



# eGovernment Benchmark 2021

Entering a New Digital Government Era

## COUNTRY FACTSHEETS

A study prepared for the European Commission  
DG Communications Networks, Content & Technology by:



Digital  
Single  
Market

**This study was carried out for the European Commission by**

Capgemini

Sogeti

IDC

Politecnico di Milano



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# ALBANIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |  |             |
|-----------------------|-----------------------|------------------------------|--|--|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |  | <b>76 •</b> |
|                       | Online Availability   | 87.2                         |  |  | 68 •        |
|                       | Mobile Friendliness   | 88.4                         |  |  | 88 •        |
|                       | User Support          | 91.2                         |  |  | 93 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |  | <b>42 •</b> |
|                       | Service Delivery      | 56.9                         |  |  | 42 •        |
|                       | Personal Data         | 68.3                         |  |  | 34 •        |
|                       | Service Design        | 61.6                         |  |  | 25 •        |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |  | <b>46 •</b> |
|                       | eID                   | 59.1                         |  |  | 53 •        |
|                       | eDocuments            | 71.9                         |  |  | 55 •        |
|                       | Authentic Sources     | 61.4                         |  |  | 77 •        |
|                       | Digital Post          | 73.3                         |  |  | 31 •        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |  | <b>23 •</b> |
|                       | Online Availability   | 61.1                         |  |  | 23 •        |
|                       | User Support          | 67.8                         |  |  | 25 •        |
|                       | eID                   | 21.7                         |  |  | 17 •        |
|                       | eDocuments            | 48.1                         |  |  | 100 •       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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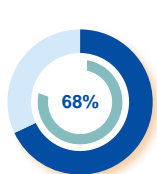
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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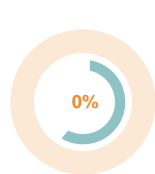
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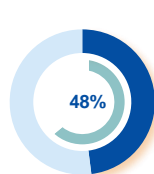
68% of the services are online

EU27+: 81%



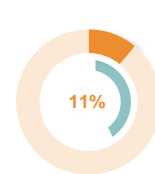
0% of the government portals show whether personal data was consulted

EU27+: 61%



48% of the services accept eID login

EU27+: 64%



11% of the services are online for cross-border users

EU27+: 43%



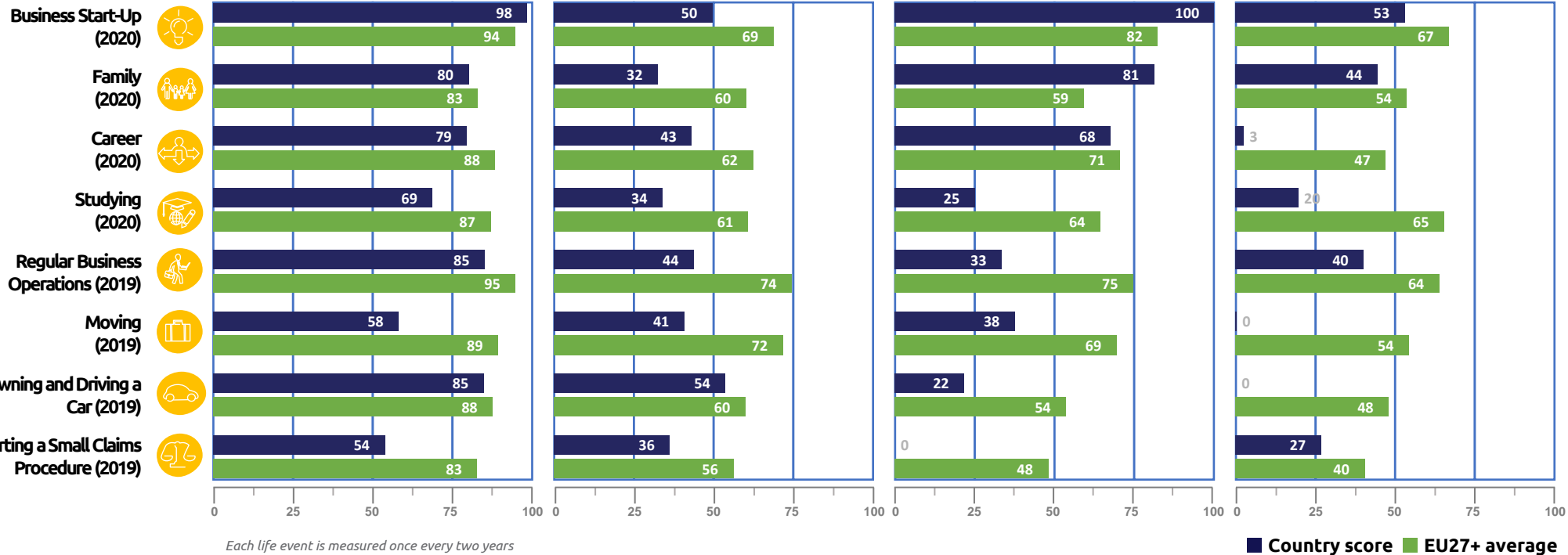
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# AUSTRIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |  |       |
|-----------------------|-----------------------|------------------------------|-------------|--|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>96 •</b> |  |       |
|                       | Online Availability   | 87.2                         |             |  | 96 •  |
|                       | Mobile Friendliness   | 88.4                         |             |  | 99 •  |
|                       | User Support          | 91.2                         |             |  | 95 •  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>78 •</b> |  |       |
|                       | Service Delivery      | 56.9                         |             |  | 76 •  |
|                       | Personal Data         | 68.3                         |             |  | 87 •  |
|                       | Service Design        | 61.6                         |             |  | 69 •  |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>86 •</b> |  |       |
|                       | eID                   | 59.1                         |             |  | 80 •  |
|                       | eDocuments            | 71.9                         |             |  | 90 •  |
|                       | Authentic Sources     | 61.4                         |             |  | 75 •  |
|                       | Digital Post          | 73.3                         |             |  | 100 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>76 •</b> |  |       |
|                       | Online Availability   | 61.1                         |             |  | 78 •  |
|                       | User Support          | 67.8                         |             |  | 83 •  |
|                       | eID                   | 21.7                         |             |  | 66 •  |
|                       | eDocuments            | 48.1                         |             |  | 61 •  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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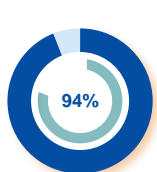
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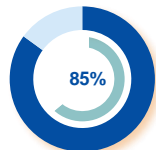
94% of the services are online

EU27+: 81%



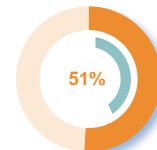
100% of the government portals show whether personal data was consulted

EU27+: 61%



85% of the services accept eID login

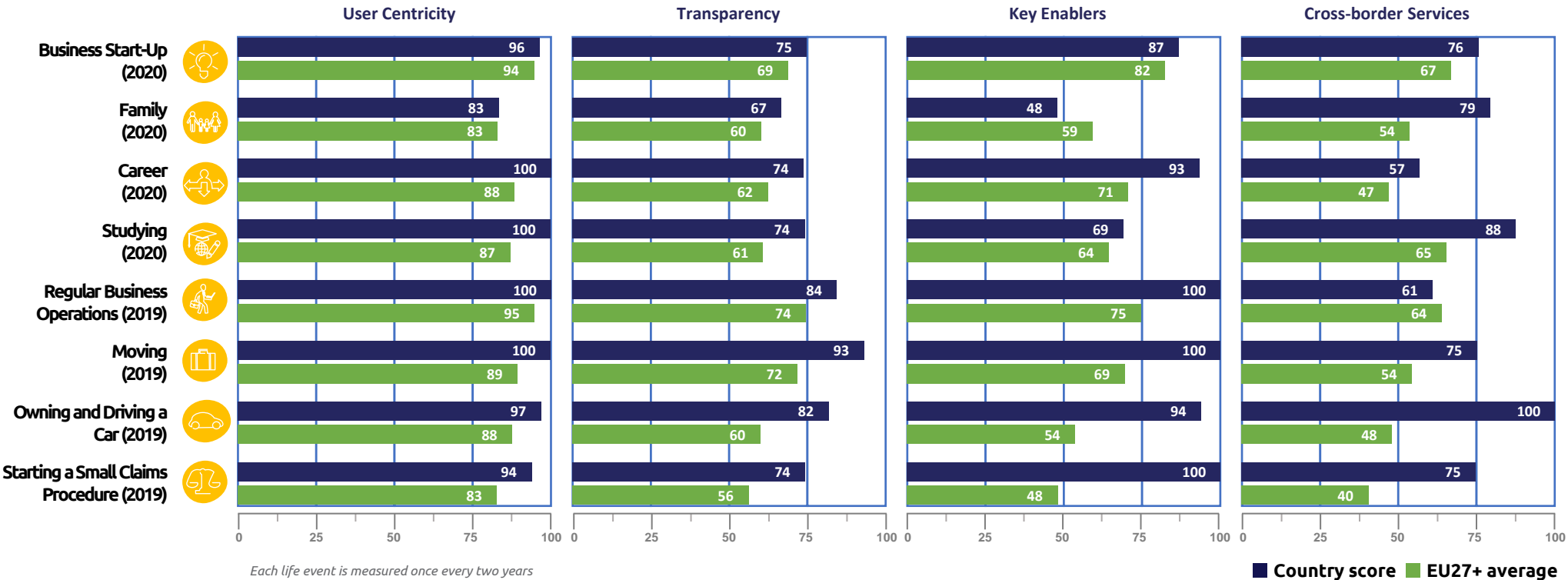
EU27+: 64%



51% of the services are online for cross-border users

EU27+: 43%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

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### Family (2020)

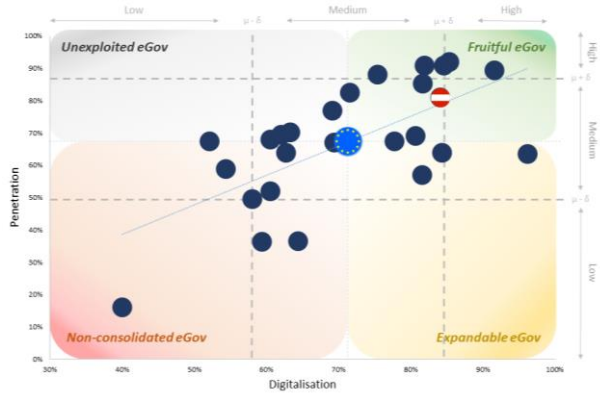
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

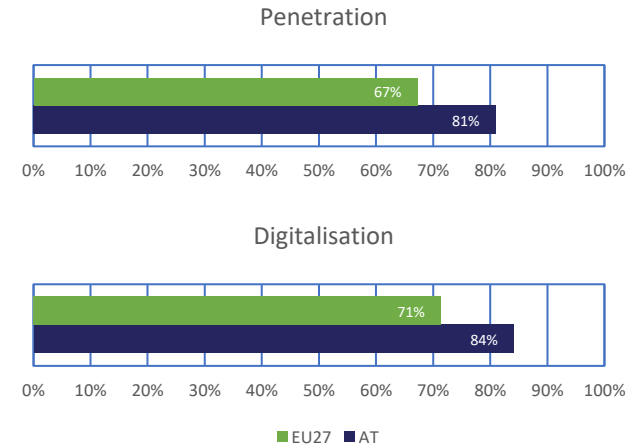
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

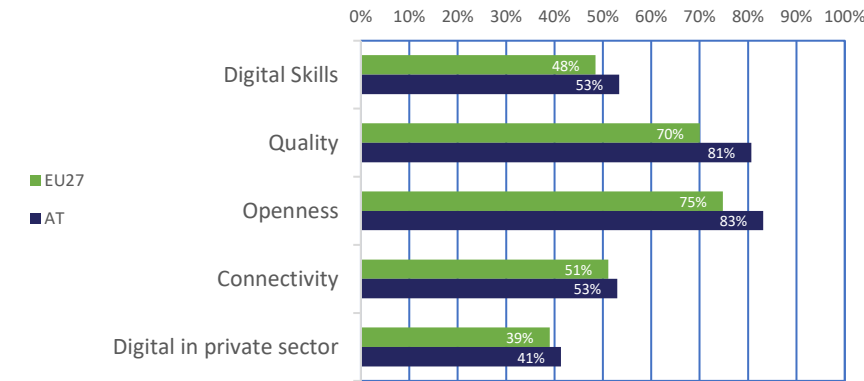
## Performance



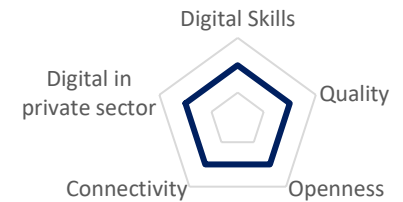
Austria is characterised by a high level of Digitalisation (84%) and medium level Penetration (81%). Austria is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. In Penetration Austria's performance is 14 percentage points higher than the European average, while Digitalisation is 13 percentage points higher than the European average.



