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INTRODUCTION

In compliance with the clauses of Royal Decree 589/2007, of 20 May, the High Council of E-Government should, among other functions, 'act as an Observatory of E-Government, understanding its evolution and situation and suggesting adequate corrective measures whenever necessary.' In order to perform this task, the Council's Standing Committee collects 'information on the technology, human, economic and procurement resources in information technologies' and publishes regular reports on the results of its surveys on the E-Government Portal (PAe, after name in Spanish).

The REINA Report analyses the most representative indicators of the situation and use of information and communication technologies and systems in State Administration.

It is a thorough report, covering the following:

- Central, territorial and foreign organisations, as well as the General Administration.

- Self-governing bodies reporting to ministry departments.

- Social Security common services and management agencies.

- State agencies.

- State-owned corporations and other public bodies: Administrator of Railway Infrastructures (ADIF), Spanish Airports and Air Navigation (AENA), Spanish Data Protection Agency, National Tax Agency, Centre for Industrial and Technology Development (CDTI), National Energy Commission (CNE), National Stock Exchange Commission (CNMV), Nuclear Security Council, Insurance Compensation Consortium, Spanish Mint, Instituto Cervantes, Official Credit Institute (ICO), Spanish Foreign Trade Institute (ICEX), Energy Saving and Diversification Institute, El Prado Museum, Reina Sofía Museum, National Ports and Port Authority, Red.es, State-owned Industrial Ownership Corporation (SEPI), State Agency for Land Development (SEPES).

ICT EXPENDITURE

In 2012, ICT expenditure in the General Administration amounted to €1,453 million, going down by 13.6% vis-à-vis 2011. Thus, the downward trend that began in 2010 became even sharper, going back to 2006 levels in absolute values. The telecommunications budget went down by 6% over 2011, with a total 26% share. As to the IT expenditure, it dropped by 17%.

Almost 60% expenditure corresponded to three ministries: the Ministry of Home Affairs, the Ministry of Employment and Social Security, and the Ministry of Finance and Public Administration.

Reviewing the expenditure structure, broken down by departments, telecommunications accounted for a high share of the total in the Departments of Home Affairs, Foreign Affairs and Cooperation, and Development – 60%, 44% and 34%, respectively.

The indicator reflecting the ICT expenditure share in the total budget (chapters 1, 2, 6) was 3.87%, 0.47% less than in 2011 and similar to the share in 2010.

Out of the whole IT expenditure (€1,077 million), 47% corresponded to IT services (application development and maintenance, hardware and software maintenance, consulting services, operation, training, and so on). This was a smaller share than in 2011.

Expenditure on staff accounted for 32% of the total budget. Hardware costs dropped to 10%, including investments and equipment rental, even when the latter does not amount to much in the General Administration.

Software costs (procurement of systems and application packages, without custom developments) rose to a 10% share of total expenditure.

As to consumables and other expenses ('Others'), they represented 3% of the total expenditure in hardware, software and services.

IBM continued to be the most important supplier, even expanding its share in sales to State Administration by 7%. It was followed by Indra (-13% sales).

Hewlett-Packard continued to be the leading hardware supplier, with a 27% share, while IBM kept its place as the main software supplier (36%) and Indra retained its position as most important supplier of IT services (8%) in a highly fragmented market.

The total **hardware** investment went down by 34% as compared to 2011. 60% of the total budget went to the procurement of devices, 24% was channelled into personal computers and 16% was used to buy multi-user systems.

Broken down by ministries/departments, Employment and Social Security had a 22% share, which rose to 34% in personal computers. The largest investment in multi-user systems was made by the Ministry of Finance and Public Administration, whereas the Ministry of Home Affairs accounted for 24% in the procurement of devices.

In the case of **software**, expenditure was highly diversified. 25% corresponded to operating systems. (As in past editions, quite often operating systems are not separated from hardware, especially in personal computers, so they are not taken into account here.) Information management systems accounted for 19% of the total investment in software, while 14% when to horizontal market software.

The total expenditure in **IT services** in 2012 amounted to €503 million, 5% less than in 2011. Application development and maintenance accounted for 46% of total expenditure, while software and hardware support and maintenance increased to 32% (due to the fact that the maintenance and support budget was the same as in 2011 in absolute values). The outsourcing budget – housing, hosting and user service,

data transcription and digitisation – had a 6% share. Finally, consulting services (organisation, technology, security) only accounted for 4% of the total expenditure in IT services, while training represented just 1%.

The highest share in this field went to the Ministry of Employment and Social Security (29%), followed by the Ministry of Finance and Public Administration (15%). All the other ministries/departments had lower shares than in 2011.

Regarding **telecommunication services**, the total expenditure was €375 million (-5%). After the sharp rise in 2008, it was stable, with a slight drop in 2009.

As in previous years, 51% corresponded to the Ministry of Home Affairs, whose expenditure went up by 9.7%. All the other ministries/departments had less than 10% shares, expenses shrinking in all of them to a certain extent.

