

[eGovernment in] Spain

September 2006



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Country Profile
History
Strategy
Legal Framework
Actors
Who's Who
Infrastructure
Services for Citizens
Services for Businesses

What's Inside

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Disclaimer:

This document is not intended to be exhaustive. Its purpose is to give an overview of the general e-government situation in Spain. Although every care has been taken to ensure accuracy, the information herein should be treated as indicative and no responsibility for errors can be taken. Neither the European Commission nor any person acting on its behalf is responsible for the use that could be made of the information provided.

Country Profile

Basic Data Indicators

Basic data.....

Population (1.000): 43.038 inhabitants (2005)

GDP at market prices: 905.455 million Euros (2005)

GDP per inhabitant in PPS (purchasing Power Standards, EU-25=100): 98,6 (2005, forecast)

GDP growth rate: 3,5% (2005)

Inflation rate: 3,4% (2005)

Unemployment rate: 9,2% (2005)

Government debt/GDP: 43,2% (2005)

Public balance (government deficit or surplus/GDP): 1,1% (2005)

Source: [Numerical data provided by Eurostat](#)

Area: 504.782km²

Capital city: Madrid

EU Official Languages: Spanish

Currency: Euro

Source: [Europa Website](#)

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 a Senate of 256 members, 48 of whom are regional representatives.

The Head of State is the hereditary [Monarch](#), who mainly has 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 usually proposed as [President of the Government](#) (Prime Minister) by the

Monarch and elected by the Congress. Ministers are appointed by the Monarch on 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 – known as Autonomous Communities – enjoying self-government rights with regard to local affairs, plus 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 amended in 1992.

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

Current Head of State: King Juan Carlos I (since 22 November 1975)

Current Head of Government: President of the Government José Luis Rodríguez Zapatero (since 16 April 2004)

Information Society indicators.....

Percentage of households with Internet access: 36% (2005)

Percentage of enterprises with Internet access: N/A (2005)

Percentage of individuals using the Internet at least once a week: 35% (2005)

Percentage of households with a broadband connection: 21% (2005)

Percentage of enterprises with a broadband connection: 76% (2005)

Percentage of individuals having purchased/ordered online in the last three months: 8% (2005)

Percentage of enterprises having received orders online within the previous year: 3% (2005)

Percentage of individuals using the Internet for interacting with public authorities:

obtaining information 22,5%, downloading forms 12,5%, returning filled forms 6% (2005)

Percentage of enterprises using the Internet for interacting with public authorities:

obtaining information 52%, downloading forms 51%, returning filled forms 35% (2005)

Source: [Eurostat](#)

eGovernment History

Main developments and key milestones (in reverse chronological order)

For the latest developments, see: [eGovernment News - Spain](#)



- ▶ The Ministry of Public Administration has made public the share-out of subsidies destined for the joint financing of administrative local modernization projects; 13,3 million euros of subsidies. This program makes provision for a number of new subventions within the program of the State local economic cooperation, the purpose of which is to contribute to electronic Administration in the local sector. In whole, 128 projects of 16 autonomous regions "Comunidades Autónomas" have been selected.
- ▶ Out of the 17 "Comunidades Autónomas", 11 have already been incorporated into the "Sara" network, and another 3 into the "060" network, targeting citizens.

September 2006.....

Spain, one of the founding members of the Amendment of the "Recognition of the Certificates of Common Criteria" in the field of Information Technology Security, becomes an accredited participant in order to issue information technology security certificates according to the quoted "Amendment". A significant change of status thus takes place, as Spain becomes the issuer rather than a consumer of these certificates.

August 2006.....

- ▶ A public debate has opened via the administrative portal <http://www.060.es/> on the Law of Electronic Administration. The bill, which will appear to the Congress at the end of the year, is the norm that will regulate the rights of citizens and companies when telematically dealing with administrations, as well as the obligations of the latter.

July 2006.....

- ▶ Following the successful delivery of 7.000 [electronic national identity \(eID\) cards](#) in the northern Spanish city of Burgos, the [Directorate General for Police](#), under the [Ministry of Internal Affairs](#) has announced that its eID scheme is to be extended to thirteen other cities in the regions of Castilla y Leon and also Cantabria.

This is the first phase of a pilot scheme which will see eID cards being issued in 20 provinces and the two autonomous cities of Ceuta and Melilla, by the end of 2006. They should progressively become available across the entire country by early 2008.

The new eID card contains an electronic authentication and signature system, which aims to increase user security in electronic transactions and protect their privacy.

- ▶ David Cierco, Spain's Director General for the Development of the Information Society, has announced the launch of the 'Alcázar Digital TDT' project. By 2007, it will enable more than 30.000

citizens to deal with local municipal procedures and consult local council services using digital terrain television (DGTV).

The 'DGTV Island' developed in Alcázar of San Juan is designed to offer a model for how to close Spain's digital divide. On a small scale, it will serve as testing ground for new interactive solutions, prior to the end of conventional analogical television when the entire country goes digital in April 2010. The experiment will also encourage the development of a wide range of new DGTV-based business models and digital applications.

The project is part of the Ministry of Industry 'Digital Cities' (['Ciudades Digitales'](#)) initiative, and co-sponsored by the European Regional Development Fund (ERDF), the Castilla La Mancha Regional Government and Alcázar of San Juan Council.

June 2006.....

- ▶ The Spanish Government has approved the creation of a national Observatory of Electronic Card Payments. The new body, which should be set up in the coming months, will provide a consultative forum for the growing area of electronic payments – estimated to save users some €600 million each year in bank charges. The Observatory will bring together representatives from the commercial, tourism and finance sectors, electronic card systems and consumers. It will also include the public sector – Ministry of Industry, Tourism and Commerce, Ministry for the Economy, Ministry for Health and Consumer Affairs, and various public administrations – and the Bank of Spain. Essentially a consultative body, the Observatory will carry out studies on the electronic payments sector, enhance collaboration between stakeholders, and encourage the use of electronic cards in small businesses. It will, in addition, ensure improved circulation of information on electronic payment systems.
- ▶ The Minister of Public Administration has signed a Ministerial Order which promotes the implantation of pilot "telework" programs in all the Ministries. This measure will be implemented through pilot

programs and the civil servants can voluntarily participate in them. The Order understands as "telework" any form of services according to which an employee of the State General Administration is able to develop part of his working day by using telematic means from home, as long as the services allow for it. The signed initiative is located in the frame of the "Plan Concilia", passed at the end of last year, and destined to look for formulae that would facilitate the conciliation of the work and the personal lives of the civil servants. The participation of the civil servants in these programs will always be voluntary.

May 2006.....

- ▶ The Spanish Minister for Industry, Trade and Tourism, Jose Montilla, and also the Minister for Justice, Juan Fernando Lopez Aguilar, have signed a framework agreement (17 May 2006) setting the terms of their collaboration on the implementation of a new project for the creation of an on-line civil register.

This project is part of the national [Plan Avanza](#) for the advancement of the Information Society in Spain. One of the prime objectives of this plan is to encourage the creation of new on-line services for citizens that are both user-friendly and efficient. The agreement just signed aims to help the government better respond to the expectations of citizens and businesses in this area.

The civil register is the most complete database in Spain on citizens and their civil status. The use of information and communication technologies to ensure its effective management, in respect of privacy regulations, is absolutely essential. Covering the period 2006-2008, the agreement aims to ensure the effective use of new technologies to improve the management and accessibility of the civil register and the records of the Justice Department.