## Relative Indicators and Environment



Austria's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, Quality indicator is significantly above European average.



## Considerations

- Penetration: On-Track
- Digitalisation: Overperforming

Matching Relative and Absolute indicators, Austria is Overperforming in Digitalisation and On-Track in Penetration. Its Digitalisation level is higher than the one of the European countries with similar environmental characteristics. Austria seems to have reached a satisfactory level of digitalisation of its front- and the back-offices. On the other side, Austria's performances in Penetration are in line with other countries with a similar environment.





# BELGIUM

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |      |      |             |
|-----------------------|-----------------------|------------------------------|------|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |      |      | <b>91 •</b> |
|                       | Online Availability   | 87.2                         |      |      | 89 •        |
|                       | Mobile Friendliness   | 88.4                         |      |      | 97 •        |
|                       | User Support          | 91.2                         |      |      | 95 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |      |      | <b>65 •</b> |
|                       | Service Delivery      | 56.9                         |      | 55 • |             |
|                       | Personal Data         | 68.3                         |      |      | 79 •        |
|                       | Service Design        | 61.6                         |      | 56 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |      |      | <b>72 •</b> |
|                       | eID                   | 59.1                         |      | 68 • |             |
|                       | eDocuments            | 71.9                         |      |      | 79 •        |
|                       | Authentic Sources     | 61.4                         |      | 70 • |             |
|                       | Digital Post          | 73.3                         |      | 69 • |             |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |      |      | <b>59 •</b> |
|                       | Online Availability   | 61.1                         |      | 60 • |             |
|                       | User Support          | 67.8                         |      |      | 75 •        |
|                       | eID                   | 21.7                         | 25 • |      |             |
|                       | eDocuments            | 48.1                         |      | 56 • |             |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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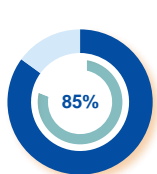
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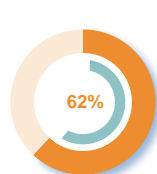
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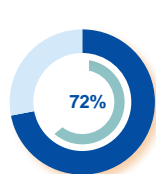
85% of the services are online

EU27+: 81%



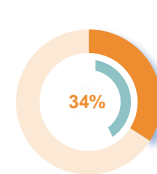
62% of the government portals show whether personal data was consulted

EU27+: 61%



72% of the services accept eID login

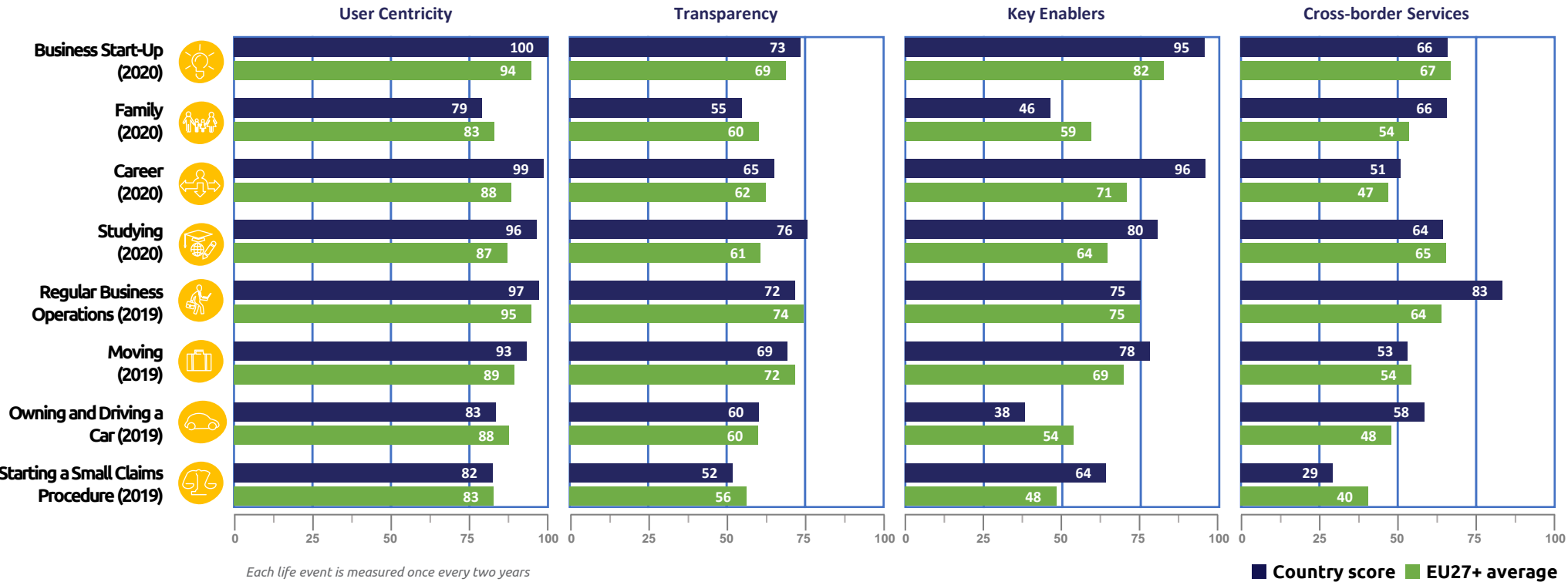
EU27+: 64%



34% of the services are online for cross-border users

EU27+: 43%

# eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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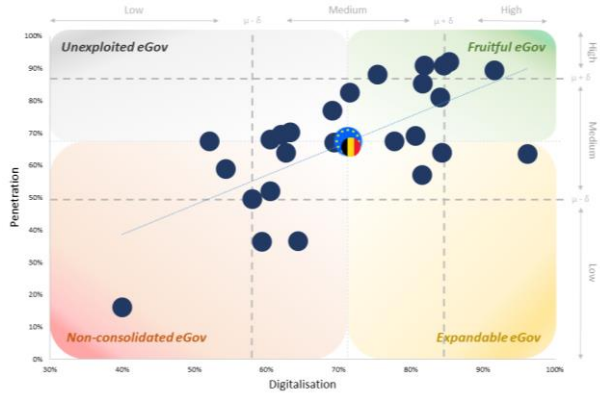
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### Studying (2020)

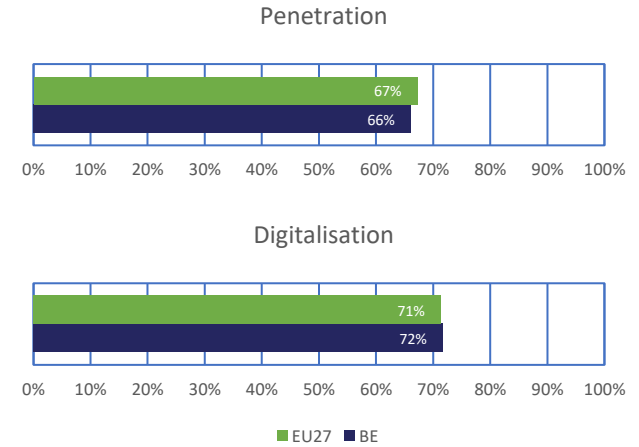
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# eGovernment performance of life events (domains)

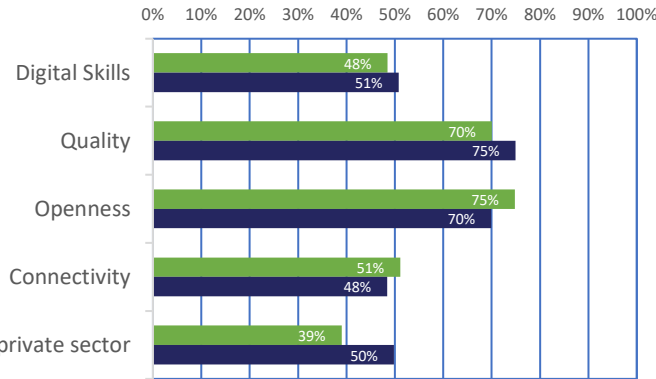
## Performance



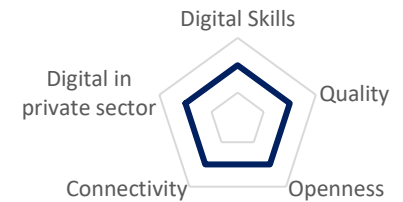
Belgium is characterised by a both medium level of Digitalisation (72%) and Penetration (66%), that are very close to the European average (respectively, 71% and 67%). Belgium is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but in order to realise its full eGovernment potential, expanding the number of online users is desirable.



## Relative Indicators and Environment



Belgium's relative indicators show a country with performances that are mostly in line with the European average. Digital Skills and Quality indicator are slightly higher than European average, while Openness is 5 percentage points below it. Moving to context characteristics, the deployment of broadband infrastructure and its quality (Connectivity) is slightly below the European average, while the development of Digital in private sector is remarkably higher than the European average.



## Considerations

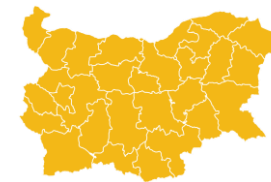
- Penetration**
- On-Track
- Digitalisation**
- On-Track

Compared to countries with a similar environment, Belgium is On-track both in terms of Penetration and Digitalisation, reaching a medium level, which is the closest to the European average. Countries can improve their Penetration level by raising citizen awareness about eGovernment services availability and expanding the number of online users. Regarding Digitalisation, country can improve its performance by improving the level of the back-office and the front-office digitalisation.



# BULGARIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |  |           |
|-----------------------|-----------------------|------------------------------|--|--|-----------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |  | <b>84</b> |
|                       | Online Availability   | 87.2                         |  |  | 82        |
|                       | Mobile Friendliness   | 88.4                         |  |  | 76        |
|                       | User Support          | 91.2                         |  |  | 91        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |  | <b>53</b> |
|                       | Service Delivery      | 56.9                         |  |  | 49        |
|                       | Personal Data         | 68.3                         |  |  | 47        |
|                       | Service Design        | 61.6                         |  |  | 50        |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |  | <b>65</b> |
|                       | eID                   | 59.1                         |  |  | 51        |
|                       | eDocuments            | 71.9                         |  |  | 60        |
|                       | Authentic Sources     | 61.4                         |  |  | 53        |
|                       | Digital Post          | 73.3                         |  |  | 100       |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |  | <b>37</b> |
|                       | Online Availability   | 61.1                         |  |  | 47        |
|                       | User Support          | 67.8                         |  |  | 46        |
|                       | eID                   | 21.7                         |  |  | 6         |
|                       | eDocuments            | 48.1                         |  |  | 17        |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

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**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

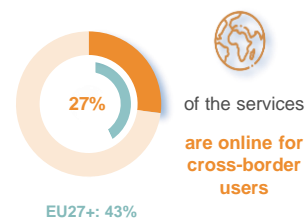
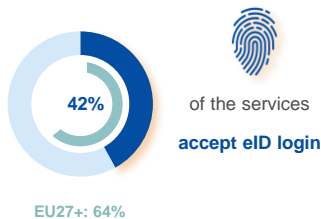
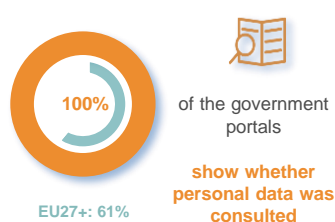
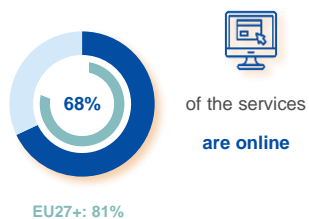
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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**eID:** indicates if a national eID from country A can be used in country B.

