

eGovernment in Spain seen from abroad

Excellent positioning at European and international level

Spain has been making a significant effort to provide a **comprehensive legal framework for e-government**, mainly embodied in Law 11/2007 and its developments, a comprehensive **range of services** through electronic means, as well as an **ecosystem of common infrastructure and services**, all in terms of **alignment with the trends mainly from the European Union**, identified by the Digital Agenda for Europeⁱ, the Action Plan eGovernmentⁱⁱ, successive ministerial statementsⁱⁱⁱ, as well as other events on issues such as reducing loads, interoperability^{iv} and accessibility. It is a collective effort by all levels of government, central government, regional governments, local authorities, area of Justice and universities through the CRUE.

The progress of our country does not go unnoticed abroad. Studies and surveys show a positive assessment of the Spanish eGovernment internationally, so that Spain is in an excellent position both in Europe and internationally.

The UN award to Spain in 2012 for the full electronic access of citizens to public services is a milestone^{vi}. In the General State Administration, for example, it is possible to process online more than 92% of the 2,500 procedures counted, representing 99% of the total processing, ie, it has a range of public services available electronically that reaches virtually 100% of all services offered. According to the *Report on the progress of e-government in the General State Administration - June 2013^{vii}*, presented to the Council of Ministers, the estimated savings in 2012 has been 2.785.000.000 Euros for citizens and businesses, mainly due to the reduction of administrative burdens procedures and public services accessible electronically and 69,706,000 Euros for the authorities according to the degree of rationalization and sharing of services.

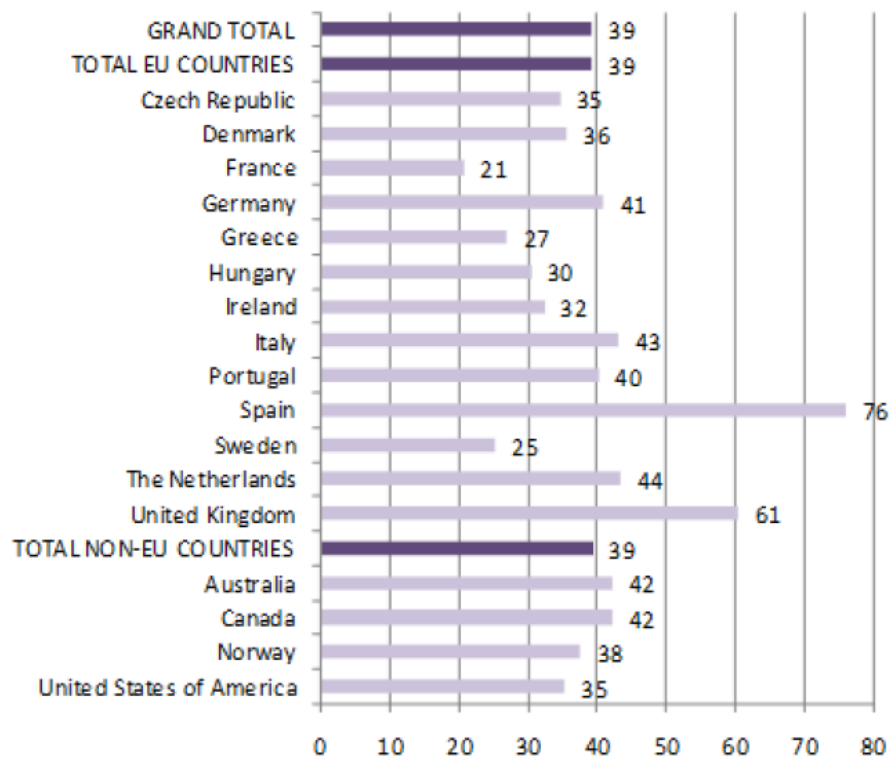
According to the tenth edition of the **comparative analysis of the development of e-Government in the European Union and associated States**^{viii}, the ease of use of the the eGovernment model developed by Spain to cover the three selected life events (business creation, loss and finding work and study at the University) is above the EU average in all of them. It is noteworthy, too, that this analysis positions **Spain as a leader in service accessibility** and third in relation to the focus on the needs of users.

In the context of this same analysis, an online survey of the European Commission to Internet users in the Member States, Spain ranks third with Denmark, Sweden and Turkey regarding the **use of e-Government among Internet users** and ninth in terms of preference versus the physical channel within this group.

Other areas in which there is recognition are those ones in relation to accessibility, the point of single contact of the Services Directive, interoperability and communications.

Regarding accessibility, **the e-Accessibility Monitoring Study**^{ix} conducted between 2010 and 2011 which has evaluated the accessibility of eGovernment services of the Member States of the European Union, the USA, Australia, Canada and Norway, **Spain ranks as the undisputed European leader in the field of accessibility of websites of the European Public Administration**. Likewise, our country also is ahead of the states non-integrated in the EU that have been analyzed.

