



European
Commission

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WHAT'S INSIDE

eGovernment in Spain

Visit the e-Government factsheets online on Joinup.eu

[Joinup](http://Joinup.eu) is a collaborative platform set up by the European Commission as part of the [ISA² programme](#). ISA² supports the modernisation of the Public Administrations in Europe.

Joinup is freely accessible. It provides an observatory on interoperability and e-Government and associated domains like semantic, open source and much more.

Moreover, the platform facilitates discussions between public administrations and experts. It also works as a catalogue, where users can easily find and download already developed solutions.

The main services are:

- Have all information you need at your finger tips;
- Share information and learn;
- Find, choose and re-use;
- Enter in discussion.

The logo for Joinup, featuring the word "joinup" in a lowercase, blue, sans-serif font. The letters are connected, with "jo" and "in" being joined together, and "up" being separate. The logo is positioned on the right side of the page, below the main text area.

This document is meant to present an overview of the eGovernment status in this country and not to be exhaustive in its references and analysis. Even though every possible care has been taken by the authors to refer to and use valid data from authentic sources, the European Commission does not guarantee the accuracy of the included information, nor does it accept any responsibility for any use thereof.

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Country Profile

Basic data and indicators

Basic Data

Population (1 000): 46,438,422 inhabitants (2016)

GDP at market prices: 1,113,851 million Euros (2016)

GDP per inhabitant in PPS (purchasing Power Standards EU 28=100): 91.3 (2015)

GDP growth rate: 3.2% (2016)

Inflation rate: 0.7% (2016)

Unemployment rate: 19.6% (2016)

General government gross debt (Percentage of GDP): 99.8% (2015)

General government deficit/surplus (Percentage of GDP): - 5.1% (2015)

Area: 505,990 km²

Capital city: Madrid

Official EU language: Spanish

Currency: EUR

Source: [Eurostat](#) (last update: 13 March 2017)

Political Structure

Spain is a **hereditary constitutional monarchy**. Legislative power is held by a bicameral Parliament (*Cortes Generales*) comprising a Lower House ([Congress of Deputies](#)) and an Upper House ([Senate](#)). The Congress counts 350 members elected by proportional representation and the Senate 262 members, 56 of whom are appointed by the Self-governing Communities.

The Head of State is the hereditary [monarch](#), who mainly assumes a ceremonial function, but also a strong symbolic role for national unity. Following legislative elections, the leader of the majority party or the leader of the majority coalition is typically proposed as [President of the Government](#) (Prime Minister) by the monarch and elected by the Congress. Ministers are appointed by the monarch upon the proposal of the President of the Government.

According to the terms of the 1978 Constitution, Spain adopted a highly decentralised system with 17 autonomous regions (Autonomous Communities) enjoying self-government rights with regard to local affairs, in addition to two 'Autonomous Cities'. These communities elect their own parliaments, which, in turn, nominate Local Governments.

The [Constitution](#) of the Kingdom of Spain was adopted in December 1978 and last amended in 2011.

Spain became a member of the European Union on 1 January 1986.

Head of State: King [Felipe VI](#) (since 19 June 2014)

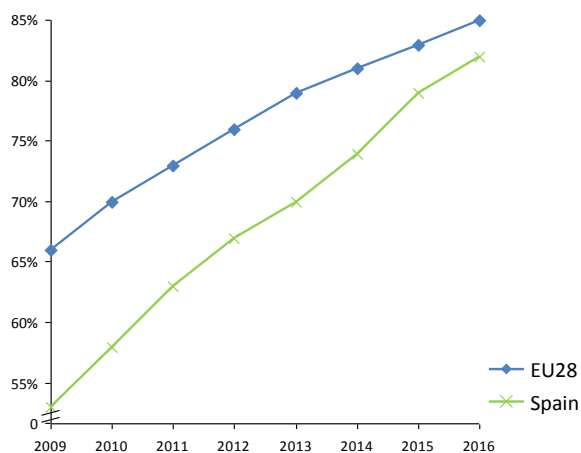
Head of Government: [Mariano Rajoy Brey](#) President of the Government since 21 December 2011 and re-elected on 31 October of 2016.

Information Society Indicators

Generic Indicators

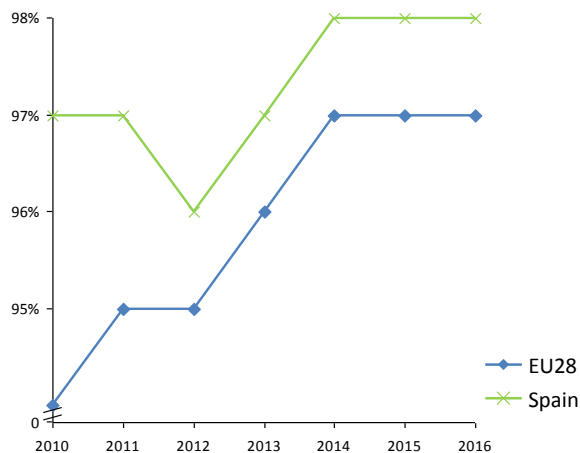
The following graphs present data for the latest Generic Information Society Indicators for Spain compared to the EU average. Statistical indicators in this section reflect those of [Eurostat](#) at the time the Edition is being prepared.

Percentage of households with Internet access in Spain



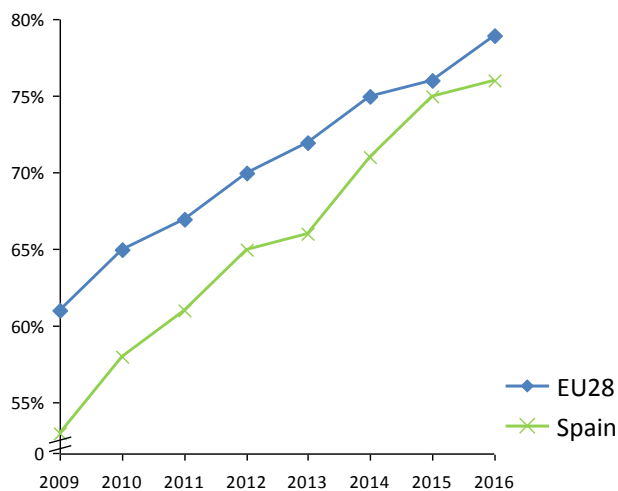
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with Internet access in Spain



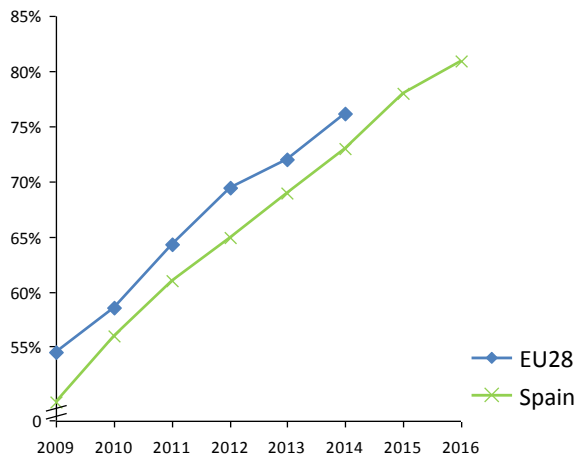
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet at least once a week in Spain



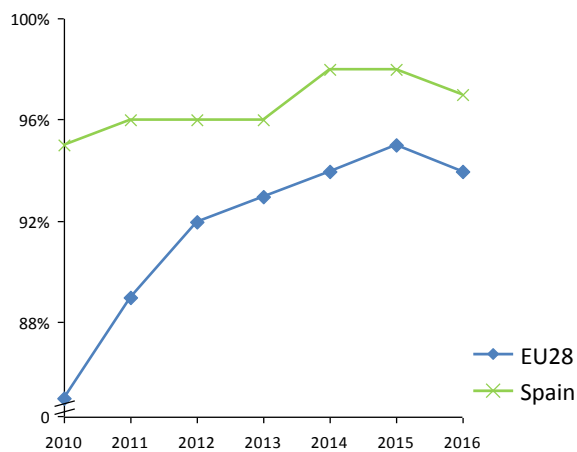
Source: [Eurostat Information Society Indicators](#)

Percentage of households with a broadband connection in Spain



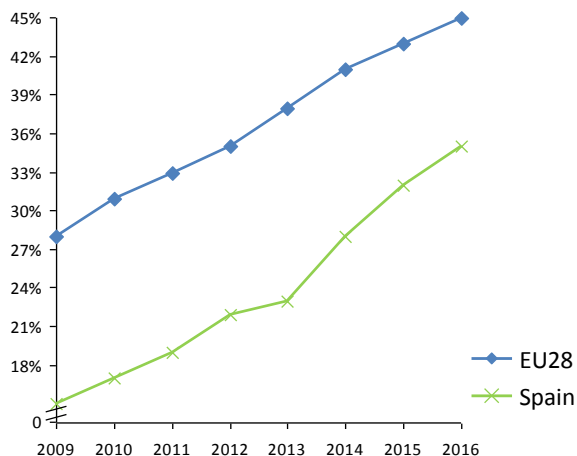
Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises with a broadband connection in Spain



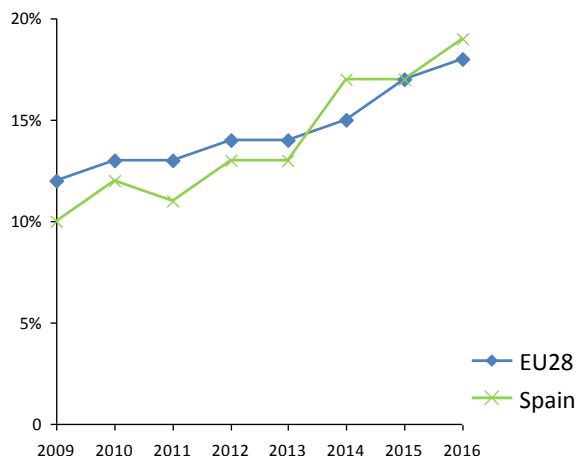
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals having purchased/ordered online in the last three months in Spain



Source: [Eurostat Information Society Indicators](#)

Percentage of enterprises having received orders online within the previous year in Spain

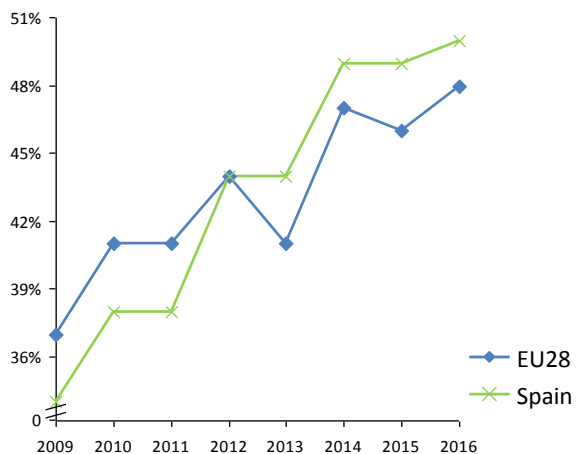


Source: [Eurostat Information Society Indicators](#)

eGovernment Indicators

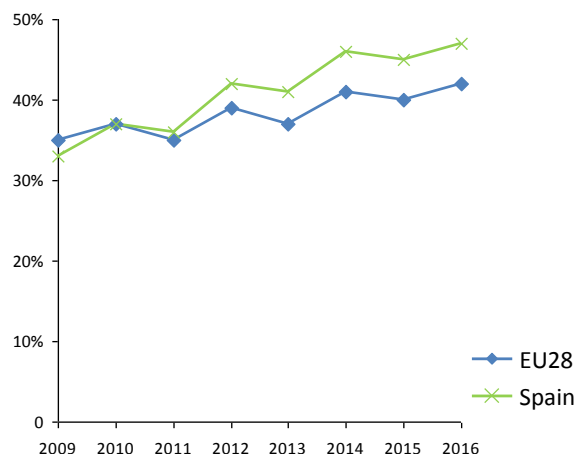
The following graphs present data for the latest eGovernment Indicators for Spain compared to the EU average. Statistical indicators in this section reflect those of Eurostat at the time the Edition is being prepared.

Percentage of individuals using the internet for interacting with public authorities in Spain



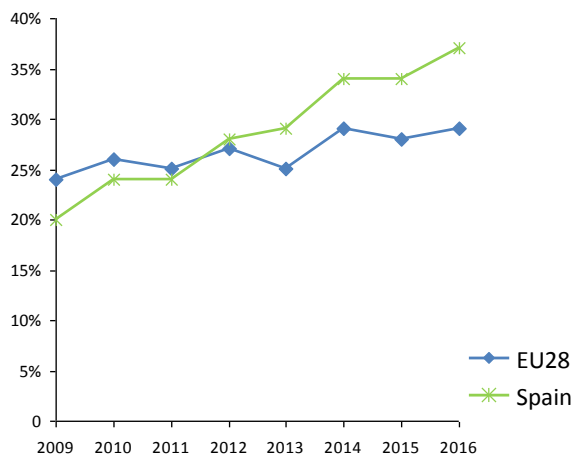
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the internet for obtaining information from public authorities in Spain



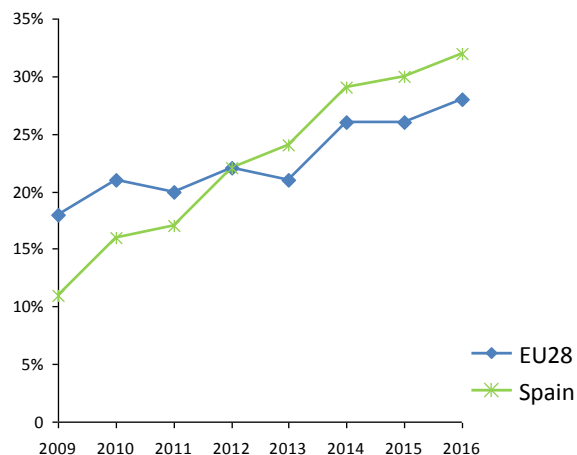
Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the Internet for downloading official forms from public authorities in Spain



Source: [Eurostat Information Society Indicators](#)

Percentage of individuals using the Internet for sending filled forms to public authorities in Spain



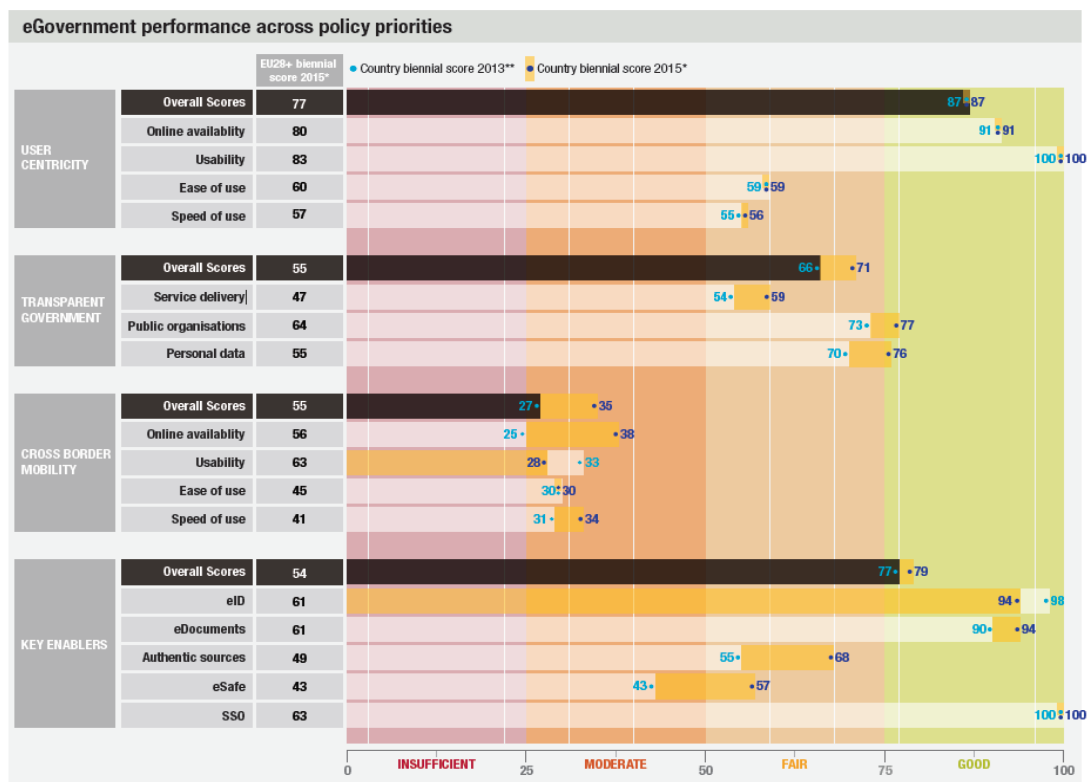
Source: [Eurostat Information Society Indicators](#)

eGovernment State of Play

The graph below is the result of the latest [eGovernment Benchmark¹](#) study, which monitors the development of eGovernment in Europe, based on specific indicators. These indicators are clustered within four main top-level benchmarks:

- **User Centricity** – indicates to what extent (information about) a service is provided online and how this is perceived.
- **Transparent Government** – indicates to what extent governments are transparent regarding: i) their own responsibilities and performance, ii) the process of service delivery and iii) personal data involved.
- **Cross Border Mobility** – indicates to what extent EU citizens can use online services in another country.
- **Key Enablers** – indicates the extent to which 5 technical pre-conditions are available online. There are: Electronic Identification (eID), Electronic documents (eDocuments), Authentic Sources, Electronic Safe (eSafe), and Single Sign On (SSO).

These top-level benchmarks are measured using a life-events (e.g. mystery shopping) approach. The following life-events were used for measuring the eGovernment Benchmark top-level indicators: Business start-up and early trading operations, Losing and Finding a Job, Studying, Regular business operations, Moving, Owning and driving a car, and Starting a small claims procedure. The figure below presents the development of eGovernment in Spain compared to the EU average score.



Source: [eGovernment Benchmark Report 2016² Country Factsheet of Spain](#)

¹ [eGovernment Benchmark Insight Report](#)

² The latest version of country’s benchmark report was published in October 2016, however it shall be noted that it summarizes the country’s biennial score of the preceding year (2015).

eGovernment Recent Developments

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [Joinup news](#).

