

Use of services									
Direct usage	Units	Scope	2012	2011	2010	2009	2008	Source	Methodology
Citizens	% of citizens 16-74	Spain	43,5%	44,7%	32%	30%	29%	Eurostat/INE	Survey
Companies	% companies	Spain	90,1	85,1%	67%	65%	64%	Eurostat/INE	Survey
Cases handled electronically	Units	Scope	2012	2011	2010	2009	2008	Source	Methodology
Citizens	% cases handled electronically	National Government	66%	62%	57%	No Data	No Data	National Government	Web Measurements of Ministries and Agencies
Companies	% cases handled electronically	National Government	91%	91%	87%	No Data	No Data	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%	98%	96%	No Data	National Government	Web Measurements of Ministries and Agencies

Quality of services									
Citizens' satisfaction	Units	Scope	2012	2011	2010	2009	2008	Source	Methodology
Evaluation of the citizens	% of citizens 18-74 satisfied or very satisfied	Spain	77,7%	78%	84%	No Data	82%	National Agency of Public Services Evaluation	Survey
Evaluation of the companies	Public service electronic services better than private	Spain		38%	36%	35%	No Data	AMETIC/EVERIS	Survey
	Private electronic services better than public service	Spain		21%	20%	17%	No Data	AMETIC/EVERIS	Survey
Service sophistication	Units	Scope	2012	2011	2010	2009	2008	Source	Methodology
Citizens	Sophistication level	Spain	No Data	No Data	97%	85%	77%	European Commission	Cap Gemini
Companies	Sophistication level	Spain	No Data	No Data	100%	94%	93%	European Commission	Cap Gemini
Services and procedures fully adapted to the e-channel (Ley 11/2007)	% of services and procedures	AGE	92%	92%	92%	83%	19%	National Government	Ministries and Agencies
Availability of electronic services in Regional Governments	% of services and procedures	CCAA	80%	78%	77%	72%	67%	Fundacion Orange	Cap Gemini
Availability of electronic services in local entity.	% of services and procedures	EELL	76%	72%	No Data	No Data	No Data	Fundacion Orange	Major web evaluation service
Accessibility	Units	Scope	2011	2010	2009	2008	Source	Methodology	
National Government	% of webs AA compliant	AGE	41%	35%	No Data	No Data	National Government	Web Accessibility Observatory	
	% of webs A compliant	AGE	80%	77%	No Data	No Data	National Government	Web Accessibility Observatory	
Regional Government	% of webs AA compliant	CCAA	23%	12%	No Data	No Data	National Government	Web Accessibility Observatory	
	% of webs A compliant	CCAA	79%	71%	No Data	No Data	National Government	Web Accessibility Observatory	

Interoperability											
Public Administrations Network	Units	Scope	December 2013	2012	2011	2010	2009	2008	% of Change	Source	Methodology
Regional governments connected	Number of Regional Governments	Spain	19	19	19	19	19	19	N/A	National Government	Links registered
Local councils connected	Number of Local Councils	Spain	3.710	3.708	3.603	2.826	1.849	1.086	241%	Regional Governments	Links registered
Population coverage	% of population of Local councils connected	Spain	90,35%	90%	85%	75%	65%	52%	38%	National Government	Links registered
Electronic Identification	Units	Scope	December 2013	2012	2011	2010	2009	2008	% of Change	Source	Methodology
Electronic eID cards (DNle) issued	eID Cards Issued	Spain	38.302.515	32.464.124	26.852.858	20.010.000	13.800.000	7.900.000	47%	Ministry of Interior	eID Cards Register
Companies who use eSignature	% of companies	Spain	71%	71%	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	84.747.704	85.389.278	66.808.740	28.920.863	14.458.488	9.340.423	-28%	National Government	Validation cases registered in @firma
Electronic Delivery	Units	Scope	December 2013	2012	2011	2010	2009	2008	% of Change	Source	Methodology
Electronic Delivery Addresses	Number of eDelivery Addresses	Spain	896.093	752.618	362.554	115.252	77.574	50.546	3704%	National Government	Registry of eDelivery Addresses
eDeliveries	eDeliveries sent	Spain	9.461.148	10.028.816	3.399.304	261.108	353.534	351.952	99%	National Government	Registry of eDelivery Addresses
Technology Transfer Center	Units	Scope	December 2013	2012	2011	2010	2009	2008	% of Change	Source	Methodology
Applications published	Number of applications published	Spain	265	198	181	110	83	25	660%	National Government	Web measurement of Technology Transfer Center
Users	Users registered	Spain	3.612	3.095	3.095	1.715	835	310	688%	National Government	Web measurement of Technology Transfer Center