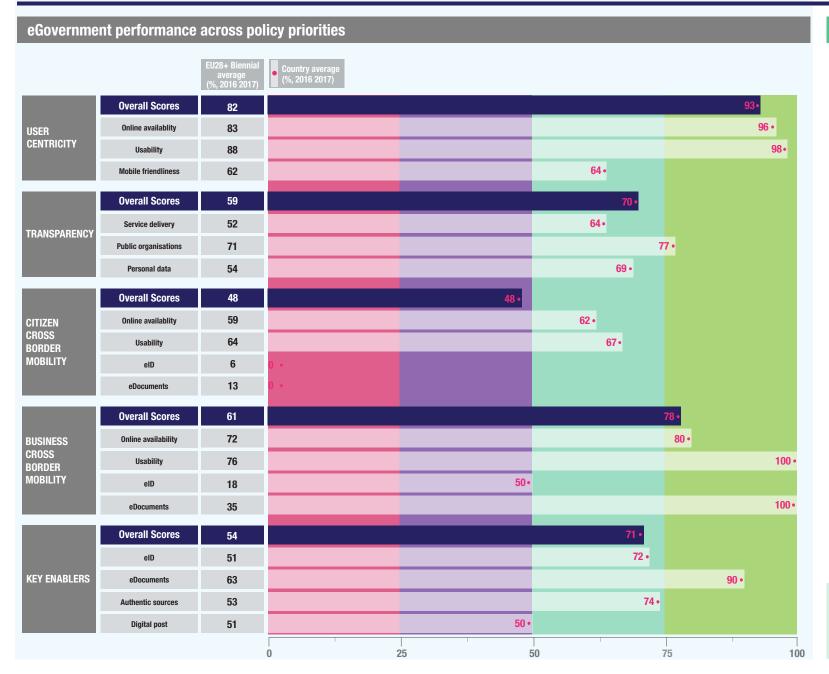
scores are Average. This means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



PORTUGAL

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

 $\mbox{\bf eDocuments:}$ indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

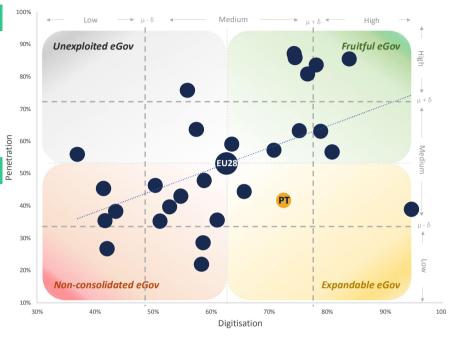
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
PT	46%	48%	69%	60%	67%	42%

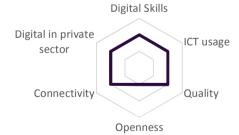
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
PT	42%	73%

Portugal is characterised by a medium-high level of Digitisation and a medium-low level of Penetration. Therefore, Portugal is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages.



Environment



Portugal's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Portugal is a low level of Openness, an indicator that identifies the openness of each country from an Open Government perspective. This considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government.

Considerations

Penetration -Average

Digitisation -Outperforming Matching relative and absolute indicators, Portugal is Outperforming in Digitisation, with a performance higher than expected. For this reasons, Portugal could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics in line with European average.

Besides, Portugal's performances in Penetration is in line with other countries with a similar environment.



ROMANIA

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

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Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Studying (2016)

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Starting a small claims procedure (2017)

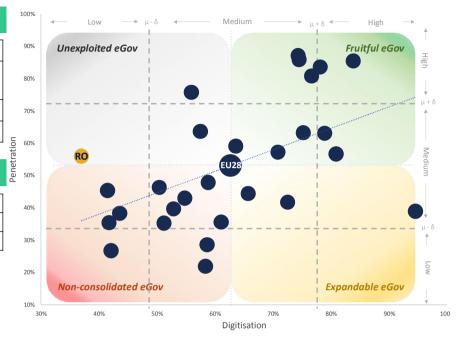
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
RO	32%	35%	53%	69%	58%	18%

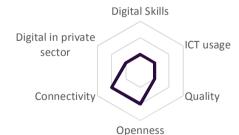
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
RO	56%	37%

Romania has a medium-high Penetration level and a low Digitisation level. Therefore, Romania is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but with a high number of citizens using eGovernment services. Romania in particular has the lowest level (37%) of back- and front- office digitisation (Digitisation), but widespread of eGovernment services (Penetration) slightly above the average.