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# eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

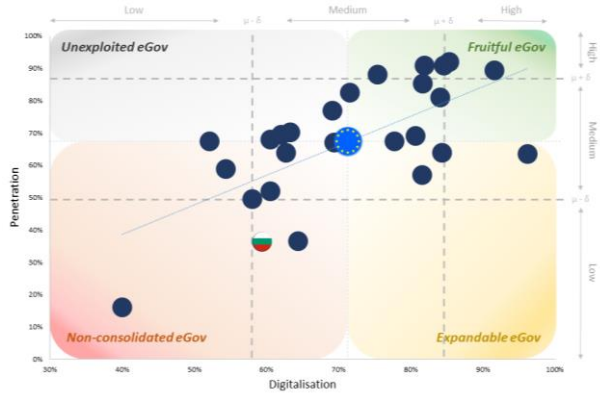
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

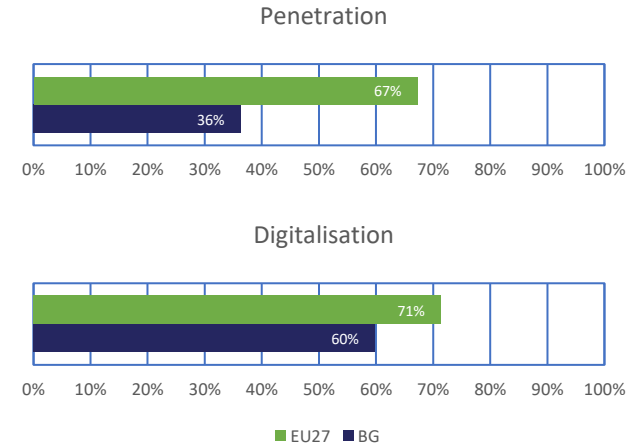
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

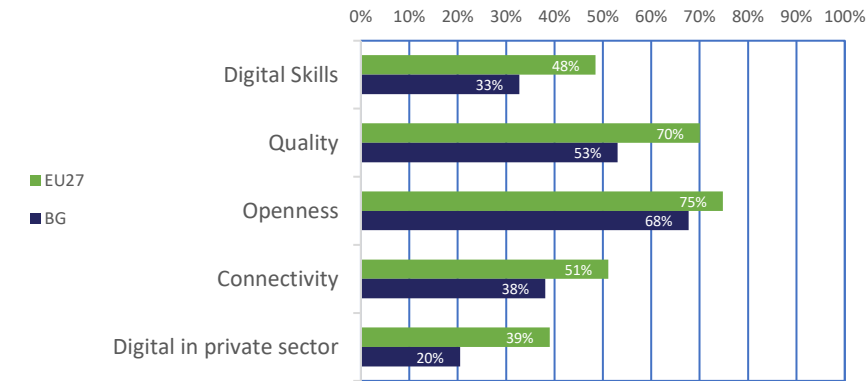
## Performance



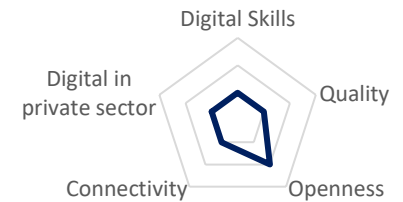
Bulgaria is characterised by low performances both in Digitalisation and Penetration. The level of Digitalisation is 11 percentage points below European average, but the most significant gap is associated to the level of Penetration, that is almost 31 percentage points below European average. Therefore, Bulgaria is included in the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.



## Relative Indicators and Environment



Bulgaria seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators almost all the characteristics (Digital skills, Quality, Connectivity and Digital in the private sector) are still low. The only exception is given by Openness indicator, which is in line with the European average.



## Considerations

- Penetration**
- On-Track
- Digitalisation**
- On-Track

Bulgaria can be considered an On-Track country, since its performance in Penetration and Digitalisation compared with countries with similar relative indicators scores are On-Track. Despite a low absolute performance in both Digitalisation and Penetration, those performances are similar to the ones of other countries with comparable environmental characteristics. It means that the country reaches the expected level of back- and front-office digitalisation and eGovernment services are widespread given the environmental characteristics.



# SWITZERLAND

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |      |
|-----------------------|-----------------------|------------------------------|-------------|------|------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>83 •</b> |      |      |
|                       | Online Availability   | 87.2                         |             |      | 79 • |
|                       | Mobile Friendliness   | 88.4                         |             |      | 89 • |
|                       | User Support          | 91.2                         |             |      | 91 • |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>44 •</b> |      |      |
|                       | Service Delivery      | 56.9                         | 22 •        |      |      |
|                       | Personal Data         | 68.3                         |             | 42 • |      |
|                       | Service Design        | 61.6                         |             |      | 75 • |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>34 •</b> |      |      |
|                       | eID                   | 59.1                         | 27 •        |      |      |
|                       | eDocuments            | 71.9                         |             | 49 • |      |
|                       | Authentic Sources     | 61.4                         | 12 •        |      |      |
|                       | Digital Post          | 73.3                         |             |      | 50 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>49 •</b> |      |      |
|                       | Online Availability   | 61.1                         |             |      | 54 • |
|                       | User Support          | 67.8                         |             |      | 71 • |
|                       | eID                   | 21.7                         | 0           |      |      |
|                       | eDocuments            | 48.1                         |             | 42 • |      |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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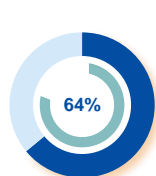
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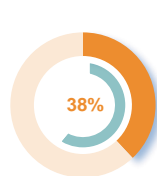
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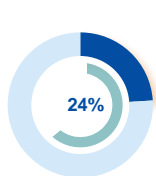
64% of the services are online

EU27+: 81%



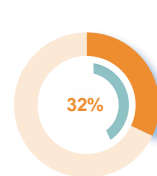
38% of the government portals show whether personal data was consulted

EU27+: 61%



24% of the services accept eID login

EU27+: 64%



32% of the services are online for cross-border users

EU27+: 43%



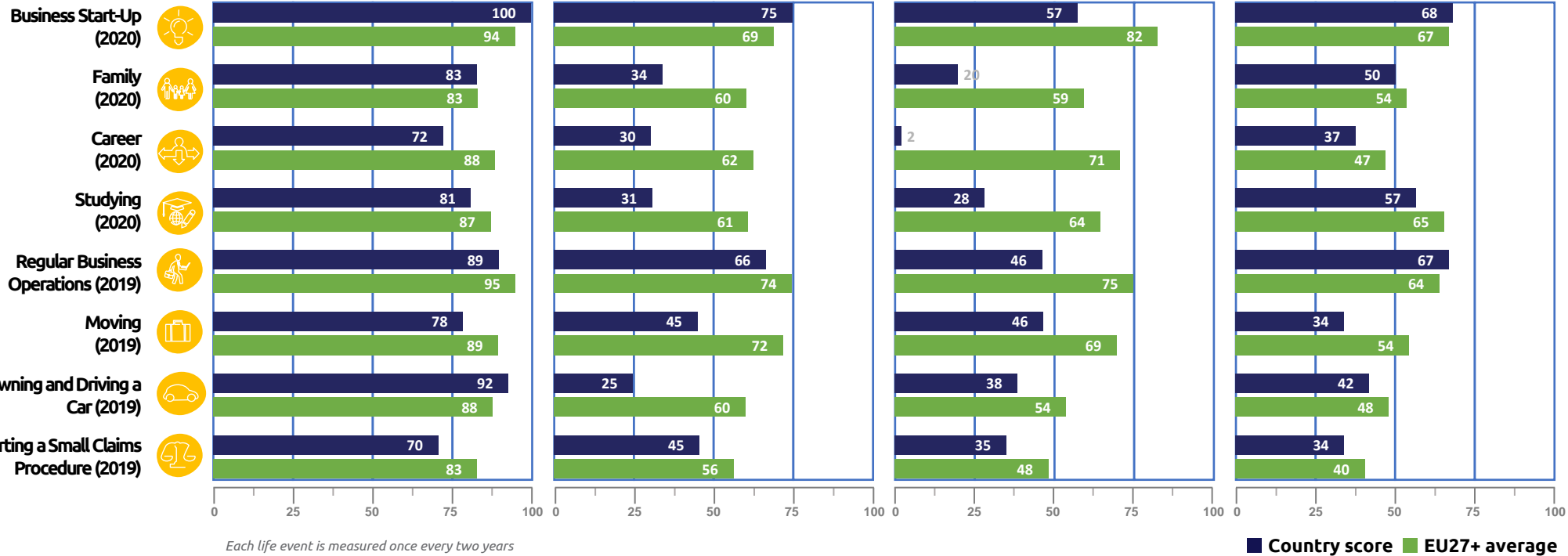
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2019)

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Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad





# CYPRUS

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |    |           |
|-----------------------|-----------------------|------------------------------|--|----|-----------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |    | <b>75</b> |
|                       | Online Availability   | 87.2                         |  |    | 73        |
|                       | Mobile Friendliness   | 88.4                         |  |    | 81        |
|                       | User Support          | 91.2                         |  |    | 77        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |    | <b>40</b> |
|                       | Service Delivery      | 56.9                         |  | 32 |           |
|                       | Personal Data         | 68.3                         |  |    | 50        |
|                       | Service Design        | 61.6                         |  | 31 |           |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |    | <b>40</b> |
|                       | eID                   | 59.1                         |  | 20 |           |
|                       | eDocuments            | 71.9                         |  |    | 50        |
|                       | Authentic Sources     | 61.4                         |  | 38 |           |
|                       | Digital Post          | 73.3                         |  |    | 50        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |    | <b>63</b> |
|                       | Online Availability   | 61.1                         |  |    | 69        |
|                       | User Support          | 67.8                         |  |    | 92        |
|                       | eID                   | 21.7                         |  | 7  |           |
|                       | eDocuments            | 48.1                         |  |    | 46        |

### How are services delivered?

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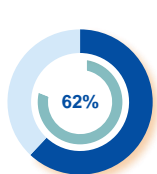
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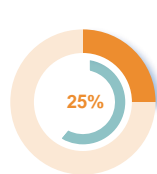
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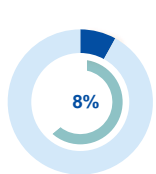
62% of the services are online

EU27+: 81%



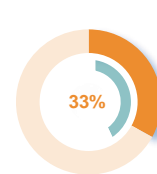
25% of the government portals show whether personal data was consulted

EU27+: 61%



8% of the services accept eID login

EU27+: 64%



33% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

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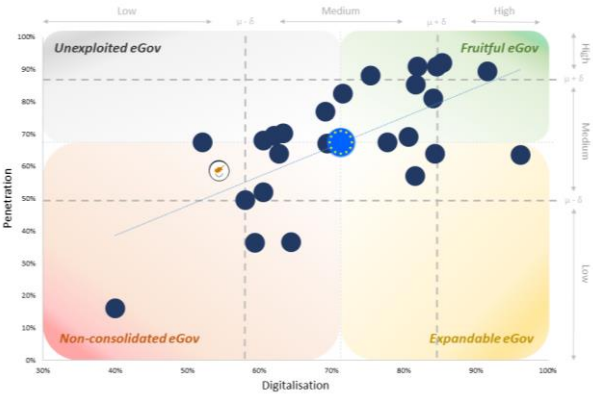
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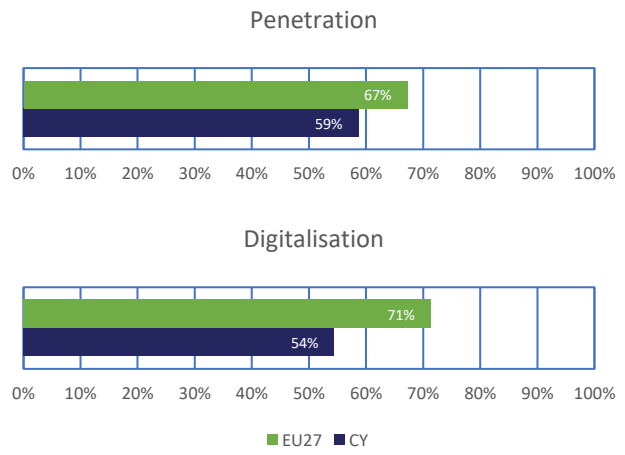


# eGovernment performance of life events (domains)

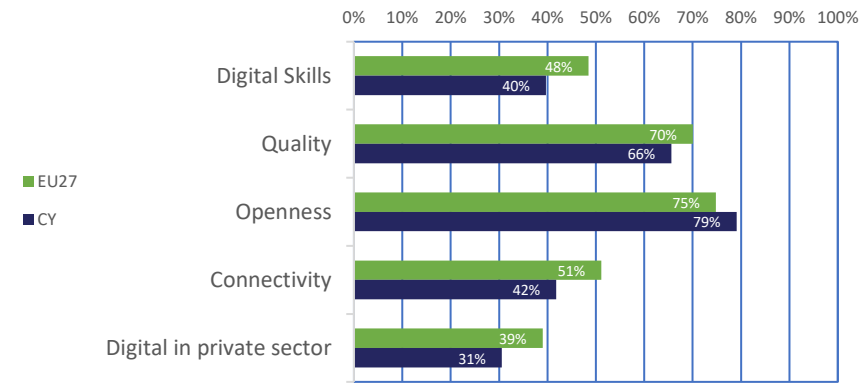
## Performance



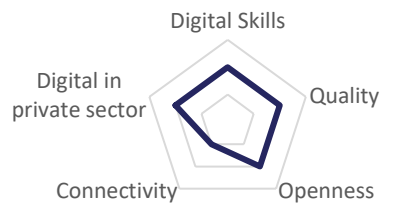
Cyprus is characterised by a medium-low level of Penetration, that is percentage points below European average, and a low level of Digitalisation, which is 17 percentage points below European average. Cyprus is therefore part of the Non Consolidated eGov scenario, where countries are not fully exploiting ICT opportunities.



