

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 electronically handled	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 electronically handled 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 of Public Services Evaluation	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%	Foundation Orange	Cap Gemini

Cases electronically handled								
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 cases electronically handled	Spain	7.518.421	6.931.036	5.630.896	34%	National Tax Agency	Web Measurements of Ministries and Agencies

Interoperability									
Public Administrations Network	Units	Scope	2011-Sept	2010	2009	2008	% of Change	Source	Methodology
Regional governments connected	Number of Regional Governments	Spain	19	19	19	19	N/A	National Government	Links registered
Local councils connected	Number of Local Councils	Spain	2.908	2.826	1.849	1.086	168%	Regional Governments	Links registered
Population coverage	% of population of Local councils connected	Spain	79%	75%	65%	52%	27%	National Government	Links registered
Electronic Identification	Units	Scope	2011-Sept	2010	2009	2008	% of Change	Source	Methodology
Electronic eID cards (DNle) issued	eID Cards Issued	Spain	24.050.089	20.010.000	13.800.000	7.900.000	204%	Ministry of Interior	eID Cards Register
Companies who use eSignature	% of companies	Spain	56%	56%	53%	50%	6%	National Statistic Agency	Survey
eIdentification and eSignature validations	Number of validations performed by the eID National Validation Service (@firma)	Spain	42.288.659	28.920.863	14.458.488	9.340.423	353%	National Government	Validation cases registered in @firma
Electronic Delivery	Units	Scope	2011-Sept	2010	2009	2008	% of Change	Source	Methodology
Electronic Delivery Addresses	Number of eDelivery Addresses	Spain	111.843	38.252	26.983	10.644	951%	National Government	Registry of eDelivery Addresses
eDeliveries	eDeliveries sent	Spain	1.521.976	261.108	353.534	351.952	332%	National Government	Registry of eDelivery Addresses
Technology Transfer Center	Units	Scope	2011-Sept	2010	2009	2008	% of Change	Source	Methodology
Applications published	Number of applications published	Spain	170	110	83	25	580%	National Government	Web measurement of Technology Transfer Center
Users	Users registered	Spain	2.177	1.715	835	310	602%	National Government	Web measurement of Technology Transfer Center