Environment



Romania seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information and the deployment of the broadband and its quality are almost in line with European average, while all the other characteristics (Digital skills, ICT usage, Quality are Digital in private sector) are still low. In particular, it seems that Romania's users could strengthen both digital skills and increase regular use of internet.

Considerations

Penetration - Outperforming

Digitisation -Average By comparing performances of countries with similar relative indicator scores, Romania is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances: Romania seems to have implemented good polices in order to increase eGovernment usage.

The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.



SERBIA

BELGRADE

EGOVERNMENT STATE OF PLAY 2018



How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)



SWEDEN

EGOVERNMENT STATE OF PLAY 2018





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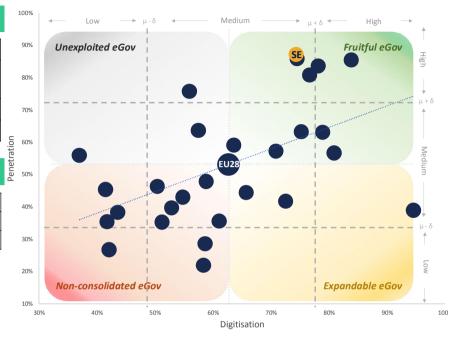
Relative indicators

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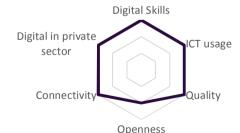
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
SE	87%	74%

A high level of both Digitisation and Penetration characterise Sweden. Therefore, Sweden is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitisation and Penetration level above average. Sweden is one of the countries with better overall performances in terms of eGovernment maturity: it is the country with the highest Penetration performance (87%) and one of the highest Digitisation level of back- and front-office (74%).



Environment



Sweden's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in openness of data and information (Openness).

The data show a country that excels not only in eGovernment services, but also in digital development as a whole.

Considerations

Penetration - Outperforming

By comparing performances of countries with similar relative indicator scores, Sweden is Outperforming in Penetration and Average in Digitisation. Its Penetration level is higher than the one of the European countries with similar relative performances. Sweden seems to have implemented good polices in order to increase eGovernment usage.

Digitisation -Average

The Digitisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.



SLOVENIA

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

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Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Online usability: indicates if support, help and (interactive) feedback functionalities are online.

eID: indicates if a national eID from country A can be used in country B.

 $\mbox{\bf eDocuments:}$ indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

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This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

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Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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From immediate actions for unemployed to applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participating in training programs, supporting people to find a job. A complete set of 22 services is assessed.

Studying (2016)

In this life event, comprising of 14 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad.

Regular business operations (2017)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

Moving (2017)

This concise life event illustrates the journey in case of moving places: from deregistering to registering address in the new town. It also includes notifications to other public organizations and utilities.

Owning and driving a car (2017)

A total of 12 services concerning buying and registering a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

Starting a small claims procedure (2017)

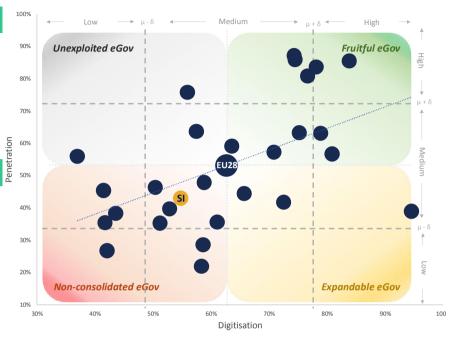
Relative indicators

		USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
		Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
	EU28	55%	53%	71%	72%	64%	41%
Ī	SI	52%	45%	67%	76%	60%	48%

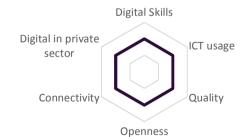
Performance

	PENETRATION	DIGITISATION
EU 28	53%	63%
SI	43%	55%

Slovenia is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Slovenia is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Slovenia levels of performances in both Penetration and Digitisation are above the line that divides countries close to the European average and countries with performances strongly under the European average. This means that Slovenia's levels of performances both in Digitisation and Penetration are only slightly lower than the European average.