Recent News

November 2016

- ▶ The [Interoperability agreement of Electronic Signature and Seal Policy and certificates of the Administration](#) was published. The new technical interoperability standard replaces the previous Electronic Signature and Certification Policy of the Administration and is aligned with the eIDAS Regulation (EU) 910/2014 on electronic identity and services of confidence.
- ▶ [Direct Settlement system](#): Over the last few years, the Social Security Treasury Directorate (TGSS) has been working on a new system for the direct settlement of Social Security contributions, which allows TGSS to play an active role in the collection process, changing from a self-assessment model to an invoicing model, as well as providing more information about contributions to companies and workers, using a personalised and multichannel service model, which has improved the data quality and the transparency of the whole process.

TGSS is finalising the process of introduction this new system, as specified in Law 34/2014 *on measures concerning the charging and collection of social security contributions*, which defined a progressive implementation of this new system.

This law initially applied to enterprises and workers belonging to the so-called *General System regime* but, during **2016, the new system has been extended to companies from other regimes and groups** such as Public Administration, Agriculture Activities and sea workers regimes.

In November 2016, TGSS began to notify companies belonging to other special systems regimes to incorporate them into this system, including workers from the cinema sector, market research and opinion companies, hotels, fruit and vegetables companies and tinned vegetable industries.

In November 2016, the requirement to adhere to this new system had been communicated to 1.900.000 enterprises, covering more than 11.200.000 employees; very close to the final objective of 13 million employees.

- ▶ Two security technical instructions of the National Security Framework were published. The security technical instructions about [the report of the Security status](#) and about the [Compliance with the National Security Framework](#) were the first to be published in the series provided by Article 29 of Royal [Decree 3/2010](#).
- ▶ [The contract promoted by the Regional Government of Andalucía for "The consolidation of the Electronic Governance Model of the Local Administration of Andalusia, through the MOAD Platform"](#) was concluded on 30 November 2015. This important project had a budget of EUR 1 million, from the Operational Programme FEDER of Andalusia 2007-2013. As a result of this project, the MOAD platform was deployed in 309 municipalities in Andalusia.

October 2016

- ▶ The new administrative [laws 39/2015](#) and [40/2015](#) entered into force. They transform the relationship of citizens and businesses with the administration. The laws 39 and 40 establish new faster and transparent procedures and the disappearance of paper administrative barriers. The implantation of almost 200 reform measures of the administration has resulted in a cumulative saving of almost €31 million for public administrations and just over EUR 4 million for citizens and businesses.
- ▶ The Agencia Española de Protección de Datos (Spanish Data Protection Agency) published a [guide to promote the reuse of public sector's information](#). The document contains aspects that must be taken into account by managers of public institutions to facilitate the provision of information while complying with data protection policy.
- ▶ EGEO moves to OpenLayers. EGEO was migrated to Open Source technology (OpenLayers) to reduce the technological dependence of third parties. This measure, together with an improvement in the services provided by the National Geographic Institute and personalised for EGEO, will allow for a significant reduction in the commercial resource's consumption and cost.
- ▶ The government of the Generality of Catalonia, the four provincial councils, the Catalan association of municipalities, the federation of municipalities of Catalonia and Localret have signed [the National Pact for the Digital Society](#), with the aim of providing better responses to citizens and administrations.
- ▶ The Conference of Rectors of Spanish Universities (CRUE) published the 2016 edition of the "[map of electronic administration in Spanish universities](#)", outlining the degree of compliance with the laws 11/2007, 39/2015 and 40/2015. This document, developed by the group of electronic administration of the ICT sectorial commission of CRUE, coincides with the entry into force of most of the provisions of laws 39/2015 on the common administrative procedure of public administrations and 40/2015 on the legal government of the public sector. It coincides with the collaboration agreement on electronic administration between the Ministry of Finance and the Ministry for Public Function.
- ▶ New [audit guide to comply the National Interoperability Framework](#). The guide contains an assessment, based on a list of controls, to determine a public administration's level of compliance with the National Interoperability Framework. [The State Technical Committee of the Electronic Judicial Administration shows the advancement of digital justice](#). At the last meeting of the standing committee of the State Technical Committee of the Electronic Judicial Administration, different issues related to digital justice were dealt with in order to see its progress and agree lines of action for the future. These issues were related to the situation of Electronic Court Records in Spain, as well as the follow up on electronic communications (more than 52 million to date).
- ▶ [Published the content of the Common Directory DIR3 reusable format](#). The Common Directory DIR3 offering a common and unified inventory of the functional units for the public administrations was published in an open format.
- ▶ [The Autonomous Community of Cantabria signs the agreement of collaboration with the MINHAP for the supply of ORVE](#). ORVE makes the administration without papers possible as it allows scan documentation for the citizen in registry offices, applying the digitisation at checkpoints with full window legal validity. The files will be sent electronically to the office of destination quickly, whatever its geographical location or level of competency is.
- ▶ For the first time, there is a deadline for loading data of the national report of the level of security. All public bodies are obliged to do it, as stated in article 35 of the Royal Decree 3/2010 (National Security Framework), updated by the Royal Decree 951/2015.

The report is a tool to regularly assess the level of security of the systems of public administrations and its alignment with the National Security Framework.

- ▶ [New versions of the implementation's guides of interoperability regarding electronic documents have been published](#). These new versions update the guides in accordance with the laws 39/2015 and 40/2015 and they aim to serve as a tool of support for the application and implementation of interoperability agreements in relation to the document and the administrative file.
- ▶ The study, "A turning point for the development of electronic administration in Europe?", was published. The study discusses key aspects of eGovernment, such as the approach towards citizens, transparency, the possibility of European citizens to perform electronic procedures in other European countries, as well as the provision of basic elements that an administration must have to ensure the proper functioning of your electronic administration (Key Enablers).

September 2016

- ▶ [The collaboration agreement between MINHAP and CRUE in terms of Electronic Administration has been signed](#). The MINHAP, through the DTIC, and conference governing Spanish Universities (CRUE) signed a collaboration agreement that will allow different Spanish universities to have access to basic infrastructure of electronic administration.
- ▶ [There is a quick guide for ARCHIVE](#) for the application of file electronic documents according to the National Interoperability Framework. The guide shows the main characteristics, current and future, and the application of digital preservation. It can be accessed at www.run.gob.es/archivegua
- ▶ The new versions of the Electronic Signature Portal and [the CI@ve Informative Portal](#) with responsive design were published. This change improves the accessibility of the portals, positioning (SEO) and allows access to information tailored to different devices in a more convenient and simple manner.
- ▶ [Spain ranked 11th in the provision of online electronic services and 17th in the United Nations' world ranking of electronic administration](#). Spain is among the top 10 European countries in the ranking and among the first 17 of the world. Spanish citizens are among the world's more participatory (7th place), which reinforces the importance and opportunity of Laws 39 and 40/2015.
- ▶ There is a new version of [the methodological guide to Sectorial Open Data initiatives](#). In this latest version, new visual elements facilitating the consumption and dissemination of the content have been incorporated, in addition to new references that will improve the study.
- ▶ Updated the guides of [Cyberincidents' management](#) and [Statement and certification](#) in accordance with the National Security Framework, as well as the Contents of ICT guides. These guides help public entities establish the cyber incidents and to determine their risk by offering a methodology of CCN-CERT notification. The guides point out what should be the appearance and content of the declarations of conformity and hallmarks of security.
- ▶ There is a new version of the [metadata Scheme for the management of Electronic Document \(e-EMGDE\) v2.0](#). The e-EMGDE v2.0 represents the evolution of the scheme from the previous version, in the light of lessons learned from the implementation of the first version and updating the context of reference.
- ▶ The National Social Security Institute (INSS) updates the e-service "Retirement Simulator" offered into the new channel for citizens "Your Social Security" to include the

processing of scenarios simulating citizen's future old age retirement income through specific calculations. August 2016

- ▶ [The Intermediation platform exceeds seventy services](#). During the first half of 2016, over 70 services were made available on the platform of intermediation of data.
- ▶ [The Guide "iDigitaliza-t!"](#) has been published in order to help local entities fulfil the digital obligations of Laws 30/2015 and 40/2015.

July 2016

- ▶ [The Autonomous Community of Aragon signed a cooperation agreement with the Ministry of Finance and Public Administrations for the supply of ORVE to access the Shared Electronic Registration and SIR](#). By signing the agreement, it offers ORVE electronic registration without papers to all public administrations in the community.
- ▶ [Four out of five Galician municipalities allow online formalities](#). There has been an increase in the number of electronic local entities, their presence in social networks, spaces of transparency and consultations with systems of other administrations.
- ▶ [Two out of three courts already work only electronically](#). Digital Justice works in all provincial capitals. Most important locations are the responsibility of the ministry, reducing the time of processing of documents from 60 to 19 days and save more than €250 million. As from 1 January 2017, all other operators communicate electronically.
- ▶ How to protect classified information in public administration? The CCN-CERT has made public [the Guide TIC CCN-STIC 001 Security](#) (Classified Information in the administration), which aims to regulate the security policy of information technologies. It states what processing treatment should be followed for classified information on systems of public administrations, through the establishment of basic principles and the definition of minimum requirements for its proper protection. It will also apply to all systems that Spain owned and managed, dealing with classified information from NATO, the European Union or other organisations with which it has signed a treaty or agreement of mutual protection.
- ▶ [National Social Security Institute \(INSS\): "Your Social Security" Channel](#): Pension certificates (reports) are issued in local languages.

June 2016

- ▶ [The report on the state of electronic administration in the Autonomous Communities - CAE 2014](#) was published. This report, with data collected in 2015, gives us a vision of the progress made in recent years regarding electronic administration.
- ▶ There is a new classification in e-invoicing service (FACe). FACe is the system that provides suppliers to a common [point](#) of presentation of electronic invoices for all public administrations, and now, it allows a new classification.
- ▶ [AutenticA already manages more than 360,000 users](#). AutenticA is a service of authentication and Single Sign On public employees, for applications within public administrations. It has a horizontal repository of users from primary sources and provides attributes to users, such as his or hers unit and posting. AutenticA has expanded its repository of users with the incorporation of users from the municipality Portal.

- ▶ [The Urbanism General direction of the municipality of Cartagena published in the CTT the signature component for the platform .NET of Microsoft](#). The signature component is licensed under the GPLv3. It includes the generation and validation of signatures XAdES.
- ▶ [The municipality of Alicante integrates in the SIR to exchange electronic registration between administrations, through the registration application ORVE](#). The municipality of Alicante joins the more than 750 municipalities that have chosen ORVE as the application of registration exchange with other public administrations. This continues the trend of the deployment of ORVE / SIR in the big city councils of the Autonomous Communities that have signed the convention.
- ▶ [It has been signed the framework agreement of collaboration between the DTIC and the General Direction of EU Funds for the use of technological solutions in the area of FEDER funds](#). The signature of this agreement will launch a common solution in the cloud to facilitate and simplify the management of funds FEDERA by intermediate agencies concerned.
- ▶ [The Record Interconnection System \(SIR\) exceeds two million records sent](#). In a year, the number of registrations submitted through the platform of the Record Interconnection System has doubled, reaching 2.025.710. Over €6 million in savings have been made since its launch in 2012.
- ▶ The agency for technological modernisation de Galicia (Amtega), in collaboration with the Department of Social Policy, published the source code of the technological tool Inclúe (<http://forxa.mancomun.org/projects/inclue>) under free licence in the repository of free software of the Xunta de Galicia. This application facilitates the technical assessment of situation of social exclusion with homogeneous criteria using indicators
- ▶ Published the National Observatory of Telecommunications and Society of information' report ["Methodology development and case study about the levels of interoperability of the main smart city's service management platforms"](#).
- ▶ [The Spanish Distance Learning National University \(UNED\) starts using GEISER to manage its registry offices and for the connection with the SIR platform](#). The deployment of administrations in the Interconnection Records System continues and the UNED enters in SIR by GEISER, the Shared Service of Records' Management of the DTIC.

May 2016

- ▶ [The Policy of electronic documents' management MINHAP and the application "Archive" have been awarded](#). The first opolicy won the the award for best registry project with its management of MINHAP and the application 'Archive' reached the final in the category of best innovative activity.
- ▶ [Progress has been made in the legal framework for the integration with Notific@](#). The first agreement was signed for the integration with Notific@ and its collaborators.
- ▶ [The Government of Aragon publishes in the CTT its Management of integrated physical registry application \(REGFIA\)](#). The application, available under EUPL license, covers the management of the integrated physical registry, the delivery of the service under multi-entity regime and the integration with the Interconnection Record System.
- ▶ [The new version of ARCHIVE v1.2.0 is now available](#). The new version, distributed under EUPL licence, includes improvements regarding the signature, SIPs generation and searches.
- ▶ [New versions of @firma for mobile phones](#). Both of them are now available to download from the official e-stores of Google and Apple.

- ▶ [The Mancomun portal of Amtega reaches 10 years of service](#). Galicia's open software reference web celebrates a decade of promoting open source software in the region. It hosts, among other initiatives, Galicia's Open Software Repository, which registered over 310 projects, including 18 projects that have been released by the Xunta of Galicia.
- ▶ [The city council of Elche will be integrated in SIR for administration's registry exchange through ORVE](#). Over 700 municipalities have used ORVE as their registry exchange app with other public administrations.
- ▶ [On 9 May, FACe eliminated the web services interfaces of 2013](#) for the management of supplier's bills leaving only the versions of 2015.

April 2016

- ▶ New technical norm of OBSAE: [EGEO - Georeferencing platform for Public Administrations](#) is a simple solution to improve the information and services offered to the citizen.
- ▶ [Catalonia's government delegation has celebrated an information day regarding the certificates of sexually related crimes](#).
- ▶ [@firma is from now on capable of distinguishing stamp certificates according to the eIDAS regulation and certificates of juridical person representative](#).
- ▶ [The new Digital Administration's Services Catalogue is available](#). The DTIC published a new catalogue collecting the services offered by public administrations for its reutilisation in different ways.
- ▶ [Changes have been made in CTT's infrastructure and services](#). The solution directorate of the CTT, integrated in the Public Administration Portal (PAe), will ease the download of software distributable packs, allowing the development of collaborative solutions to be performed in the GITHUB.
- ▶ [The association of network systems, internet and telecommunication suppliers \(ASLAN\) has awarded CL@VE and the birth electronic registry with the ASLAN 2016 awards](#).
- ▶ [On 14 April, the State's Administration Tax Agency was fully integrated in the Registry Interconnection system for the exchange of registries between administrations](#).
- ▶ The ["Better practices to access the basic registries" guide](#) declared that the Platform for data and portfolio intermediation are regarded as best practices by the European Commission.
- ▶ The report published by the CNN-CERT regarding [Cyber threats 2015/ tendencias 2016](#) expects a 40% increase in cyberattacks targeting public administrations and companies of national strategic interest.
- ▶ [IGAE became fully integrated in the Registry Interconnection System for the exchange of registries between administrations](#).
- ▶ [MINETUR became fully integrated in the Registry Interconnection System for the exchange of registries between administrations](#).
- ▶ [The certification entities that are willing to work in the National Security Framework are able to apply for the ENAC accreditation](#).
- ▶ [Amtega approves the Action Plan 2016 consisting of 35 programmes to consolidate the digitalisation of public services, strategic sectors for the economy as well as deploy ultra-fast networks in rural areas](#).
- ▶ [New technical note of OBSAE: Increase the use of data and services offered at a local scale](#).

March 2016

- ▶ [The Quality and Evaluation Agency published its new annual report "Stability and improvement of public services" on the perception of the quality of public services in Spain.](#)
- ▶ [Representa, the platform validating professionals' qualifications, starts its operations.](#)
- ▶ [A distributable version of ARCHIVE was published. This version increases the ways of utilisation, allowing its installation in the dependencies of the interested public administration.](#)
- ▶ [Changes were made in the @firma platform in accordance with the eIDAS regulation that will enter into force on 1 July 2016.](#)
- ▶ [The Autonomous Community of Murcia signs the ORVE agreement with the Ministry of Finance and Public Administrations.](#) This agreement allows citizens to electronic registration without papers to all the public administrations of the Autonomous Community.
- ▶ [Spain steps up two positions in the Index of Economy and Digital Society.](#) The strength in digital public services boosts the ranking of Spain in the index developed by the European Commission.
- ▶ [The Innovation and Public Services National Congress awarded FACE with the "Services' Strategy in the Cloud" award.](#)
- ▶ [The Citizen Folder was published in the Centre of Technological Transfer](#) to offer information about the services available in different public administrations as well as its interoperability conditions.
- ▶ National Social Security Institute (INSS): "Your Social Security" Channel is a new e-Service to manage maternity and paternity benefits. Most of the service requests are automatically resolved so the citizen immediately knows the approval or denial of the benefit request.

February 2016

- ▶ [The Civil Guard and the DTIC signed an agreement for the utilisation of the "Previous appointment" app.](#) This application will ease the procedures that citizens perform in the interventions of guns and explosives of the civil guard.
- ▶ [The GEISER registry service surpassed 700.000 registers](#) exchanged between administrations through the Interconnection Registry Service.
- ▶ [The Interconnection Registry System reached one million and a half of records exchanged and surpassed €5 million in savings.](#)
- ▶ [New update of the LUCIA tool for the coordination in the management of incidents.](#) This application tries to facilitate the organisations that join the system with an exchange of reliable and effective data, improving the coordination between all of them as well as the management processes and the automatism of chores. The collaboration of the users, its proposals and comments have been essential for the different updates that have been carried out.
- ▶ National Social Security Institute (INSS): Several improvements for citizens in "Your Social Security" Channel:
 - Update of the simulator pension to take into account new rules on maternity allowance.
 - New retirement e-service is deployed.
 - New e-service to manage widowhood, orphanhood, and death pensions.

