

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

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

Cases handled electronically									
National government	Units	Scope	2010	2009	2008	% of Change	Source	Methodology	
Cadastral Certificates	Cadastral certificates issued electronically	Spain	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	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	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	2011-Dic	2010	2009	2008	% of Change	Source	Methodology
Regional governments connected	Number of Regional Governments	Spain	19	19	19	19	N/A	National Government	Registry of connections
Local councils connected	Number of Local Councils	Spain	3.603	2.826	1.849	1.086	232%	Regional Governments	Registry of connections
Population coverage	% of population of Local councils connected	Spain	85%	75%	65%	52%	33%	National Government	Registry of connections
Electronic Identification	Units	Scope	2011-Dic	2010	2009	2008	% of Change	Source	Methodology
Electronic eID cards (DNle) issued	eID Cards Issued	Spain	26.332.445	20.010.000	13.800.000	7.900.000	233%	Ministry of Interior	eID Cards Register
Companies who use eSignature	% of companies	Spain	56%	56%	53%	50%	6%	National Statistic Agency	Survey
Electronic Identification and eSignature validations	Number of validations performed by the eID National Validation Service (@firma)	Spain	55.735.250	28.920.863	14.458.488	9.340.423	497%	National Government	Validation cases registered in @firma
Electronic Delivery	Units	Scope	2011-Dic	2010	2009	2008	% of Change	Source	Methodology
Electronic Delivery Addresses	Number of eDelivery Addresses	Spain	243.676	38.252	26.983	10.644	2189%	National Government	Registry of eDelivery Addresses
eDeliveries	eDeliveries sent	Spain	2.311.046	261.108	353.534	351.952	557%	National Government	Registry of eDelivery Addresses
Technology Transfer Center	Units	Scope	2011-Dic	2010	2009	2008	% of Change	Source	Methodology
Applications published	Number of applications published	Spain	181	110	83	25	624%	National Government	Web measurement of Technology Transfer Center
Users	Users registered	Spain	2.418	1.715	835	310	680%	National Government	Web measurement of Technology Transfer Center