Environment



Slovenia relative indicators shows a country with all the digital infrastructural characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, Openness and Digital in the private sector are the only two indicators which are slightly above the European average. All others are slightly below average.

Considerations

Penetration -Average

Digitisation -Average Slovenia can be considered an average country, its performance in Penetration and Digitisation compared with countries with similar relative indicators scores are Average. It means that the country reaches the expected level of back- and front-office digitisation and eGovernment services are widespread.



SLOVAKIA

EGOVERNMENT STATE OF PLAY 2018





How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

Usability: indicates if support, help and (interactive) feedback functionalities are online.

Mobile friendliness: indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The top-level benchmark *Transparency* indicates to what extent governments are transparent regarding:

Transparency of public organisations: indicates how transparent governments are about their own responsibilities and performance.

Transparency of service delivery: indicates to what extent governments are transparent as regards the process of service delivery.

Transparency of personal data: indicates to what extent governments are transparent as regards personal data involved.

The top-level benchmarks for *Citizen and Business Cross-border mobility* indicates to what extent EU citizens can use online services in another country.

Online availability: indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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 $\textbf{eID:} \ \text{indicates if a national eID from country A can be used in country B.} \\$

eDocuments: indicates if eDocuments can be transmitted from country A to country B.

The top-level benchmark *Key enablers* indicates the extent to which 4 technical pre-conditions are available online.

These are: electronic Identification (eID), electronic documents (eDocuments), Authentic sources, and Digital post. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through e.g. personal mailboxes or other digital mail solutions.



Life event descriptions

Business start-up and early trading operations (2016)

This life event covers 33 services, both mandatory services as well as information needs, that allow an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Early trading operations refers to activities regarding hiring employees and requesting an environmental permit.

Family life (2016)

Including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, renovating a house, and also looking forward to your financial situation at a later age.

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Starting a small claims procedure (2017)

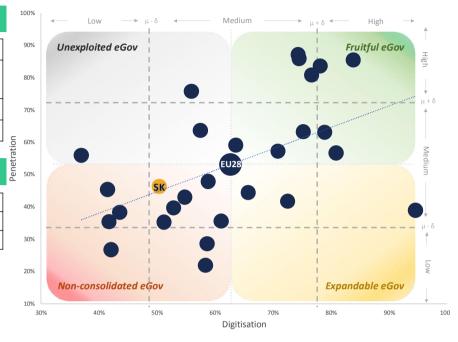
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
SK	52%	52%	62%	73%	55%	37%

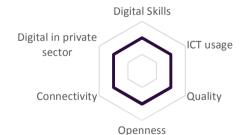
Performance

and the second s		
	PENETRATION	DIGITISATION
EU 28	53%	63%
SK	46%	50%

Slovakia is characterised by a medium-low level of both Digitisation and Penetration. Therefore, Slovakia is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Nevertheless, Slovakia levels of performances in both Penetration and Digitisation are above the line that divides countries close to the European average and countries with performances strongly under the European average. This means that Slovakia's levels of performances both in Digitisation and Penetration are only slightly lower than the European average.



Environment



Slovakia relative indicators shows a country with all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Specifically, Openness is the only indicator which is slightly above the European average. All others are slightly below average.

Considerations

Penetration - Average

Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, Slovakia is Average in Penetration and Underperforming in Digitisation. Despite a low absolute performance in Penetration, that percentage is similar to the one of other countries with comparable environmental characteristics. On the other hand, the Digitisation level is still relatively low, also compared with similar countries. Slovakia's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.



TURKEY

ANKARA

EGOVERNMENT STATE OF PLAY 2018



How are services delivered?