January 2016

- ▶ [The workgroup of the Sectorial Committee for the Document, Proceedings and Electronic Files has been constituted](#). All levels of the administration take part in this group, which will allow them to reach agreements on the strategy of the documentary management, metadata structures, file tools, etc.
- ▶ [The transparency portals will interact with the citizens by using social networks, sharing articles and clicking the "like" button](#).
- ▶ [1300 local entities benefit from the service offered by Transparency's portal on the cloud. The DTIC offers this service for free to help the local entities put in place their transparency's portal as stated in the law of transparency](#).
- ▶ ["The Global Innovation Index 2015" ranks Spain in 4th place with respect to administrative on-line services, sharing the position with Japan and USA](#).
- ▶ [The University of Zaragoza starts using the GEISIER application to manage its entrance/exit registries and for the connection with the SIR platform for the exchange of electronic records](#).
- ▶ [The report of the TIC Budget 2015 has been published analysing the dimension and structure of Expenses and Investments in the Technologies of Information and Communications of State's Administrations and the Social Security referred to the budgets of 2015 and the execution of 2014 budgets](#).
- ▶ National Social Security Institute (INSS): "Your Social Security" Channel
 - New functionalities related to health benefits services (Adding new beneficiary and Recover former/non-active beneficiary).
 - **Integration of "Your Social Security" Channel (TUSS) with** the electronic Identification, Authentication and signature system **Cl@ve**, so citizens just need to use a username and password to access to the TUSS portal and are allowed to electronically sign any e-document by using centralised digital certificates provided and safeguarded by Cl@ve.

December 2015

- ▶ In 2015, the interoperability node of the Xunta de Galicia exceeded 2.5 million consultations, giving access to over 35 certificates of the national and regional administrations. In addition, the Xunta of Galicia launched the Administrative Electronic Archive, which is the only online archive for the Galician public administration, and the Galician online notification system. Finally, the open data catalogue is closely interlinked with the national catalogue and includes over 300 available data.
- ▶ [The delegations and sub-delegations of the government will help the on-site register for CL@VE](#). This application counts over 1.5 million registered users and 400.000 monthly authentications.
- ▶ [The Ministry of Defence ends the implantation of the digital system of economic direction and administration](#). This tool collates all economic resource management information and the service commissions of the different budget services of the ministry in one system.
- ▶ [A new version of FACe has been released with an improvement in the section aimed at public administrations](#).
- ▶ [The Ministry of Industry, Energy and Tourism published a new version of the Electronic billing management easing the use of Facturae](#).
- ▶ [The deployment of ORVE/SIR continues in the main city councils of Spain with the inclusion of Cáceres](#).
- ▶ [The REINA 2015 report regarding the technologies of information and communication in the public administrations was published](#).

November 2015

- ▶ ARCHIVE begins operation on 19 November 2015. ARCHIVE is an application for final archiving of electronic documents and electronic files compatible with the requirements of the National Interoperability Framework. The Ministry of Finance and Public Administrations offers ARCHIVE to public administrations in Spain.
- ▶ Over 7,750 government acceded to face and have received almost 5 million electronic invoices. MINHAP publishes the data of electronic invoicing in the General Entry Point Electronic Invoice (FACE). This information will be published in the Central of Financial and Economic Information monthly.
- ▶ The [National Security Framework](#) has been updated by means of the [Royal Decree 951/2015](#) to strengthen the protection of government against cyber threats by adapting to rapidly changing technologies, the experience acquired from its implementation and to the European regulatory context.
- ▶ In November 2015, in the context of the new channel for citizens "Your Social Security", a new service is deployed: "Retirement Simulator". Based on the available information on their social contributions, citizens can make up different employment scenarios getting from the system detailed information on retirement feasibility, available types of retirement, retirement dates, final figures and detailed additional information.
- ▶ In the last years, there has been a significant increase in the volume of electronic documents managed by the General Treasury of the Social Security (TGSS) in almost all their areas of competence: electronic notifications, traditional mail notifications, acknowledgment receipts, announcements and edicts information, electronic and in-person register system, in-person processes related documentation, digitisation of paper archives, etc.
- ▶ At the reporting date, the number of electronic documents in the system is 141.910.055 making a total of 38.457.085 electronic records with the following breakdown:

Process	Number of electronic records
Affiliation (in-person)	21.874.778
Debt	11.954.797
Mandatory Notifications	2.373.299
Users registration system (CI@ve)	776.384
Electronic Register system	1.446.537
Other	31.290
Total	38.457.085

October 2015

- ▶ On 2 October 2015, the Official Gazette published the new administrative laws: [Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations](#) and [Law 40/2015, of October 1st, on the Legal Regime of the Public Sector](#). These two laws settle the fact that the use of electronic means has to be the medium of choice in the interaction between public administrations and citizens. The main innovations introduced are the following: commitment with a paperless and interconnected public administration; electronic relations between citizens and businesses with the Administration, as well as electronic communications between the administrations;

better transparency by creating new administrative public records; the administrative structure is rationalised and a system of monitoring, evaluation and termination of public bodies is established.

- ▶ In the Council of Ministers of October 2nd the Government adopted "[The Digital Transformation Plan for the General Administration \(GA\) and the Public Agencies belonging to it \(PAs\) \(ICT Strategy\)](#)". It was proposed by the Ministers of the Presidency, of Finance and Public Administrations and of Industry, Energy and Tourism on the basis of the work carried out by the Directorate for Information Technology and Communications. The time period of this Plan runs from 2015 to 2020. This ICT Strategy sets out the global strategic framework to make progress in the transformation of the Administration, sets forth the guiding principles, goals and actions required to complete it, as well as the landmarks in the gradual development of Digital Government. These shall become the basis on which the various ministries will draft their sectoral action plans for the digital transformation to be carried out in their areas, led by the Directorate of Information and Communication Technologies (DTIC), i.e. the body in charge of the development of shared means and services.
- ▶ Agreement signed between the Ministry of Finance and Public Administrations and the Government of the Region of Murcia for mutual provision of basic eGovernment solutions. The signing of this agreement will allow access, among other systems, to the Data Intermediation Platform, the service of change of address, @firma for validation of certificates and esignature, Cl@ve for identification of citizens, the system of interconnection of electronic registries, electronic notifications and Red Sara all of them managed by the Directorate for Information Technologies and Communications.
- ▶ Support provided to all local entities on the waiting list for the service of Transparency Portal in the cloud. Already more than 1,100 local entities participate in the service and a new waiting list for those who want to join from January 2016 will be opened.
- ▶ The Data Intermediation Platform opens a service to check the absence criminal records. This new service offered through the Ministry of Justice will streamline administrative procedures particularly in personnel management.
- ▶ On 15 October 2015 came into force [the new service to register births](#) which avoids the displacement of the parents to the civil registry in the days following the birth. From now the hospital management will have to report the birth to the registry within 72 hours. The service, called ANDES, resulted from the collaboration between the Ministry of Justice and the Directorate for Information Technology and Communications of the Ministry of Finance and Public Administrations. ANDES is the result of the realisation of the measure CORA 2.02.002.32 on the telematic communication of births and deaths from health centres to the Civil Registry. This measure has been proposed and developed within the Subcommittee on Administrative Simplification of the Commission for the Reform of Public Administration.
- ▶ The UNED (National University of Distance Education) sets up the first massive integration of its applications with the Ministry of Finance and Public Administrations.
- ▶ The Secretary of State for Justice appeals to everyone's efforts to achieve zero paper in the Justice on 1 January. The Ministry's budget for 2016 will increase by 7% to 1,630 million euros in order to push forward reforms of the justice implemented this term and to further its modernisation.
- ▶ In October 2015, the Ministry of Education [published](#) the Digital School Student Records that is a database model for school student records aiming to support the interoperability of software solutions. It has been developed by an agency helping schools with an implementation of ICT solutions - the National Institute of Educational Technologies and Teacher Training. The digital student records includes information in regard to student identification, educational profile, educational achievements, and other related data. The model is available to the educational institutes and governmental organisations.

- ▶ At the end of October 2015, the head of free software promotion project of the Andalusian Ministry of Finance and Public Administration, Juan Conde, [presented](#) a management tool for standard corporate desktop [GECOS](#) (Guadalinux Escritorio COrporativo eStandar) at [the LibreCon](#) free software conference in Santiago de Compostela that aimed to bring together many IT professionals and ICT companies. GECOS was presented as a tool ready for reuse by other companies and public administrations.
- ▶ Sistema de Liquidación Directa (SLD) was introduced as provided by the General Treasury of the Social Security (TGSS). Since the publication of Law 34/2014, of 26 December, on measures for charging and collecting Social Security contributions, the TGSS is taking an active role in the process of collecting the contributions for workers, evolving from a contributions self-assessment model to a reverse billing model, providing more information on contributions to companies and workers through a personalised and multichannel attention system.

The priorities of the "Sistema de Liquidación Directa" (SLD) are: to minimise errors, as the TGSS takes the responsibility of applying the contribution payment rules and contrasting the data contained in the Social Security databases with external sources of information, prior to the liquidation process. It also aims to improve the transparency and the relationships with companies, based on the use of an automatic system which eliminates the need for in-person processes and the use of paper-based documents. The first transmissions were made real in February 2015. In October 2015, 16.1% of total contribution payments were already effected using the new system. Implementation figures at October 2015: 61.459 authorisation records, 415.894 contribution accounts and 4.118.220 workers covered by the new system SLD.

September 2015

- ▶ Since March 2014, the General Treasury of the Social Security (TGSS) has experienced an increase of 30% in the use of electronic services offered in the Social Security Electronic Office (SEDESS) and in the RED system. Also, there has been an increase of 36% in other SEDESS electronic services as "Affiliation Report" and "Contribution Bases Report". The Social Security Electronic Office provides 80 electronic services, 52 of them are offered by the TGSS and 28 of them are accessible via Cl@ve, a common identification and authentication system for all the Spanish Public Sector which allows citizens to easily access digital services through the use of an ID and password, complemented with a short message sent to their mobile phone for security reasons.
- ▶ In September 2015, [the Ministry of Finance and Public Administration has announced](#) its commitment to renewal of its ICT governance model. It is one of the priorities of the newly appointed (September 2015) ICT Strategy Committee (CETIC). In Particular the ICT Strategy committee adopted the [regulatory framework for the declaration of shared services](#) and the [first declaration of 14 shared services](#). This figure of shared services, created by the Royal Decree 806/2014 of 19 September, is one of the key operational tools of the new ICT governance and falls within the strategic objective of the ICT Strategy "Greater efficiency in the delivery of ICT services", in particular the action Line 6 "Provide common services in a shared way".
- ▶ In September 2015, an online portal [decide.madrid.es](#) was opened to allow city dwellers to submit proposals on which citizens can vote. By this initiative, Madrid aims to increase its commitment to Open Government by leveraging from citizens' participation in political life in the city. All citizens registered in Madrid and over 16 can participate in this eParticipation programme. The goal is to make Madrid "a city governed by its inhabitants, who discuss issues which concern them and propose ideas to improve their lives", the website states.

August 2015

- ▶ The political body in charge of the Autonomous Community of Catalonia (the Generalitat de Catalunya) published two eBooks (PDF) focused on the open data, transparency, open governance, and some key principles of Open Government. These two documents are part of the series on Open Government. The first eBook is 'Opening and re-using public data' as written by the Martin Alvarez Espinar (responsible for the World Wide Web Consortium's office in Spain) and the second eBook is called 'Publicity on active transparency law, access to information and good governance' as written by Manuel Villoria (professor at the Rey Juan Carlo University in Madrid).
- ▶ On 3 August 2015, the Autonomous Autonomous Community of Extremadura has announced its commitment to use an open source in schools as expressed by the new Socialist Workers' Party (PSOE) government.
- ▶ In La Rioja an open data contest Open Data Rioja, First Edition 2015 (Data Aberto Rioja, 1st Edition Premios 2015) will be organised as part of its global digital strategy. The award of the first price is worth €2500 and will be awarded to mobile and/or web application that used at least one set of data published on the portal.

July 2015

- ▶ On 22 July 2015, the Social Marine Institute (ISM) launched the Electronic Service "Solicitudes activas de formación". One of the leading and most active areas of action of the ISM is the teaching activity in the fishing sector area. The beneficiaries of this service are sea workers, who use this electronic service to manage and prioritize their requests for active training courses. This service, available in mobile phones and devices, enables the ISM to give a closer service to the needs of this sector. This consultation mobility allows for active (on-the-go) requests.
- ▶ New state aid to promote smart cities. The Ministry of Industry, Energy and Tourism launches calls for Intelligent Smart Cities and Smart Islands which are equipped with 48 and 30 million euros respectively.
- ▶ The Official Gazette (BOE) published the modification of the Royal Decree 1671/2009 of development of the Law 11/2007 by means of the Royal Decree 668/2015, which broadens the scope of the electronic record of proxies and enables electronic certificates of public employee under a pseudonym.
- ▶ Published in the BOE the Law 18/2015, of 9 July 2015, amending Law 37/2007, of 16 November 2007, on the reuse of public sector information. Law 37/2007 of 16 November on the reuse of public sector information, was published to incorporate into Spanish law Directive 2003/98 / EC on the reuse of public sector information. A decade after the directive was amended by Directive 2013/37 / EU to enhance the reuse of public sector information.
- ▶ The Ministry of Health, Social Services and Equality introduced the interoperability of electronic prescriptions between regions. The system will allow citizens to withdraw from pharmacies outside their community medications prescribed electronically. The Ministry has validated the preparatory work done by the regions of Extremadura and the Canary Islands and provides for the general extension of this service within one year.

June 2015

- ▶ On 29 June 2015, the Social Marine Institute published the electronic service "Consulta del Coeficiente Reductor de la edad de jubilación en el Régimen Especial del MAR (REM)". Sea workers under the Special Regime of the Sea may have reductions in their

retirement date depending on the periods with contributions under this regime. This service provides the sea workers with information about their retirement date and applicable reduction.

- ▶ The National Mint (FNMT-RCM) introduced the services of electronic notifications and of electronic address for citizens ('Dirección Electrónica Habilitada'). FNMT will make electronic notifications of the Ministry of Finance and of other agencies of the State Administration upon request.
- ▶ The citizens of the Region of Murcia are exempt from submitting a total of 34 documents in their proceedings with the regional administration. The director general of Civil Service and Service Quality of Murcia indicates that the removal of this requirement has led to a savings of 638,275 euros in the first five months of the year
- ▶ The UNIVERSITIC 2014 report is made available: "Current Status of Information Technology in the University System of Spain". The report by the ICT Sector Committee of CRUE (Conference of Rectors of Spanish Universities) takes a comprehensive and detailed analysis of IT from all points of view. To do this, it conducted a detailed inventory of IT elements in universities, an analysis of best practices in IT management and an assessment of how IT is managed in universities of Spain from a strategic vision.
- ▶ The Xunta de Galicia launched the 'Pasaxe Interoperability Portal' for municipalities. This interoperability portal prevents citizens having to submit the same documents at the regional and local administration. In the first 4 months of the year they have already registered about 130,000 queries.
- ▶ The system of interconnection of registers (SIR) exchanged the first million of records and reached 3 million euros of savings.
- ▶ DATABASE, a service provided by the Directorate for Information Technologies and Communications, facilitates the monitoring of interoperability. A new section dedicated to the interoperability regularly provides data on a set of quantitative indicators obtained automatically, in order to facilitate a continuous, sustainable, objective, efficient and effective monitoring, in line with the objectives of the National Interoperability Framework and with the use of common infrastructures and services.

May 2015

- ▶ On 13 May 2015, an official cooperation agreement was signed by Galicia's agency for technological modernisation (Amtega) with three universities in the region, the Galician Association of Free Software (AGASOL) and six of the region's free software used groups. As a result, the consortium was involved in the preparation of Akademy 2015 as held in A Coruna from 25 to 31 July. The consortium is meant to be involved in localising free software applications, writing documentations, organising conferences, workshops and seminars, as well as the promotion of the use of free software solutions.
- ▶ As of 20 May 2015, the Cl@ve system managed to have over a million registered users since its introduction on 19 November 2014. Cl@ve offers a common platform for the identification, authentication and digital signatures. It also supports the two other existing eID systems, @firma and STORK. @firma is a Spain's solution for the validation of e-certificates and e-signatures, whilst STORK is the European eID interoperability project. Cl@ve is sponsored by Ministry of Finance and Public Administration of Spain.
- ▶ Approved the launch of the single unique edictal section ('Tablón edictal único') in the Official Gazette. The Council of Ministers approved the Royal Decree amending the Official Gazette in order to implement, as of June 1, 2015, a single edictal section in this Gazette.
- ▶ The Administration of Navarra reduced paperwork by eliminating the requirement of submitting fifty documents. From next January, the public will have no obligation to

submit documents such as photocopies of ID cards, registration, university qualifications, certificates of tax payments, and so fifty types of documents in the proceedings with the Administration.

- ▶ The Junta de Extremadura has signed the Agreement: Virtual Registry Office (ORVE) with the Ministry of Finance and Public Administrations. This agreement enables paperless electronic register to all public administrations of the Junta de Extremadura, regional and local.
- ▶ The UN rewarded the Basque Government for its policies on citizen participation. The IREKIA website receives the UN Award for Public Service in the category of Promotion of citizen participation in political decisions through innovative mechanisms.
- ▶ Published the "[Guide publication and licensing of assets](#)." This guide provides guidance for the publication and licensing of reusable assets, such as applications, data models, reusable documentation or information, which is applicable to the publication of assets in the [CTT](#), the [CISE](#) and [datos.gob.es](#).

April 2015

- ▶ On 30 April 2015, the Centre for Technology Transfer (CTT) announced that 3066 departments in 16 out of 17 Autonomous Communities have chosen to use FACe. FACe is a central eInvoicing solution that was developed by CTT and began operating in January 2015. On 15 January 2015, eInvoicing became mandatory. As of May 2015, FACe enables 3316 units to receive invoices from 868 bodies of the General Administration of State.
- ▶ The City of Valencia reduces costs with the introduction of the "paperless" administration. Since it was launched six months ago, with the integrated eGovernment platform (PIAE) 100 million euros have been saved.

March 2015

- ▶ On 25 March 2015, in the context of the new channel for citizens "Your Social Security", the new service "Tus Gestiones" provides to the citizens customised information about the status and details of the requests in the field of competencies of the National Institute of Social Security (INSS).
- ▶ The Social Marine Institute, as part of the Secretary of State for Social Security, has launched two electronic consultation services aimed at sea workers "Vencimiento de Reconocimiento Médico de Embarque Marítimo (Medical examination certificate expiration)" and "Caducidad del certificado Formación Sanitaria (Health Training Certificate Expiration)". The special conditions of this sector has made advisable that these services are provided in mobile environments (smartphones, tablets). These services allow citizens to be identified using the CI@ve system. Both documents are required to enable the sea workers to navigate, so it is critical to inform them of the expiration dates, so their renewal may be planned ahead.
- ▶ In March 2015, a conference was organised in Madrid with the main theme of 'Open Government: Transparency and Citizen Participation' and the use of new technologies in governance. It was the 15th conference organised by the International Observatory on Participation Democracy (OIDP). One of the conference's goals was to 'explore the mechanisms which could improve individual communication between the citizen and the administration'. OIDP aims to share, exchange and learn about participatory democracy experiences at a local level, and as of May 2015, 615 cities in 71 countries were members of OIDP.

