

Use of services									
Direct usage	Units	Scope	2011	2010	2009	2008	% of Change	Source	Methodology
Citizens	% of citizens 16-74	Spain	No Data	32%	30%	29%	3%	Eurostat	Survey
Companies	% companies	Spain	No Data	67%	65%	64%	3%	Eurostat	Survey
Cases handled electronically	Units	Scope	2011	2010	2009	2008	% of change	Source	Methodology
Citizens	% cases handled electronically	National Government	No Data	51%	No Data	No Data	N/A	National Government	Web Measurements of Ministries and Agencies
Companies	% cases handled electronically	National Government	No Data	82%	No Data	No Data	N/A	National Government	Web Measurements of Ministries and Agencies
Cases that could be handled electronically in the National Government	% cases that could be handled electronically	National Government	98%	98%	96%	No Data	N/A	National Government	Web Measurements of Ministries and Agencies

Quality of services									
Citizens' satisfaction	Units	Scope	2011	2010	2009	2008	% of Change	Source	Methodology
Evaluation of the citizens	% of citizens 18-74 satisfied or very satisfied	Spain	78%	84%	No Data	82%	2%	National Agency of Public Services Evaluation	Survey
Service sophistication	Units	Scope	2011	2010	2009	2008	% of Change	Source	Methodology
Citizens	Sophistication level	España	No Data	97%	85%	77%	20%	European Commission	Cap Gemini
Companies	Sophistication level	España	No Data	100%	94%	93%	7%	European Commission	Cap Gemini
Services and procedures fully adapted to the e-channel (Ley 11/2007)	% of services and procedures	AGE	92%	92%	83%	19%	73%	National Government	Ministries and Agencies
Availability of electronic services in Regional Governments	% of services and procedures	CCAA	No Data	77%	72%	67%	10%	Fundacion Orange	Cap Gemini
Accesibility	Units	Scope	2011	2010	2009	2008	Variación en periodo	Source	Methodology
National Government	% of webs AA compliant	AGE	41%	35%	No Data	No Data	6%	National Government	Web Accessibility Observatory
	% of webs A compliant	AGE	80%	77%	No Data	No Data	3%	National Government	Web Accessibility Observatory
Regional Government	% of webs AA compliant	CCAA	23%	12%	No Data	No Data	11%	National Government	Web Accessibility Observatory
	% of webs A compliant	CCAA	79%	71%	No Data	No Data	8%	National Government	Web Accessibility Observatory

Cases handled electronically									
National government	Units	Scope	2011	2010	2009	2008	% of Change	Source	Methodology
Cadastral Certificates	Cadastral certificates issued electronically	Spain	No Data	4.736.771	4.455.073	4.127.537	15%	Cadastral Office	Web Measurements of Ministries and Agencies
Income Taxes	Tax income declarations Handled online	Spain	No Data	7.518.421	6.931.036	5.630.896	34%	National Tax Agency	Web Measurements of Ministries and Agencies
VAT	VAT declarations Handled online	Spain	No Data	15.636.385	15.542.122	9.091.073	72%	National Tax Agency	Web Measurements of Ministries and Agencies

Interoperability										
Public Administrations Network	Units	Scope	2012-Feb	2011	2010	2009	2008	% of Change	Source	Methodology
Regional governments connected	Number of Regional Governments	Spain	19	19	19	19	19	N/A	National Government	Links registered
Local councils connected	Number of Local Councils	Spain	3.707	3.603	2.826	1.849	1.086	241%	Regional Governments	Links registered
Population coverage	% of population of Local councils connected	Spain	90%	85%	75%	65%	52%	38%	National Government	Links registered
Electronic Identification	Units	Scope	2012-Feb	2011	2010	2009	2008	% of Change	Source	Methodology
Electronic eID cards (DNIe) issued	eID Cards Issued	Spain	27.441.981	26.852.858	20.010.000	13.800.000	7.900.000	247%	Ministry of Interior	eID Cards Register
Companies who use eSignature	% of companies	Spain	63%	63%	56%	53%	50%	13%	National Statistic Agency	Survey
eIdentification and eSignature validations	Number of validations performed by the eID National Validation Service (@firma)	Spain	6.733.878	66.808.740	28.920.863	14.458.488	9.340.423	-28%	National Government	Validation cases registered in @firma
Electronic Delivery	Units	Scope	2012-Feb	2011	2010	2009	2008	% of Change	Source	Methodology
Electronic Delivery Addresses	Number of eDelivery Addresses	Spain	404.924	362.554	38.252	26.983	10.644	3704%	National Government	Registry of eDelivery Addresses
eDeliveries	eDeliveries sent	Spain	701.973	3.399.304	261.108	353.534	351.952	99%	National Government	Registry of eDelivery Addresses
Technology Transfer Center	Units	Scope	2012-Feb	2011	2010	2009	2008	% of Change	Source	Methodology
Applications published	Number of applications published	Spain	190	181	110	83	25	660%	National Government	Web measurement of Technology Transfer Center
Users	Users registered	Spain	2.442	2.418	1.715	835	310	688%	National Government	Web measurement of Technology Transfer Center