- ▶ The Spanish Director-General for the development of the Information Society, David Cierco, has announced that the government will be providing €12 million to support open source software (OSS) research projects.

The Director-General for the Development of the Information Society stressed that greater use of this type of software would reduce installation costs, as well as help to limit dependence on foreign technologies. He also noted that the Ministry for Industry “has confirmed, on several occasions, its support, not only for open source software, but also for R&D projects, through increasingly important financial grants”.

The National Plan for Scientific Research, Development and Technological Innovation (2004-2007) includes a specific budget line for OSS projects, representing 5% of the total budget for R&D for Information Society technologies.

- ▶ The Spanish Ministry of Industry has recently signed agreements on the implementation of the [Plan Avanza](#) with the governments of four of the country's 17 Autonomous Communities (Comunidades Autónomas): Cantabria, Catalonia, Aragon and Asturias.

Adopted by the Spanish Cabinet in November 2005, the so-called Plan Avanza (2006-2010) forms part of a broader programme, [Ingenio 2010](#), aimed at giving new impetus to R&D investment in Spain. The Avanza Plan focuses in particular on the investments needed for the ongoing development of the Information Society. In this context, it has set, a specific target: an increase in the volume of economic activity in the ICT sector to reach 7% by 2010.

The implementation of the Plan is based on a co-operative model in which each of the 17 Autonomous Communities will have a separate Action Plan and budgetary contribution. This will be articulated around bilateral agreements signed between the government and each Autonomous Region.

The Avanza Plan is a response to the mission entrusted to the Member States by the European Commission within the framework of the [i2010](#) initiative, which calls on them to develop national action plans for the advancement of the Information Society.

- ▶ The sixth edition of Tecnimap was celebrated in Seville, from May 31 to June 2; the biggest national

event on Information technologies in Public Administration in Spain and one of the most important events in Europe. Under the motto 060.es 365x24x7, 110.000 assistants have come to participate in this event. In Tecnimap, professionals coming from all three Spanish Administrations met, out-standing experts were also present and all this took place with the collaboration of the private sector. There was a Tecnimap awards call to the most innovative projects realized in Spain in the field of electronic administration, and counted approximately 100 candidacies of high technical level, proposed by all three administrations.

- ▶ The Network 060 was presented in Seville, coinciding with the celebration of Tecnimap; a new model of public services that allows all the Spanish citizens to move forward and obtain information of three public administrations (the general administration of the state, the autonomic and local administrations) through three channels destined to the public: offices to attend the citizens, a web 060.es and a phone with that same number. The first three offices, one of every administration (local, autonomic and central) have opened on the same day, the 31st, in Seville. It is hoped that at the end of the year, 30 more should open in another five autonomous regions, in addition to incorporating the “Ventanillas Únicas Empresariales” into this Network. Together with Tecnimap, the web page [www.060.es](#) has set off, together with the telephone number “060” dedicated to the citizens. That number replaces more than 600 numbers for accessing information that presently has the General Administration of the State, and which furthermore attends up to 900.000 calls a year. The Network “060” offers this way to the citizen a service 24 hours a day, 7 days a week, 365 days a year, as the motto of Tecnimap clearly states.
- ▶ The Minister of Public Administration makes a proposal to the unions on the implementation of telework in the entire General Administration of the State, following the results obtained within the 90 days' pilot plan carried out in his Ministry, and where productivity was maintained or even increased in positions that rely on experience. Both the workers participating in the plan and the

administration value the experience. The conclusions drawn highlight that telework can be an excellent tool for the conciliation of work and personal life. It signals the need to accompany the measures of telework with evaluating the work for targets and emphasizing the primary role of the State regarding the creation of rights, exercising an exemplary function for society in implanting Telework, thus helping to improve the work environment, the efficiency of the public workforce and the quality of the service that they provide to the citizens.

April 2006.....

- ▶ The Spanish government has created a new Advisory Council, formed by experts of prestige and experience in different technological sectors. It is constituted as a work group that will advise the Minister on how to design and set off measures in order to incite electronic administration in Spain. On 15 March 2006, the [Spanish Ministry of Public Administration](#) announced the creation of the Advisory Council for Public Administration (Consejo Asesor de Administración Pública). The objectives of this group are to assess the potential role of new information and communication technologies in transforming public administration in Spain, to identify the major gaps and obstacles, and to assist in developing an integrated strategy for future development. The Advisory Council – which should meet at least twice a year with the Minister of Public Administration, and includes experts from the public sector, industry and civil society – is a first step in this new direction. During the first work session, a work group was constituted in order to contribute in the elaboration of the future Electronic Administration law.
- ▶ The Council of Ministers has approved the Royal Decree which eliminates any obligation of presenting the certificate of registration as a document that proves the place of residence of the applicant, requesting an administrative procedure to be carried out by the General Administration of the State, as well as by the organizations that also belong to the public administration. Each year, approximately three million changes of residence take place in Spain. Those changes of residence suppose the expedition of approximately 10 million certificates of registration in order the citizens to be able to justify their place of residence to various administrations. Of these, the AGE requests 3,5 million. From now on, it will be the Department itself which will receive requests for officially verifying, the identity of the applicant. This consultation will be realized using official files, having access to the database of the National Institute of Statistics - after obtaining the authorization of the person interested. Both consultations are realized by maximum safety guarantees preserving the privacy of data information. The result of this consultation will have the same convincing value as the certificate of registration itself.
- ▶ The Government approves a Royal Decree which eliminates the obligation of enclosing the photocopy of the Identity card to any writing or communication form that the citizens have to present in procedures carried out by the General Administration of the State, as well as to the organizations that belong to the Public Administration. This measure, which will simplify the life of the citizens, supposes the gradual reduction in the next years of more than four million photocopies of DNI that are contributed annually. From now on, it will be the Department itself which will receive requests for officially verifying, the identity of the applicant. This consultation will be realized, in case it is strictly necessary, to gain access to the database of the Police - after obtaining the authorization of the applicant. The consultation will be realized by maximum safety guarantees, preserving the privacy of the information. In case the person interested does not give his/her consent to realize this consultation, that person will have to bring the corresponding DNI photocopy. This measure will also benefit the foreigners living in Spain who will not have to present the photocopy of their supporting corresponding document.

March 2006.....

- ▶ The Spanish postal service ([Correos](#)) has recently opened up 4000 new 'free access' points to its virtual offices, with over 30.000 terminals spread across Spain. Developed in co-operation with the state agency [Red.es](#), this initiative is intended to further promote the information society in Spain.

The new postal service network, called 'Telecentros', will make it possible for more than 5 million citizens to access on-line postal services. The project is part of the postal services 'Accessibility Plan' which is being implemented progressively by Correos. The 'Telecentros' are of particular interest to people and businesses in small towns and rural areas. They comprise public centres, provided by the communes that are equipped with computers and internet access. They are the result of long-term co-operation between the Spanish Ministry for Industry (through Red.es) and the local administrations.

- ▶ The new electronic identity card has been officially launched in Spain with a high-profile media campaign, a [new eID website](#) and a Freephone helpline for citizens. The Spanish Police Department, which is the institutional body in charge of issuing ID cards in Spain, has allocated €50 million to this campaign from now until 2008.

The new electronic card will be distributed to the citizens of Burgos, before being progressively extended to all the Spanish regions. With its own logo and slogan – 'Identificate con él' (Identify with it) – the information campaign has been designed to follow the introduction process, explaining the advantages of the card and providing practical information on how to obtain and use it correctly.