- ▶ The National Observatory for Telecommunications and the Information Society presents the 3rd edition of the Characterisation Study of the information media Sector made up of companies that reuse information from the public sector.
- ▶ The project APORTA has developed the 'Map characterisation' of open data initiatives within the portal datos.gob.es in order to facilitate the location of existing open data initiatives and to stimulate the implementation of other initiatives.
- ▶ The Strategic Plan for Electronic Administration 2015-2018 in Castilla La-Mancha covers four areas of action to facilitate the relationship between citizens and businesses with the Administration.
- ▶ The Generalitat Valenciana has signed the Agreement: Virtual Registry Office (ORVE) with the Ministry of Finance and Public Administrations. The agreement enables the paperless electronic register to all public administrations of the Generalitat Valenciana, both regional and local, covering its 542 local entities, with a total population of 1,292,332 inhabitants

February 2015

- ▶ On 16 February 2015, the government of Spain's two Autonomous Communities Extremadura and the Canary Islands presented pilots of the eHealth card and the eHealth conference in Madrid. It can be used for prescriptions and in pharmacies in both regions. If the project proves to be successful, Extremadura suggests that the system can be extended to other regions. This pilot takes place at the same time as an electronic prescription programme that is already available in the Canary Islands since June 2014 and its electronic prescription card gives health care professionals up-to-date information on medication per patient, whilst the patients can get their medications anywhere the card system has been implemented as well as receive information about their medication and treatment.
- ▶ In February 2015, also a new version of Sinadura Desktop was published. Sinadura is an open source eID tool developed by Zylk, a Bilbao-based open source IT service provider. The site also provides related eID tools, a cloud password manager, and a mobile signature solution for the Android computer platform. Sinadura is currently used by the Basque Parliament.

January 2015

- ▶ On 21 January 2015, the presentation on the use of open source software to help manage the urban environment was given by Andreu Bassaganas I Ribis, project manager at Fisera Ecoserveis, at OpenExpo conference in Barcelona. The software was presented as used by the Spanish town of Figueres for many different tasks that range from creation and update to management of the interactive geographic maps used for monitoring and planning of city's green spaces.
- ▶ As of 15 January 2015, all the companies based in Spain that deal with Spanish public administrations must submit all of their invoices over EUR 5000 electronically, with some possible negotiations.

Furthermore, in January 2015, operation of the central eInvoicing solution was enabled in Spain to help the country's administrations to manage their invoice electronically with the key aim to reduce the time spent on invoicing by 80 per cent.

2001- 2014

For previous news items, please consult the factsheets for past years, accessible through this [link](#).

eGovernment Strategy

Main strategic objectives and principles

Digital Transformation Plan for the General Administration and Public Agencies (ICT STRATEGY)



The Government adopted “The [Digital Transformation Plan for the General Administration \(GA\) and the Public Agencies belonging to it \(PAs\)](#) (ICT Strategy)” in the Council of Ministers of 2 October, 2015. It was proposed by the Ministers of the Presidency, of Finance and Public Administrations and of Industry, Energy and Tourism on the basis of the work carried out by the

Directorate for Information Technology and Communications. The time period of this Plan runs from 2015 to 2020; its validity should be reviewed and, if necessary, amended yearly by the Commission on ICT Strategy.

This ICT Strategy sets out the global strategic framework to make progress in the transformation of the Administration, set forth the guiding principles, goals and actions required to complete it, as well as the landmarks in the gradual development of Digital Government. These, in turn, will become the basis on which the various ministries will draft their sectoral action plans for the digital transformation to be carried out in their areas, led by the Directorate of Information and Communication Technologies (DTIC), i.e. the body in charge of the development of shared means and services.

In writing this plan, the provisions of the Bills of Law on Common Administrative Procedures in the Public Administration and on the Legal Regime of the Public Sector (Respectively, Law 39/2015, of October 1, the Common Administrative Procedure Public Administration ([BOE-A-2015-10565](#)); and Law 40/2015, of 1 October, the Legal Regime of the Public Sector ([BOE-A-2015-10566](#))) were taken into account, along with the suggestions made by the Public Administration Reform Committee (CORA) (where ICT plays a key role) and the OECD Recommendation on Digital Government Strategies.

Although the Digital Agenda for Spain envisaged a series of guidelines for the digitisation of the Administration through 2015, the results obtained by the CORA and the provisions in article 9 of Royal Decree 806/2014, on the organisation and operational ICT tools at the GA, require continuation of the endeavour undertaken under a new strategic approach that speeds up the digital transformation of the Administration.

This plan contains five chapters. The first one, ‘Digital Government’, gives an overview of the current situation and future prospects of the Administration that should serve as the background to the transformation of the GA and its PAs.

Chapter 2 describes the plan’s guiding principles that should govern both its implementation and those of sectoral action plans: orientation for services users, unity and global vision of needs and actions, as if they were the work of a single body, collaboration within and between administrative units and the forging of alliances to ensure goal achievement, transparency and accountability for management improvement, and the promotion of innovation to make progress and adapt to changes more effectively.

Chapter 3 introduces the five strategic goals that structure the ICT Strategy for a real transformation of the GA and its PAs. These goals are:

- 1) **Increasing productivity and efficiency in the internal functioning of the public administrations** as an element of national competitiveness;

- 2) **Deepening the digital transformation of the public administrations**, making the digital channel the preferred choice of citizens and businesses to interact with the Administration, as well as an apt means for public servants to perform their tasks, thus improving the quality of the services provided and enhancing the transparency of internal functioning;
- 3) **Achieving greater efficiency in the provision of common ICT services in the public administrations**, building synergies in the use of shared means and services so that more resources can be allocated to innovation and service expansion;
- 4) **Implementing the smart corporate management of knowledge, data and information** in order to capitalise on this asset and improve the efficiency of the public administration to the benefit of citizens, while ensuring the protection of their digital identity; and
- 5) **Developing a corporate security and usability strategy for public e-services** in order to increase confidence in them and promote their use.

Chapter 4 is about 9 lines of action that may lead to the achievements of the above-mentioned goals, as applicable to the GA and the PAs. The suggested actions, to be carried out and supervised by the DTIC, should be supplemented with specific actions in the sectoral plans for the digital transformation of individual ministerial departments.

Chapter 5 introduces a governance model for the coordination and evaluation of this Digital Transformation Plan, defining the organisational structure required for implementation and follow-up, as well as a series of outreach activities.

Finally an appendix includes landmarks for the lines of action.

Declaration of shared services

The ICT Strategy committee adopted the regulatory framework for the declaration of shared services and the first declaration of 14 shared services. This figure of shared services, created by the Royal Decree 806/2014 of 19 September, is one of the key operational tools of the new ICT governance and falls within the strategic objective of the ICT Strategy "Greater efficiency in the delivery of ICT services", in particular action Line 6 "Provide common services in a shared way". For many of the proposed measures, the declaration of shared services acts as a general framework that will allow the promotion of a measure.

The statement includes the following services:

1. **Unified telecommunications service**
2. **Managed Security Service**
3. **Hosting service for ICT infrastructure**
4. **Service of hybrid cloud (cloud SARA)**
5. **Unified email service**
6. **Multichannel Citizen Service**
7. **Management of the Registry Service**
8. **Management of notifications**
9. **Payroll Management**
10. **Integrated service for the management of human resources**
11. **Service for economic-financial management**
12. **Service for the generation and validation of electronic signatures**

13. Service for the management of electronic documents and electronic files

14. Service for electronic archiving

The accompanying document titled '[Regulatory framework for the declaration of shared services](#)' contains the common elements to consider and apply to all declarations of shared services: shared services requirements, exemptions to the use of shared services, legal support for the provision of shared services, reassignment of human resources, financial compensation for the providers of shared services and supervision of shared services.

The CORA Report

The Council of Ministers of 26 October 2012 created the [Commission for the Reform of Public Administration](#) (CORA) whose purpose is to conduct a comprehensive study of the situation of public administrations in Spain and to propose to the Government the reforms that would be necessary, in order to endow public administrations with the size, efficiency and flexibility demanded by the citizens and the country's economy and to transform its structure with the dual objective of enabling economic growth, effective delivery of public services and eliminate inefficiencies.

CORA issued the [Report of the Commission for the Reform of Public Administration](#) on 21 June 2013.

CORA was at the time under the Ministry of Finance and Public Administrations through the State Secretariat for Public Administrations..

The 'Office for the implementation of the reform of the administration' (OPERA) was created with the aim of ensuring the implementation of the measures contained in the report of the Commission for the Reform of Public Administration, to assume monitoring, promotion, coordination and ongoing evaluation, as well as to elaborate new proposals. OPERA performs an annual monitoring report both of the various subcommittees and of the CORA as the whole.

General Secretary for digital Administration

In the '[Royal Decree 695/2013, of 20 September, amending Royal Decree 199/2012, of 23 January, on the basic organisational structure of the Ministry of the Presidency and amending Royal Decree 1887/2011 of 30 December on the basic organisational structure of ministerial departments](#)' (Official Gazette of 24 September 2013) creates the figure of the Directorate for Information Technologies and Communications of the General State Administration which is set with the rank of Undersecretary, functionally under the Minister of the Presidency and the Minister of Finance and Public Administrations. This figure is largely equivalent to the CIO title in English. The detailed functions and structure of the Directorate for Information Technologies and Communications are established in the Royal Decree 802/2014, of 19 September. Also the Governance of Information and Communication Technologies in the General State Administration and dependent entities is established by the Royal Decree 806/2015, of 19 September.

The Directorate is responsible for the consolidation and development of a catalogue of horizontal services (including common building blocks) for the provision of common services to the General State Administration as a whole as well as streamlining the development of infrastructure and domain-specific services. This model will achieve economies of scale by consolidating infrastructures, services and procurement.

This structure allows a more effective management of ICT in the General State Administration through the consolidation of infrastructures and common services (data processing centres, internal communications networks, and voice and data communication) and the integration of ICT at the highest level in all developments, regulatory and

otherwise. Equally, it will help to establish and adopt a comprehensive ICT strategy throughout the General State Administration.

Since 31 October 2016, there is a new Government in Spain. [The current Government has published the new ministerial structure in the Official State Gazette](#). In the new structure, the Ministry of Finance and Public Administration changes its name to the Ministry of Finance and Public Function. The Directorate of Information Technology and Communications disappears, being replaced by the General Secretariat of Digital Administration, which inherits its competences.

Digital Agenda for Spain (2013-2016)

The Council of Ministers adopted the [Digital Agenda for Spain](#) (2013 - 2015) on 15 February 2013. The Agenda was launched at the initiative of the Ministries of Finance and Public Administrations and Industry, Energy and Tourism, as a framework to establish Spain's strategy to achieve the objectives of the Digital Agenda for Europe; maximise the impact of public policy on Information Technology and Communications in order to improve productivity and competitiveness; and transform and modernise the Spanish economy and society through effective and intensive use of technologies by citizens, businesses and administrations.

The Digital Agenda for Spain has been designed following the priorities of the Digital Agenda for Europe through an open, transparent and participatory process involving experts, companies, associations, citizens, parliamentary groups, ministerial departments and other territorial administration bodies.

The Digital Agenda for Spain contains 106 lines of action structured around the following goals:

- ▶ **Foster the introduction of networks and services** to guarantee digital connectivity;
- ▶ **Develop the digital economy for the growth, competitiveness and internationalisation** of Spanish companies;
- ▶ **Improve eAdministration and adopt digital solutions** for an efficient rendering of public services;
- ▶ **Reinforce confidence in the digital ecosystem;**
- ▶ **Boost R&D system in ICT;**
- ▶ **Promote digital inclusion and literacy and the training of new ICT professionals.**

Objective 3 of the Digital Agenda for Spain is improving eGovernment and to adopt digital solutions for efficient delivery of public services, which establishes a set of specific lines of action. The challenge ahead is to increase productivity and service to citizens, simultaneously achieving a reduction in public spending. This overall goal is broken down into second level objectives, each with their lines of action:

- ▶ **Moving towards an integrated society with quality public services** to citizens and businesses centred administration;
- ▶ **Increase the use of online public services** by citizens and businesses;
- ▶ **Streamline and optimise the use of ICT** in public administration;
- ▶ **Promote cooperation and collaboration** with organisations, businesses and social actors in eGovernment;
- ▶ **Use technology to eliminate the digital divide.**

National Cyber Security Strategy

The National Cyber Security Strategy was adopted under, and aligned with, the [National Security Strategy of 2013](#), which includes cyber security among its twelve areas of action. The National Cyber Security Strategy is the strategic document that provides the Spanish Government with a basis for developing the provisions of the National Security Strategy on the protection of cyberspace in order to implement cyber threat prevention, defence, detection, response and recovery actions against cyber threats.

National Security Framework (ENS)

The National Security Framework, regulated by the Royal Decree 3/2010, covers the basic principles, minimum requirements and security measures to be applied by the public sector within the scope of the new Law 40/2015.

The National Security Framework was developed using state of the art methodologies concerning security of the information coming from the European Union and OCDE among others.

The ENS is the result of a coordinated work between the Ministry of the Presidency, delegated later on to the Ministry of Finance and Public Function, the support of the National Centre of Cryptology and the involvement of public administrations.

The main goals pursued by this framework are the following 6 objectives:

- ▶ To create the necessary conditions of trust, through measures to ensure IT security for the exercise of rights and the fulfilment of duties through the electronic access to public services.
- ▶ To promote the continuous management of security, regardless of the impulses of the moment or lack thereof.
- ▶ To promote best practices for prevention, detection and reaction.
- ▶ To provide a common language, concepts and elements of security. To provide guidance to public administrations in the implementation of ICT security,
- ▶ To enable cooperation to deliver e-government services
- ▶ To facilitate the interaction between public administrations. The NSF complements the National Interoperability Framework.
- ▶ To facilitate the communication of security requirements to industry. Surely, it is easy to imagine what this means in terms of calls for tenders, technical specifications, predictive offer. This ensures that industry finds that all public administrations speak the same language.

Previous eGovernment strategies

MEJORA Plan (2012-2015)

The [Strategic Plan for Improving Public Service and Administration \(MEJORA Plan 2012-2015\)](#) was created by the Directorate General for Administrative Modernisation, Procedures and Promotion of Electronic Administration under the guidelines issued by the Ministry of Finance and Public Administration.

The framework of the plan is part of the Europe 2020 Strategy, in particular the European Plan to reduce administrative burdens, the Digital Agenda for Europe and the European Action Plan eGovernment 2011-2015. The MEJORA Plan's main objective is to contribute to

the economic recovery by streamlining administrative processes, the evolution towards global sustainability as saving system, the promotion of inter-integration and cohesion, and the development of eGovernment as an element of competitiveness.

The MEJORA Plan is divided into three major strategies:

- ▶ **General State Administration** (Racionaliz@ Plan) to establish a new management model in the General State Administration, through the reform and standardisation of administrative structures, and implement a new policy on the use of technology resources.
- ▶ **Citizens** (Simplific@ Plan) to create efficient and effective public services designed around the needs of citizens and businesses through intensive use of eGovernment.
- ▶ **Other public administrations** (Comp@rte Plan) with specific actions to streamline inter-administrative competencies through partnerships with all levels of government within a new framework of cooperation and shared responsibility.

The Plan provides for a total of 20 major challenges, and 63 measures whose progress is monitored through a self-evaluation and monitoring system provided for in the Plan.

'Avanza2' Plan (2011-2015)

On 16 July 2010, the Council of Ministers approved the second strategy (2011-2015) of ['Avanza2' Plan](#). It incorporated the actions implemented and updated the original objectives to suit the new challenges of the Network Society. There are **five strategic areas** for action: Infrastructure; Trust & Safety; Technology Training; Digital Content & Services; ICT Sector and Development.

One of the main contributions of the 'Avanza2' Plan is to contribute to changing the country's economic model through ICT and allow an increase of competitiveness and productivity, promoting equal opportunities and reinvigorating the economy while consolidating a sustainable economic growth model.

Whereas the first phase of the 'Avanza' Plan sought to recover the delay between Spain and the European Union, especially in coverage and connectivity, the strategy of the 'Avanza2' Plan seeks to place Spain in a position of leadership in the development and use of ICT products and advanced ICT services.

The strategy of the 'Avanza2' Plan will focus its efforts on achieving the following **ten objectives** to help overcome the challenges identified:

1. **Promote innovative ICT processes in regional governments (Autonomous Communities)**
2. **Spread ICT applications in health and well-being**
3. **Enable the application of ICT to the educational and training system**
4. **Improve the capacity and the extension of telecommunication networks**
5. **Spread a culture of security among citizens and businesses**
6. **Increase the advanced use of digital services for citizens**
7. **Broaden the use of eCommerce solutions in businesses**
8. **Develop the technological capacities of the ICT sector**
9. **Enhance the digital content sector**
10. **Develop green ICT.**

The 'Avanza' Plan (2006 - 2012)

The 'Avanza' Plan for the development of the Information Society forms part of the broader programme '[Ingenio 2010](#)', aimed at giving new impetus to R&D investment in Spain within the framework of the National Reforms Programme designed by the Government.

The implementation of 'Avanza' is based on a cooperative model under which each of the 17 Autonomous Communities has a separate action plan and budgetary contribution. This is articulated around bilateral agreements signed between the Government and each Autonomous Community.

The Plan opts for a user-centric eGovernment which furthermore overcomes the most serious challenges facing public eServices, namely, their uneven development and quality and their lack of integration when these services are offered by distinct administrations or departments. These are some of the features that are common to the first phase of the plan (initially established for the period 2006 - 2010) and to its new phase, 'Avanza2', launched in January 2009, initially set to run until 2012. As the 'Avanza' Plan remains an initiative in constant evolution, a second strategy (2011 - 2015) was approved on 16 July 2010.

First phase of the 'Avanza' Plan (2006 - 2008)

The first phase of the Plan for the 'Development of the Information Society and for Convergence with Europe, and among Autonomous Communities and Cities (2006-2010)' ('[Avanza](#)') was approved by the Spanish Council of Ministers on 4 November 2005.

