

Use of services													
Direct usage	Units	Scope	2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Citizens	% of citizens 16 - 74	Spain	NA*	52,3%	50,1%	49,4%	49,0%	43,5%	44,7%	32%	30%	Spanish Statistical Office	Survey - Statistics collected from January to June of a year. Reflected as existing data at the end of the previous year.
Companies	% companies	Spain	NA*	92,5%	91,3%	93,0%	91,1%	90,1%	85,1%	84%	70,1%	Spanish Statistical Office	Survey - Statistics collected till January of a year. Reflected as existing data at the end of the previous year.
Cases handled electronically	Units	Scope	2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Volume of electronic handling	% cases handled electronically	National Government	NA*	84,7%	81,8%	79%	75,9%	74,3%	73%	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	NA*	76,8%	73,4%	67%	64,8%	64,2%	62%	57%	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	NA*	98,9%	98,7%	96%	93,9%	91,2%	91%	87%	No data	National Government SIA	Statistics measured by Ministries and Agencies on over 300 high-impact procedures.
Electronic identification	Units	Scope	2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Companies using digital signature	% companies	Spain	NA*	77,1%	75,1%	68%	70,7%	71,8%	70,7%	62,8%	55,7%	Spanish Statistical Office/ 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 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Visitors to the site general access point • PAG <sup>(1)</sup>	Number of visits	Spain	6.482.491	6.033.853	3.385.822	3.260.426	4.557.671	5.468.244	7.129.141	5.684.934	5.185.190	National Government	Analysis of web statistics

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

NA\* - 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	2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Citizens satisfied or very satisfied with on-line services	% of citizens over 18	Spain	NA*	NA*	75%	75%	78%	81%	78%	79%	No data	National Agency of Public Services Evaluation	Survey
Availability of on-line services	Units	Scope	2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Availability of on-line services in National Government (depending on number of procedures) <sup>(2)</sup>	% of cases that can be handled electronically	National Government	NA*	89%	89%	89%	92%	92%	92%	92%	83%	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 procedural processing)	% of procedural processing that could be handled electronically	National Government	NA*	99%	99%	99%	99%	98%	98%	98%	96%	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	NA*	NA*	NA*	62%	54%	62%	52%	40%	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	NA*	NA*	No data	No data	No data	66%	76%	72%	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	NA*	25,1%	22,3% <sup>(3)</sup>	48,4%	43%	39%	34%	No data	No data	UNIVERSITIC CRUE	Detailed in the report. It comprises a catalogue of 64 management services that are provided via web incorporating elements of e-government.

### Public Sector Information reuse - PSI reuse

datos.gob.es portal	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Datasets available for reuse	No. of datasets	Spain	16.031	12.262	9.003	6.800	1.579	480	Not applicable	Not applicable	Not applicable	National Government	Statistics of datos.gob.es
Public bodies providers of datasets	No. of public bodies	Spain	111	97	93	78	98	43	Not applicable	Not applicable	Not applicable	National Government	Statistics of datos.gob.es
Visits to datos.gob.es Portal	No. of visits	Spain	328.925	462.807	405.971	236.588	133.147	78.766	Not applicable	Not applicable	Not applicable	National Government	Analysis of web statistics

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

<sup>(3)</sup> 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 2017	2016	2015	2014	2013	2012	2011	2010	2009	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	4.000	3.999	3.710	3.708	3.603	2.827	1.849	National Government	Registered connections
Population coverage	% of population of Local Councils connected	Spain	93,2%	93,2%	93,2%	93,19%	90,35%	90,35%	85,2%	75%	65%	National Government	Registered connections
Platform for data and information exchange	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Total data transmissions	No. of data transmissions	Spain	73.465.670	50.058.895	53.596.776	37.136.924	29.843.261	24.821.207	16.471.155	16.182.234	15.195.862	National Government	Statistics of platform for data and information exchange
Data transmissions - Identity	No. of data transmissions	Spain	24.285.166	24.595.421	33.136.937	21.287.170	21.163.508	20.103.274	14.004.174	13.674.853	13.236.523	National Government	Statistics of platform for data and information exchange
Data transmissions - Residence	No. of data transmissions	Spain	9.847.719	9.699.124	8.915.025	7.954.243	6.168.713	2.674.595	2.306.283	2.507.381	1.959.339	National Government	Statistics of platform for data and information exchange
Data transmissions - Tax obligations	No. of data transmissions	Spain	1.510.656	1.466.112	1.057.664	805.658	768.482	204.680	19.885	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Social Services	No. of data transmissions	Spain	3.647.041	3.766.095	3.943.687	3.437.469	387.139	5.031	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	1.871.176	1.037.922	865.501	789.465	612.462	668.095	62.744	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Unemployment	No. of data transmissions	Spain	2.209.344	1.651.218	893.641	658.387	434.630	99.398	73.781	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Cadastral	No. of data transmissions	Spain	1.712.224	938.228	565.772	272.180	77.214	31.765	5	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Legal Residence	No. of data transmissions	Spain	679.913	535.385	375.607	323.696	94.878	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	952.149	780.830	1.519.887	334.367	84.224	14.190	4.283	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Data transmissions - Civil registers	No. of data transmissions	Spain	23.945.362	3.046.232	1.979.091	1.252.472	38.587	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	1.266.685	1.168.999	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of platform for data and information exchange
Available services	No. of services	Spain	88	78	66	49	33	30	19	19	13	National Government	Statistics of platform for data and information exchange