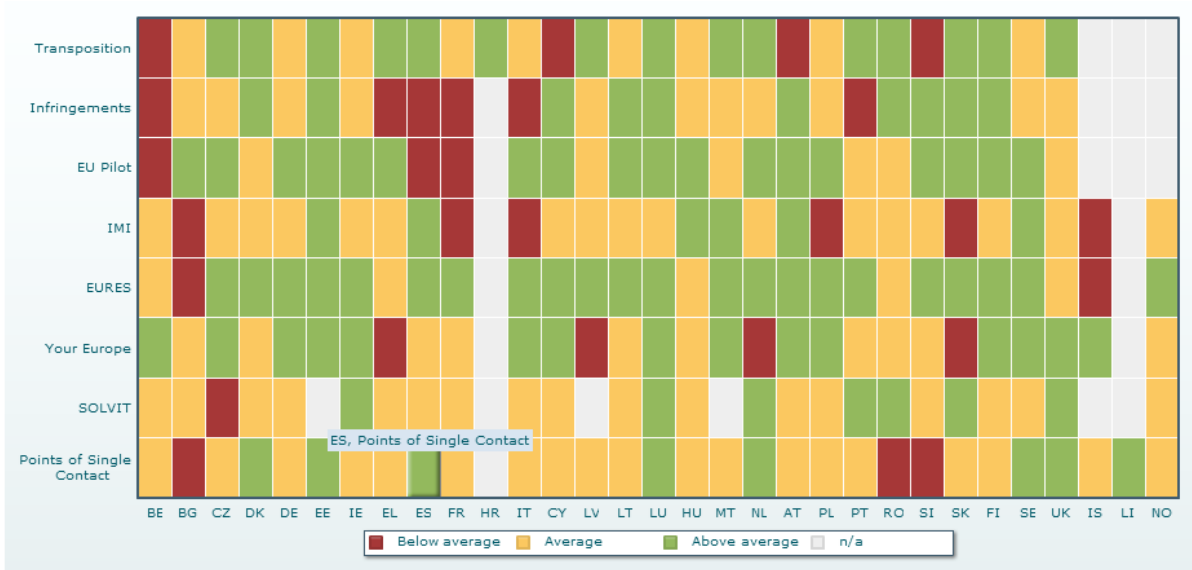
Status of Web content accessibility (government websites), by country



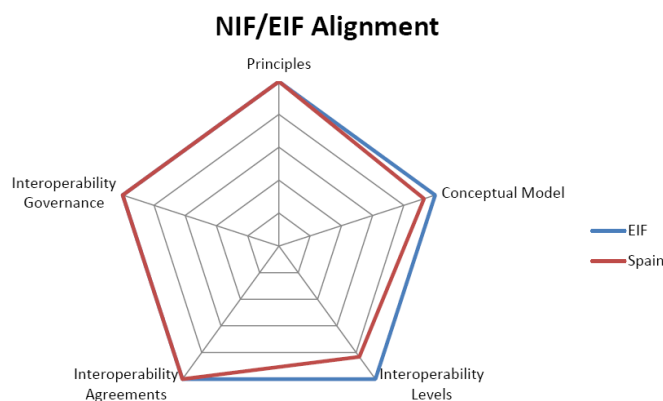
Source: Monitoring eAccessibility in Europe: 2011 Annual Report.

Unit: Percentages

According to the **2013 Scoreboard^x**, prepared with the participation of the European Commission and the European Employers' Network, **the Spanish Point of Single Contact^{xi} of the Services Directive** is one of the best and it stands out on quality issues, availability of information, ability to complete the online transactions, with improvements that go beyond the scope of the Services Directive.



In the field of **interoperability**, in accordance with the factsheet for Spain published in May 2013 in the **National Interoperability Framework Observatory – NIFO**, an action of the ISA program^{xii}, the **Spanish National Interoperability Framework**^{xiii} is fully aligned with the EIF on the ‘Governance’, the ‘Principles’ and the ‘Interoperability Agreements’. It has an almost full alignment on the ‘Conceptual Model’ and a good alignment on the ‘Interoperability levels’. The factsheet reviews in detail the relationship between the National Interoperability Framework, its interoperability agreements and common infrastructures and services, with specific references to Red SARA and the Data Intermediation Platform, as well as other questions developed by the European Interoperability Framework^{xiv}.



In the European Union it is recognized that the interconnection through the communications network, provided by the **Red SARA^{xv} (Public Administration Network)** is a **reference model to follow**. In this regard it is worth remembering that part of the promotional video^{xvi} of the transeuropean network **sTESTA^{xvii}** was filmed at the data center of Red SARA.

Some other awards in addition to those mentioned above:

- The **Data Intermediation Platform^{xviii}** is a reference of good practice in relation to the cross-border access to base registries. It has been awarded by the European Institute of Public Administration (EIPA) with a certificate of **best practice in the national category^{xix} at the European Public Sector Awards (EPSA)**. In addition, the Data Intermediation Platform is also a reference of best practice for the study by the ISA Program about recommendations for cross-border access to base registries.
- The initiative 'Towards an Administration without papers', which encompasses the projects **ORVE^{xx}** (Virtual Registry Office), **SIR^{xxi}** (System Interconnection of Official Input Output Registries) and **ACCEDA^{xxii}** (Electronic Office and Electronic Document Management), **reached the final stage^{xxiii}** becoming a finalist in the national category awards also in the European Public Sector Awards (EPSA).
- Some of our public infrastructures have been selected by the European Union as examples of best practice to be shared by other authorities, being the most known case the **@Firma Platform for Signature Services (ePractice Winner Best Practice Label^{xxiv})**.
- The portal for the reuse of public sector information **datos.gob.es^{xxv}** received the award to the most friendly European open data portal (**LAPSI Award^{xxvi}**).