Second phase of the 'Avanza' Plan-'Avanza2' (2009-2012)

The '[Avanza 2' Plan](#) (2009-2012) aimed to consolidate the milestones achieved during the first phase of the Plan while contributing to foster the demand for ICT and to fortify the ICT industry. 'Avanza2' is structured around five lines of action: development of the ICT sector; ICT training; public eServices; infrastructure and trust; and security and accessibility.

'Avanza Local' Plan

"*Avanza Local*", the "municipal arm" of the 'Avanza' Plan, is intended to promote eGovernment at local level. Areas covered include the diffusion and implantation of the dedicated '[Avanza Local Solutions Platform](#)', the development and implantation of technical solutions of particular use to Local Government, and the release of studies leading to a good practice catalogue for the content and use of municipal applications.

Plan for the reduction of Administrative Burden and Improvement of Regulation (2008-2012)

In June 2008, the Spanish Council of Ministers approved a '[Plan for the Reduction of Administrative Burden and the Improvement of Regulation](#)' with a view to enhance the competitiveness of Spanish business. Among other objectives, the plan targets a 30% cut in the burden currently resting on businesses, and in particular SMEs, by 2012. The Government has approved measures covering procedures for businesses and measures to be implemented by various Spanish ministries.

Other past eGovernment strategies

In reverse chronological order:

- ▶ An action plan approved in December 2007 was intended to enable the implementation of the provisions of the [Law 11/2007 on Citizens' Electronic Access to Public Services](#) ('Law on eGovernment') by all Central Government bodies. It defined the set of specific

actions necessary to ensure the effective and efficient application of the Law that would enable the development of new services and enhance interoperability in the existing ones.

- ▶ The '[Moderniza](#)' Plan (2006-2008), a plan of measures aimed at improving, modernising and simplifying the Administration with a view to better accommodate the needs of citizens. Its objective was to render the Administration more flexible and effective while enhancing the quality of public services – a definite step towards the implementation of eServices and means of eGovernment.
- ▶ The '[Conecta](#)' Plan, whose aim was to help modernise Public Administration on the basis of eGovernment, process redesign, inter-administrative coordination and cooperation, multi-channel service delivery to citizens and training of civil servants. Meta-projects were launched in key areas such as: electronic interactions between Public Administrations and citizens (eCertificates); eID card; and a citizen portal to provide access to interactive and transactional services.
- ▶ The Shock Plan for the development of eGovernment in Spain which was part of the wider plan 'España.es' for the development of the Information Society (2004-2005).
- ▶ The Info XXI Action Plan for the development of the Information Society during the period 2001-2003. The plan focused on the promotion of the Telecommunication and Information Technology sectors, the development of eGovernment and the provision of access to Information Society for everyone.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment

eGovernment Legislation



Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations and Law 40/2015, of October 1st, on the Legal Regime of the Public Sector. On 2 October 2015, the Official Gazette published the new administrative laws: [Law 39/2015 of October 1, on Common Administrative Procedure of Public Administrations](#) and [Law 40/2015, of](#)

[October 1st, on the Legal Regime of the Public Sector.](#)

This new legislation to reform the functioning of the government implements a fully electronic, interconnected, transparent and with a clear and simple administrative structure. Specifically, it is collected in separate laws: the Law 39/2015 of October 1st, on Common Administrative Procedure of Public Administrations and Law 40/2015, of October 1st, on the Legal Regime of the Public Sector.

This reform is based on two complementary areas: the external relations of the administration with citizens and businesses through the Law on the Common Administrative Procedure of Public Administration; and the organisation and internal relations within each administration and between different administrations through the Law on the Legal Regime of the Public Sector.

Major developments for citizens:

- ▶ Electronic relations between citizens and the Administration are facilitated. With this goal written submissions are enabled at any time in the electronic record of any administration.
- ▶ The processes for identification and electronic signature that can be used for administrative procedures are simplified. For this, the use of prearranged keys delivered to citizens the expected processing times. Personal attendance in the use of electronic means to those citizens who need it is established and administrations are expected to inform the citizens, if they have been authorised through mobile confirmation.
- ▶ Administrative burdens are reduced and no request for original documents is established as a general rule (eg income tax or registration certificates, etc.).
- ▶ There will be a single common procedure, easier to learn, and there will be an "express" procedure for cases of less complexity.
- ▶ The possibility of reducing the amount of penalties for early payment or acknowledgment of responsibility is generalised.
- ▶ Citizens will learn about the main reforms expected to be approved each year through the normative annual Plan.

Major developments for businesses:

- ▶ It will be mandatory for businesses to interact electronically with all Administrations, as they are already doing with the Tax Agency and Social Security, and they can empower their representatives electronically to perform administrative tasks. To facilitate this task there will be an official administrative record of powers at their disposal.

- ▶ Reduction of administrative burdens; Public Administrations will not require as a general rule documents which have been presented before, or have been prepared by the Administration (e.g. already issued licenses or authorisations).
- ▶ At the state level, it is set a common date (January-June) of entry into force of the rules imposing obligations on professionals and companies for the development of their economic or professional activity, allowing companies to plan their activities with more certainty and better adapt to the regulatory changes.

Greater transparency and more streamlined operation of Public Administration

All communications between administrations will be entirely electronic. This will reduce processing times in the regulation development process, by providing an abbreviated procedure, making it easier to faster regulatory responses to certain problems.

Measures to improve transparency are added. A unique inventory of all public agencies and entities linked or dependent on all government is created. Any citizen and business will learn how organisations and public bodies exist at all times in any administration. All state agencies and entities must add the initials that identify its legal nature. This will help improve their signage on the market in a clear and easy for your legal identification by any operator.

A new state registration which shall contain the list of all cooperation bodies in which the State Administration participates, as well as the agreements that the state has signed with other Administrations will also be created.

There will be public consultation via the web prior to the development of policy proposals character.

There will be an evaluation of the passed regulations during the previous year as a mechanism of ex post control, in order to analyse the effects of its application, the degree of compliance with their targets and, if necessary, proposals for amendment or repeal.

In addition, the Sectorial Conferences (principal organ of cooperation between the State and the Autonomous Communities) will be informed about the draft legislation, when they affect the competence of other public authorities, with the aim of improving the exchange of information between national authorities and avoid duplication.

Better cooperation and coordination between the various public authorities

For the first time, a law regulating the basic elements of composition and operation of the Conference of Presidents, made up of the Prime Minister and the presidents of the Autonomous Communities.

The sectoral conferences are regulated more precisely. They are organs of essential cooperation between the State and the Autonomous Communities where the competent ministers and advisers meet regularly because of the matter. For the first time their Agreements will be mandatory.

Finally, specific measures are also included to improve the functioning of the central government, including the requirement for members of the Government, Secretaries of State, Secretaries, General Secretaries, Government delegates and General Directors to comply with the the Law 3/2015 of 30 March governing the exercise of the highest responsibility of the Central Government or the provision of electronic processing of proposals and resolutions of the Council of Ministers.

These two laws will come into force in October 2016, with some particular dispositions with a deadline two years afterwards until October 2018.

Law 39/2015 repeals Law 11/2007, Law 30/1992 and other related dispositions.

The [Law 11/2007 on Citizens' Electronic Access to Public Services](#) (also known as 'Law on eGovernment') entered into force on 24 June 2007 and it was applicable until the new Law 39/2015 enters into force. It officially recognised the right of citizens to communicate electronically with Public Administrations, i.e. to conduct their administrative business by electronic means on a 24-hour basis any day of the year. Even though the law 11/2007 has been derogated, the articles regulating the operation of registry offices will be applicable until October 2018, when the new organisation of electronic registries and citizen assistance offices will be fully operative.

Royal Decree 802/2014

The Royal Decree 802/2014, of 19 September 2014, establishes the detailed functions and structure of the Directorate for Information Technologies and Communications. This Directorate carries out the exercise of the following main functions:

- ▶ The development, coordination and promotion of the strategy on Information Technologies and Communication of the General State Administration and its public agencies and the promotion cooperation with other public administrations.
- ▶ The promotion of the digital administration and the innovation process of the General State Administration and its public bodies by implementing the ICT Strategy directly or through the ICT units and the digital administration ministerial committees.
- ▶ The promotion of the rationalisation of the use of Information Technologies and Communication in the General State Administration and its public agencies.
- ▶ The design, planning and implementation of service consolidation processes, ICT infrastructure, common computer networks and equipment of the General State Administration and its public bodies, while promoting the standardisation of applications and equipment.
- ▶ The study and implementation of models to encourage the sharing and reuse of infrastructure and sectoral applications, and the promotion of the development of applications under this model.
- ▶ The supervision and preparation of proposals relating to the procurement policies of IT goods with application to all the General State Administration, and in general, the definition and planning of horizontal infrastructures and services.
- ▶ The planning of the consolidation of horizontal ICT infrastructures and services promoting the standardisation of applications and equipment.
- ▶ The drafting, development and implementation of a List of Common Services that shall include infrastructure, equipment, computer networking applications and centrally managed common services. The sharing of these may be set as compulsory or as priority for the General Government Administration and its public bodies.
- ▶ The definition and planning of common ICT infrastructure and services in the scope of the General Government Administration and its public bodies.
- ▶ The development, in collaboration with the Directorate-General of Rationalisation and Centralisation of Procurement – when it affects its purview – of proposals related to the procurement policies for computer equipment and to the technical requisites in the public procurement.
- ▶ The definition of standards and guidelines about issues like ICT security and quality to be followed by the General State Administration and its dependent entities.
- ▶ The oversight of ICT expenditure and the definition of a common system for the ICT accountability for the whole General State Administration.

- ▶ The definition of criteria to standardise the management of Demand.
- ▶ The optimisation of Web publishing systems of the General State Administration.
- ▶ The identification, design and implementation of programmes and projects to promote the digital government in the General State Administration, and also in the European Union and the Autonomous Communities and Local Entities by means of common infrastructures and services.
- ▶ The promotion of digital government in the scope of the General Administration and its public bodies.
- ▶ The development, promotion and implementation of technological support systems for human resources management, including the systems of the Central Personnel Registry.
- ▶ The cooperation with the National Cryptologic Centre in relation to the implementation of the National Security Framework.
- ▶ Establish mechanisms to ensure proper maintenance of the census of ICT assets.
- ▶ The preparation of investment programmes that may be subject of funding or co-funding by the European Union.

Royal Decree 806/2014

The Royal Decree 806/2014, of 19 September defines the ICT governance model of the General State Administration and dependent entities. The main elements of the ICT governance are the ICT Strategy Commission and its Executive Committee, the Digital Administration Ministerial Commissions and the Committee of the Directorate for Information Technologies and Communications.

The ICT Strategy Commission has the following functions:

- ▶ Setting the strategic lines, in accordance with the policy established by the government, on information and communication technologies to promote e-government in the General State Administration and its public bodies.
- ▶ Approving the proposed ICT Strategy of the General Administration of the State and its public agencies for its referral to the Council of Ministers by the heads of the departments of Finance and Public Administration and of the Presidency.
- ▶ Reporting on draft laws, draft regulations and other general standards that are submitted to them by proposing bodies whose purpose is the regulation of ICT matters applicable to the General State Administration and its public bodies or of the material and human involved in their implementation.
- ▶ Defining priorities for investment in ICT materials in accordance with the objectives set by the Government.
- ▶ Declaring certain resources or services as shared.
- ▶ Declaring projects as a priority interest, at the proposal of attached ministries and their public agencies after a report from the Directorate of Information and Communication Technologies. Considered as projects of priority interest shall be those whose special characteristics are essential to improving the delivery of services to citizens.
- ▶ Promoting collaboration and cooperation with the Autonomous Communities and local authorities for the implementation of integrated inter-administrative services and the sharing of technical infrastructure and common services that enable the rationalisation of ICT resources at all levels of government.
- ▶ Promoting the cooperation activities between the General State Administration and its public bodies with the European Union, international organisations and, especially, with Latin America, in terms of technologies and e-government, in collaboration with the Ministry of Foreign Affairs and Cooperation.

- ▶ Act as an observatory of e-government and digital transformation.

The Executive Committee of the ICT Strategy Commission is the instrument of the ICT Strategy Commission to ensure a smooth and effective performance of the ICT Strategy in the General State Administration and its public bodies. The Executive Committee shall exercise the powers expressly conferred on it by the plenary of the ICT Strategy Commission and shall regularly inform it about the decisions and actions taken. In any case, it is vested with the approval of the Departmental Action Plans.

The Digital Administration Ministerial Commissions have the following functions:

- ▶ Serve as the liaison body between ministerial departments and their attached agencies and the Directorate for Information Technologies and Communications, to ensure coordination with the criteria and policies defined thereby.
- ▶ Promote, implement and supervise, in the scope of the department, compliance with the guidelines and the oversight of the action guidelines contained in the ICT Strategy of the General State Administration and its public bodies approved by the Government at the proposal of the ICT Strategy Committee.
- ▶ Prepare the departmental Action Plan for digital transformation, developing the criteria established by the Directorate for Information Technologies and Communications, while addressing the ICT Strategy of the General State Administration and its public bodies .
- ▶ Analyse the functional needs of the department's management units and affiliated agencies and evaluate the various solution alternatives proposed by the ICT units, identifying the opportunities for improving efficiency that ICT can bring, applying already developed solutions in the public sector field and estimating the costs in human and material resources that the associated ICT developments may entail.
- ▶ Promote the digitisation of departmental services and procedures in order to standardise, simplify, improve their quality and ease of use, as well as the benefits offered to citizens and businesses, optimising the use of ICT resources available.
- ▶ Collaborate with the Directorate for Information Technologies and Communications in identifying and making common available human, economic and material resources assigned to the department that should be used for setting up or maintaining the shared resources or services.
- ▶ Any others determined by their respective regulatory ministerial orders, according to the unique needs of each ministerial department.

The Directorate for Information Technologies and Communications Technologies is a support body attached to the Directorate of Information and Communication Technologies. It consists of the ICT heads in each of the ministerial departments as well as those responsible for ICT units that, due to its relevance are appointed by the Director for Information Technologies and Communications, who shall chair it. It shall act as a coordination and collaboration body between the Department of Information Technology and Communications and the bodies and institutions belonging to the General State Administration and its public bodies to establish a coordinated action, in accordance with the strategic lines defined by ICT Strategy Commission. It shall also help define methodologies, processes, architectures, standards and best practices common to all ICT units of the General State Administration and its public bodies in order to ensure the compliance of programmes and projects, the achievement of the objectives set and the elimination of redundancies.

[Royal Decree 1671/2009](#)

The Royal Decree, whose purpose is to partially implement the Law on Citizens' Electronic Access to Public Services, entered into force on 19 November 2009. In this light, it establishes a flexible framework for the implementation of eGovernment. It regulates the following aspects in the Central Government: electronic access points to the Central Government services; single access gate to the public services of the Central Government

and other public bodies; electronic registers; the minimal and essential requirements pertaining to eIdentification and eAuthentication; electronic communications and notifications; the proceedings for obtaining or submitting documents, which are in the possession of the Central Government and its public bodies; and electronic documents.

Royal Decree 3/2010, National Security Framework

The [Royal Decree](#) sets out a [security policy](#) for the use of electronic means. It formulates the basic principles and the minimal requirements that guarantee the appropriate protection of the information through measures ensuring the security of the systems, the data, the electronic communications and the eServices.

The Royal Decree of 8 January regulates the National Security Framework foreseen in Article 42 of the [eGovernment Law 11/2007](#) and later in [Law 40/2015](#). This Framework establishes the security policy in the use of electronic means in the scope of the eGovernment Law 11/2007; this security policy will be formed by the basic principles and minimum requirements for an adequate protection of information.

Royal Decree 4/2010, National Interoperability Framework

The Royal Decree 4/2010 of 8 January 2010, which regulates the National Interoperability Framework within the scope of eGovernment, develops provisions about interoperability stated in the [eGovernment Law 11/2007](#) and later in [Law 40/2015](#) and is applicable to all public administrations in Spain. This legal approach to implement the NIF embeds interoperability requirements in the legal framework of administrative procedure and eGovernment, thus configuring an integrated coherent and comprehensive approach.

Interoperability Agreements

The [National Interoperability Framework](#) is extended through a number of [technical interoperability regulations](#) (interoperability agreements) which develop specific requirements necessary to guarantee the more practical and operational aspects of interoperability between public administrations, agencies and citizens published in the Official Gazette. These technical interoperability regulations are developed in cooperation between all public administrations in Spain following the same cooperative approach which was used to develop the NIF.

Order on the establishment of a notification system by means of electronic address

The Ministry of the Presidency published the Order [PRE/878/2010](#) of 5 April, establishing a notification system based on a centralised scheme that may be employed by throughout public administration. This notification system, foreseen in the [Royal Decree 1671/2009](#), is available for either voluntary or mandatory notifications.

[Royal Decree 136/2010](#)

Royal Decree 136/2010 of 12 February, amending the [Royal Decree 772/1999](#) of 7 May, regulates the presentation of requests, documents and communications before the General Administration of the State, the issue of copies of original documents and the system of the register offices.

[Royal Decree 137/2010](#)

Royal Decree 137/2010 of 12 February, establishing criteria for the emission of communication to those interested, is stipulated in Article 42.4 of [Law 30/1992](#), of 26 November of Legal System of the Civil services and the Common Administrative Procedure.

[Royal Decree 695/2013](#)

Royal Decree 695/2013 of 20 September, amends the basic organisational structure of the Ministry of the Presidency and its ministerial departments. The position of CIO for the General State Administration was created to encourage and coordinate the necessary rationalisation of the various facets of information technology and communications policy across the General State Administration: procurement of computer equipment, network structure, eGovernment services and optimisation of web publishing systems.

[Royal Decree 696/2013](#)

Royal Decree 696/2013, of 20 September, modifies the Royal Decree 256/2012 on the basic organisational structure of the Ministry of Finance and Public Function. Specifically, it creates a body for the centralisation of procurement of goods and services for the General State Administration. The main objective is to obtain savings thanks to economies of scale in public procurement.

eGovernment in the Administration of Justice

[Law 18/2011](#)

Law 18/2011 regulates the use of information technologies by citizens and professionals in their relations with the administration of justice and the relationships of the Administration of Justice Administration and other government agencies.