## Relative Indicators and Environment



The relative indicators of Cyprus show a country that is aligned with the European average regarding Government characteristics (Quality and Openness). Digital Skills performances are slightly below the average. Similarly, Digital Context characteristics are below European average too, highlighting the lack of readiness especially in terms of broadband infrastructure.



## Considerations

- Penetration**
- Underperforming
- Digitalisation**
- Underperforming

Cyprus is Underperforming in both Penetration and Digitalisation. On the one hand, Penetration level is low given Cyprus' relative indicators performances, meaning that online services can become more broadly adopted. On the other hand, its performances in Digitalisation compared with country with similar relative indicators scores are Underperforming as well. This means that the country needs to enhance the level of back- and front-office digitalisation.



# CZECH REPUBLIC

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |       |
|-----------------------|-----------------------|------------------------------|-------------|------|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>85 •</b> |      |       |
|                       | Online Availability   | 87.2                         |             |      | 86 •  |
|                       | Mobile Friendliness   | 88.4                         |             |      | 85 •  |
|                       | User Support          | 91.2                         |             |      | 82 •  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>61 •</b> |      |       |
|                       | Service Delivery      | 56.9                         |             | 51 • |       |
|                       | Personal Data         | 68.3                         |             |      | 78 •  |
|                       | Service Design        | 61.6                         |             | 38 • |       |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>58 •</b> |      |       |
|                       | eID                   | 59.1                         |             | 42 • |       |
|                       | eDocuments            | 71.9                         |             | 46 • |       |
|                       | Authentic Sources     | 61.4                         |             | 46 • |       |
|                       | Digital Post          | 73.3                         |             |      | 100 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>47 •</b> |      |       |
|                       | Online Availability   | 61.1                         |             |      | 58 •  |
|                       | User Support          | 67.8                         |             |      | 58 •  |
|                       | eID                   | 21.7                         |             | 9 •  |       |
|                       | eDocuments            | 48.1                         |             | 27 • |       |

### How are services delivered?

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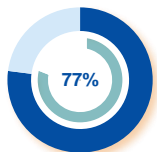
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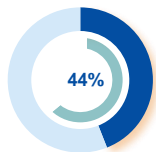
77% of the services are online

EU27+: 81%



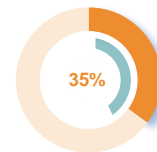
100% of the government portals show whether personal data was consulted

EU27+: 61%



44% of the services accept eID login

EU27+: 64%



35% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

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A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

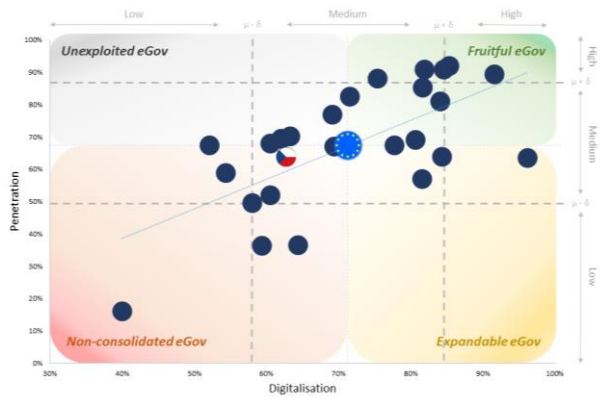
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

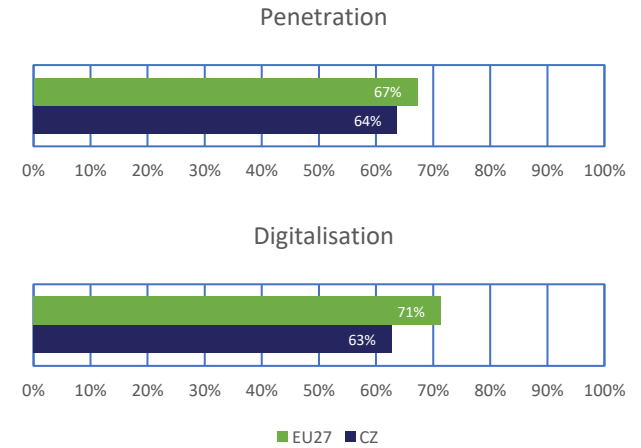
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

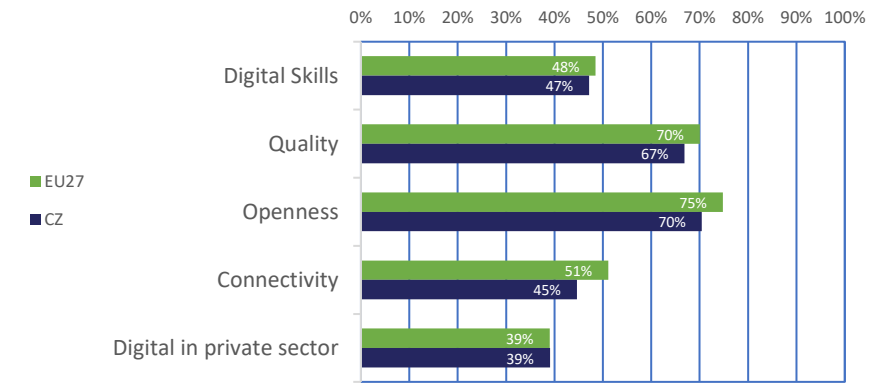
## Performance



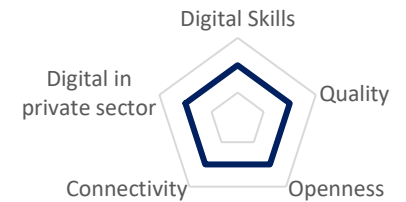
Czech Republic is characterised by a medium level of Penetration, that is only 3 percentage points below European average, and a medium-low Digitalisation. Therefore it is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities..



## Relative Indicators and Environment



Czech Republic's relative indicators show a country with all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average.



## Considerations

**Penetration**  
On-Track

**Digitalisation**  
Underperforming

Compared to countries with a similar environment, Czech Republic is On-Track in Penetration while being Underperforming in Digitalisation. This means that countries with similar environmental characteristics have reached a better Digitalisation level. A country can improve its Digitalisation level by improving the level of the back-office and the front-office digitalisation. Czech Republic's performances in Penetration are in line with other countries with a similar environment.

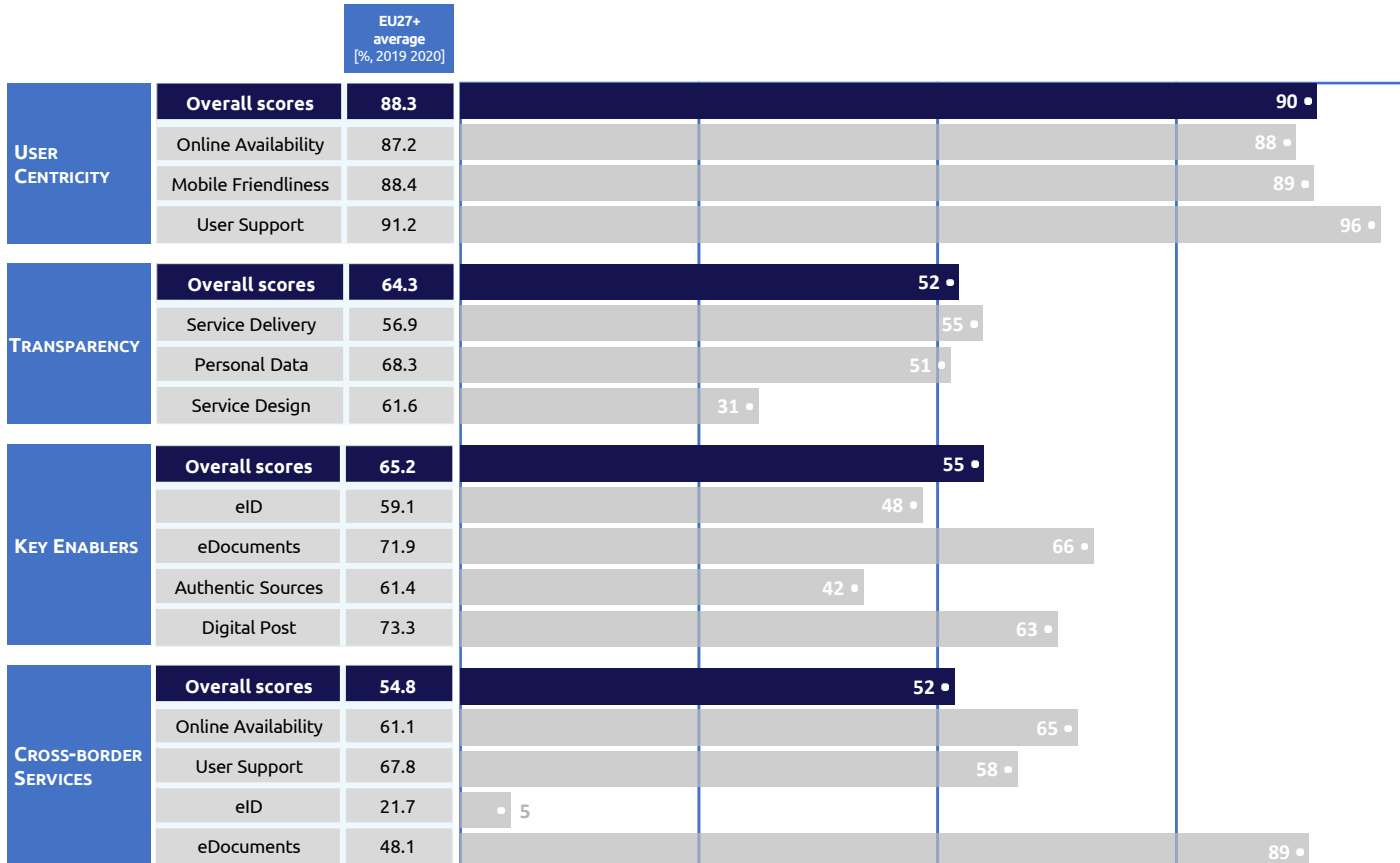


# GERMANY

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities



### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

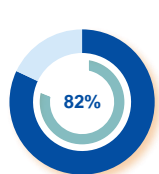
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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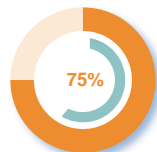
**eID:** indicates if a national eID from country A can be used in country B.

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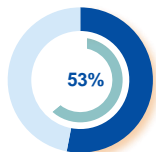
82% of the services are online

EU27+: 81%



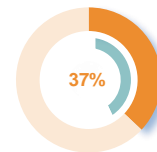
75% of the government portals show whether personal data was consulted

EU27+: 61%



53% of the services accept eID login

EU27+: 64%



37% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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### Studying (2020)

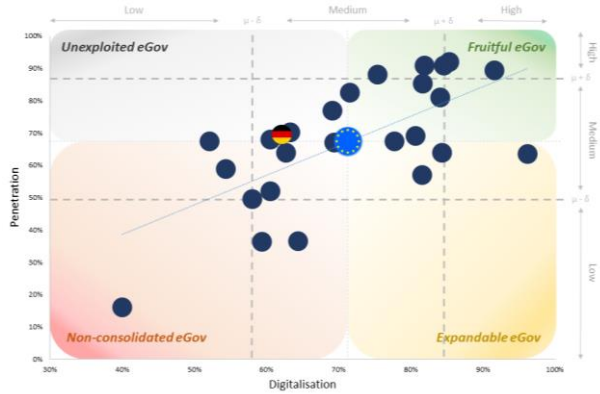
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



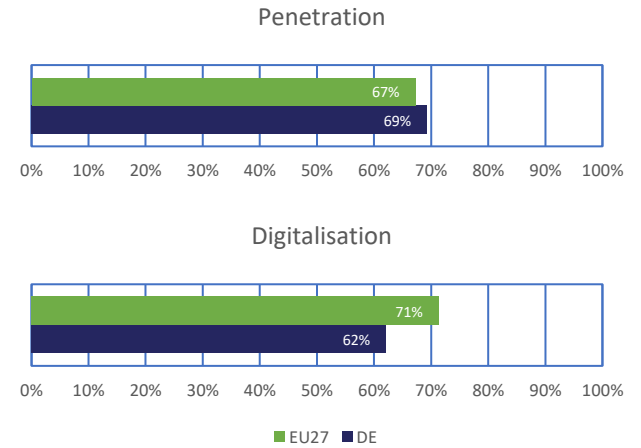


# eGovernment performance of life events (domains)

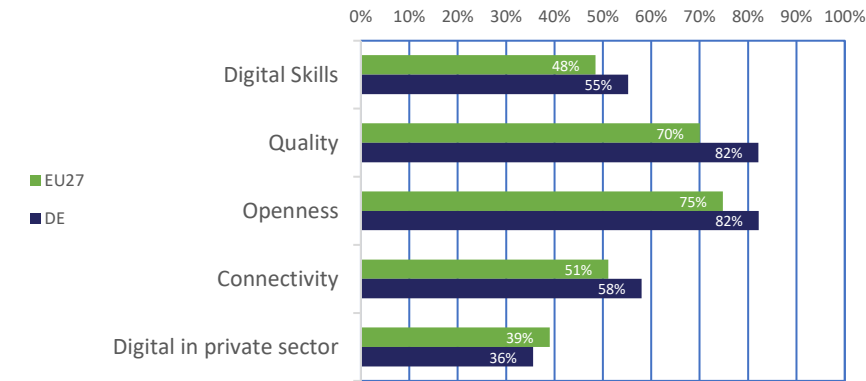
## Performance



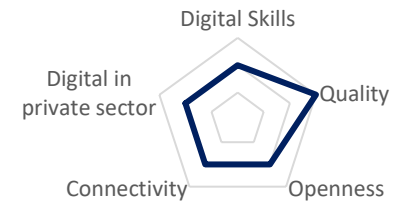
Germany shows a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Germany is included in the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.