The Official Publications Office, [Red.es](#), charged with promoting the adoption of the information society in Spain, will assist citizens who have received their first eID card, by means of helpdesks and practical demonstrations on how to use the electronic document.

- ▶ Cuenca has just become the first province in Spain to set up an electronic register of citizens. Set up in collaboration with [Red.es](#), the official government agency for the promotion of the information

society, the register will allow citizens wider, and more secure access to on-line.

The ultimate goal of Red.es is to promote the access to, and use of, new technologies among as wide a section of the population as possible. Director General of Red.es, Ramon Palacio, congratulated Cuenca on the initiative and expressed his belief that it will soon be extended to all Spanish administrations – and that the digital signature, essential for the use of this service, will be a normal part of life within three to four years.

- ▶ The Spanish National Administration (AGE) and Andalusian regional authorities have signed an agreement for the use of a common tool for validating eSignatures by all public administrations in Spain – national, provincial, regional and even local.

The shared system will be based on a technological platform developed by the Council of Justice and Public Administration of the Andalusia region. Baptised '@firma' (i.e. '@signature') by its creators; it will be used in conjunction with the new eID card, launched in February this year. The first eID cards are being tested in northern Spain in March before their general release across the country.

Spain's regions ('comunidades autónomas') have gained significant competence in public administration over the past three decades, from education and environment to health and taxes. Despite progress towards streamlined procedures, outdated administration for certain tasks remain in many of the provinces. Sharing a common platform of validation is essential to the smooth integration of all services provided to citizens by the various levels of public administration.

- ▶ Spain is the latest EU country to launch an eID card system. On 16 February 2006, Minister Alonso signed off on Spain's new electronic authentication and signature system, which aims to increase security and user certification in electronic transactions. The stage is now set for full-scale pilot testing of, reportedly, the largest and most advanced cybernetic security development in Europe.

Independent experts from different countries have studied the new system, say the ministry, and confirm that it is one of the world's best eCertification systems in terms of technology and the level of security it provides.

The system has two validation steps: first authenticating the identity of the user and then, for each action carried out, an electronic signature is demanded for 'explicit' authorisation. Each eID card holder will have a personal access code, like a PIN code for using ATM machines, which consists of two passwords: a 'public' password and a 'private' password.

The public password is used to authenticate identity – in other words to tell the system who and where you are – and the private one is only used for transactions requiring a signature, in this case an electronic signature.

February 2006.....

- ▶ [SARA](#) (Sistema de Aplicaciones y Redes para las Administraciones) provides an IT infrastructure that will enable the connection and exchange between different administrations as well of data and software sharing – thus providing considerable savings in both cost and time. It is similar to the systems used in Finland, Norway and the United Kingdom – the most advanced countries in this sector – and “will contribute to filling the so-called digital gap in Spain”, said Sevilla. The system is an essential step towards the introduction of a large number of new on-line services, such as the eID card. As from April 2006, Spanish citizens holding an eID card will be able, for example, to register on-line for public administrations 'open competitions', pay administrative fees, deal with state bonds and some taxes, apply for funding programmes, request birth and marriage certificates, or receive information on pensions. By the end of 2006, over 300 different services should be accessible through the eID card. In this sense, it is believed that the general use of the electronic services supposes a saving of 23 million hours in the time that the Spanish dedicate each year to carry out administrative procedures, in addition to

their cost of 150 million euros per year. Other benefit will be the great saving in paper thanks to the massive elimination of different certificates and photocopies that is presently obligatory to present and are estimated to weigh approximately 100.000 kilos per year.

- ▶ The Minister of Public Administration announces the presentation of the bill on Electronic Administration, which will guarantee in the future the right of all the citizens to have electronic access to the Administration services. This new norm, in which experts are presently employed, will force the Administration to accept electronic documents that will be valid and legally safe. With the Minister's approval, Spain will join the most developed European countries in the electronic sector, which have already established such a law. It announces the opening of the Network 060 dedicated to the citizens. This network will provide 060 – an administrative number which will be available from February in 060 offices in order to facilitate the access to information in any of the administrations that have joined the project. A web portal will furthermore give access to the different services in addition to being the vehicle that would lead the citizens to choose the channel through which they should obtain these services.
- ▶ The Minister of Public Administration, Jordi Sevilla, and the adviser of Justice and Public Administration, Maria José López, have signed an agreement according to which Andalusia will become the first autonomous region in implanting the Integrated Offices dedicated to the Citizen - 060 offices - which will turn into public spaces for providing information, orientation and procedure guidance on the different administrations. The new offices will suppose that the citizens should be able to deal with paperwork procedures coming from all three administrations, at the same place. This agreement is the first one of this type that has been signed. The holders of both departments have signed another agreement according to which all the organizations and public administrations of Spain will have a common tool of validation of electronic signature based on the technological platform developed by the Commission of Justice and Public Administration of the Board of

Andalusia. This solution so called "@firma" will also be used to validate the signature integrated to the electronic DNI whose use will start soon. The integrated offices will be classified according to their capacities and the level of services they can provide. That way the contact offices will start operating as reception, record and communication spaces for all citizens. The information offices will include personalized orientation and those of integral management, assuming an advanced level that comprises the joint competition procedures of different administrations. Furthermore, mechanisms of collaboration will develop between the Ministry of Public Administration and the Board of Andalusia to offer unique services through the Internet.

January 2006.....

During the meeting organised by the Spanish newspaper El Mundo via its website, Jordi Sevilla answered 58 questions coming from internauts of different ages and profiles, ranging from teenagers to PhDs. Among the issues raised was the government's new 'Moderniza' plan for the reform of the public administration. The Minister explained, in a few words, that one of the main aims of the plan was to make citizens' life easier by giving them access to public administration services 24/24 hours, 7/7 days – directly from home, via their personal computer.

He also explained that the foreseen eID card will be an important element of the new eAdministration, providing the 'key' to most administrative procedures, notably by allowing the eSignature of administrative payments. 'Moderniza' also means 'simplifying'. In Spain, there are at least three administrative levels – national, regional, and local – and their respective areas of competence are not always clear to the citizen. The electronic administration will help to integrate all administrative levels and present a single administrative 'face' to the public.

December 2005.....

- ▶ In the Spanish Parliament plenary session held in Madrid, an overwhelming majority of 290 votes against 15 rejected the proposal of ERC and IU-ICV which tried to push the use of open source software in Spain's central administration. Among other reasons for rejecting the proposal, one was that the parliament must support the competition from the use of all type of software, both open source and commercial, so as not to limit the freedom of software choice. In addition, another point laid on the agenda stressed that the savings to the Spanish central administration of the use of open source software, would equal to 3 billion euros every two years, on top of other advantages gained by the use of open source software. On the other hand, it was assured in the plenary session that it is not true that open source software is more unstable than commercial software. It was stressed that this is a great opportunity, because if the Spanish state uses open source software, it can use the money saved towards implementing other things that it considers as a higher-priority.
- ▶ The Minister of Public Administration, Jordi Sevilla, presents "**Moderniza**", the plan of measures 2006-2008 aiming at the progress of the Administration. The plan composes of 16 measures that include the creation of integrated offices (network 060) in Autonomous regions and Town halls and more than 2.800 information points, the unification of more than 1000 phones of the General Administration of the State and the functioning of a unique portal of public services (www.060.es). Other measures are: the elimination of 20 million documents at the end of the plan, the creation of reception telematic and paper records 24 hours a day, 7 days a week, the electronic direct debiting of the citizens and companies for notifications on procedures, the communication service regarding change of electronic address, the use of payments through the Internet, the payment of taxes and the incorporation to the Internet of 800 new administrative forms and 100 new digital services operable with the electronic DNI, the creation of an interadministrative network comprising all the public administrations which will be interconnected

for 2010, the modernization of the Local Entities by means of the joint financing of projects related to the use of the TIC or the elaboration of a Law of Electronic Administration.