The top-level benchmark *User centricity* indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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Starting a small claims procedure (2017)



UNITED KINGDOM

EGOVERNMENT STATE OF PLAY 2018





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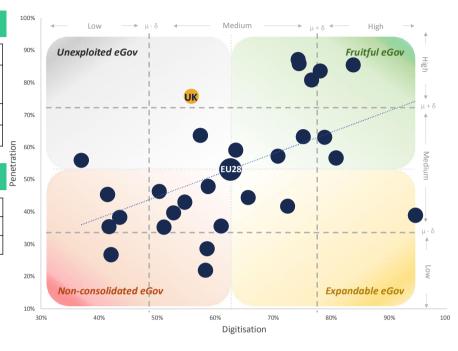
Relative indicators

	USER CHARACTERISTICS		GOVERNMENT CHARACTERISTICS		DIGITAL CONTEXT CHARACTERISTICS	
	Digital Skills	ICT usage	Quality	Openness	Connectivity	Digital in the private sector
EU28	55%	53%	71%	72%	64%	41%
UK	72%	62%	83%	77%	69%	40%

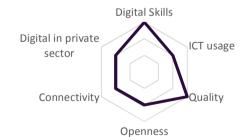
Performance

	PENETRATION	DIGITISATION	
EU 28	53%	63%	
UK	76%	56%	

The United Kingdom is characterised by a high level of Penetration and a medium-low level of Digitisation. Therefore, the United Kingdom is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitisation process, but have a high number of citizens using eGovernment services. In Digitisation United Kingdom's performances only slightly differ from the European average, in Penetration United Kingdom's performance is higher than 20% from the European average.



Environment



United Kingdom's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Only citizens' Digital Skills and the quality of government actions (Quality) are above the European average.

Considerations

Penetration - Outperforming

Digitisation - Underperforming

By comparing performances of countries with similar relative indicator scores, the United Kingdom scores Outperforming in Penetration and is Underperforming in Digitisation. The Penetration level is higher than the one of the European countries with similar relative performances: The United Kingdom seems to have implemented good polices in order to increase eGovernment usage. On the other hand, the Digitisation level is still relatively low, also compared with similar country. The United Kingdom's eGovernment maturity process seems to be benefiting from a digitisation of the back- and the front- office.

Relative indicators

A table that reports all the relative indicators' percentage for the country selected and the European average.

- Digital skills: citizen's skills needed to realise the potential offered by a digital society.
- ICT usage: the overall level of citizens' usage of ICT instruments.
- Quality: the quality of governments' action.
- Openness: openness of data and information.
- Connectivity: the deployment of the broadband and its quality.
- Digital in the private sector: digitisation of businesses and their exploitation
 of the online sales channel.

Penetration vs Digitisation

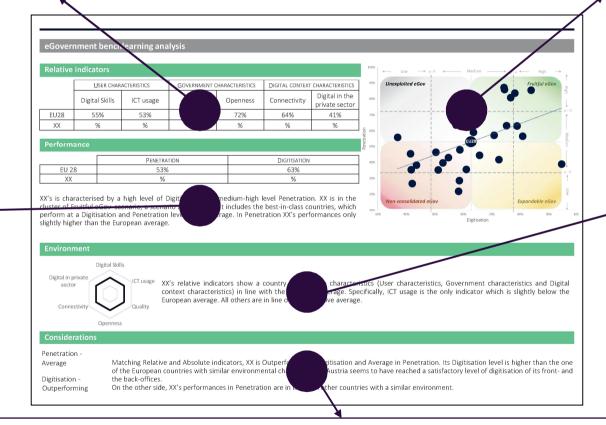
The Penetration vs Digitisation graph highlighting the country of the specific factsheet.

- Non-consolidated eGovernment: a government does not utilise ICT opportunities yet, but might be aiming to benefit from it in the future.
- Unexploited eGovernment: a government might still be in an ongoing digitisation process, but has a high number of citizens using eGovernment services.
- **Expandable eGovernment:** a government innovates efficiently, but the number of online users has to be expanded to realise all the potential benefits.
- Fruitful eGovernment: indicates a successful process of innovation. Countries in this scenario have achieved an efficient and effective way of working.

Performance

A table that reports all the absolute indicators' percentage (Penetration and Digitisation) for the country selected and the European average and a short text that explain the performance's results reported in the table above.