Broken down by type of services, we have fixed-line phones (28%), data transmission (31%), mobile phones (7%) and others (34%). The percentages were thus quite similar to those of 2011. It was often quite difficult to break down costs by type of services, so they were usually considered under the service with the highest share.

The largest supplier of telecommunication services is Grupo Telefónica, whose share, 83%, was 3% higher than in 2011. The second place went to BT España (6%). The other operators' shares were lower than 1%.

IT expenditure

In thousands of euros

Ministry	IT expenditure					Telecommunications expenses	Total	
	Hardware	Software	IT services	Staff	Others		€	%V
Home Affairs	16,588	9,787	33,637	64,287	1,800	189,848	315,946	22%
Employment and Social Security	21,741	11,679	145,044	46,803	5,354	38,860	269,481	19%
Finance and Public Administration	18,913	37,855	73,833	83,689	3,918	32,832	251,040	17%
Defence	5,394	13,543	37,925	70,593	1,706	29,983	159,144	11%
Economy and Competitiveness	14,690	8,704	44,660	20,922	2,042	11,917	102,934	7%
Justice	1,913	6,324	50,668	6,771	1,767	10,921	78,364	5%
Development	8,390	5,679	26,329	8,489	1,212	25,319	75,418	5%
Agriculture, Food and Environment	5,444	6,745	17,250	12,379	883	5,462	48,163	3%
Industry, Energy and Tourism	2,909	1,374	29,782	5,610	1,022	4,193	44,889	3%
Foreign Affairs and Cooperation	3,441	2,333	12,345	4,267	544	15,112	38,042	3%
Health, Social Services and Equality	3,181	1,100	19,870	4,294	725	4,858	34,028	2%
Education, Culture and Sports	2,445	582	8,726	7,213	353	3,670	22,988	2%
Presidency	1,030	1,121	2,938	4,655	153	2,218	12,114	1%
Total	106,079	106,828	503,006	339,971	21,477	375,191	1,452,552	100%

%V: Vertical percentage

IT EQUIPMENT

As at 1 January 2013, the total number of equipments installed in the General Administration was 472,989, with an average age of 5 years.

As in 2011, the Ministry of Defence had the highest number: 22% of the total equipment installed in the General Administration. It was followed by the Ministry of Finance and Public Administration, the Ministry of Employment and Social Security, and the Ministry of Home Affairs.

In terms of type of systems, almost 50% large systems were to be found in the Ministry of Employment and Social Security and the Ministry of Finance and Public Administration. 41% medium-size systems and 24% small systems were in the Ministry of Employment and Social Security. The global number of personal computers was practically the same as in 2011, with slight changes in individual ministries. 86% were desktop computers, while 11% were laptops and 3%, mobile devices. Almost 30% laptops were in the Ministry of Finance, which had the same share of desktop computers as of total systems. 28% mobile devices were in the Ministry of Home Affairs.

38% of the large systems installed as at 1 January 2013 were IBM systems; 22% were Fujitsu and 20% were Sun. As to medium-size systems, 47% of those installed in the General Administration were Sun equipments, Hewlett-Packard going up by 2% and IBM keeping a stable 8% share. The largest number of equipments in 2012 were installed by Hewlett-Packard, which had a 38% share.

The leading server provider was once again Hewlett-Packard, whose global share rose to reach 44%. In the second place, Dell had a 12% share, while IBM kept its 8%. Hewlett-Packard provided 44% of the servers installed in 2012 and IBM, 28%.

As to personal computers, the leading supplier was also Hewlett-Packard (45%), with Dell in the second place (12%, -3%). Almost 70% of the personal computers installed in the General Administration in 2012 were Hewlett-Packard.

Installed IT equipment (evolution)

Number of units

	01/01/2009	01/01/2010	01/01/2011	01/01/2012	01/01/2013
Large systems	91	84	80	45	45
Medium-size systems	1,678	1,202	1,254	1,027	1,058
Servers	19,653	20,429	21,850	21,663	21,708
Personal computers	456,685	431,453	452,126	450,012	450,178
Total	**478,107**	**453,168**	**475,310**	**472,747**	**472,989**

Equipment by ministries

01/01/2013

Ministry	Large systems		Medium-size systems		Servers		Personal computers		Total	
	Number	%V	Number	%V	Number	%V	Number	%V	Number	%V
Home Affairs	4	9%	50	5%	3,267	15%	100,826	22%	104,147	22%
Employment and Social Security	9	20%	58	5%	2,430	11%	72,293	16%	74,790	16%
Finance and Public Administration	12	27%	430	41%	5,225	24%	65,406	15%	71,073	15%
Defence	7	16%	163	15%	1,388	6%	66,085	15%	67,643	14%
Economy and Competitiveness	3	7%	139	13%	2,885	13%	43,051	10%	46,078	10%
Justice	5	11%	57	5%	1,999	9%	30,396	7%	32,457	7%
Development			5	0%	763	4%	17,626	4%	18,394	4%
Agriculture, Food and Environment	5	11%	42	4%	713	3%	15,013	3%	15,773	3%
Industry, Energy and Tourism			8	1%	909	4%	12,814	3%	13,731	3%
Foreign Affairs and Cooperation			75	7%	790	4%	9,866	2%	10,731	2%
Health, Social Services and Equality			21	2%	535	2%	7,956	2%	8,512	2%
Education, Culture and Sports			4	0%	561	3%	5,506	1%	6,071	1%
Presidency			6	1%	243	1%	3,340	1%	3,589	1%
Total	**45**	**100%**	**1,058**	**100%**	**21,708**	**100%**	**450,178**	**100%**	**472,989**	**100%**