[Royal Decree 84/2007](#)

Royal Decree 84/2007 of 26 January on the implementation in the Administration of Justice Lexnet telecommunications computer system for filing papers and documents, transferring copies and performing acts of judicial telematics communication.

[Royal Decree 396/2013](#)

Royal Decree 396/2013 of 7 June which regulates the National Technical Committee for the Electronic Administration of Justice

[Royal Decree 1065/2015](#)

Royal Decree 1065/2015 of 27 November on electronic communications in the Administration of Justice regulating the use of LexNET (secure messaging system).

[Order JUS/1126/2015](#)

Order JUS/1126/2015 of 10 June which creates the Electronic Judicial Office, the official website that provides electronic access to the Administration of Justice to citizens and professionals.

Freedom of Information Legislation

[Law 19/2013 of 9 December, on transparency, public access to information and good governance.](#)

The law has a triple purpose:

- ▶ To increase and strengthen the transparency of public activity – materialised in an array of obligations of active publicity on the part of all the public administrations and agencies;
- ▶ To recognise and guarantee access to information regulated as a right with an ample subjective and objective scope and;
- ▶ To establish the obligations of good governance that those holding public posts must comply with as well as the legal consequences deriving from non-compliance therewith.

From a technological perspective, and in order to provide a channel for publication of such an enormous amount of information and to expedite compliance of these obligations of active publicity, the Act considers the creation and development of a Transparency Portal.

[Law 39/2015 on the Common Administrative Procedure Public Administration](#)

The article 53 of the new Law 39/2015 on the Common Administrative Procedure Public Administration, gives citizens using eGovernment services the right to know about the estate of their administrative procedures through the Single Access point of the Spanish Administration (administracion.gob.es), which also provides means to consult all the documents included in the procedure.

Data Protection/Privacy Legislation

[Law on the Protection of Personal Data](#)

The Organic Law 15/1999 of 13 December 1999 on the Protection of Personal Data brought Spanish law in line with the EU Data Protection Directive [95/46/EC](#).

This law regulates the processing of personal data in the public and private sectors. It grants citizens with the right to access and correct their personal information in the records held by public and private bodies. Personal information may only be used or disclosed to a third party with the consent of the individual, and only for the purposes that it was collected. Additional protections are provided for sensitive data. The Law is enforced by the [Spanish Data Protection Agency](#).

[Technical Security Instruction of the Report of the Security Status](#)

The resolution of this Instruction from the 7 October 2016, establishes the conditions for the gathering and communication of data about the status of security. This will allow to know the main variables regarding the security of the information from the systems included in the scope of the National Security Framework. Moreover, it will help to elaborate a general profile for the state of cybersecurity in the public sector.

[Technical Security Instruction on the Compliance with the National Security Framework](#)

The resolution of this Instruction from 13 October 2016, establishes the criteria and procedure to determine the compliance with the National Security Framework and determines the mechanism to obtain and publish the declaration of compliance and security credentials.,.

[Law 39/2015 on the Common Administrative Procedure Public Administration](#)

The article 17 of the new Law 39/2015 on the Common Administrative Procedure Public Administration, states that each administration shall implement a single Digital Archive System for the long term preservation of documents belonging to resolved procedures. The

article also requires the application of adequate security and privacy protection measures as required by the NSS and law on data protection.

eSignatures Legislation

[Law on electronic signature](#)

[Law 59/2003](#) of 19 December on electronic signature replaced a Royal Decree of 1999 on digital signatures. Aimed at promoting a widespread use of digital signatures for eGovernment and eCommerce, it transposed the EU Directive [1999/93/EC](#) on a Community framework for electronic signatures into Spanish law. Amongst other provisions, the law clarifies relevant concepts and terminology, introduces a digital signature for legal entities, promotes certification industry self-regulation and establishes a legal framework for the development of a national electronic ID card. This law was last [modified](#) on 1st October 2015.

In addition, [Royal decree 1553/2005](#) of 23 December regulates the issuance of the national ID document and its eSignature certificates. Their Royal Decree was modified by the Royal Decree 869/2013 of 8 November, amending Royal Decree 1553/2005 of 23 December on the issue of national identity and electronic signature certificates.

[Law 40/2015 on the Legal Regime of the Public Sector](#)

Articles 42 and 43 of Law 40/2015 on the Legal Regime of the Public Sector regulates the use of digital signature methods by public administrations. Article 45 imposes requirements for the interoperability of electronic signatures not based on electronic certificates.

[Law 39/2015 on the Common Administrative Procedure Public Administration](#)

Article 10 of the Law 39/2015 on the Common Administrative Procedure Public Administration regulates the use of digital signature methods by citizens and business in their relationships with the Public Administrations.

[Royal Decree 4/2010, National Interoperability Framework](#)

The Technical Standard for Interoperability (TSI) of Governmental Electronic Signature and Certification Policy has been elaborated within the National Interoperability Framework. TSI establishes a series of criteria applied by Public Administrations in relation to the authentication and mutual recognition of certificate-based electronic signatures which will be developed and consolidated through certificate-based electronic signature policies.

[Technical Interoperability Norm of Policy of Signature, electronic Stamp and of Administration's Certificates](#)

The National Interoperability Framework is established in the article 156 of Law 40/2015, of 1 October 2015, on Legal Regime of the Public Sector. The aim of this framework is the creation of the necessary conditions to guarantee the adequate level of interoperability regarding the technical, semantic and organisational aspects of the systems and applications used by Public Administrations that allow the exertion of rights and fulfilment of duties through digital access.

The Technical Interoperability Agreement of Policy of Signature, Digital Stamp and of Administration's Certificates from 26 October 2016, replaces the previous named Policy of electronic signature and Administration's certificates. It establishes the set of criteria used for the development or adoption of signature and electronic stamp's policies based on Public Administration's certificates. It defines the content needed in the creation of a policy of electronic signature and stamp based on certificates and specifying the characteristics of the common rules such as formats and algorithms used.

The conditions established in this agreement aim to set a framework for the definition of the electronic signature and stamp based on certificates that are aligned with recent

European acts such as the Execution Decision (EU) 2015/1506 from the Commission on 8 September 2015. eSignature Policy of the General State Administration

In November 2012, the eSignature Policy of the General State Administration was approved by means of the Resolution of 29 November 2012, of the Ministry of Public Administration, for which the agreement of approval of the eSignature and certificates policy of the General State Administration is published and advertised

eCommerce Legislation

[Law on Information Society services and electronic commerce](#)

[Law 34/2002](#) on Information Society Services and Electronic Commerce of 11 July implements the EU Directive on certain legal aspects of Information Society services, in particular electronic commerce, in the Internal Market (Directive [2000/31/EC](#) on 'electronic commerce'). It is to be noted that [Law 56/2007](#) on measures to promote Information Society modifies the Law on Information Society services and electronic commerce by establishing an eAccessibility obligation.

eCommunications Legislation

[General Telecommunications Law](#)

The General Telecommunications [Law 32/2003](#) of 3 November implements in Spanish law the EU regulatory framework for electronic communications. The General Telecommunications Law was amended by [Royal Decree Law 13/2012](#), to incorporate the 2009 telecom package of directives on electronic communications. A new General Telecommunications Law was passed by the Spanish Parliament on 29 April 2014. This new law intends to foster the deployment of new generation networks, both fixed and mobile, mainly through simplification of all administrative procedures and developing infrastructure.

'Strategic Action for the Economy and the Digital Society' Legislation

[Order IET/786/2013](#)

Order IET/786/2013 of 9 May, published by the Ministry of Industry, Energy and Tourism, established the framework for the promotion, financial support and management of the actions and projects within the 'Strategic Action for the Economy and the Digital Society' implemented under the [Spanish National Plan for Scientific and Technical Research and Innovation \(2013-2016\)](#).

The Strategic Action for the Economy and the Digital Society brings together a set of measures set out in the 'Digital Agenda for Spain' and designed to promote the adoption of digital technologies and the development of the Information Society. The aim is for the digital environment to become the dominant one for economic transactions, providing effective and efficient public services while defining a new model for the organisation of labour and social relations.

eProcurement Legislation

[Law on Public Sector Contracts](#)

The Law on Public Sector Contracts [Law 30/2007](#) entered into force on 1 May 2008. It was intended to incorporate the EU Directive 2004/18/EC on the coordination of procedures for the award of public works contracts, public supply contracts and public service contracts

into Spanish law. This law regulates, among other aspects, the use of electronic means in procurement procedures (Buyer Profile, electronic communications, eAuctions, Dynamic Purchasing Systems, etc.). It was later amended by Law 34/2014 and others so the current regulation is Royal Decree Law 3/2011 [RDL 3/2011](#). Last regulatory changes included in [Law 20/2013](#) compel every contracting authority (central, regional or local) to make available their contract notices through the Plataforma de Contratación del Sector Público (former Plataforma de Contratación del Estado).

Law on procurement procedures in the water, energy, transport and postal services sectors

Adopted on 30 October 2007, this law no.31/2007 is intended to bring Spanish Law into compliance with EU Directive [2004/17/EC](#) coordinating the procurement procedures of entities operating in the water, energy, transport and postal services sector. In particular, it contains eProcurement provisions relating, among others, to eAuctions and the Dynamic Purchasing System. This law has been in force since 1 May 2008, except for the postal services sector whose implementation deadline was extended to 1 January 2009. Both these laws were [amended](#) by Law 34/2014.

Ministerial order on electronic invoicing

This ministerial order approved and published in October 2007 is intended to standardise and promote electronic invoicing for public contracts. This Order was [modified](#) by [Law 25/2013](#) which contains measures to promote the use of electronic invoicing and regulates the registration of invoices in the Public Sector. Adopted on 28 December 2013, this law compels all governments to bill electronically from 15 January 2015. The law also requires all public administrations to have an invoice accounting record which point all invoices received, unpaid bills, for knowledge of accounting units and the Spanish Tax Agency (AEAT). The use of accounting records is mandatory from 1 January 2014.

Re-use of Public Sector Information (PSI)

Law on the re-use of public sector information

The Law on the re-use of public sector information [Law 37/2007](#) of 16 November 2007 implements the EU Directive [2003/98/EC](#) on the re-use of Public Sector Information into Spanish law. Spain thus notified full transposition of this Directive to the European Commission.

In [July 2015](#), the law 37/2007 was amended and renewed. The highlights of the renewed law are the following:

- ▶ The obligation for governments and public sector bodies to allow the re-use of documents, with the exception of information that is restricted or excluded under national law or the Directive;
- ▶ The law has been extended to libraries, including university libraries, museums and archives, and the extensive information resources they already have and are currently producing as part of digitisation projects;
- ▶ Whenever possible and appropriate, the information should be provided in an open and machine-readable format, along with its metadata, thereby ensuring interoperability;
- ▶ The new law incorporates from the Directive the principle of marginal costs in the calculation of tariffs for the re-use of documents;
- ▶ Tariffs are kept under control by using electronic media to publish information and by transparency in rates; and
- ▶ The use of open licences is encouraged, in order to minimise restrictions on the re-use of information.

Royal Decree implementing the Law on the re-use of public sector information

In October 2011, the Council of Ministers adopted the [Royal Decree](#) 1495/2011 of 24 October implementing [Law 37/2007](#). According to the 2011-2015 Strategy of the 'Plan

Avanza 2', its objective is to establish, at national government level, detailed rules developing the provisions of the Law, promoting and facilitating the availability of public sector information for its re-use both commercially and non-commercially. This Royal Decree is the result of a participatory process, where inputs from the public and private sectors, as well as from civil society, have enriched its text.

The Royal Decree regulates the following aspects:

- ▶ It describes in detail the obligations of administrations and public sector bodies in promoting re-use;
- ▶ Public Sector Information Catalogue;
- ▶ Regulation of re-use modalities;
- ▶ Regulation of conditions applicable to the re-use of information subject to intellectual property rights, or which contain personal data.

Other Legislation

eAccessibility Legislation

[Law on measures to promote the Information Society](#)

[Law 56/2007](#) on measures to promote Information Society modifies the Law on Information Society services and electronic commerce by establishing an eAccessibility obligation. It states the following: "As from 31 December 2008, the web pages of the Public Administrations will satisfy at least the average level of content accessibility criteria generally acknowledged. As an exception, this obligation will not apply when the technological solution supporting a functionality or service does not allow for such accessibility".

[Regulation on access to technologies, products and services related to information and communication society](#)

Furthermore, [Royal Decree 1494/2007](#) provides that "the information available on the web pages of the Public Administrations will have to be available to the elderly and people with disabilities with a minimal level of accessibility that fulfils the priorities 1 and 2 of the standard UNE 139803:2004."

eGovernment Actors

Main roles and responsibilities

National eGovernment

Ministry of Finance and Public Function

The Ministry of Finance and Public Function is in charge and has full responsibility for the eGovernment strategy. It promotes the full incorporation of information technologies and communications for the provision of public services through simplified procedures and processes aiming at the modernisation of the entire sector.

Within the Ministry of Finance and Public Function, the Directorate for Information Technologies and Communications is responsible for of the following functions:

- ▶ The development, coordination and management of the strategy on information technology and communications of the General State Administration;
- ▶ The rationalisation of information technology and communications in the General State Administration;
- ▶ Supervision and preparation of proposals relating to the procurement policies of IT goods with application to all the General State Administration, and in general, the definition and planning of horizontal infrastructures and services;
- ▶ To plan the consolidation of horizontal infrastructure and services in the field of eGovernment;
- ▶ Planning the structure of computer networks in the General State Administration, promoting the standardisation of applications and equipment;
- ▶ The development of a common catalogue of eGovernment services for centralised provisioning, and a common repository of ICT needs within the Public General State Administration;
- ▶ Optimisation of Web publishing systems of the General State Administration;
- ▶ The study and implementation of models to encourage the sharing and reuse of infrastructures and sectorial applications, and promote the development of applications under this model.

The Directorate is assisted in the performance of these functions by the necessary administrative and material support of the various ministerial departments.

Commission for ICT Strategy

The Commission for ICT Strategy is an inter-ministerial body comprised of senior officials representing all ministries and the Central Administration. It is tasked with the preparation, design and development of the eGovernment strategy and ICT policy for Spain's Central Administration.

Ministry of Energy, Tourism and Digital Agenda

The Ministry of Energy, Tourism and Digital Agenda is responsible for the Telecommunications and Information Society strategy in Spain and for conducting the Digital Agenda for Spain, which aims to realise the development of eGovernment. To this end, the Ministry comprises the State Secretariat for Information Society and Digital Agenda (SESIAD).

Coordination

Commission for ICT Strategy

The Commission for ICT Strategy coordinates the implementation of eGovernment across Central the Government.

Ministerial Committees for Digital Government

The Ministerial Committees for Digital Government are in charge of promoting digital governance in public administration.

Sectoral Committee of eGovernment

The 2007 [Law on Citizens' Electronic Access to Public Services](#) defines this Sectoral Committee as the technical body of cooperation between the Central Government, the Autonomous Communities and the Local Governments in the field of eGovernment. Furthermore, it is responsible for ensuring the interoperability of the applications and systems in use within Public Administrations and for preparing joint action plans in order to improve the eGovernment development in Spain.

State Technical Committee of the Electronic Justice Administration

The State Technical Committee is the government body responsible for promoting justice and ensuring through the establishment of working groups for the coordination and proper implementation of electronic justice **administration** among all involved actors.

Implementation and support

Ministry of Finance and Public Function

The Ministry of Finance and Public Function develops and is responsible for the implementation of eGovernment across Central Government departments, as well as for cross-departmental infrastructures and shared services.

Directorate for Information Technologies and Communications

The Directorate for Information Technologies and Communications provides technical support to both the Higher Council for eGovernment and the Sectoral Committee of eGovernment by assessing the eGovernment actions taken and issuing the necessary recommendations within the framework of the guidelines established by those bodies. Its support functions furthermore encompass the implantation of information systems, as well as the standardisation of services, processes and documents.

National Cryptologic Centre

The CCN-CERT is the capacity of Security Incident Response Information National Cryptologic Centre. This service was created in late 2006 as the Spanish government CERT, and their functions are listed in Chapter VII of Royal Decree 3/2010 of 8 January, ENS regulator.

Ministry of Energy, Tourism and Digital Agenda

The Ministry of Energy, Tourism and Digital Agenda is the Central Government department responsible for carrying out Government policy in the areas of the Information Society and Digital Agenda.

Ministry of the Interior

The Ministry of the Interior is in charge of the implementation of the electronic [ID \(eID\)](#) card project.

Individual Government Ministries and Agencies

Individual Government Ministries and Agencies are responsible for the implementation of the departmental eGovernment projects falling within their respective fields of competence.

CRUE

The Conference of Rectors of Spanish Universities (CRUE), founded in 1994, is a non-profit organisation formed by a total of 75 Spanish universities: 50 public and 25 private. CRUE is the main interlocutor of the universities with the central government and plays a key role in all regulatory developments affecting higher education in Spain.

[Red.es](#)

Red.es (www.red.es) is the public corporate entity attached to the Ministry of, Energy, Tourism and Digital Agenda (MINETAD) which is responsible for promoting the development of Information Society in Spain. Its mission is also to carry out projects related to information and communication technologies (ICTs) in accordance with the strategic priorities of the State Secretariat for Information Society and Digital Agenda (SESIAD), in collaboration with the Autonomous Communities, councils, local authorities and the private sector. Red.es is responsible for managing the Internet Domain Names Registry for the country code ".es". Red.es also manages RedIRIS, the Spanish academic and research network that provides advanced communication services to the scientific community and national universities. Finally, the National Observatory for Telecommunications and the Information Society is a body attached to Red.es, the main objective of which is the monitoring and analysis of the Telecommunications and Information Society sector.

[ASTIC](#)

ASTIC is the professional association of IT experts and managers of the Central Government. It provides support and information services to its members for the development and implementation of their respective eGovernment projects.

Audit/Assurance

[Court of Audit](#)

The Court of Audit is tasked with controlling the collection and use of public funds. In addition, it performs a jurisdictional function, which entails the prosecution of the entity liable for the handling of public funds and goods.

Data Protection

[Data Protection Agency \(AEPD\)](#)

The AEPD is the public law authority which oversees compliance with the legal provisions on the protection of personal data, thus enjoying absolute autonomy from the Public Administration. It undertakes actions specifically aimed at enhancing citizens' capacity to effectively contribute to such protection.