- Penetration: the extent to which online eGovernment services are widespread.
- Digitisation: a proxy for the digitisation level of the back- and frontoffice.



Environment

A radar chart that contains the environmental characteristics of the country on a three step scale: low, medium, high; and a short text that explains the environmental's results reported in the radar chart.

- Low: countries with a percentage lower than μ δ (where μ is the European average and δ is the standard deviation).
- Medium: countries with a percentage in line with the European average (between μ δ and μ + δ).
- High: countries with a high relative indicator's value (above μ + δ).

Considerations

A short text that reports some final considerations about the specific country. Crossing absolute and relative indicators, it shows and explains the relative performances of the country in both Penetration and Digitisation.

- Average countries: countries for which the score on the absolute indicators is in line with the European trend.
- Underperforming countries: countries for which the score on the absolute indicators is lower than the European trend.
- Outperforming countries: countries for which the score on the absolute indicators is higher than the European trend.

The table below	The table below describes all the indicators used for the analysis						
Dimension	Indicator	Description	Source				
Penetration		Internet use: submitting completed forms (last twelve months: Percentage of individuals who need to submit official forms to administrative authorities)	European Commission's calculations based on Eurostat data				
Digitisation		Average of: User Centric Government, Transparent Government, Citizen and Business (3:1) Mobility and Key Enablers	eGovernment Benchmark - Mystery Shopping				
ICT usage	Use of Internet as used in DESI	The Use of Internet dimension accounts for the variety of activities performed by citizens already online. Such activities range from consumption of online content (videos, music, games, etc.) to modern communication activities, online shopping and banking.	Eurostat – ICT Households survey				
Digital Skills	The Human Capital dimension measures the skills needed to take advantage of the possibilities offered by a digit society. Such skills go from basic user skills that enable individuals to interact online and consume digital goods are services, to advanced skills that empower the workforce to take advantage of technology for enhanced productivity and economic growth.		Eurostat – ICT Households survey, Labour force survey and education statistics				
	Regulatory quality	Regulatory Quality captures perceptions of the ability of the government to formulate and implement sound policies and regulations that permit and promote private sector development. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2016				
	Rule of law	Rule of Law captures perceptions of the extent to which citizens have confidence in and obey the rules of society, and in particular the quality of contract enforcement, property rights, the police, and the courts, as well as the likelihood of crime and violence. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2016				
Quality	Government effectiveness	Government Effectiveness captures perceptions of the quality of public services, the quality of the civil service and the degree of its independence from political pressures, the quality of policy formulation and implementation, and the credibility of the government's commitment to such policies. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2016				
	Corruption Perception Index	The Corruption Perceptions Index measures the perceived levels of public sector corruption worldwide.	Transparency International - 2017				
	Open Data as used in DESI	This indicator measures to what extent countries have an Open Data policy in place (including the transposition of the revised PSI Directive), the estimated political, social and economic impact of Open Data and the characteristics (functionalities, data availability and usage) of the national data portal.	European Data Portal – Portal Maturity score				
Openness	Voice and accountability	Voice and Accountability captures perceptions of the extent to which country's citizens are able to select their government, as well as freedom of expression, freedom of association, and a free media. This estimate gives the country's score on the aggregate indicator, in units of a standard normal distribution.	World Bank - 2016				
Connectivity	Connectivity as used in DESI	The Connectivity dimension measures the deployment of broadband infrastructure and its quality. Access to fast broadband-enabled services is a necessary condition for competitiveness.	Broadband coverage in Europe - Communications Committee survey, Eurostat – ICT Households survey				
Digital in the private sector	Integration of Digital Technology as	The Integration of Digital Technology dimension measures the digitisation of businesses and their use of the online sales channel. By adopting digital technology businesses can enhance efficiency, reduce costs and better engage customers, collaborators and business partners. Furthermore, the Internet as a sales outlet offers access to wider markets and notential for growth	Eurostat – ICT Enterprises survey				

potential for growth.

used in DESI



European Commission

eGovernment Benchmark 2018 Securing eGovernment for all

Factsheets

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