## Relative Indicators and Environment



Germany's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) mostly in line with the European average. Regarding the Users' characteristics, Digital skills indicator is slightly above the European average. Citizens perceive Government characteristics positively and, in particular, the quality of government actions (Quality) is 12 percentage points above the European average. Digital in private sector indicator, instead, is slightly below the European average.

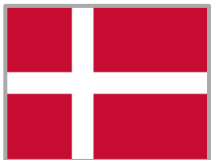


## Considerations

**Penetration**  
On-Track

**Digitalisation**  
Underperforming

Matching relative and absolute indicators, Germany is On-Track in Penetration and Underperforming in Digitalisation. Analysing Digital context, Government and User characteristics through relative indicators indicates that Germany has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path. For these reasons, Germany would benefit from implementing policies aimed at increasing its Digitalisation levels, by increasing the level of the back-office and the front-office digitalisation. Germany's Penetration level is in line with the European countries with similar relative performances.



# DENMARK

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |      |      |       |
|-----------------------|---------------------|------------------------------|------|------|-------|
| USER CENTRICITY       | Overall scores      | 88.3                         | 98 • |      |       |
|                       | Online Availability | 87.2                         |      |      | 99 •  |
|                       | Mobile Friendliness | 88.4                         |      |      | 100 • |
|                       | User Support        | 91.2                         |      |      | 93 •  |
| TRANSPARENCY          | Overall scores      | 64.3                         | 79 • |      |       |
|                       | Service Delivery    | 56.9                         |      | 73 • |       |
|                       | Personal Data       | 68.3                         |      |      | 82 •  |
|                       | Service Design      | 61.6                         |      |      | 94 •  |
| KEY ENABLERS          | Overall scores      | 65.2                         | 93 • |      |       |
|                       | eID                 | 59.1                         |      |      | 89 •  |
|                       | eDocuments          | 71.9                         |      |      | 97 •  |
|                       | Authentic Sources   | 61.4                         |      |      | 84 •  |
|                       | Digital Post        | 73.3                         |      |      | 100 • |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         | 72 • |      |       |
|                       | Online Availability | 61.1                         |      |      | 75 •  |
|                       | User Support        | 67.8                         |      |      | 88 •  |
|                       | eID                 | 21.7                         |      | 44 • |       |
|                       | eDocuments          | 48.1                         |      |      | 50 •  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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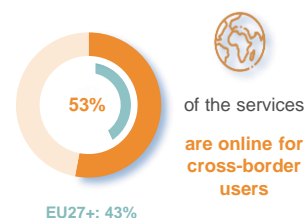
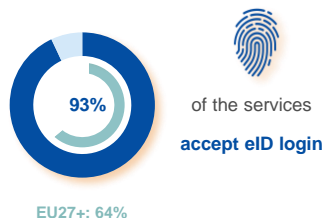
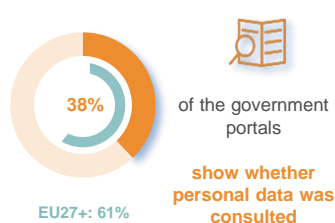
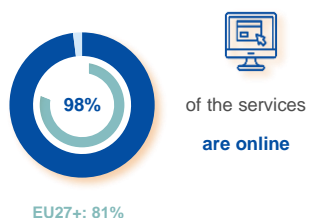
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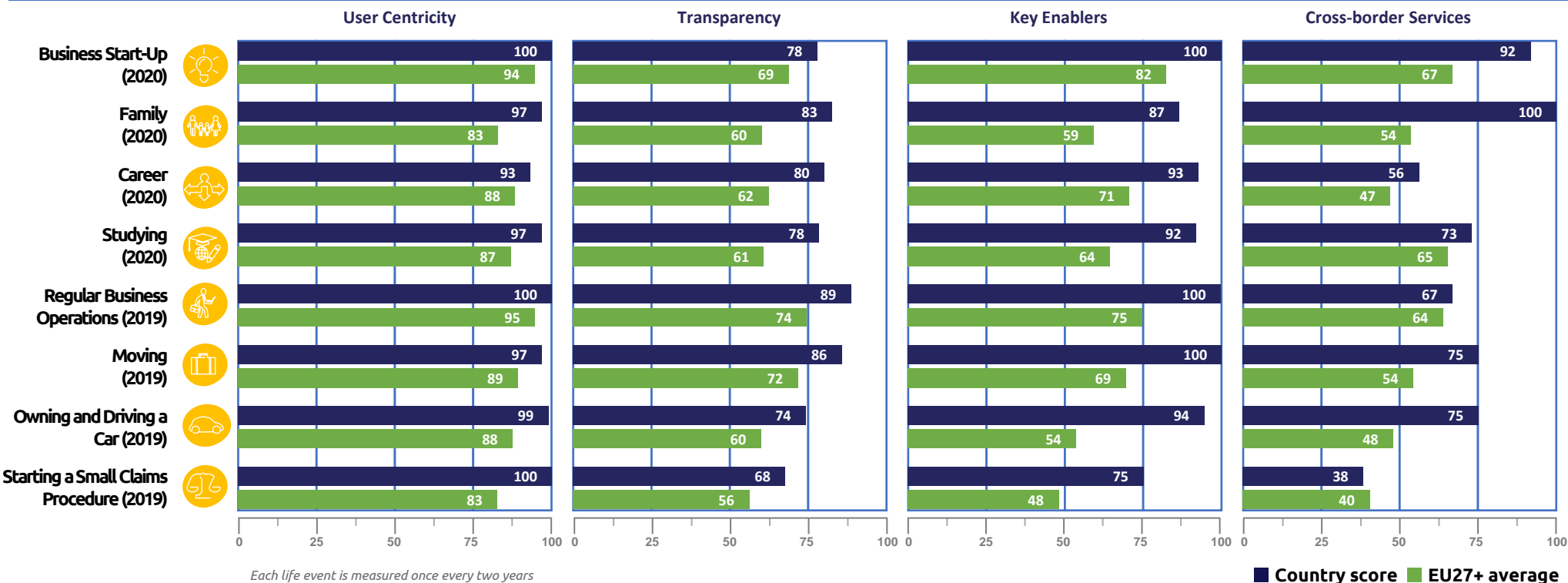
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## eGovernment performance of life events (domains)



## Life event descriptions

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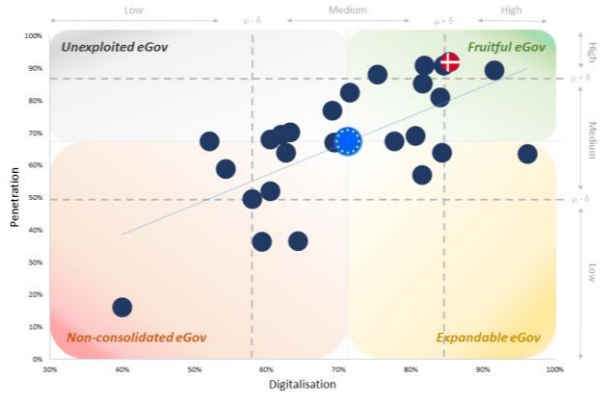
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

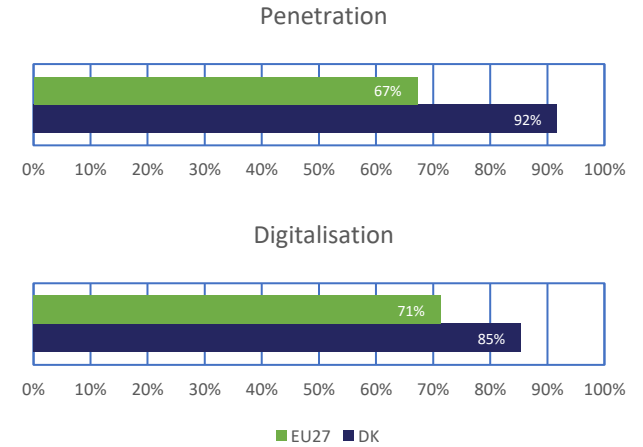


## eGovernment performance of life events (domains)

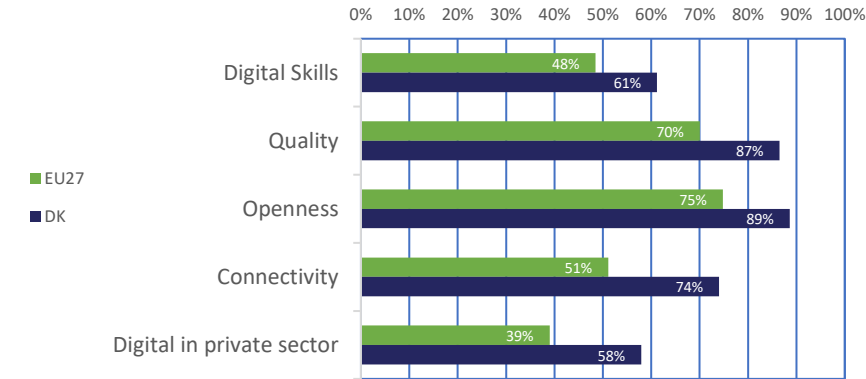
### Performance



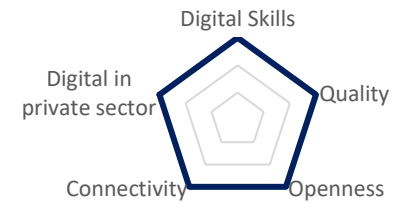
A high level of both Digitalisation (85%) and Penetration (92%) characterises Denmark, that is part of the Fruitful eGov scenario, where best-in-class countries are included, as they perform at a Digitalisation and Penetration level above average. Denmark is one of the countries with better overall performances in terms of eGovernment maturity.



### Relative Indicators and Environment



Denmark's relative indicators show a country with all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) consistently above the European average. These data show a country that excels not only in eGovernment services, but also in digital development as a whole.



### Considerations

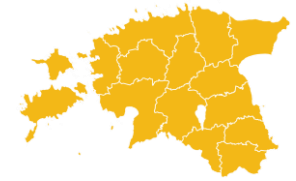
- Penetration
  - On-Track
- Digitalisation
  - On-Track

Denmark is one of the best European countries in terms of eGovernment maturity. By comparing performances of countries with similar relative indicator scores, Denmark is On-Track in both Penetration and Digitalisation. Its Penetration level is in line with the one of the European countries with similar relative performances. Also the Digitalisation level is in line with the level of the other European countries with similar environmental characteristics.