Policy/Strategy

[Autonomous Communities](#)

Autonomous Communities are responsible for regional eGovernment initiatives.

[Municipalities](#)

Local authorities, mostly municipalities, are responsible for local eGovernment initiatives.

Coordination

[Autonomous Communities](#)

Regional eGovernment initiatives are led and coordinated by the respective Autonomous Communities where a specific body, department or entity is usually in charge of coordination.

[Municipalities](#)

Local eGovernment initiatives are led and coordinated by local authorities, mostly municipalities.

Sectoral Committee of eGovernment

The Sectoral Committee of eGovernment monitors the implementation of the principles and goals laid down by the Law on Citizens' Electronic Access to Public Services. It is responsible for ensuring the interoperability of the applications and systems in use within the Public Administration and for preparing joint action plans in order to improve eGovernment development.

Implementation

Autonomous Communities

Regional eGovernment initiatives are implemented by the respective Autonomous Communities.

Municipalities

Local eGovernment initiatives are implemented by local authorities, the majority being municipalities.

Support

Directorate for Information Technologies and Communications

A part of the State Secretariat for Public Administrations within the Ministry of Finance and Public Function, this Directorate promotes eGovernment by conducting relevant studies, setting up action programmes, disseminating good practice cases, ensuring cooperation among all levels of Government and raising awareness of the necessary tools for developing eGovernment.

FEMP- Spanish Federation of Municipalities and Provinces

FEMP is in charge of maintaining and promoting the 'Avanza Local Solutions Platform', a set of ICT platforms designed to assist small and medium-sized municipalities in offering eGovernment services to citizens. Access to the platforms is made available free of charge to municipalities and, according to the project's agreement, it is also in charge of providing technical assistance and training to participating municipalities.

Red.es

Red.es works closely with Autonomous Communities, regional councils, local entities and the private sector in the area of ICT.

Audit/Assurance

Regional Audit Offices

The Autonomous Communities (Regional Governments) have their own Audit Offices tasked with controlling the collection and use of public funds placed under their jurisdiction.

Data Protection

Some Autonomous Communities have their own Data Protection Agencies, e.g. the communities of Catalonia or the [Basque Country](#).

eGovernment Who's Who

Main eGovernment decision-makers and executives

Ministers responsible for eGovernment



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Source: <http://www.minhafp.gob.es/gl-ES/EI%20Ministerio/Organigrama/CVs/Paginas/DirecciondeTecnologia/asdelaInfomacionydeComunicaciones.aspx>

eGovernment executives



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Source: <http://www.minetad.gob.es/>

eGovernment Infrastructure

Main eGovernment infrastructure components

Portals

[General Access Point - administracion.gob.es](http://administracion.gob.es)

[The General Access Point facilitates the intercommunication of citizens and businesses with Public Administrations](http://administracion.gob.es): access to government information, the possibility of doing paperwork and know at any time the state of processing of their cases. It is in accordance with [Law 11/2007](http://www.boe.es/boe-l-11-2007) (Art. 8) and RD 1671/2009. It is regulated by Order HAP / 1949/2014, of October 13, which regulates the General Access Point of the General State Administration.

administracionelectronica.gob.es

[The eGovernment portal, PAe, is the Public Administration's channel that unifies and centralises all available information about eGovernment](http://administracionelectronica.gob.es). It serves as a gateway for all information on the status, development, analysis, news and initiatives around eGovernment. It was created in response to the growth eGovernment has undergone in recent years. Included in this portal are the National Observatory of eGovernment where it's possible to find reports and indicators regarding eGovernment and the Technology Transfer Centre, the repository of reusable solutions.

Index: Visits to PAE portal

[Portal de la transparencia](http://portal.transparencia.gob.es) (Transparency Portal)

The Transparency Portal is the platform created by Law 19/2013 9 December, of transparency, access to information and good governance. It offers citizens the possibility to consult information of the following types: organisational; of legal significance; economic information of the General State Administration. An electronic service will allow citizens to request access to other information that is not published in the Transparency Portal. The identification and authentication by the citizen requesting this service will be made by means of the service called Cl@ve, which also enables access to citizens of other Member States.

DATAOBSAE

DATAOBSAE is a national observatory that monitors eGovernment activity in Spain.

It has the following sections:

- 1) The first area displays information about electronic services provided to citizens and businesses.
- 2) The second area displays information about electronic services provided to administrations.
- 3) There is a third area with some other index, as ICT in the different level of administrations (central administration, regional administration, municipality administration) and budget in the central administration.

Indexes are updated monthly or yearly according to its nature.

Networks

'060 Network'

The '060 Network' provides citizens and businesses with a unique multi-channel system and a key entry point to the administrative services of all three levels of Government (Central Government, Autonomous Communities and Municipalities) through three types of channels: local offices, the '060.es' web portal and the telephone hotline number '060'. The primary objective is to satisfy the needs and expectations of users in relation to administrative matters on a 24/7 basis. The phone number '060' is intended to replace over 600 phone numbers available for citizens to access Central Government information.

Index: Number of calls made to number 060

URL: <http://dataobsae.administracionelectronica.gob.es/>

Red SARA' network

The 'Red SARA' network, administered by the Ministry of Finance and Public Function, is Spain's Government intranet. It interconnects 16 ministries, all Autonomous Communities (17) and Autonomous Cities (2), as well as over 3708 local entities, representing more than 90 % of the population. Red SARA's objective is to increase collaboration and interoperability among the information systems of the various levels of Government. It therefore aims to save both development costs and time, facilitate the integration of systems and the exchange of data/software while easing the development of new eGovernment services and enhancing the re-use of solutions. The network is designed with the latest VPLS (Virtual Private LAN Services) technology, thus providing high-capacity data transmission.

eIdentification/eAuthentication

Public Certification Authority (CERES)

The Spanish Government has set up CERES, which is operated by the National Mint. It issues digital certificates to be used in electronic administrative transactions. It offers a range of services that are essential to the proper functioning of Public Key Infrastructure (PKI) and for the implementation of the electronic signature.

National eID card (DNIE)

The national eID card makes it possible to digitally sign electronic documents and contracts, identify and authenticate citizens in a secure digital environment and provide them with easy, straightforward, fast and convenient access to eServices. The card is valid for 10 years. Over 38 million Spanish citizens hold a DNIE card. Most government bodies (Central Government, Regions and Municipalities) and businesses provide eServices enabling the use of the DNIE.

@firma – MultiPKI Validation Platform for eID and eSignature Services

The multiPKI validation platform (MPVP – @firma) provides free eID and electronic signature services to eGovernment applications. The national validation platform provides a secure service to verify the state and validity of the qualified certificates, as well as the electronic signatures created by citizens and businesses in any eGovernment service. It is offered as a cloud service to national, regional and local eGovernment services, as well as software to be deployed by organisms with a high demand of signature services.

Index: No. of transactions with @FIRMA

Cl@ve

[Cl@ve is a common platform for identification, authentication and electronic signature](#), a horizontal and interoperable system that avoids Public Administrations having to implement and manage their own systems for authentication and signature, and citizens having to use different methods of identification when interacting electronically with the Administration. Cl@ve complements the existing systems for accessing electronically public services, based on the DNI-e (electronic ID card) and electronic certificates, and offers the possibility of signing in the cloud with personal certificates kept in remote servers.

Index: Total number of authentications

URL: <http://dataobsae.administracionelectronica.gob.es>

eIDAS node

Spain has deployed the first version of the national eIDAS node, integrated with the National eID card (DNIe). The node has been validated by DIGIT, being the first country in having an eIDAS node available. With this deployment, Spain places itself in an excellent position for addressing the integration of public services in order to meet the requirements imposed by the eIDAS regulation in 2018.

VALIDe

[VALIDe is an on-line service offered by the Ministry of Financa and Public Function for the validation of electronic signatures and certificates](#). It is a key solution for the compliance of the measures appearing in Chapter II of Law 11/2007, citizen's electronic access to Public Services, regarding the identification and authentication.

Index: Certificates validated with VALIDe

Index: No. Of signatures validates with VALIDe

URL: <http://dataobsae.administracionelectronica.gob.es/>

ePassports

All passports issued in the Spanish territory since 28 August 2006 include on their back cover an embedded chip containing biometric data relating to the document holder's facial picture, as well as machine-readable personal data. As of 28 June 2009, these biometric passports include fingerprints of both index fingers.

The [Data Intermediation Platform](#)

[The Data Intermediation Platform service is a type of horizontal service intended to simplify administrative procedures](#), so that citizens or businesses do not have to deliver data or documents already held by public authorities, and to reduce fraud in applications and related procedures.

This service has been expanded to other information besides identity and residence; it currently serves as an intermediation platform for 40 verification data types, including: unemployment situation and grants; cadastral information; checking of the fulfilment of tax and social security obligations; academic degrees; Civil Registries for birth, death and marriage; Pension Information and so on.

At the end of September 2014 more than 135 different Public Bodies have used the services with more than 30 million of data transferred, same as the previous full year.

Index: Data transmissions (SVD)

URL: <http://dataobsae.administracionelectronica.gob.es/>

Electronic notifications

This service allows citizens and businesses to receive free online administrative notifications and correspondence, thus contributing to the elimination of official paper-based notifications. At the end of March 2014, it was being used by 41 public entities to notify via Internet to 949 244 users. More than 10 million electronic notifications were sent in 2013.

Index: Number of notifications issued (SNE)

URL: <http://dataobsae.administracionelectronica.gob.es>

The Inter-connection Registry System (SIR)

The Inter-connection Registry System (SIR) interconnects traditional face-to-face registry offices and electronic registries offices of the different public administrations. The exchange of registries entries is based on a standard SICRES 3.0 developed in the National Interoperability Framework. More information:

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

Index: Number of registry entries at SIR

URL: <http://dataobsae.administracionelectronica.gob.es/>

EUGO

The single point of contact of the Services Directive of the European Union in Spain, called 'eugo.es'. EUGO provides national and European entrepreneurs with information and the formalities necessary for the exercise of their economic activity, and facilitates these procedures electronically.

Index: Visits to eugo.es portal

URL:

<http://dataobsae.administracionelectronica.gob.es/cmobsae3/dashboard/Dashboard.action?selectedScope=A1>

Centre of Technology Transfer (CTT)

The Centre of Technology Transfer (CTT) publishes a comprehensive directory of applications and / or solutions which aims to encourage the reuse of solutions for all levels of government. This site informs projects, initiatives, services, standards and solutions that are being developed in eGovernment. It is linked with [Joinup](#).

Index: No. of downloads from CTT

URL: <http://dataobsae.administracionelectronica.gob.es/>

Management Information System – Sistema de Información Administrativa (SIA)

The SIA has the basic function to act as a repository of information on administrative procedures and electronic services in the whole of the general government, although the current focus is on the general state administration.

Accesibility Observatory

The Accessibility Observatory is an initiative that aims to help improve the accessibility level of the portals of the Spanish Public Administrations in all levels (General State Administration, Regional Governments and Local Governments). It provides tools for analysis and collaboration and different documentation to help Public Administrations in this

area. It also performs a periodic official analysis to know the global state of accessibility in the Spanish public administrations.

Index: Number of pages analysed by OAW

URL: <http://dataobsae.administracionelectronica.gob.es>

[InSide](#) and [ARCHIVE](#)

InSide and ARCHIVE produced a solution package to enable the management and archiving of electronic documents and files by the Spanish public administrations according to the legal framework of documents and files and the specifications of the National Interoperability Framework (NIF) and its Interoperability Agreements.

InSide is a system for managing electronic documents and electronic files that meets the requirements so that they can be stored and retrieved according to the NIF. This solution allows the management of live documents and files, prior to their final archiving in an interoperable format and lasting way. InSide acts as a point to allow the exchange of electronic documents between any units of any administration of Spain.

ARCHIVE is a web application for archiving documents and electronic files. ARCHIVE provides the following functionalities:

- ▶ Archive management;
- ▶ Management of different centres of archive;
- ▶ Management of metadata according to the specifications of the interoperability standards of the NIF;
- ▶ Management of electronic files;
- ▶ Transfer electronic files between archives;
- ▶ Resealing and massive conversion of electronic documents.

[Citizen's folder](#)

The Citizen's folder is a one-stop service where a user can access and browse all the information the administration possesses about him or her, including open proceedings and registry entries, across all public organisations. A user can, for example, check the state of their tax returns or find out whether they have any pending traffic fines.

Index: Hits Citizen Folder

URL: <http://dataobsae.administracionelectronica.gob.es/>

[@podera](#)

@podera ("@authorise") is an online electronic registry for powers of attorney and other forms of representation. It allows citizens to authorise third parties to act in their name, online or offline, in public administrative proceedings.

[Habilit@](#)

Habilit@ ("En@ble") is a registry of civil servants with authority to issue certified copies of documents and present requests online on behalf of users who are not required to do so personally.

[EGEO – Spain in Georeferencing](#)

EGEO is a system that permits the generation of maps with geographical information isolating users of the complexity of this type of systems offering an environment for the management of such maps based on a simple parametrisation and data with a simple (Excel or XML).

eInvoicing

[FACE](#)

[FACE is the single contact point of electronic invoices of the Spanish Government.](#) Law 25/2013 establishes the obligation of invoicing electronically to all public administrations in Spain. Administrations may decide to develop their system of reception of invoices, or use the system of other administration. Under this possibility FACE has become the single contact point for the vast majority of Public Administrations. Nearly 8,000 administrations use it daily as their point of entry.

FACE allows to administration suppliers to submit invoices electronically and track invoices through the portal, knowing at all times the status of processing of invoices.

Index: No. of invoices processed with FACE

URL:

<http://dataobsae.administracionelectronica.gob.es/>

eProcurement

[Central Government eProcurement Platform and related services](#)

Plataforma de Contratación del Sector Público (PCSP) provides e-Notification (electronic publication of standardised notices including all necessary documentation enabling suppliers to apply for public procurement opportunities), e-Tendering and e-Award services. It also provides customised electronic document search and distribution services and electronic communications facilities for both economic operators and contracting authorities. PCSP is of mandatory use for Central Government authorities and bodies but is also used by many regional and local administrations.

Conecta-Centralización is a centralised procurement system based on Framework Agreements and electronic catalogues of generic products and services. Its use is mandatory for the Central Government authorities and bodies but is also used by many regional and local administrations to purchase online. Currently, more than 1.100 processing units within public sector entities have access to this system which also enables these processing units to create their purchase orders online and send them to economic operators. Economic operators have also access to their purchase orders as well as to their catalogues so they can easily update the description of their goods/services. The system also shows the status of ordered goods and services at any moment and uses both login/password and advanced eSignature based eID mechanisms.

“Portal de Contratación Centralizada” is a web portal specifically dedicated to the centralised procurement system, in which, all information related to the Framework Agreements, contracts based in Framework Agreements and centralised contracts is provided. All existing catalogues are published in the portal, and their characteristics and prices can be consulted, as well as guides, forms and information for institutions and companies on how to join to the centralised procurement system

Registro Oficial de Licitadores y Empresas Clasificadas provides e-Certificate related services for both economic operators and contracting authorities. An e-Certificate or e-Attestation is a documentary evidence - provided by a third neutral party - in an electronic

form which is then submitted to a Economic Operator to demonstrate compliance with formal requirements in specific contracting procedures. Thus, these documents are relevant for the Economic Operator to prove its suitability to the Contracting Authority.

WebClaEm allows economic operators to provide electronically all the necessary documents to apply for a specific classification (a compliance document that ensures that a candidate or tenderer has the legal and financial capacities and the technical and professional abilities to perform specific contracts).

Registro de Contratos del Sector Público. All public sector contracting authorities are obliged to submit the information regarding its contracts to this centralised system for statistical purposes.

Regional and Local eProcurement Platforms

As a general rule, every Regional Government (Autonomous Community) has its own eProcurement platform and the landscape in Local Government is a combined usage of the national, regional or local eProcurement platforms.

Other Infrastructure

Observatory of Accessibility

The observatory of accessibility is an initiative from the former Ministry of Finance and Public Function whose goal is to improve the degree of compliance in terms of the accessibility to the Administration's portals.

Catalogue of Services for the Digital Administration

The Catalogue of services for the Digital Administration's main goal is to diffuse the mutual services, infrastructures and other solutions that are available to Public Administrations in order to contribute to the development of the Digital Administration and improvement of the services offered to the citizens and companies.

Avanza Local Solutions platform

Avanza Local Solutions combines a set of ICT platforms ('Avanza Local Padrón', 'LocalWe', 'LocalGIS', 'SIGEM' and 'e-Fácil') intended to assist small and medium-sized municipalities in offering eGovernment services to citizens. This initiative consists of the development of a standardised software application designed to enable the simple deployment of basic online information and services which small local authorities will be able to use for free. Ultimately, the platforms should allow all Spanish municipalities to have a web presence and offer transactional eGovernment services.

Public Sector Information online catalogue ('Aporta')

The Aporta open data project, started in 2008, is the result of the collaboration between, at that moment in time, the Ministry of Public Administrations and the Ministry of Industry, Tourism and Commerce, through the public entity red.es, being fully aware of the potential of information generated by Public Administrations has for the development of the information society.

The Aporta open data project aims to promote a culture for reusing public information, raising awareness regarding its importance and value, endeavouring likewise to encourage Public Administrations and Agencies to publish information they hold, thus stimulating its market potential.

The Reuse of Public Sector Information is regulated by Law 37/2007, of November 16, and by the Royal Decree 1495/2011, of October 24, regarding the Reuse of Public Sector Information, which transposes the Directive 2003/98/CE to the national legal code, specifying therein the basic principles regarding reuse matters, together with an Interoperability Agreement.

Within the framework of the Aporta open data project, the portal datos.gob.es was launched by the end of 2011 to promote the publication of, improve access to and encourage the reuse of public sector information issued by the General State Administration. These efforts aim to create a more transparent, efficient and friendly government, and to create new opportunities – both social and economic- based on the reuse of public sector information.

Datos.gob.es incorporates the resources to facilitate the opening up and location of data on-line (following recommendations described by the Directive 2003/98/EC) and to raise user participation. It focuses its web activity on the Data Catalogue. It is available to professionals, businesses, managers of institutions and the general public. These are the main beneficiaries of and key players in the reuse of public sector information and make it possible to: launch new business models, modernise government bodies and create transparent platforms for public collaboration and participation.

