

Use of services

Direct usage	Units	Scope	2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Citizens	% of citizens 16 - 74	Spain	ND*	50,1%	49,4%	49,0%	43,5%	44,7%	32%	30%	29%	National Statistic Institute	Survey - Statistics collected from January to June of a year. Reflected as existing data at the end of the previous year.
Companies	% companies	Spain	ND*	91,3%	93,0%	91,1%	90,1%	85,1%	84%	70,1%	67,8%	National Statistic Institute	Survey - Statistics collected till January of a year. Reflected as existing data at the end of the previous year.
Cases handled electronically	Units	Scope	2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Volume of electronic handling	% cases handled electronically	National Government	ND*	81,8%	79%	75,9%	74,3%	73%	No data	No data	No data	National Government SIA	Statistics measured by Ministries and Agencies on over 300 high-impact procedures.
Volume of electronic handling in cases for citizens	% cases handled electronically	National Government	ND*	73,4%	67%	64,8%	64,2%	62%	57%	No data	No data	National Government SIA	Statistics measured by Ministries and Agencies on over 300 high-impact procedures.
Volume of electronic handling in cases for companies	% cases handled electronically	National Government	ND*	98,7%	96%	93,9%	91,2%	91%	87%	No data	No data	National Government SIA	Statistics measured by Ministries and Agencies on over 300 high-impact procedures.
Electronic identification	Units	Scope	2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Companies using digital signature	% companies	Spain	ND*	75,1%	68%	70,7%	71,8%	70,7%	62,8%	55,7%	52,8%	National Statistic Institute/ ONTSI	Survey - Statistics collected from one year to January. Reflected as existing data at the end of the previous year.
General Access Point •PAG	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Visitors to the site general access point • PAG ⁽¹⁾	Number of visits	Spain	5.623.042	3.385.822	3.260.426	4.557.671	5.468.244	7.129.141	5.684.934	5.185.190	No data	National Government	Analysis of web statistics

⁽¹⁾ The general access point • PAG - www.administracion.gob.es - became operational on 29/10/2014 replacing site 060. The historical series considered the two sites together.

ND* - Indicates that data is not available when the bulletin has been generated.

No data - Indicates that there was no statistical data collected in that period.

Not Applicable - Indicates that the service was not in production in that period.

Data supplied for a year or month indicate the value at the end of the year or month. In the case of official surveys or external reports this may vary.

SIA data are provisional, have a consolidation period of 6 months.

All data generated by National Government have a consolidation period of 3 months.

Quality of services

Citizens' satisfaction	Units	Scope	2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Citizens satisfied or very satisfied with on-line services	% of citizens over 18	Spain	ND*	75%	75%	78%	81%	78%	79%	No data	78%	National Agency of Public Services Evaluation	Survey
Availability of on-line services	Units	Scope	2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Availability of on-line services in National Government (depending on number of procedures) ⁽²⁾	% of cases that can be handled electronically	National Government	ND*	89%	89%	92%	92%	92%	92%	83%	19%	National Government SIA	Statistics provided by Ministries and National Agencies of the total existing procedures.
Availability of on-line services in National Government (depending on volume of tramitation)	% of tramitation of cases that could be handled electronically	National Government	ND*	99%	99%	99%	98%	98%	98%	96%	No data	National Government SIA	Statistics provided by Ministries and National Agencies of the total existing procedures.
Availability of on-line services in Regional Government	% of cases that can be handled electronically	Regional Government	ND*	ND*	62%	54%	62%	52%	40%	No data	No data	CAE - Report on eGovernment CCAA	Detailed in the report. Statistics measured by the CCAA of total existing procedures.
Availability of on-line services in Local Government	% of cases that can be handled electronically	Local Government	ND*	Sin datos	Sin datos	Sin datos	66%	76%	72%	No data	No data	Orange Foundation	Evaluation of a selection of main services in some local governments. Statistics collected in January-May of a year. Statistics reflected as existing data of the previous year.
Availability of on-line services in Universities	% of management services provided via web	Universities	ND*	22,3% ⁽³⁾	48,4%	43%	39%	34%	No data	No data	No data	UNIVERSITIC CRUE	Detailed in the report. It has only considered a catalog of 64 management services that are provided via web incorporating elements of electronic government.