# ESTONIA

## eGOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

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|                       | eDocuments          | 48.1                         |      | 64 • |       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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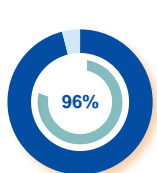
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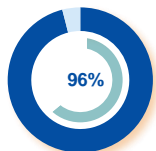
96% of the services are online

EU27+: 81%



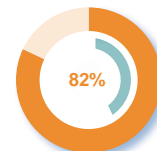
100% of the government portals show whether personal data was consulted

EU27+: 61%



96% of the services accept eID login

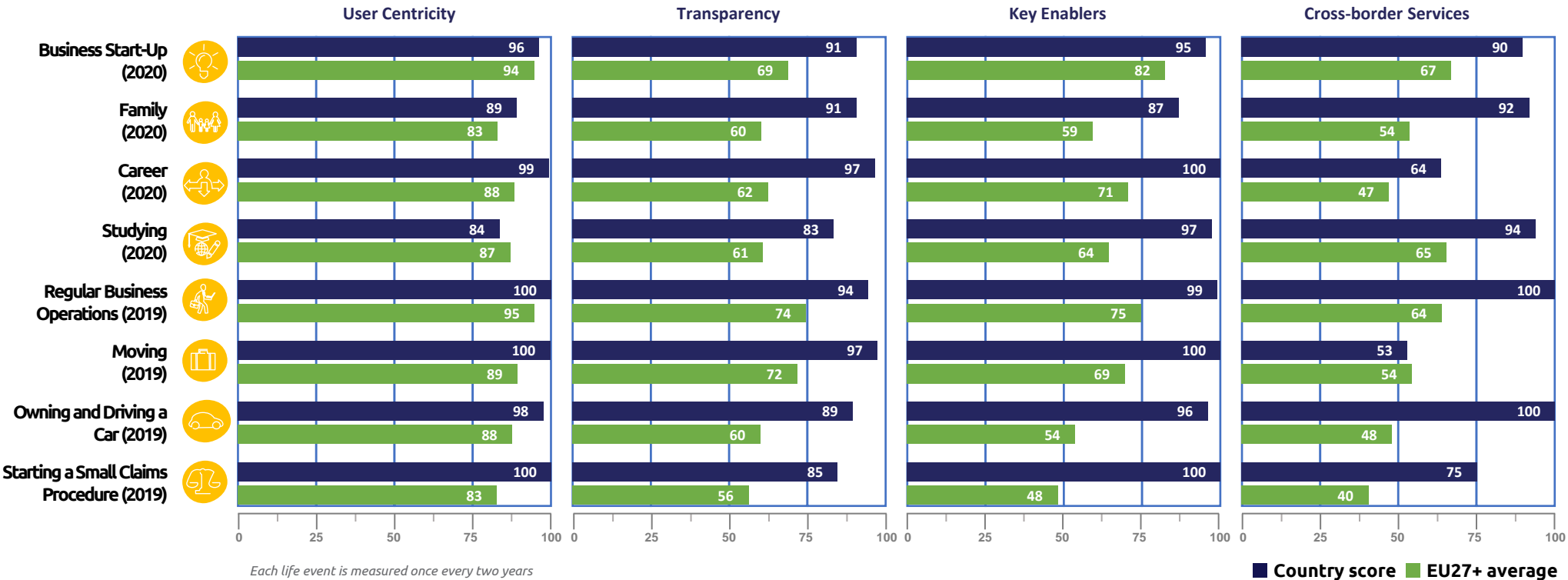
EU27+: 64%



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## eGovernment performance of life events (domains)



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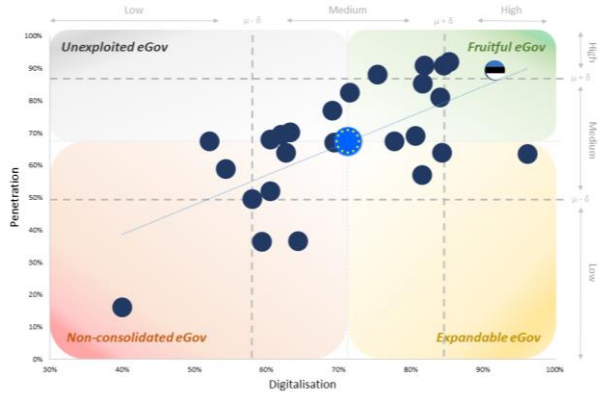
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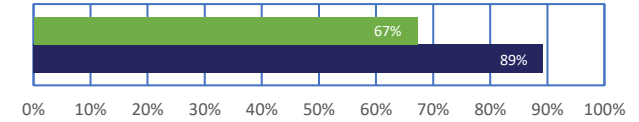
## eGovernment performance of life events (domains)

### Performance

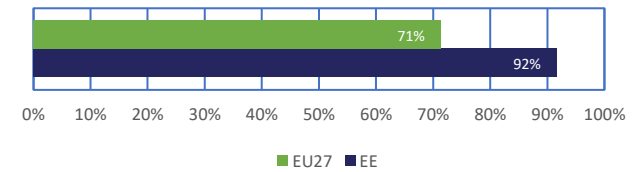


A high level of both Digitalisation and Penetration characterises Estonia. Estonia is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Estonia is the country with the best overall performance in terms of eGovernment maturity. The Penetration level is 89% and Digitalisation level is 92%, respectively 22 and 21 percentage points higher than the European average.

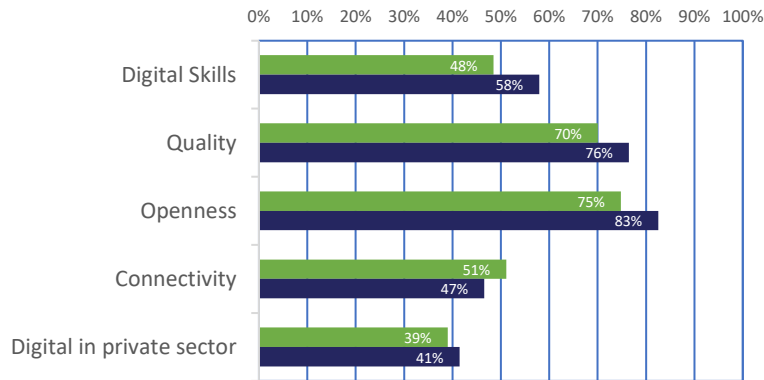
### Penetration



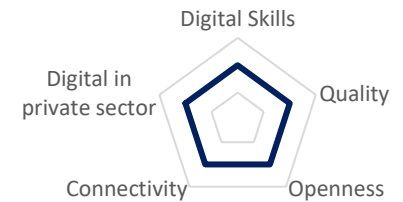
### Digitalisation



### Relative Indicators and Environment



Estonia's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Connectivity indicator is the only one below the European average, while Digital Skills and Openness are significantly above European average.



### Considerations

#### Penetration

Overperforming

#### Digitalisation

Overperforming

Estonia is a country with all the environmental characteristics in line with the European average. Furthermore, it is one of the best European countries in terms of eGovernment maturity. Looking at the results of the analysis, Estonia is Overperforming in both Penetration and Digitalisation given of combination of relative and absolute indicators. The Estonian government seems to have implemented good policies and strategies that enabled the country to have both high Digitalisation of the front- and the back-offices and widespread digital services (Penetration).



# GREECE

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |  |  |
|-----------------------|-----------------------|------------------------------|-------------|--|--|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>83 •</b> |  |  |
|                       | Online Availability   | 87.2                         | 79 •        |  |  |
|                       | Mobile Friendliness   | 88.4                         | 83 •        |  |  |
|                       | User Support          | 91.2                         | 93 •        |  |  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>52 •</b> |  |  |
|                       | Service Delivery      | 56.9                         | 28 •        |  |  |
|                       | Personal Data         | 68.3                         | 64 •        |  |  |
|                       | Service Design        | 61.6                         | 69 •        |  |  |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>37 •</b> |  |  |
|                       | eID                   | 59.1                         | 33 •        |  |  |
|                       | eDocuments            | 71.9                         | 37 •        |  |  |
|                       | Authentic Sources     | 61.4                         | 36 •        |  |  |
|                       | Digital Post          | 73.3                         | 44 •        |  |  |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>37 •</b> |  |  |
|                       | Online Availability   | 61.1                         | 29 •        |  |  |
|                       | User Support          | 67.8                         | 71 •        |  |  |
|                       | eID                   | 21.7                         | 17 •        |  |  |
|                       | eDocuments            | 48.1                         | 33 •        |  |  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

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**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

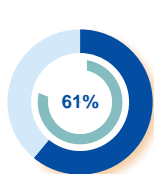
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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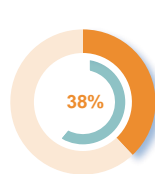
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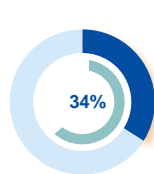
61% of the services are online

EU27+: 81%



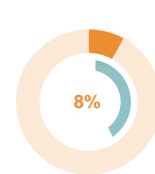
38% of the government portals show whether personal data was consulted

EU27+: 61%



34% of the services accept eID login

EU27+: 64%



8% of the services are online for cross-border users

EU27+: 43%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

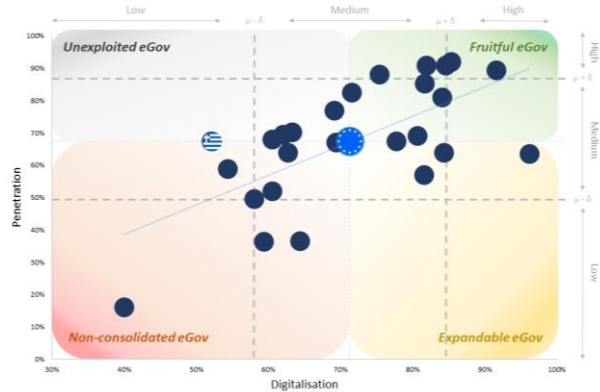
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



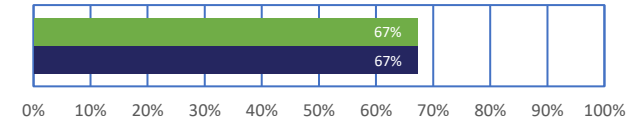
## eGovernment performance of life events (domains)

### Performance

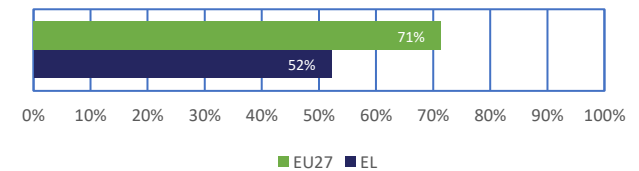


Greece is characterised by a medium level of Penetration and a low level of Digitalisation, that is 19 percentage points below the European average. Therefore, Greece is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.

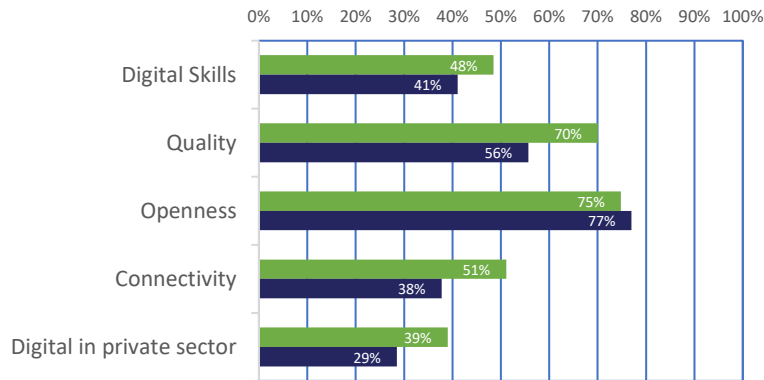
### Penetration



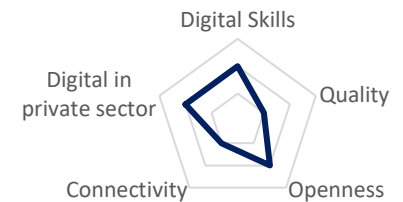
### Digitalisation



### Relative Indicators and Environment



Greece is characterised by low environmental characteristics. Digital Skills is under the European average. In addition, the quality of government's action perceived by citizens (Quality) and the deployment of broadband infrastructure (Connectivity) are low, as well as the digitalisation of businesses and their exploitation of online sales channels. On the other hand, the openness of data and information (Openness) are in line with the European countries, slightly above the average.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

Compared to countries with a similar environment, Greece is On-Track in both Penetration and Digitalisation. It means Greece performances are in line with those countries with similar environmental characteristics. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens. Regarding Digitalisation, Greece can further improve its level of the back-office and the front-office digitalisation.