In relation with the economic opportunities, the reuse of public sector information helps in the development of new products, services and solutions of a high socio-economic value. In 2010 alone, the reuse industry in Spain made between €550 million and €650 million in direct income and employed around 5,500 people, according to the Spanish Infomedia Sector Characterisation Study.

It also enables the knowledge and direct benefits derived from public administration activity to be fed back into society in a transparent way.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the [Your Europe initiative](#) that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to moving, living, studying, working, shopping or simply travelling abroad.

The groups of services for citizens are as follows:

1. **Travel**
2. **Work and retirement**
3. **Vehicles**
4. **Residence formalities**
5. **Education and youth**
6. **Health**
7. **Family**
8. **Consumers**

1. Travel

Passenger rights, documents you need

Passport

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.interior.gob.es/es/web/servicios-al-ciudadano/pasaporte>

Description: Information and forms to download when needed. Passport applications are handled by local police branches.

Traveler on-line record

Responsibility: Ministry of External Affairs

Website: <https://www.visatur.maec.es/viajeros/>

Description: The information collected can be used by the Ministry of External Affairs to contact the registered traveler in the unlikely event of an emergency at its destination.

2. Work and retirement

Working abroad, finding a job abroad, retiring abroad

Job search services by labour offices I

Responsibility: Central Government, Regional Government

Website: <http://www.empleate.es/>

Description: The new portal "empleate.es", operated by the National Public Employment Service, is released as a major step towards providing an easy-to-use tool for job-seekers to find job vacancies. The portal integrates both native and external job vacancies from other portals, and provides information about all the open job vacancies dealt by the network of regional Public Employment Services.

Job search services by labour offices II

Responsibility: Ministry of Employment and Social Security

Website: <http://www.empleo.gob.es/es/garantiajuvenil/home.html>

Description: The Youth Guarantee is a European initiative that aims to facilitate the access of young people to the labour market. In Spain it is part of the Youth Entrepreneurship Strategy 2013-2016. The Youth Guarantee Recommendation states that young people can get a job, education or training after completing their studies or be unemployed. This service provides registration of young people in the National System of Youth Guarantee, as well as it gathers information about agents and actions for young people.

Job search abroad for civil servants

Responsibility: Ministry of Foreign Affairs and cooperation

Website: <https://ufi.maec.es/informados/>

Description: Vacancies for international organisations are published in this website.

Professional qualifications**Legal information system (incl. information on the regulated professions)**

Responsibility: Government of Spain

Website: <http://www.boe.es/>

Description: The portal of Official State Gazette (BOE) provides access to Spanish legislation online.

Taxes, unemployment and benefits**Benefits and pensions**

Responsibility: Central Government, Ministry for Employment and Social Security, Instituto Nacional de la Seguridad Social

Website: <http://www.seg-social.es>

Description: List of links to information, forms and electronic proceedings offering an integral service for the social security system. These electronic transactions are grouped into benefits for active workers and pensioners and beneficiaries of these.

Income taxes: declaration, notification of assessment

Responsibility: Central Government, Ministry of Finance and Public Function, Spanish Tax Agency (AEAT)

Website: <https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/>

Description: Fully transactional online submission and assessment system. Nineteen million declarations were carried out in 2014, constituting 76 % of all declarations.

Unemployment benefits

Responsibility: Central Government, State Public Employment Service

Website: http://www.sepe.es/contenidos/personas/prestaciones/distributiva_prestaciones.html

Description: The National Public Employment Service online portal has a dedicated section about unemployment and offers a series of important information on allowances and ways to improve chances of finding a job. The website

has been totally redesigned back in July 2014 promoting simplicity, modern look, and organizing contents for better user experience.

3. Vehicles

Driving licence

Driver's licence

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <https://sede.dgt.gob.es/es/tramites-y-multas/permiso-de-conduccion/licencia/>

Description: Information and forms to download when needed. Driving licence applications are handled by local traffic offices. There is a facility for checking online the number of points remaining on a driver's licence. Moreover, the result of the licence exam can be checked online.

Fines

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website : <https://sede.dgt.gob.es/es/tramites-y-multas/alguna-multa/pago-de-multas/>

Description: Online application to pay the fines.

Registration

Car registration (new, used, imported cars)

Responsibility: Central Government, Ministry of the Interior, Directorate for Traffic

Website: <https://sede.dgt.gob.es/es/tramites-y-multas/tu-coche/matriculacion/>

Description: Information and forms to download for the registration or change of ownership of a car.

Data Registry of Drivers, Vehicles and Vehicles' documentation

Responsibility: Directorate for Traffic

Website: <https://sede.dgt.gob.es/es/tramites-y-multas/servicios-comunes-y-otros/verificacion-de-documentos/>

Description: Information regarding drivers, vehicles and its corresponding documentation to check if any document is expired or missing.

4. Residence (and other) formalities

Documents and formalities

Announcement of moving (change of address)

Responsibility: Central Government, Regional Government, Local Government

Website: <https://cambiodomicilio.redsara.es/pcd/>

Description: The website provides a convenient way for citizens to communicate online their change of address to a number of Public Administrations through a single notification service. This service requires a digital certificate. Users can also check online the status of their notification.

Centre of the National System for the Reception and Integration of applicants and beneficiaries of international protection

Responsibility: Ministry of Employment and Social Security

Website : <https://ia.empleo.gob.es/crai/navigate.action>

Description: It is an application for the Management of the Resources Centre of the National System for the Reception and Integration of applicants and beneficiaries of international protection, allowing Regional Administrations and the FEMP (Federation of Municipalities and Provinces) to register and find residential and non-residential resources available for refugees.

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice

Website: Birth: <http://www.mjusticia.gob.es/>
Marriage: <http://www.mjusticia.gob.es/>

Description: Online request and delivery of birth and marriage certificates.

Criminal Record Certificate

Responsibility: Central Office of Citizen Services, Ministry of Justice

Website: <http://www.mjusticia.gob.es/cs>

Description: Online service at the web portal of the Ministry of Justice is available to request a digital certificate. Alternatively, person can complete a specific form (model 790 application) and submit it to the Central Office of Citizen Services at the Ministry of Justice.

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

Responsibility: Central Government, Ministry of Justice, Police Directorate General

Website: <https://denuncias.policia.es/OVD/>

Description: The Police Directorate General dedicates a whole section of its website on crime reporting. The initial page gives instructions to citizens regarding the types of crime that need or need not be reported and the following page allows each citizen to report a crime of which he/she has been a witness or victim.

Housing (building and housing, environment)

Responsibility: Local Governments

Website: N/A

Description: Applications for building permission are organised at local level. All cities provide an online description of the service and contact details; most of them propose forms for download. Some have reached full transactional status, such as the city of Lleida, whose citizens can apply for a building permit; the provision of this service is fully electronic, including delivery.

Passport

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.interior.gob.es/es/web/servicios-al-ciudadano/pasaporte>

Description: Information and forms to download when needed. Passport applications are handled by local police branches.

5. Education and youth

School, university

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture, Regional government

Website: <http://www.mcu.es/bibliotecas/MC/CBPE/index.html>

Description: The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

Enrolment in higher education/university

Responsibility: Central Government, Regional Government, Higher Education Institutions

Website: http://administracion.gob.es/pag_Home/empleoBecas/becasAyudasPremios.html

Description: Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services. Students are supported in their enrolment process by guiding them through the Spanish National eServices portal.

Student grants

Responsibility: Central Government, Higher Education Institutions

Website: http://administracion.gob.es/pag_Home/empleoBecas/becasAyudasPremios.html

Description: The Spanish national eServices portal allows students to find information on study grants as well as to initiate and complete a process of demand for a study grant by logging in the system with their own credentials.

Researchers

Information and assistance to researchers

Responsibility: EURAXESS Spain

Website: <http://www.euraxess.es/eng>

Description: EURAXESS Spain provides information and assistance to mobile researchers – by means of the web portal and with the support of our national EURAXESS Service Centres. The portal contains practical information concerning professional and daily life, as well as information on job and funding opportunities.

Public libraries (availability of catalogues, search tools)

Responsibility: Central Government, Ministry of Culture, Regional government

Website: <http://www.mcu.es/bibliotecas/MC/CBPE/index.html>

Description: The website of the National Library of Spain provides an online catalogue and a search facility covering its collections and those of other Spanish libraries, as well as an electronic reservation facility, digital copy deliveries for specific titles and the possibility to ask queries to librarians online. Users can also be warned of new arrivals.

6. Health

Planned and unplanned healthcare

Medical costs (reimbursement or direct settlement)

Responsibility: Ministry of Health, Social Services and Equality

Website: <https://www.msssi.gob.es>

Description: Information about the procedure and beneficiaries of financial assistance in terms of medical costs afforded.

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

Responsibility: Regional Government. Except for the Ministry of Defence, which centrally, also provides a service with its Health Defence System (SISANDEF)

Website: <http://reqcess.msssi.es/reqcessWeb/cambioIdiomaAction.do?lang=en>
<http://www.msssi.gob.es/organizacion/cca/directorio/home.htm>

Description: Some of the Regional Governments provide health-related services fully online, including access to electronic health records, appointments, etc.
At national level:

- There is an interoperable health care for all the Autonomous Communities.
- The digital clinical history of the National Health System can be accessed from any connected region.

Electronic prescription is already fully implemented in seven autonomous regions and it is being implemented in another six ones in primary care.

When living abroad

European Health Insurance Card (EHIC) Application

Responsibility: Ministry of Health and Social Security

Website: https://sede.seg-social.gob.es/Sede_6/Lanzadera/index.htm?URL=98

Description: This service is used to apply for or renewal of the European Health Insurance Card (EHIC), a personal and non-transferable document that proves an individual's entitlement to receive any healthcare that may be required, from a medical standpoint, during a temporary stay in the European Economic Area or Switzerland, taking into account the nature of the healthcare services and length of the stay, in accordance with the legislation of the country that the individual is visiting, regardless of whether the visit is for tourism, professional or educational reasons.

7. Family

Children, couples

Certificates (birth, marriage): request and delivery

Responsibility: Central Government, Ministry of Justice

Website: Birth: <http://www.mjusticia.gob.es/>
Marriage: <http://www.mjusticia.gob.es/>

Description: Online request and delivery of birth and marriage certificates.

8. Consumers

Shopping (your rights), unfair treatment

Consumer protection

Responsibility: Agency for Consumer Affairs, Food Safety and Nutrition

Website: <http://aesan.msssi.gob.es/en/AESAN/web/home.shtml#>;
<http://eletiquetadocuentamucho.aecosan.es/>

Description: Information about consumer affairs, safety and nutrition is available on the portal of the Agency for Consumer Affairs, Food Safety and Nutrition. Notifications services are available on the portal as an eService. Furthermore, a specific dedicated section is focused on [the information on food labelling](#).

Energy supply

Living facilities and energy (electricity)

Responsibility: N/A

Website: N/A

Description: Usually, it entails a visit to the company's office to register, although most companies now offer the possibility of registering online or by telephone.

Record of distributors

Responsibility: Ministry of Energy, Tourism and Digital Agenda

Website: <https://sede.minetur.gob.es/>

Description: Record regarding all the electric distributors

Electric supply's quality

Responsibility: Ministry of Energy, Tourism and Digital Agenda

Website: <https://sede.minetur.gob.es/es-ES/procedimientoselectronicos/>

Description: Annual information of the electric supply's quality

Government Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section presents an overview of the basic public services, which were identified by the European Commission and Member States under the Your Europe initiative that is an EU site designed to help citizens do things in other European countries – avoiding unnecessary inconvenience and red tape in regard to doing business abroad.

The groups of services for businesses are as follows:

1. **Start and grow**
2. **VAT and customs**
3. **Selling abroad**
4. **Staff**
5. **Product requirements**
6. **Public contracts**
7. **Environment**

1. Start and grow

Start-ups, European Company

Registration of a new company

Responsibility: Central Government, Regional Government, Local Government

Website: <http://www.circe.es/> (CIRCE)

Description: Information and online registration application. The Information and Creation Network Centre (CIRCE) portal sets out an eleven-step procedure for online company registration. Since March 2007, new limited companies (SRL) have been able to register their businesses online, and since 2010 it is possible to create sole traders too, saving a significant amount of time and speeding up the registration process to just 24-72 hours. Online registration reduces the number of forms to be filled in by the entrepreneur from twenty-three to just one (the Unique Electronic Document). Forwarding to other related Agencies is done automatically by the CIRCE.

Since 2016 it is possible to create communities of property ('comunidades de bienes'), civil companies (sociedades civiles), Limited liability entrepreneurs (emprededor de responsabilidad limitada) and limited liability labour companies. Next year will be possible to process cooperative companies.

On the other hand, since 2016 the CIRCE system can process the termination of the activity of sole traders. By the end of the year will be possible to process the termination of the activity of limited liability companies, as well.

Annual accounts

Submission of data to statistical offices

Responsibility: Central Government, National Institute of Statistics (INE)

Website: <https://iria.ine.es/iriaPortal/contents/index.jsf>

Description: Web completion of statistical questionnaires is available. In 2015 83.27% of companies completed the structural surveys by this means and 67.59% for short-term statistics. For hotel and apartment tourism surveys there exist the possibility of loading xml files directly generated from internal companies' information systems. Errors and warnings are checked in web questionnaires.

2. VAT and customs

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

VAT: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Administrations, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/IVA/IVA.shtml

Description: It allows registered businesses to file VAT returns online.

The National Electronic Clearing System (SNCE)

Responsibility: IBERPAY (Sociedad Española de Sistemas de Pago), Banco de España

Website: http://www.bde.es/bde/en/areas/sispago/Sistemas_de_pago/EI_SNCE/EI_SNCE.html

Description: The system is based on electronic communications networks and on the use of a single technical platform for the exchange, clearing and settlement of transactions, the CICLOM platform, in use since the end of 2011. The National Electronic Clearing System (SNCE) is a national retail payment system that has been initially managed by the Banco de España, but as a result of the reform of payment systems in Spain in 2005, this function was transferred to IBERPAY (Sociedad Española de Sistemas de Pago) a private company whose shareholders are the credit institutions participating in the SNCE. As required by Law, the Banco de España is responsible for approving the rules of the system and for its oversight.

Excise duties

Corporate tax: declaration, notification

Responsibility: Central Government, Ministry of Finance and Public Function, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Impuestos_y_Tasas/Impuesto_sobre_Sociedades/Impuesto_sobre_Sociedades.shtml

Description: It allows registered businesses to file their taxes online.

Reporting imports/exports

Customs declarations (e-Customs)

Responsibility: Central Government, Ministry of Finance and Public Function, Spanish Tax Agency (AEAT)

Website: https://www.agenciatributaria.gob.es/AEAT.sede/Inicio/Procedimientos_y_Servicios/Aduanas/Aduanas.shtml

Description: Online declaration and payment for customs operations.

3. Selling abroad

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

Spanish legislation collection

Responsibility: Government of Spain

Website: <http://www.boe.es/>

Description: The portal of Official State Gazette (BOE) provides access to Spanish legislation online.

4. Staff

Terms of employment, social security, equal treatment, redundancies

Social contributions for employees

Responsibility: Central Government, Ministry for Employment and Social Security, Tesorería General de la Seguridad Social

Website: <http://www.seg-social.es/>

Description: The RED system allows businesses and registered professionals to perform electronic processing of proceedings relating to the areas of Business Registration and Membership of Workers, Social Security Fees of Business and Report of Temporary Disability of Workers. RED allows the entry fees through direct debit systems and electronic payment.

Health and safety

The National Institute for Safety and Health at Work portal

Responsibility: Instituto Nacional de Seguridad e Higiene en el Trabajo

Website: <http://www.insht.es/portal/>

Description: The web portal of the The National Institute for Safety and Health at Work contains all necessary information in regards to the legislation related to the safety and health at work.

5. Product requirements

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

Commercial and industrial norms

Responsibility: The Spanish Association for Standardisation and Certification

Website: <http://aenormas.aenor.es/es/normas>

Description: The Spanish Association for Standardisation and Certification is a private non-profit organisation that was founded in 1986. It offers various information online related to the commercial and industrial norms, as well as an online collection of standards. The standards that apply to various sectors are provided with automatic updates and are enabled to be accessed online.

6. Public contracts

Rules and procedures, tools and databases, reporting irregularities

Public procurement / eProcurement

Responsibility: Central Government, Ministry of Finance and Public Function

Website: <https://contrataciondelestado.es> (PCSP)
<https://catalogocentralizado.minhafp.es> (CONNECTA)
<https://registrodelicitadores.gob.es> (ROLECE)
<https://eclasificacion.minhafp.es> (WEBCLAEM)
<http://rpc.minhafp.es> (REGCON)

Description: Public procurement electronic services:

- Plataforma de Contratación del Sector Público – PCSP: e-Notification, e-Tendering, e-Awarding and other e-Procurement related services for both economic operators and contracting authorities.
- Conecta-Centralización: Centralised procurement system based on framework agreements and electronic catalogues of generic products and services.
- Registro Oficial de Licitadores y Empresas Clasificadas del Estado – ROLECE: e-Certificate based accreditation services for both economic operators and contracting authorities.
- WebClaEm: On-line application service for the classification required for specific contracts.
- Registro de Contratos del Sector Público – REGCON: Centralised Contract Registry system for statistical purposes.

7. Environment

Documents and formalities

Authorisations

Responsibility: Ministry of Agriculture and Fishing, alimentation and environment

Website: https://sede.magrama.gob.es/portal/site/se/procedimientos-intermedio?type_id=1

Description: Authorisations regarding the environment can be submitted in this website.

Aids, scholarships and grants

Responsibility: Ministry of Agriculture and Fishing, alimentation and environment

Website: https://sede.magrama.gob.es/portal/site/se/procedimientos-intermedio?type_id=2

Description: The request for aids, scholarships and grants shall be filled through this website.

Sanctions

Responsibility: Ministry of Agriculture and Fishing, alimentation and environment

Website: https://sede.magrama.gob.es/portal/site/se/procedimientos-intermedio?type_id=4

Description: A sanctioning procedure is carried out in this website.

European Commission

The factsheets present an overview of the state and progress of eGovernment in European countries.

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ISA² supports a wide range of activities and solutions, among which is the National Interoperability Framework Observatory (NIFO) action. NIFO provides information on interoperability activities in Europe and is in charge of eGovernment factsheets' annual updates.

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