November 2005.....

The Government adopts the [Plan AVANZA](#) for the development of the Information Society and the convergence with Europe and between Autonomous Regions. The development of eGovernment is one of the main pillars of Plan AVANZA.

The Ministry of Public Administration sets off his new web page <http://www.map.es>, in which it emphasizes the restructuring of the contents, creating users' profiles, and offering information in English and the co-official languages of Spain; the strengthening of the services or the access to the selective processes of the Central Administration, and the fulfillment of the norms of accessibility.

The Council of Ministers approves a Royal Decree by which the criteria are modified. Those criteria regulate the economic cooperation of the State regarding the investments of the Local Entities (Entidades Locales), opening a new line of aids for the municipal board and other local entities for the joint financing of administrative modernization projects by using the TIC. According to the project of Budgets recently presented by the Government, 13,7 thousand euros will be destined in 2006 for the implementation of these initiatives of local modernization.

August 2005.....

The Ministry of Industry, Tourism and Trade and the Spanish Federation of Municipalities and Provinces (FEMP) sign an agreement that will give 2.400 Spanish municipalities access to the [PISTA Administración Local](#) eGovernment platform over the next two years. Launched in January 2005, PISTA Administración Local is an ICT platform designed to help small and medium-sized municipalities offer eGovernment services to citizens. Access to PISTA Administración Local is made available free of charge to municipalities and, according to the project's initial agreement, FEMP is in

charge of maintaining and promoting the platform as well as of providing technical assistance and training to participating municipalities. Ultimately, the platform should allow all Spanish municipalities to have a web presence and offer transactional eGovernment services.

July 2005.....

The Higher Council for Electronic Administration adopts the '[Proposal for recommendations to the General State Administration on the use of free and open source software](#)'. The document provides guidelines and recommendations for open source adoptions within public agencies. Their aim is to contribute to improve the procurement, development, maintenance and operation of open source software in the State administration.

June 2005.....

The Higher Council for Electronic Administration adopts version 2.0 of the [MAGERIT risk analysis and management methodology for information systems](#). The Council recommends the use of this methodology as a response to the growing dependence of Public Administrations (and of society as a whole) on information technology. The MAGERIT methodology follows the OECD Guidelines for systems and network security, in particular concerning risk evaluation.

May 2005.....

A decree is adopted to restructure the management framework for eGovernment. Among other things, the Higher Council for Informatics and for the Impulsion of Electronic Administration (CIAE) changes name and becomes the [Higher Council for Electronic Administration](#). The Council is an inter-ministerial organism chaired by the Ministry of Public Administration and tasked with the preparation and development of the eGovernment strategy and policy for Spain's central administration.

January 2005.....

Framework Agreement signed between the Ministry of Industry, Tourism and Trade and the Spanish Federation of Municipalities and Provinces for the development of eGovernment in local entities. The Agreement includes provisions about the development of eGovernment applications and services for local entities, financial aspects and dissemination of results.

December 2004.....

The Spanish Government adopts a **revised schedule for the planned introduction of electronic ID cards** in the country. According to the revised schedule, a pilot will be launched in the beginning of 2006 in a medium-sized city, while countrywide distribution of the new biometric identity documents will start in late 2007 or early 2008. A new eID inter-ministerial committee will be in charge of driving the project forward, defining the first eServices to be supported by eID, organising a communication campaign, and providing technical support to the users.

September 2004.....

- ▶ The Spanish Government launches the “Public Administration Technological Modernisation Plan 2004-2007”, otherwise known as [Plan Conecta](#). This new eGovernment plan aims at bringing public administration closer to citizens by reducing bureaucracy, simplifying procedures and eliminating unjustified delays. One of the plan’s targets is the suppression of 80% of the certificates requested from citizens by public bodies, through the establishment of an electronic system for the secure interchange of data between administrations. The new plan makes EUR 84 million available for 43 projects, including the introduction of the electronic ID card or the launch of a new eGovernment portal, Ciudadano.es (“Citizen.es”).
- ▶ The Spanish Government announces the preparation of legislation that would mandate public administrations to digitise their data and

processes. The aim of the planned legislation would be to “force” public bodies to communicate electronically so that, in the long term, 80% of all government transactions become paperfree.

June 2004.....

- ▶ Use of the Spanish **eTax filing service** hits a new high. Over 2,2 million income tax returns were submitted over the Internet in 2004, representing a 30% increase over 2003 and close to 15% of all returns submitted by the Spanish taxpayers.
- ▶ Publication of the [security, standardisation and conservation criteria for applications used by state administrations](#). These criteria address the need for organisational and technical measures for security, interoperability and preservation of information to satisfy legal requirements of validity and efficiency of administrative procedures through electronic means.

February 2004.....

- ▶ The Spanish Council of Ministers officially approves the creation and distribution of new **electronic ID cards** containing biometric identifiers. Among other things, the new card will provide secure identification and authentication allowing citizens to securely access transactional electronic services. The eID card will be implemented in phases, with several pilot tests to be held in 2004 and large-scale issuance and distribution expected to start in 2005.
- ▶ The Federation of Municipalities and Provinces (FEMP), together with the Ministry of Industry, Tourism and Trade, launch the [‘PISTA – GEOPISTA Geo-referential Territorial Information System’](#) initiative.

December 2003.....

- ▶ The Ministry of Public Administration announces the deployment of **360 “virtual offices”** throughout the country in a move designed to provide citizens with free public access to eGovernment services.

The virtual offices will be installed in the premises of central and local administrations.

- ▶ The Spanish Parliament approves a **new law on electronic signatures**, aimed at promoting a more widespread use of digital signatures for eCommerce and eGovernment. 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 future development of a national electronic ID card.

October 2003.....

The Spanish Government launches a [secure electronic notification service](#), designed to enable public administrations to communicate notifications to citizens and businesses electronically. With the new service, each citizen or business user that requires it will be attributed a unique e-mail address to receive administrative notifications that will have the same legal value as paper notifications. The new service is at the same time: personalised, each citizen or enterprise having its own secure mailbox; voluntary, as customers will only receive the notifications chosen; confidential, as customers will have a unique key to decrypt the messages received; and secure, as the access to the mailbox will require a digital certificate.

September 2003.....

- ▶ The Spanish Government and the Federation of Municipalities and Provinces (FEMP) launch the '[PISTA-Administración Local](#)' initiative, aimed at enabling small and medium-size municipalities to deliver services online. The project consists in the development of a standardised software application designed to enable the simple deployment of basic online information and services, that small local authorities will be able to use for free.
- ▶ The Government launches a **Digital Cities programme**, designed to support the development of the Information Society at local level. The programme, covering the period to 2007,

is supported by the European Regional Development Funds (ERDF).

July 2003.....