# SPAIN

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |      |
|-----------------------|-----------------------|------------------------------|-------------|------|------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>95 •</b> |      |      |
|                       | Online Availability   | 87.2                         |             |      | 96 • |
|                       | Mobile Friendliness   | 88.4                         |             |      | 86 • |
|                       | User Support          | 91.2                         |             |      | 98 • |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>74 •</b> |      |      |
|                       | Service Delivery      | 56.9                         |             | 65 • |      |
|                       | Personal Data         | 68.3                         |             |      | 80 • |
|                       | Service Design        | 61.6                         |             | 69 • |      |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>80 •</b> |      |      |
|                       | eID                   | 59.1                         |             | 64 • |      |
|                       | eDocuments            | 71.9                         |             |      | 90 • |
|                       | Authentic Sources     | 61.4                         |             | 78 • |      |
|                       | Digital Post          | 73.3                         |             |      | 88 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>63 •</b> |      |      |
|                       | Online Availability   | 61.1                         |             |      | 75 • |
|                       | User Support          | 67.8                         |             | 67 • |      |
|                       | eID                   | 21.7                         | 12 •        |      |      |
|                       | eDocuments            | 48.1                         |             | 64 • |      |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

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**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

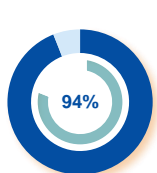
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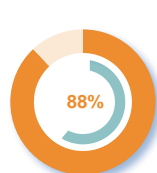
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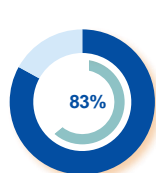
94% of the services are online

EU27+: 81%



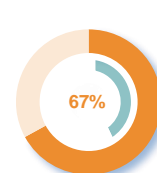
88% of the government portals show whether personal data was consulted

EU27+: 61%



83% of the services accept eID login

EU27+: 64%

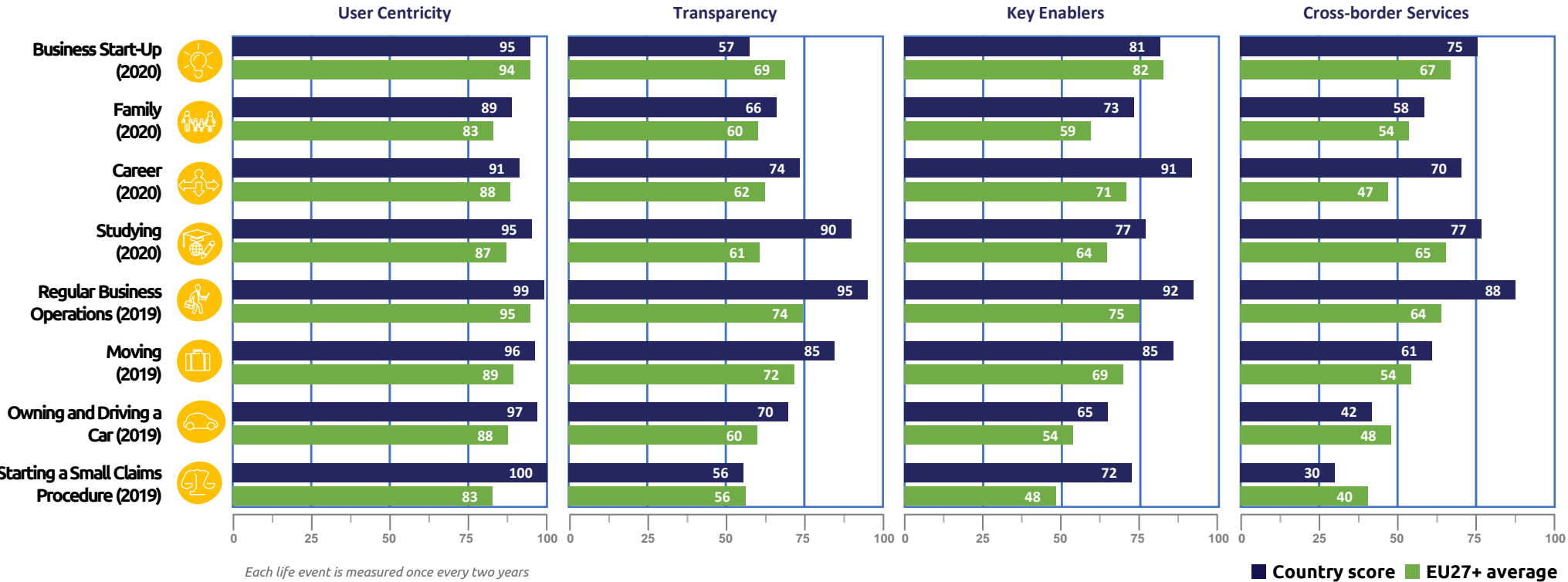


67% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life event evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also includes various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

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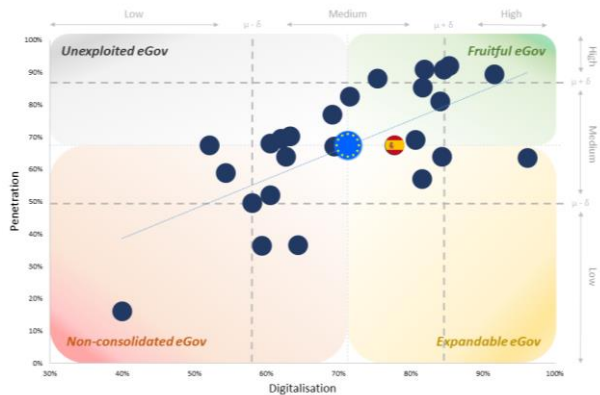
### Studying (2020)

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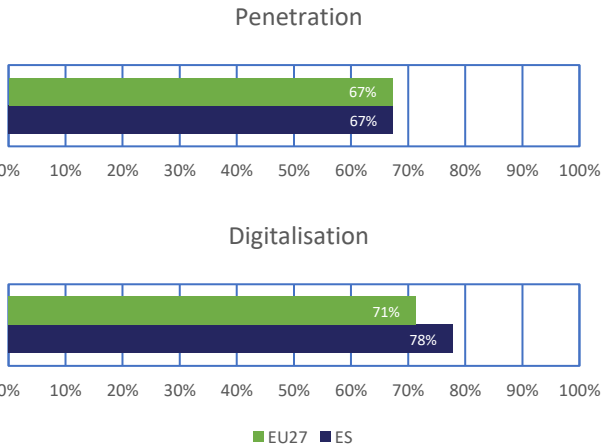


# eGovernment performance of life events (domains)

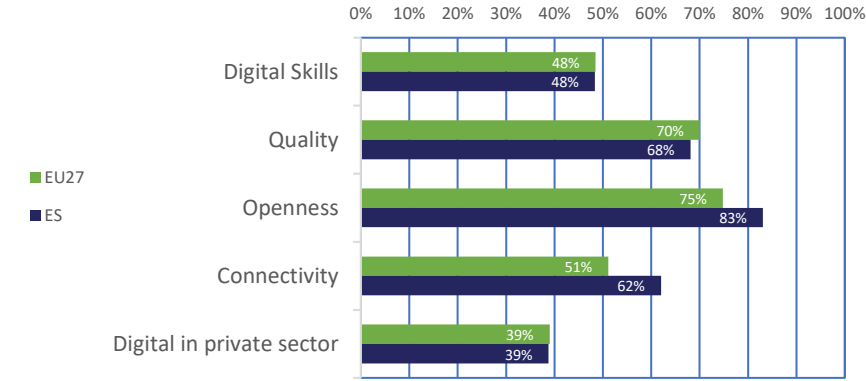
## Performance



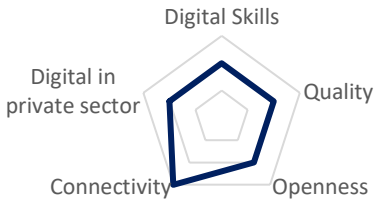
Spain has a medium level of Penetration, that equals the European average (67%), and a medium-high level of Digitalisation. Therefore, Spain is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration.



## Relative Indicators and Environment



Spain relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The broadband and its quality (Connectivity indicator) and Openness, an indicator which endorses an Open Government perspective, are the only ones that perform significantly higher than the European average.



## Considerations

- Penetration: On-Track
- Digitalisation: Overperforming

Matching relative and absolute indicators, Spain is On-Track in Penetration and Overperforming in Digitalisation. Penetration level is equal to European average, and also relative indicators are mostly close to European average. Concerning Digitalisation, Spain exhibits a performance that is higher than expected, and it can be considered as a good example for European countries with a similar environment.



# FINLAND

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |       |
|-----------------------|-----------------------|------------------------------|-------------|------|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>98 •</b> |      |       |
|                       | Online Availability   | 87.2                         |             |      | 98 •  |
|                       | Mobile Friendliness   | 88.4                         |             |      | 100 • |
|                       | User Support          | 91.2                         |             |      | 100 • |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>76 •</b> |      |       |
|                       | Service Delivery      | 56.9                         |             | 68 • |       |
|                       | Personal Data         | 68.3                         |             | 76 • |       |
|                       | Service Design        | 61.6                         |             |      | 88 •  |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>94 •</b> |      |       |
|                       | eID                   | 59.1                         |             |      | 89 •  |
|                       | eDocuments            | 71.9                         |             |      | 90 •  |
|                       | Authentic Sources     | 61.4                         |             |      | 97 •  |
|                       | Digital Post          | 73.3                         |             |      | 100 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>70 •</b> |      |       |
|                       | Online Availability   | 61.1                         |             |      | 79 •  |
|                       | User Support          | 67.8                         |             |      | 92 •  |
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### How are services delivered?

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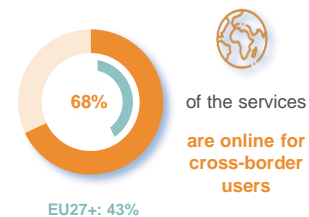
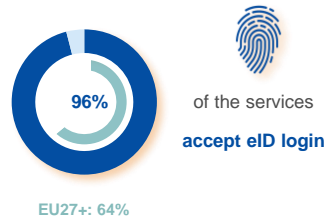
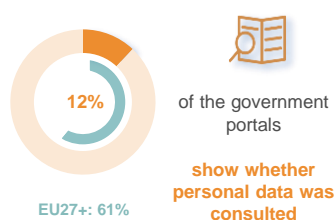
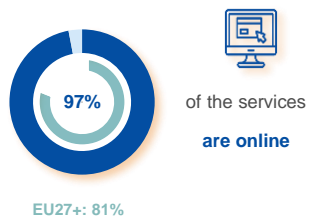
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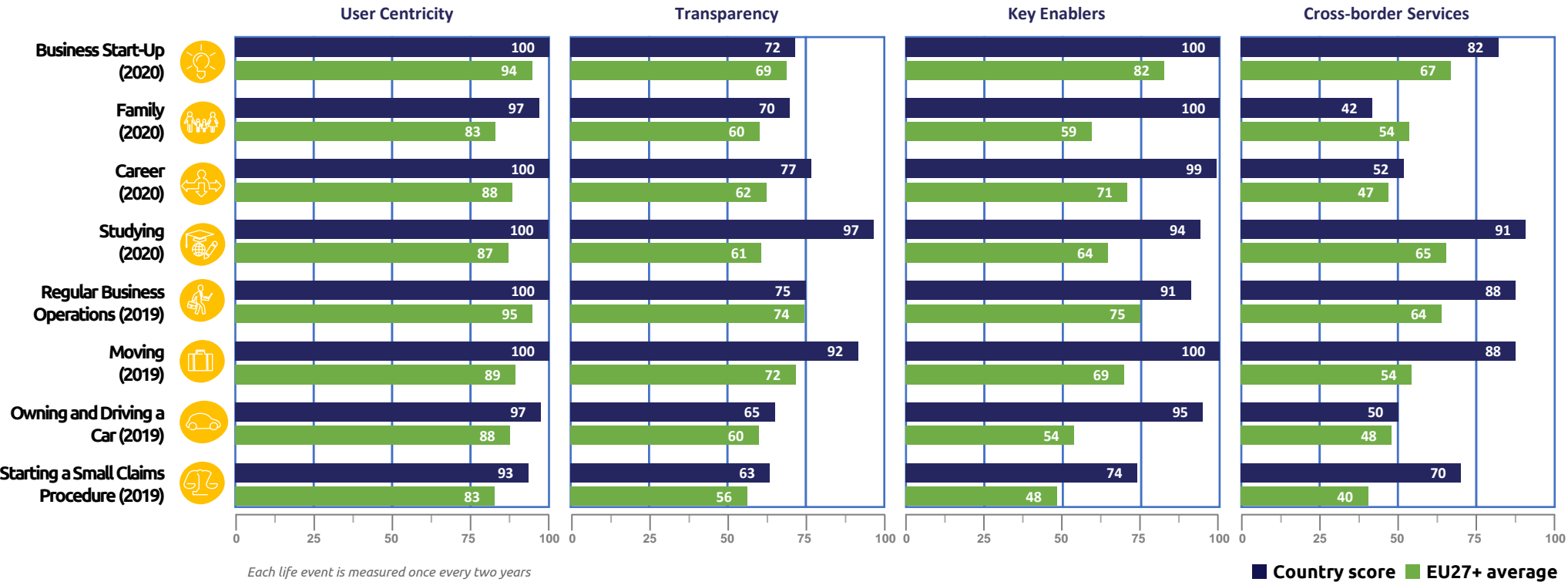
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## eGovernment performance of life events (domains)