These references are only a small sample, since, for example, the EPSA (European Public Sector Awards) **includes multiple initiatives of the Spanish Public Administrations coming from the General State Administration, the regional governments, local authorities, Justice and universities.**

These results and awards are also a result of the continued effort **to ensure a fair and objective assessment of the facts, events, results, performance and situation of Spain**, her administration and eGovernment in particular, paying special attention to studies, reports and surveys, and also to omissions, errors, documentation inadequacies, or not sufficiently substantiated or that not correspond to the reality of the facts.

It also contributes to a positive perception internationally **producing documents in English** (for example, Law 11/2007^{xxvii} and its developments, among other documents).

This effort goes together with the **active participation** in committees, groups and projects, the contribution in accordance with the strategic lines of the Spanish Administration, the early alignment and the reuse of policies and deliverables.

The effort of all levels of government, with the support of the Higher Council for eGovernment and Sectorial Committee for eGovernment, **continues in order to advance and improve in all aspects, as well as to ensure that there is a fair and objective recognition.**

ⁱ http://ec.europa.eu/information_society/digital-agenda/index_en.htm

ⁱⁱ <http://eur-lex.europa.eu/LexUriServ/LexUriServ.do?uri=COM:2010:0743:FIN:ES:PDF>

ⁱⁱⁱ <http://www.epractice.eu/en/library/299149>

^{iv} . COMMUNICATION FROM THE COMMISSION TO THE EUROPEAN PARLIAMENT, THE COUNCIL, THE EUROPEAN ECONOMIC AND SOCIAL COMMITTEE AND THE COMMITTEE OF THE

REGIONS Towards interoperability for European public services. COM(2010) 744 final. URL: <http://eur-lex.europa.eu/>

v

<http://www.minhap.gob.es/Documentacion/Publico/GabineteMinistro/Notas%20Prensa/2012/SE%20ADMINISTRACIONES%20PUBLICAS/25-06-12%20Premio%20ONU.pdf>

vi The winning project was titled the "complete electronic access of citizens to public services in the state administration." With this recognition it is recognized the coordinated and collective effort of all the General State Administration in the development and implementation of the Law 11/2007, to fulfill the right of citizens to interact with government electronically.

vii <http://administracionelectronica.gob.es/PAe/avanceAE>

viii <http://ec.europa.eu/digital-agenda/en/ict-enabled-benefits-eu-society-analysis-and-data>

ix <http://www.eaccessibility-monitoring.eu/researchResult.aspx>

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http://ec.europa.eu/internal_market/scoreboard/performance_by_member_state/spain/index_en.htm#maincontentSec8

xi <http://www.eugo.es/>

xii <http://ec.europa.eu/isa/>

xiii

http://administracionelectronica.gob.es/pae_Home/dms/pae_Home/documentos/Estrategias/pae_Interoperabilidad_Inicio/pae_Esquema_Nacional_de_Interoperabilidad/ENI_INTEROPERABILIDAD_ENGLISH_3.pdf

xiv <https://joinup.ec.europa.eu/sites/default/files/NIFO%20-%20Factsheet%20Spain%2005-2013.pdf>

xv <http://administracionelectronica.gob.es/ctt/redsara>

xvi http://ec.europa.eu/isa/library/multimedia-corner/index_en.htm

xvii http://ec.europa.eu/isa/actions/02-interoperability-architecture/2-4action_en.htm

xviii <http://administracionelectronica.gob.es/ctt/svd>

xix

http://administracionelectronica.gob.es/pae_Home/pae_Actualidad/pae_Noticias/Anio2013/Diciembre/Noticia_2013_12_18_MINHAP_Premios_Europeos_del_Sector_Publico--EPSA-.html

xx <http://administracionelectronica.gob.es/ctt/orve>

xxixxi <http://administracionelectronica.gob.es/ctt/sir>

xxii <http://administracionelectronica.gob.es/ctt/acceda>

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http://administracionelectronica.gob.es/pae_Home/pae_Actualidad/pae_Noticias/Anio2013/Diciembre/Noticia_2013_12_18_MINHAP_Premios_Europeos_del_Sector_Publico--EPSA-.html

xxiv http://www.spit-ct.ro/resources/content/files/EPSA_ProjectCatalogue_web.pdf

xxv <http://datos.gob.es/datos/>

xxvi <http://datos.gob.es/datos/?q=node/1552>

xxvii

http://administracionelectronica.gob.es/pae_Home/dms/pae_Home/documentos/Documentacion/pae_NORMATIVA_ESTATAL_Leyes/LAW_11-2007_22Jun2007_eGov_Spain_NIPO_000-10-075-0.pdf