- ▶ The Spanish Government approves the [new Information Society action plan 'España.es'](#). Covering a two-year period (2004-2005), the new plan replaces the previous plan Info XXI, which was launched in 2000 and did not deliver the expected results. "España.es" is partly based on the recommendations of an expert commission on the Information Society ("Soto" Commission), published in April 2003. The new programme incorporates the action plan for eGovernment unveiled in May 2003.
- ▶ Creation of the [Higher Council for Informatics and for the Impulsion of Electronic Administration \(CIAE\)](#), a new inter-ministerial structure in charge of leading and coordinating the implementation of eGovernment. The CIAE includes over 30 representatives from various government ministries and agencies.

May 2003.....

- ▶ The Government approves the [security, standardisation and conservation criteria for applications used by state administrations](#). These criteria aim at providing an **interoperability, security and record management framework** for the use and development of information systems and applications in Spain's central administration.
- ▶ Publication of the [Action Plan for the Promotion of Electronic Administration in Spain](#), outlining 19 measures to be taken into four main areas: facilitating user access to electronic public services, promoting the development of these services, facilitating information exchange between public administrations, and supporting internal re-organisation of public administration procedures.

April 2003.....

Publication of the [recommendations of the Experts Commission for the Development of the Information Society](#). The report calls for the definition of a new overall action plan for the Information Society, designed to replace Info XXI, and for a renewed commitment to the development of electronic government.

February 2003.....

[Royal Decree 209/2003](#) is adopted, regulating the use of telematic registries and notifications, as well as the use of the Internet to provide administrative certificates for citizens.

November 2002.....

- ▶ The government creates an [Experts Commission for the Development of the Information Society](#) to identify the challenges and barriers to the development of the Information Society in Spain and to make recommendations to address them.
- ▶ The **Electronic National Identity Document (DNI)** project is initiated in order to develop the use of electronic signatures and digital identities. This project aims to facilitate interaction between citizens and the administrations, particularly over the Internet, by contributing to the development of electronic signatures and new, secure electronic services.

November 2001.....

[Royal Decree 1317/2001](#) is adopted, extending the role of FNMT (National Mint) regarding security, validity and efficiency of electronic transactions with public administrations.

September 2001.....

- ▶ Launch of the Citizen Portal [Administracion.es](#), providing an online gateway to public information and services.
- ▶ Creation of the [Spanish Certification Authority \(CERES\)](#), as part of the National Mint (FNMT). CERES is in charge of assigning digital identities to facilitate electronic transactions between citizens and public institutions. The main objective of CERES is to validate the identity of participants in electronic transactions and to ensure the integrity and confidentiality of the information transmitted.

January 2001.....

The [Action Plan Info XXI](#) is presented for the development of the Information Society. This action plan covers the period 2001-2003 and focuses on the promotion of the telecommunication and information technology sectors, the development of electronic administration and the provision of access to the Information Society for everyone.

2000 and before.....

In **2000**: Adoption of **Royal Decree 1372/2000**, expands the role of the Ministry of Public Administration, and in particular states that the Secretary of State for Public Administration will be in charge of catalysing and managing the Ministry's responsibilities regarding the use of information and communication technologies in the public sector and the development of the government's information strategy.

The Ministry of Public Administration publishes the [white paper on the improvement of public services](#), entitled "A New Administration in the Service of the Citizens". This white paper stresses the important role of information technology in the improvement of the public services.

In **1999**: The Spanish Council of Ministers approves the [Info XXI initiative for the development of the Information Society](#). This initiative aims to promote the

development of new information and communication technologies and their adoption by citizens, businesses, and public administrations. The initiative outlines a number of strategic priorities and success factors, and identifies concrete actions required to reach the objectives of the initiative.

[Royal Decree-Law 14/1999 on electronic signatures](#) is adopted. This Decree seeks to encourage user trust in new services and systems related to the transmission of official documents and the use of electronic signatures, ensuring their introduction and rapid dissemination. This Decree also aims to establish clear regulations for the use of these services and the registration of service providers.

In **1997**: Launching of the Programme for the Promotion and Identification of Emergent Services in Advanced Technology (PISTA); its main objective is to support the efficient introduction of multimedia services in public administration and services of public interest, based on user needs.

In **1996**: Publication of [Royal Decree 263/1996](#), which regulates the use of electronic and telematic techniques in public administration. The Decree states that these methods should be used, in particular, to support the interaction between citizens and public bodies. The Decree also outlines the general regulations, requirements and calls for the ministerial departments to define the general criteria for development and action.

eGovernment Strategy

Main strategic objectives and principles



The Spanish Government's current eGovernment strategy is laid down in the "**Public Administration Technological Modernisation Plan 2004-2007**", otherwise known as "[Plan Conecta](#)", which was presented in September 2004.

Plan Conecta is designed to improve the quality of services provided by Spain's central administration and to bring it closer to citizens and businesses by using new technologies, reducing bureaucracy, simplifying procedures and eliminating unjustified delays.

The key **mission** of the Plan is 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.

To achieve this mission, a number of objectives have been defined, which are specific, measurable, realistic, viable, and limited in time. Those **11 objectives** are:

1. Elimination or reduction of queues.
2. Elimination or reduction of paper-based documentation.
3. Development and promotion of electronic administration.
4. Development and promotion of electronic procurement.

5. Improvement of Spain's standing in eEurope 2005 benchmarking rankings.
6. Widespread introduction of electronic signatures.
7. Reduction of processing times for administrative transactions.
8. Improvement of interoperability within and among public administrations.
9. Re-use of applications and solutions.
10. Improvement of communications in public administrations.
11. Training of civil servants.

To reach these objectives, the Plan Conecta provides for a series of measures concerning central government, autonomous communities, local authorities, and companies when contracting and communicating with the administration. The plan has a budget of EUR 84 million to 2007, to be spent on **43 projects in five key areas** ("meta-projects"):

1. CERTIFICA (2004-2005)

The Plan aims at developing information systems supporting **electronic interaction between public administrations and citizens**. One key target is the suppression of 80% of the paper certificates currently requested by public bodies to citizens for providing certain services. These will be replaced by legally valid eCertificates through the establishment of an electronic system for the secure interchange of data between administrations. The need for citizens to produce documents repetitively to multiple organisations will thus be eliminated. In addition to the switch to eCertificates, key projects in this area include the set up of an integrated online service for address change notification and the further development of

the [secure electronic notification service](#), designed to enable public administrations to communicate official notifications to citizens and businesses electronically.

2. eDNI (2004-2005)

Implementation of the electronic **national identity document** ([eID card](#)), which will substitute the current one. The eID card incorporates an electronic signature and makes it possible to digitally sign electronic documents and contracts, as well as identify and authenticate citizens in a digital environment. Specific projects include the development of a common platform to validate electronic signatures, of a single sign-on and time-stamping infrastructure, the accreditation of certification authorities and the distribution of eID cards.

The deployment of the [DNI](#) service, one of the most important and pertinent actions for the citizens, started in 2005. This huge and expensive operation shall be covered by the DNI tax.

Three ministries - the Ministry of Interior, the Ministry of Industry and MAP (Ministry of Public Administration) - would have to reach an agreement in order to become fully operable.

Electronic DNI should have similar characteristics to the present National Identity card (Documento Nacional de Identidad) with the only difference; the addition of a microchip.

This new identification card, which will enable secure Internet transactions, will include an electronic certificate, a photograph and the digitalized hand-written signature together with a certificate of electronic signature.