%V: Vertical percentage

SOFTWARE

Analysis of the operating systems installed in 2012, broken down by IT equipment segments.

No new large systems were installed in 2012. As to medium-size systems, 44% of the new equipment had Windows as operating system. 46% of the servers installed in 2012 had Windows Server 2008 as operating system. Finally, almost 95% personal computers had Windows as their operating system (Windows 7, 67%; Windows Vista, 14%; Windows XP, 9%; Windows Server 2008, 5%).

ICT STAFF

The global number of employees doing ICT-related tasks in the General Administration was 12,437. 94% of them were career civil servants, while the remaining 6% were non-civil-service workers. 23% worked in the Ministry of Finance and Public Administration, followed by the Ministry of Defence (21%) and the Ministry of Home Affairs (16%). The staff share for each of the other ministries was less than 15%.

The global ICT/total staff ratio was 2.21%.

ICT/total staff ratio

Ministry	ICT staff (01/01/2013)	Total staff (07/01/2012)(*)	ICT/total staff ratio
Finance and Public Administration	2,886	50,322	5.74%
Agriculture, Food and Environment	482	10,192	4.73%
Presidency	163	3,450	4.72%
Industry, Energy and Tourism	185	4,024	4.60%
Employment and Social Security	1,694	45,520	3.72%
Economy and Competitiveness	802	26,463	3.03%
Health, Social Services and Equality	162	6,939	2.33%
Foreign Affairs and Cooperation	164	7,778	2.11%
Education, Culture and Sports	268	14,600	1.84%
Defence	2,662	151,230	1.76%
Home Affairs	2,424	184,875	1.31%
Development	318	30,723	1.04%
Justice	227	27,326	0.83%
Total	**12,437**	**563,442**	**2.21%**

(*) The total number of employees is from 07/01/2012, since the Statistics Newsletter for Staff in the Service of Public Administration as at 01/01/2013 had not been published at the close of this report. The number shown here are the numbers in the Newsletter minus the staff working in state-owned corporations and other agencies not included in this survey.

NETWORKS IN THE PUBLIC ADMINISTRATION

Analysis of the indicators showing the use of ICTs in the General Administration.

As at 1 January 2013, there were 80 **computers every 100 public servants** in the General Administration as a whole, a ratio similar to that of the past two years.

In the case of administrative workers (excluding security forces, teachers and health professionals), the number rose to 162 computers every 100 public servants. This had to do with the facts that the number of administrative workers went down by 4% and the equipment included computers in workers' offices and training facilities, laptops and mobile devices.

92% **personal computers** were connected **to the Intranet**, the same percentage as in 2011. As to **PCs connected to the Internet**, their number increased to 88% (+1%). In several ministries almost every PC was connected to the internet.

The number of **computers with Internet access every 100 public servants** rose slightly to reach 70. As to **computers with access to the Intranet every 100 public servants**, the ratio was 73/100 - +1 and in line with the trend observed in the past years.

The total number of public servants who had an **e-signature** was 317,444, i.e. 56% of all workers and +2% vis-à-vis 2011. 57% of the public servants with an e-signature worked in the Ministry of Home Affairs, where this technology was quite widespread with police and civil guard forces. Other ministries with a high number of workers who have an e-signature are Industry, Energy and Tourism, and Justice.

For the analysis of **teleworking**, only those employees working part- or full-time out of the office and accessing the information systems of the Public Administration were taken into account. In absolute terms, they totalled 4,527, i.e. less than 1% of the total workforce (1.6% of the administrative workforce).

E-GOVERNMENT

731 websites were registered in the REINA Information System. Such a high number was related to the many websites of the offices and departments of Instituto Cervantes and the High Council of Scientific Research (CSIC).

These were not taken into account when analysing the characteristics of websites of the General Administration. The number of websites analysed was 470.

46% websites were updated only when there are changes in their contents, whereas 39% were updated on a daily basis. 57% were run on their own resources, 15% were outsourced and 28% used mixed models. 32% sites followed http protocols. 70% complied with usability standards, which means they were user-friendly in terms of operation, understanding, use and management. 24% had webpage identity certificates for security and trustworthiness. Finally, 44% of the websites in the Public Administration featured English versions and 35% were translated into the co-official languages in Spain.