Public Sector Information reuse - PSI reuse

datos.gob.es portal	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Datasets available for reuse	No. of datasets	Spain	12.066	9.003	6.800	1.579	480	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of datos.gob.es
Public bodies providers of datasets	No. of public bodies	Spain	97	93	78	98	43	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of datos.gob.es
Visits to datos.gob.es Portal	No. of visits	Spain	439.362	405.971	236.588	133.147	78.766	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Analysis of web statistics

⁽²⁾ The number of procedures in SIA has been increased as a result of a complete review of procedures in 2014.

⁽³⁾ In 2015 it has been substantially modified the indicators collected from UNIVERSITIC, changing also the data analysis of 7 procedures to 64 management services

Interoperability

Public Administration Network - SARA network	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Regional Governments connected	No. of Regional Governments	Spain	19	19	19	19	19	19	19	19	19	National Government	Registered connections
Local Councils connected	No. of Local councils	Spain	4.000	4.000	3.999	3.710	3.708	3.603	2.827	1.849	1.086	National Government	Registered connections
Population coverage	% of population of Local Councils connected	Spain	93,2%	93,2%	93,19%	90,35%	90,35%	85,2%	75%	65%	52%	National Government	Registered connections
Platform for data and information exchange	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Total data transmissions	No. of data transmissions	Spain	46.760.988	53.596.776	37.136.924	29.843.261	24.821.207	16.471.155	16.182.234	15.195.862	4.110.908	National Government	Statistics of platform for data and information exchange
Data transmissions - Identity	No. of data transmissions	Spain	23.019.989	33.136.937	21.287.170	21.163.508	20.103.274	14.004.174	13.674.853	13.236.523	3.914.538	National Government	Statistics of platform for data and information exchange
Data transmissions - Residence	No. of data transmissions	Spain	9.057.459	8.915.025	7.954.243	6.168.713	2.674.595	2.306.283	2.507.381	1.959.339	196.370	National Government	Statistics of platform for data and information exchange
Data transmissions - Tax obligations	No. of data transmissions	Spain	1.363.780	1.057.664	805.658	768.482	204.680	19.885	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Social Services	No. of data transmissions	Spain	3.522.693	3.943.687	3.437.469	387.139	5.031	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Social Security Treasury	No. of data transmissions	Spain	942.026	865.501	789.465	612.462	668.095	62.744	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Unemployment	No. of data transmissions	Spain	1.549.489	893.641	658.387	434.630	99.398	73.781	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Cadastral	No. of data transmissions	Spain	900.731	565.772	272.180	77.214	31.765	5	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Legal Residence	No. of data transmissions	Spain	446.397	375.607	323.696	94.878	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Education	No. of data transmissions	Spain	643.148	1.519.887	334.367	84.224	14.190	4.283	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Civil registers	No. of data transmissions	Spain	2.947.590	1.979.091	1.252.472	38.587	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Criminal records	No. of data transmissions	Spain	1.090.680	No data	No data	No data	No data	No data	No data	No data	No data	National Government	Statistics of platform for data and information exchange
Available services	No. of services	Spain	78	66	49	33	30	19	19	13	8	National Government	Statistics of platform for data and information exchange