Diffusion, training and supportive actions to the citizens raise a greater concern than the training of the civil servants for the implementation of this meta-project.

3. CIUDADANO.ES (2004-2005)

A **new citizen portal** has been set up in order to bring the administration closer to the citizen. The

portal provides access to interactive and transactional services and a set of new services for communicating with public administrations. Key projects include the development of electronic public sector information, the organisation of unified information management centres, the integrated management of grants and subsidies, the establishment of a payment gateway connecting public organisations, the launch of a single administrative contact centre for citizens, and the further development of the civil servants' portal.

4. SIMPLIFICA (2004-2007)

Simplification and rationalisation of public management, with a view to reduce costs and service processing as well as delivery times. Key projects include the development of electronic procurement, of geographical information systems, of human resources information systems, the completion of the administrative intranet linking central, regional and local administrations, and the establishment of an observatory of electronic administration.

5. MAP.ES (2004-2007)

Improvement of the IT infrastructure of the Ministry of Public Administration. Unification and improvement of web pages of the State administration. Key projects include the implementation of a multi-services corporate network for the Ministry, of video-conferencing, the use of electronic signatures for internal processes and the development of eLearning in the Ministry.

The key **principles** for the implementation of Plan Conecta are: administrative legality, efficiency, productivity, security, data quality, and guarantee of access to own data. The **values** to be promoted are: dialogue and participation instead of authority, respect for diversity, support for administrations with insufficient resources, promotion of innovation, willingness to change, commitment to quality, search

for excellence, flexibility and adaptability, clarity and transparency.

Plan Conecta has been included as a key element of – and should help implement – the “Decalogue for good administration” presented by the Ministry of Public Administration in November 2004. The Decalogue comprises the set of rules that should guide public administrations in their daily tasks.

Plan of Measures 2006-2008.....

The Ministry of Public Administration has defined for the period 2006-2008 a plan of measures aiming at ameliorating and modernizing the Administration in order to fully satisfy the needs of the citizens.

Legislative initiatives

[Basic statute of the Public Administration](#)

[Electronic Administration law](#)

Action Plans:

- ▶ Special plan of measures for the AGE (Administración General del Estado) and the reform of the peripheral administration:
- ▶ Plan of technological modernization and administrative simplification of AGE.
- ▶ Plan of promoting measures of transparency and participation in AGE.

eGovernment Legal Framework

Main legal texts impacting on the development of eGovernment



eGovernment legislation.....

There is currently no overall eGovernment legislation in Spain. However, a number of decrees are regulating generic aspects of the development of eGovernment in the country, in particular [Royal Decree 263/1996 of 16 February 1996](#) on the use of electronic and telematic techniques in the state administration (modified by Royal Decree 209/2003 of 21 February 2003 on the use of telematic registers and notifications and of electronic certificates) and [Royal Decree 589/2005 of 20 May 2005](#) on the organisations in charge of electronic administration.

The future electronic administration law should regulate the rights of both the citizens and the companies when telematically dealing with administrative services, including the responsibilities of the latter in that respect.

Recently the Advisory Council for Public Administration, composed of renowned experts, with great experience in distinguished technological fields, promised to elaborate a document which will comprise various proposals and suggestions.

This future law will focus on three main parts: the rights of the citizens and the companies when telematically dealing with administrative services, the judicial status which should govern each electronic

service, and the inter-administrative cooperation among the various administrative services.

Freedom of Information legislation.....

[Law on Rules for Public Administration](#) (1992)

The Law on Rules for Public Administration of November 1992 provides for access to government records and documents by Spanish citizens. It also includes rules for access of persons in administrative proceedings. The provisions on access were included to implement the 1990 EU Access to Environmental Information Directive. The documents must be part of a file which has been completed. Agencies must respond in three months' time. Documents can be withheld if the public interest or a third party's interest would be better served by nondisclosure or if the request affects the effectiveness of the operations of the public service. Access can also be denied if the documents refer to government actions related to constitutional responsibilities, national defence or national security, investigations, business or industrial secrecy or monetary policy. Access to documents that contain personal information is limited to the persons named in the documents. There are also restrictions for information protected by other laws including classified information, health information, statistics, the civil and central registry, and the law on the historical archives. Denials can be appealed administratively. The [Ombudsman](#) can also review cases of failure to follow the law.

Data Protection/Privacy legislation.....

[Law on the Protection of Personal Data](#) (1999)

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 ([1995/46/EC](#)). It regulates the processing of personal

data in the public and private sectors. The law establishes the right of citizens to access and correct records about themselves 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 purpose that it was collected. Additional protections are provided for sensitive data. The Law is enforced by the Spanish [Data Protection Agency](#).

eCommerce legislation.....

[Law on Information Society Services and Electronic Commerce](#) (2002)

The Law [34/2002](#) on Information Society Services and Electronic Commerce of 11 July 2002 implements the EU eCommerce Directive ([2000/31/EC](#)).

eCommunications legislation.....

[Law on Telecommunications](#) (2003)

The General Telecommunications Law [32/2003](#), of 3 November 2003, implements in Spanish law the new EU regulatory framework for electronic communications. Transposition was completed with the adoption of the new [Regulation on electronic communication markets](#) in December 2004.

eSignatures legislation

[Law on Electronic Signature](#) (2003)

The Law [59/2003](#) of 19 December 2003 on Electronic Signature replaced a Royal Decree of 1999 on Digital Signatures. It transposes the European Directive 1999/93/EC on a Community framework for electronic signatures, and is aimed at promoting a widespread use of digital signatures for eCommerce and eGovernment. 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 future development of a national electronic ID card.

The most relevant developments are the regulation of the Spanish “national electronic identification card” and the possibility of electronic certificates for companies. This Act also modifies and adds some rules to the Spanish eCommerce Act ([Law 34/2002](#)) and the Spanish Civil Procedure Act ([Law 1/2000](#)).

eProcurement legislation.....

[Order on the use of electronic means in public procurement](#) (2005)

The Ministerial Order [EHA/1307/2005](#) of 29 April 2005 regulates the use of electronic means in the procurement process of central administrations. It modifies the law on public administration contracts of 2000 and the General Regulation of public administration contracts of 2001; it furthermore implements the eProcurement provisions of the new EU Directives on public procurement ([2004/17/EC](#) and [2004/18/EC](#)).

Re-use of Public Sector Information (PSI)

Work is still underway to implement the EU Directive [2003/98/EC](#), published in the Official Journal ([L345/90](#)) on 31 December 2003, on the re-use of public sector information into Spanish law. Member States had until 1 July 2005 to implement the Directive into national law. By 15 December 2005, 12 countries had notified complete transposition, and one country a partial transposition.

[Status of transposition of PSI-directive:](#)

Taking into account the Spanish territorial structure with important responsibilities placed on the Comunidades Autonomas (regions), a basic law will be adopted for application at all territorial levels of the State:

- ▶ Working group established by representatives of the ministries involved.
- ▶ Draft law under preparation, to be submitted to the Council of Ministers, for consultation to relevant bodies, and then to the Parliament.

eGovernment Actors

Main roles and responsibilities



National eGovernment.....

Policy/Strategy

1. [Ministry of Public Administration](#)

The Ministry of Public Administration is responsible for steering the development and implementation of eGovernment in Spain's central state administration. These tasks are carried out by the Directorate General for Administrative Modernisation in the Ministry's General Secretariat for Public Administrations.