Interoperability													
Notifications of Change of Address	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Citizens users of the service	No. of users	Spain	46.723	39.744	39.544	38.311	29.366	29.173	25.042	30.956	20.575	National Government	Statistics of Change Address Service
Total notifications to public administration bodies	No. of notifications	Spain	176.339	139.875	147.973	140.371	100.987	54.301	36.070	30.956	22.133	National Government	Statistics of Change Address Service
SIR - Register Interconnection System	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Registry entries exchanged between public administrations	No. of registry entries	Spain	2.151.359	1.323.143	871.838	480.566	146.997	7.383	Not applicable	Not applicable	Not applicable	National Government	Statistics of SIR - Register Interconnection System
CTT - Technology Transfer Centre	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Reusable solutions	No. of solutions	Spain	353	342	329	303	265	198	184	109	84	National Government	Statistics of CTT - Technology Transfer Centre
Registered users from public administrations	No. of users	Spain	7.045	6.369	5.195	4.233	3.640	3.095	2.440	1.646	867	National Government	Statistics of CTT - Technology Transfer Centre

### Use of common services

@firma - e-signature Platform	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Applications using @firma	No. of applications	Spain	1.568	1.480	1.399	1.314	1.237	1.168	1.019	718	532	National Government	Statistical data of @firma Platform in SARA-network cloud. It does not include data of federated platforms.
Transactions	No of transactions	Spain	339.498.365	354.816.474	291.824.395	124.038.310	91.859.080	85.389.280	66.808.728	28.920.864	14.458.488	National Government	Statistical data of @firma Platform in SARA-network cloud. It does not include data of federated platforms.
CL@VE	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Fuente	Metodología
Registered users	No. of users	Spain	5.088.062	3.355.140	1.666.903	111.880	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
Total authentications	No. of transactions	Spain	12.132.251	6.087.091	971.112	12.220	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	616.854	312.116	91.121	1.781	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	2.313.083	1.452.090	146.967	4.564	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	9.199.818	4.442.366	732.694	5.875	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistical data of Cl@ve Platform
TS@ - Timestamping	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Applications using TS@	No. of applications	Spain	406	377	349	308	262	217	144	76	17	National Government	Statistics of TS@ - Timestamping
Transactions	No. of transactions	Spain	78.529.327	60.084.065	40.215.777	19.791.392	14.790.195	20.075.126	18.165.308	17.541.638	13.149.534	National Government	Statistics of TS@ - Timestamping

### Use of common services

VALIDE - on-line certificate validation and e-signature creation service	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Certificates validated	No. of validations	Spain	122.584	143.985	150.480	120.869	57.934	48.064	43.376	Not applicable	Not applicable	National Government	Statistics of VALIDE
E-signatures validated	No. of validations	Spain	229.125	237.513	181.190	110.247	67.706	74.094	73.059	Not applicable	Not applicable	National Government	Statistics of VALIDE
SNE - E-notifications	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Electronic mailboxes for citizens	No. of mailboxes	Spain	1.472.000	1.284.989	1.155.573	1.033.846	907.318	752.618	362.554	115.831	77.579	National Government	Statistics of <a href="http://notificaciones.060.es">http://notificaciones.060.es</a>
Number of notifications issued	No. of notifications	Spain	11.196.107	11.065.573	11.355.620	11.326.105	10.127.845	10.028.816	3.399.304	261.135	353.534	National Government	Statistics of <a href="http://notificaciones.060.es">http://notificaciones.060.es</a>
IPS - register online for the selection processes	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Organizations using IPS	No. of Organizations	Spain	39	31	27	24	21	13	13	11	11	National Government	Statistics of IPS
Calls manage through IPS	No. of calls	Spain	332	189	150	100	56	0	54	25	72	National Government	Statistics of IPS
REÚNETE - Videoconferencing system	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Virtual meetings held	No. of Virtual meetings	Spain	2.869	3.042	2.427	1.905	1.627	665	Not applicable	Not applicable	Not applicable	National Government	Statistics of REÚNETE
Equipments connected to virtual meetings	No. of equipments (PCs, MCUs, tablets, etc.)	Spain	11.374	13.371	12.066	9.086	7.293	2.477	Not applicable	Not applicable	Not applicable	National Government	Statistics of REÚNETE
PLATA - Machine Translation Platform	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Pages translated on PLATA	No. of pages translated	National Government	21.384.623	18.079.243	9.514.882	6.907.622	305.253	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of PLATA
FACe - Single Contact Point for e-Invoices	Units	Scope	November 2017	2016	2015	2014	2013	2012	2011	2010	2009	Source	Methodology
Electronic invoices received	No. of e-invoices	Spain	8.764.320	7.882.585	6.010.928	884	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	National Government	Statistics of FACe