Interoperability													
Notifications of Change of Address	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Citizens users of the service	No. of users	Spain	38.891	39.544	38.311	29.366	29.173	25.042	30.956	20.575	18.631	National Government	Statistics of Change Address Service
Total notifications to public administration bodies	No. of notifications	Spain	134.609	147.973	140.371	100.987	54.301	36.070	30.956	22.133	22.474	National Government	Statistics of Change Address Service
SIR - Register Interconnection System	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Registry entries exchanged between public administrations	No. of registry entries	Spain	1.203.498	871.838	480.566	146.997	7.383	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of SIR - Register Interconnection System
CTT - Technology Transfer Centre	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Reusable solutions	No. of solutions	Spain	341	329	303	265	198	184	109	84	25	National Government	Statistics of CTT - Technology Transfer Centre
Registered users from public administrations	No. of users	Spain	6.308	5.195	4.233	3.640	3.095	2.440	1.646	867	310	National Government	Statistics of CTT - Technology Transfer Centre

Use of common services

@firma - e-signature Platform	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Applications using @firma	No. of applications	Spain	1.470	1.399	1.314	1.237	1.168	1.019	718	532	249	National Government	Statistical data of @firma Platform in SARA-network cloud. It doesn't include data of federated platforms.
Transactions	No of transactions	Spain	316.041.559	291.824.395	124.038.310	91.859.080	85.389.280	66.808.728	28.920.864	14.458.488	9.340.423	National Government	Statistical data of @firma Platform in SARA-network cloud. It doesn't include data of federated platforms.
CL@VE	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Fuente	Metodología
Registered users	No. of users	Spain	3.278.767	1.666.903	111.880	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
Total authentications	No. of transactions	Spain	5.885.234	971.112	12.220	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
Authentication through cl@ve PIN	No. of transactions	Spain	283.811	91.121	1.781	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
Authentication through cl@ve Permanente	No. of transactions	Spain	1.300.483	146.967	4.564	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
Authentication through @firma	No. of transactions	Spain	4.295.566	732.694	5.875	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
TS@ - Timestamping	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Applications using TS@	No. of applications	Spain	376	349	308	262	217	144	76	17	12	National Government	Statistics of TS@ - Timestamping
Transactions	No. of transactions	Spain	53.062.246	40.215.777	19.791.392	14.790.195	20.075.126	18.165.308	17.541.638	13.149.534	4.553.970	National Government	Statistics of TS@ - Timestamping

Use of common services

VALIDE - online certificate validation and e-signature creation service	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Certificates validated	No. of validations	Spain	122.740	150.480	120.869	57.934	48.064	43.376	Not applicable	Not applicable	Not applicable	National Government	Statistics of VALIDE
E-signatures validated	No. of validations	Spain	195.023	181.190	110.247	67.706	74.094	73.059	Not applicable	Not applicable	Not applicable	National Government	Statistics of VALIDE
SNE - E-notifications	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Electronic mailboxes for citizens	No. of mailboxes	Spain	1.264.384	1.155.573	1.033.846	907.318	752.618	362.554	115.831	77.579	50.546	National Government	Statistics of http://notificaciones.060.es
Number of notifications issued	No. of notifications	Spain	10.119.640	11.355.620	11.326.105	10.127.845	10.028.816	3.399.304	261.135	353.534	351.952	National Government	Statistics of http://notificaciones.060.es
IPS - register online for the selection processes	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Organizations using IPS	No. of Organizations	Spain	31	27	24	21	13	13	11	11	10	National Government	Statistics of IPS
Calls manage through IPS	No. of calls	Spain	165	150	100	56	0	54	25	72	107	National Government	Statistics of IPS
REÚNETE Videoconferencing system	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Virtual meetings held	No. of Virtual meetings	Spain	2.815	2.427	1.905	1.627	665	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of REÚNETE
Equipments connected to virtual meetings	No. of equipments (PCs, MCUs, tablets, etc.)	Spain	12.608	12.066	9.086	7.293	2.477	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of REÚNETE
PLATA - Machine Translation Platform	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Pages translated on PLATA	No. of pages translated	National Government	16.646.471	9.514.882	6.907.622	305.253	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of PLATA
FACe - Single Contact Point for e-Invoices	Units	Scope	November 2016	2015	2014	2013	2012	2011	2010	2009	2008	Source	Methodology
Electronic invoices received	No. of e-invoices	National Government	7.080.242	6.010.928	884	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of FACe