2. [Higher Council for Electronic Administration](#)

The Higher Council for Electronic Administration was created by the Royal Decree of 20 May 2005 restructuring the management framework for eGovernment. It replaces the previous Higher Council for Informatics and for the Impulsion of Electronic Administration. The Council is an inter-ministerial organism comprising senior officials representing all ministries and central administrations, and is chaired by the Ministry of Public Administration. It is tasked with the preparation and development of the eGovernment strategy and policy for the Spain's central administration. Measures include: putting in place a

single electronic registry; enabling electronic payments; providing for secure electronic data transfer; and making more than 800 administrative forms available online.

3. In March 2006, the Spanish Ministry for Public Administration announced the creation of the [Advisory Council for Public Administration](#) (Consejo Asesor de Administración Pública).

The objectives of this new body are to assess the potential role of new information and communication technologies in transforming public administration in Spain, to identify the major gaps and obstacles, and to assist in developing an integrated strategy for future development.

Coordination

1. [Higher Council for Electronic Administration](#)

The Higher Council for Electronic Administration is in charge of leading, coordinating and monitoring the implementation of eGovernment across central government.

2. [Ministerial Commissions for Electronic Administration](#)

Created by the Royal Decree of 20 May 2005 restructuring the management framework for eGovernment, the Ministerial Commission for Electronic Administration are in charge of coordinating ICT and eGovernment developments within the different ministries. According to the provisions of the Decree, all ministries will have to prepare and implement pluri-annual strategic departmental plans for ICT and eGovernment.

3. [The Advisory Council](#)

The Advisory Council, which should meet at least twice a year, comprises experts from the public sector, industry and the civil society. It constitutes

a first step in a new direction; a model in which the coordination between different administrative bodies has improved, so as to avoid developing a pattern of emerging "islands" of isolated services.

Implementation

1. [Ministry of Public Administration](#) for cross-departmental and infrastructure projects
2. [Ministry of the Interior](#) for the electronic ID card project
3. [Individual Government Ministries and Agencies](#) for departmental projects

Support

1. [Higher Council for Electronic Administration](#)
2. **Directorate General of Administrative Modernisation**

Part of the Public Administration Ministry, the Directorate General of Administrative Modernisation is responsible for eAdministration in the National Administration and for the coordination of the various Ministries in this respect, as well as of the various Regional Governments.

3. [Directorate General for the Development of the Information Society](#)

This Directorate General is part of the State Secretariat for Telecommunications and the Information Society in the Ministry of Commerce, Industry and Tourism.

4. [Red.es](#)

Red.es is a state-owned company whose role is to encourage, support and monitor the use of information and communication technologies in Spain, including the public sector.

It maintains an [Observatory of Telecommunications and the Information Society](#), and provides consulting and support services to central and local administrations.

5. **ASTIC**

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

6. Red 060

"Red 060" was created on 31 May 2006. Its prime objective is to provide full aid to the citizens resolving any issues stemming from their requests, and furthermore, satisfy their needs and expectations in administrative matters, as well as provide electronic public services online.

In addition, the Council of Ministers adopted on 15 June 2005, an Agreement that calls for the development of that new model for both the citizens and the Public Administration.

It is a network of offices whose main objective is to provide services to the citizens in the various administrative - state, autonomous and local - levels.

The citizens will therefore be able to accede to those services through that network of offices, or through other means placed at the citizen's disposal: telephone services, the Internet, and other mobile devices.

Audit/Assurance

[Court of Audit](#)

The Court of Audit is tasked with controlling the collection and use of public funds. In addition to this audit function it also has a jurisdictional function, consisting in the prosecution of the accounting responsibility that incur those who are responsible for the handling of goods, monies or public effects.

[Data Protection Agency](#)

Data Protection Agency

The Spanish Data Protection Agency is in charge of controlling observance and implementation of the data protection legislation by central administrations, as well as by the private sector. Some autonomous Communities have their own Data Protection Agencies.

Regional & Local eGovernment.....

Strategy

1. [Autonomous Communities](#) (Regions)
2. [Provincial Authorities](#) (County Councils)
3. [Municipalities](#)

Coordination

No information available.

Implementation

1. [Autonomous Communities](#) (Regions)
2. [Provincial Authorities](#) (County Councils)
3. [Municipalities](#)

Support

Local level: FEMP - Spanish Federation of Municipalities and Provinces and Red.es.

Audit/Assurance

Regional level: Regional Audit Offices

Autonomous Communities (Regions) have their own Audit Offices, tasked with controlling the collection and use of public funds within their jurisdictions.

eGovernment Who's Who

Main eGovernment decision-makers and executives

Minister responsible for eGovernment.....

Name: Jordi Sevilla Segura

Job title: Minister for Public Administrations

Picture:



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Head of eGovernment.....

Name: Juan Miguel Márquez Fernández

Job title: Director General of Administrative Modernisation, Ministry of Public Administration

Picture:



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eGovernment Infrastructure

Main eGovernment infrastructure components

Portal.....

www.060.es

In June 2006, the portal “www.060.es” is launched, substituting the previous portal “administración.es”. This is part of a global network dedicated to the citizens, constituted by a 060 office network and a 060 phone line also dedicated to the citizens, thus shaping a unique multichannel system for the administrative services of the entire country.

The portal provides information on all the procedures of the General Administration of the State, allowing for the achievement of many of the most important ones.

It incorporates specific global channels for public employment, scholarships, grants and subsidies, complaints and claims, etc. It incorporates a forum of debate on public initiatives.

Network.....

[MAP en Red](#)

Its main objective is to technologically modernize the government delegations, the sub delegations and their services, ensuring that citizens have access to them thus simplifying the work process and administrative procedures.

[Government Intranet](#)

Spain's government intranet, administered by the Ministry of Public Administration, interconnects 16 ministries, 17 regional governments and a number of local entities. The design, architecture, technologies, services, and security of this IP-based backbone are very similar to EU's pan-european TESTA network. A master plan for the government intranet was prepared in 2000, and the implementation of the intranet backbone began in 2002, on the basis of the TESTA II network.

eIDentification infrastructure.....

[Public Certification Authority](#)

The Spanish Government has set up a [Public Certification Authority](#) (CERTificación ESpañola or CERES), operated by the Fábrica Nacional de Moneda y Timbre (National Mint), which issues digital certificates for use in electronic administrative transactions. The Government has introduced electronic cards containing electronic signatures in 2006. The Spanish eID card will make it possible to digitally sign electronic documents and contracts, and to identify and authenticate citizens in a secure digital environment. The eID card includes biometric identifiers. It is being implemented in phases, with pilot tests held in early 2006 and countrywide distribution to start in late 2007 or early 2008. An eID inter-ministerial committee is in charge of driving the project forward, defining the first eServices to be supported by eID, organising a communication campaign, and providing technical support to users. The project involves the Ministry of the Interior, the Ministry of Public Administration and the National Police.

eProcurement infrastructure.....

[Centralised Procurement System](#)

The centralised procurement system was developed and is operated by the Sub-Directorate General of Procurement in the Directorate General for Patrimony of the Ministry of Economy and Finance. It provides access to catalogues of generic products and services used by multiple public bodies. The system can be used by central, regional and local administrations to purchase online from any computer with a login and an advanced eSignature. Moreover, the system can deliver at any moment a picture of the advancement

of ordered goods and services. Currently, 2.200 public institutions have access to this system, which also enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products etc.

Certain autonomous administrations have furthermore developed their own record of public bidders.

Knowledge Management infrastructure

There is currently no central knowledge management infrastructure in Spain.

eGovernment Services for Citizens

Availability and sophistication of eServices for Citizens

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (see: [eGovernment indicators for benchmarking eEurope](#)).

The 12 services for citizens are as follows:

1. Income Tax Declaration
2. Job Searches by labour Offices
3. Social Security Contributions
4. Personal Documents
5. Car Registration
6. Application for Building Permission
7. Declaration to the Police
8. Public Libraries
9. Certificates (birth, marriage) Request and Delivery
10. Enrolment in Higher Education
11. Announcement of moving (change of address)
12. Health-related services (e.g. appointments for hospitals)

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Income taxes (declaration, notification of assessment)

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	https://aeat.es/
Sophistication stage:	4/4
Description:	Fully transactional online submission and assessment system.

2. Job search services by labour offices

Responsibility:	Central Government (State Public Employment Service INEM)/Regional Government
Website:	http://www.inem.es/ (Regional web pages)
Sophistication stage:	2/3
Description:	Information and forms to download.

3. Social security benefits**a. Unemployment benefits**

Responsibility:	Central Government, State Public Employment Service (INEM)
Website:	http://www.inem.es/ciudadano/desempleo/desempleo.html
Sophistication stage:	4 / 4
Description:	Information and downloadable forms.

b. Family allowances

Responsibility:	Central Government, Social Security
Website:	http://www.seg-social.es/inicio/?Mlval=cw_usr_view_Folder&ID=10967
Sophistication stage:	4/4
Description:	Information and forms to download.

c. Medical costs (reimbursement or direct settlement)

Responsibility:	N/A
Website:	N/A
Sophistication stage:	N/A
Description:	This service is not relevant for Spain. Medical treatment is free at the point of delivery in the public health service, and costs outside the public health service are not reimbursed.

d. Student grants

Responsibility:	Central Government, Ministry of Education and Science
Website:	http://www.mec.es/
Sophistication stage:	4/4

Description: Information and forms to download.

4. Personal documents (passport and driving licence)

a. Passport

Responsibility: Central Government, Ministry of the Interior

Website: <http://www.mir.es/SGACAVT/pasaport/>

Sophistication stage: 2/3

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

b. Driving license

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

Website: http://www.dgt.es/indices/dgtHtm_Conductores_es.html

Sophistication stage: 2/3

Description: Information only and for to download. Driving license applications are handled by local traffic offices.

5. Car registration (new, used and imported cars)

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

Website: http://www.dgt.es/indices/dgtHtm_Vehiculos_es.html

Sophistication stage: 2/4

Description: Information and download forms.

6. Application for building/planning permission

Responsibility: Local Governments

Website: N/A

Sophistication stage: 1/4

Description: Applications and requests are handled by local authorities. Different levels of development in the different local governments.

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

Responsibility: Central Government, Ministry of the Interior, Police Directorate

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

Sophistication stage: 3/3

Description: The Virtual Office for Police Declarations allows users to make police declarations online.

8. Public libraries (availability of catalogues and search tools)

Responsibility:	Central Government (Ministry of Culture)/Regional Government
Website:	https://www.policia.es/denuncias/
Sophistication stage:	4/4
Description:	Online catalogue of all public libraries across Spain.

9. Certificates (birth, marriage): request and delivery

Responsibility:	Central Government, Ministry of Justice
Website:	http://www.justicia.es/
Sophistication stage:	3/3
Description:	Online request and delivery of civil certificates.

10. Enrolment in higher education/university

Responsibility:	Central Government/Regional Government
Website:	N/A
Sophistication stage:	3/4
Description:	Enrolment in higher education is managed by individual higher education institutions. Some of them provide online enrolment information and services.

11. Announcement of moving (change of address)

Responsibility:	Central Government/Regional Government/Local Government
Website:	N/A
Sophistication stage:	1/3
Description:	Change of address notifications are handled by individual government bodies and local authorities.

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

Responsibility:	Regional Government
Website:	http://www.msc.es/
Sophistication stage:	2/4
Description:	Some of the regional government provide this service fully online.

Source: The online sophistication ratings are in agreement with the report 'Online Availability of Public Services: How is Europe Progressing?' carried out for the European Commission

eGovernment Services for Businesses

Availability and sophistication of eServices for Businesses

The information in this section is based on the common list of 20 basic public services (12 for citizens, 8 for businesses) adopted by the Council of the EU in March 2001, and on the methodology used to assess their level of online availability and sophistication in the eEurope benchmarking exercises (*see: eGovernment indicators for benchmarking eEurope*).

The 8 services for businesses are as follows:

1. Social security contributions for employees
2. Corporation Tax: declaration, notification
3. VAT: declaration, notification
4. Registration of a new company
5. Submission of data to statistical offices
6. Customs declaration
7. Environment-related permits
8. Public procurement

For each service, the sophistication stage reached is indicated, with reference to the maximum stage possible for the service.

- ▶ Stage 1 - Information: online information about public services
- ▶ Stage 2 - Interaction: downloading of forms
- ▶ Stage 3 - Two-way interaction: processing of forms, including authentication
- ▶ Stage 4 - Transaction: full case handling, decision and delivery (payment)

1. Social contribution for employees

Responsibility:	Central Government, Social Security
Website:	http://www.seg-social.es/inicio/?Mlval=cw_usr_view_Folder&ID=5011
Sophistication stage:	4/4
Description:	Information and online declaration system (RED System).

2. Corporation tax: declaration, notification

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	https://aeat.es/
Sophistication stage:	4/4
Description:	Allows registered businesses to file their taxes online.

3. VAT: declaration, notification

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	https://aeat.es/
Sophistication stage:	4/4
Description:	Allows registered businesses to file VAT returns online.

4. Registration of a new company

Responsibility:	Central Government/Regional Government/Local Government, Chambers of Commerce
Website:	http://www.circe.es http://www.ventanillaempresarial.org/
Sophistication stage:	4/4
Description:	Information and online registration application.

5. Submission of data to statistical offices

Responsibility:	Central Government, National Institute of Statistics (INE)
Website:	http://www.ine.es/
Sophistication stage:	3/3
Description:	Electronic submission available.

6. Customs declarations

Responsibility:	Central Government, Tax Agency (AEAT)
Website:	https://aeat.es/aeatse.html?https://aeat.es/aduanet/aduanaie.html
Sophistication stage:	4/4
Description:	Online declaration and payment for customs operations.

7. Environment-related permits (incl. reporting)

Responsibility:	Regional Governments
Websites:	
Sophistication stage:	2/4
Description:	Different degree of development in each regional government.

8. Public procurement

Responsibility:	Central Government, Ministry of Economy and Finance
Website:	http://catalogopatrimonio.meh.es/
Sophistication stage:	4/4
Description:	The centralised procurement system provides access to catalogues of generic products and services used by multiple public bodies. The system can be used by central, regional and local administrations to purchase online from any computer with a login and an advanced eSignature. Moreover, the system can deliver at any moment a picture of the advancement of ordered goods and services. Currently, 2.200 public institutions have access to this system, which also enables businesses to respond to tenders online. The bidders have access to their catalogues, so that they can easily modify the description of their goods/services or add prices, products etc.

Source: The online sophistication ratings are in agreement with the report *'Online Availability of Public Services: How is Europe Progressing?'* carried out for the European Commission

<http://ec.europa.eu/idabc/egovo>

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