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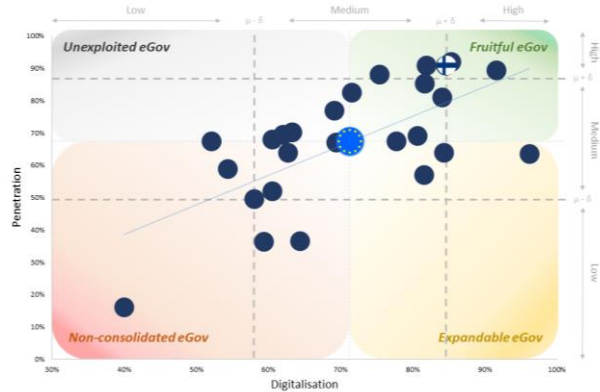
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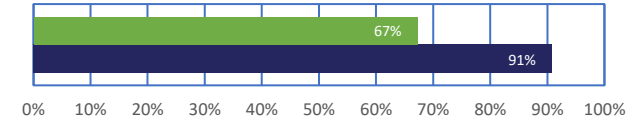
## eGovernment performance of life events (domains)

### Performance

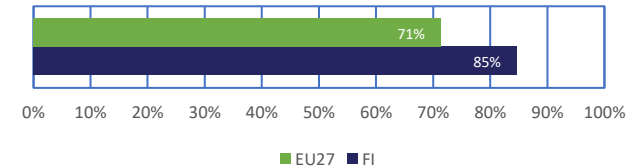


A medium-high level of Digitalisation and a high level of Penetration characterise Finland. Therefore, Finland is part of the Fruitful eGov countries, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Finland is one of the countries with the highest Penetration level: almost 91% of individuals use online services to submit forms to Public Administration. Also its Digitalisation level is above the European average.

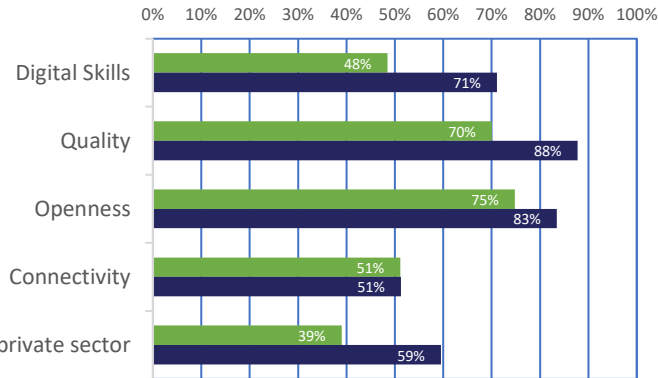
### Penetration



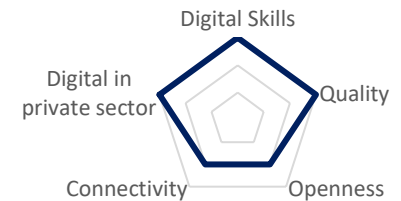
### Digitalisation



### Relative Indicators and Environment



Finland is one of the countries with the highest level of environmental indicators. The users have high digital skills. The quality of government's action perceived by citizens is high. The digitalisation is widespread also in the private sector. The only indicators that are in line with the European average are Connectivity, that measure the deployment of broadband infrastructure and its quality, and Openness, that measures the openness of data and information.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

Finland is one of the best European countries in terms of eGovernment maturity. By comparing performances of countries with similar relative indicator scores, Finland is On-track in both Penetration and Digitalisation. Both performance indicators are in line with the level of the other European countries with similar environmental characteristics.





# FRANCE

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |      |             |
|-----------------------|-----------------------|------------------------------|--|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |      | <b>92 •</b> |
|                       | Online Availability   | 87.2                         |  |      | 91 •        |
|                       | Mobile Friendliness   | 88.4                         |  |      | 99 •        |
|                       | User Support          | 91.2                         |  |      | 93 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |      | <b>70 •</b> |
|                       | Service Delivery      | 56.9                         |  | 52 • |             |
|                       | Personal Data         | 68.3                         |  |      | 81 •        |
|                       | Service Design        | 61.6                         |  |      | 75 •        |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |      | <b>66 •</b> |
|                       | eID                   | 59.1                         |  | 59 • |             |
|                       | eDocuments            | 71.9                         |  |      | 83 •        |
|                       | Authentic Sources     | 61.4                         |  | 42 • |             |
|                       | Digital Post          | 73.3                         |  |      | 88 •        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |      | <b>57 •</b> |
|                       | Online Availability   | 61.1                         |  |      | 65 •        |
|                       | User Support          | 67.8                         |  |      | 67 •        |
|                       | eID                   | 21.7                         |  | 16 • |             |
|                       | eDocuments            | 48.1                         |  |      | 65 •        |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

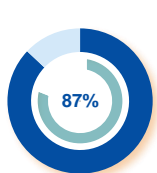
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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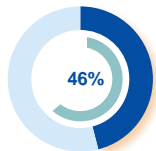
87% of the services are online

EU27+: 81%



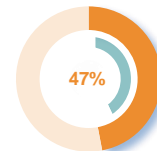
50% of the government portals show whether personal data was consulted

EU27+: 61%



46% of the services accept eID login

EU27+: 64%



47% of the services are online for cross-border users

EU27+: 43%

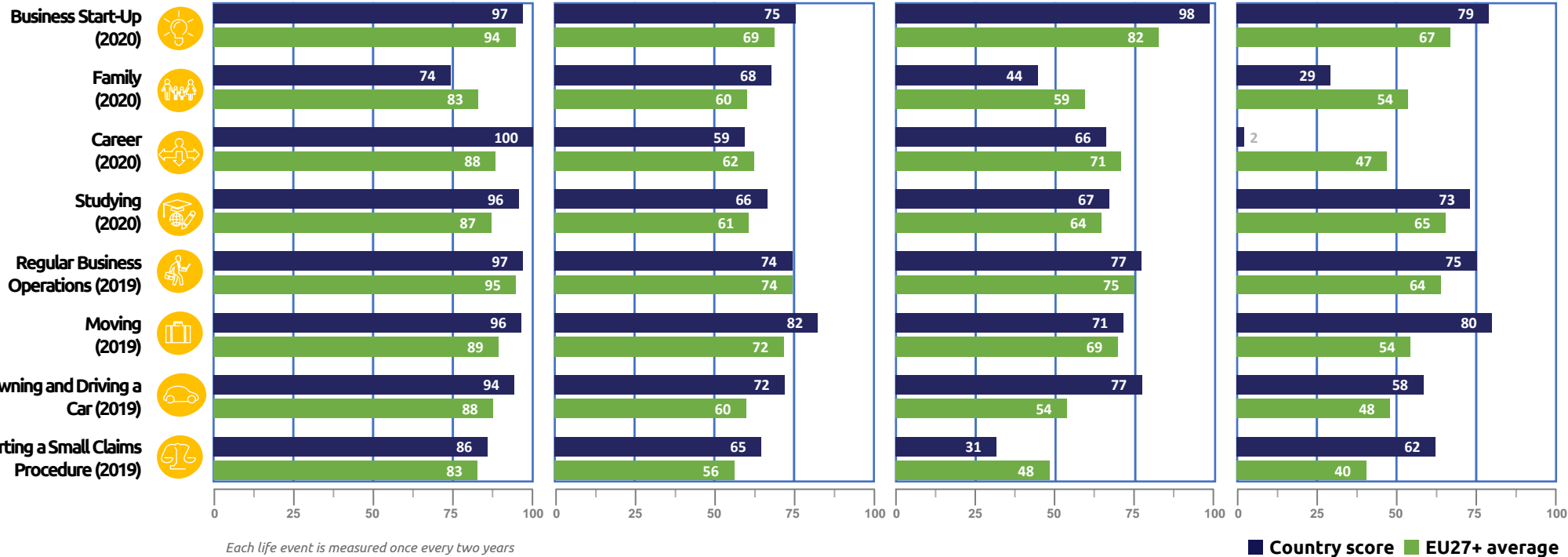
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life event evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

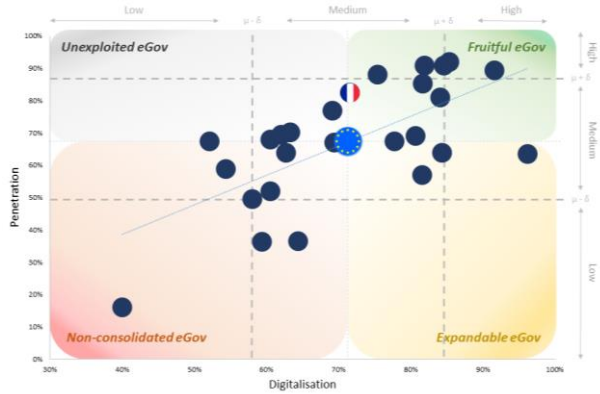
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

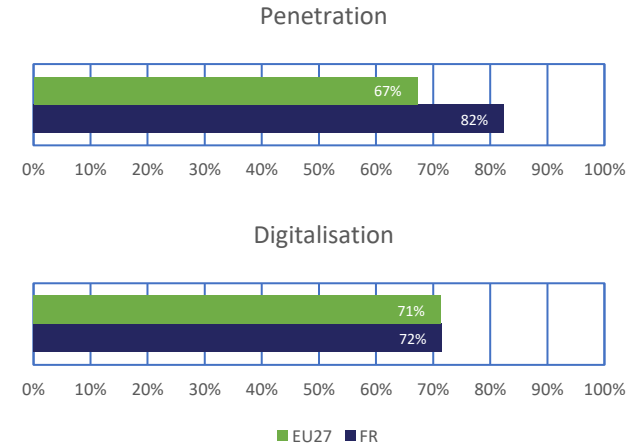
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

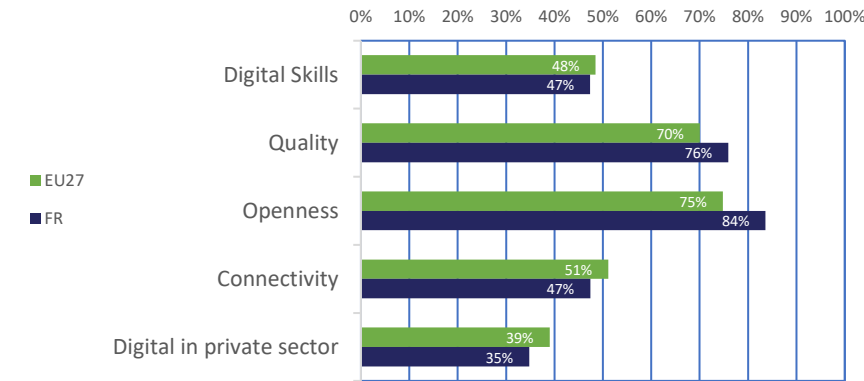
## Performance



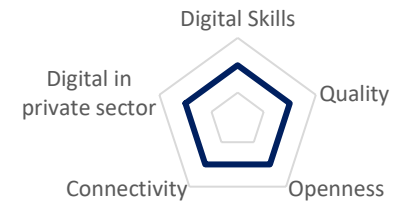
France has a medium-high level of Penetration and a medium level of Digitalisation. France is part of the Fruitful eGov scenario, which includes best-in-class countries that perform above the European average in both Digitalisation and Penetration. In Digitalisation, France's performances are in line with the European average, whereas Penetration is 15 percentage points above the European average.



## Relative Indicators and Environment



France's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. Openness indicator, i.e. the quantity and quality of Open Data and their political, social and economic impact, is significantly above the European average.



## Considerations

**Penetration**  
Overperforming

**Digitalisation**  
On-Track

By comparing performances of countries with similar relative indicator scores, France is Overperforming in Penetration and On-Track in Digitalisation. Its Penetration level is higher than the one of the European countries with similar relative performances. The Digitalisation level, instead, is in line with the level of the other European countries with similar environmental characteristics.



# CROATIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |  |             |
|-----------------------|-----------------------|------------------------------|--|--|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |  | <b>84</b> • |
|                       | Online Availability   | 87.2                         |  |  | 84 •        |
|                       | Mobile Friendliness   | 88.4                         |  |  | 95 •        |
|                       | User Support          | 91.2                         |  |  | 77 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |  | <b>63</b> • |
|                       | Service Delivery      | 56.9                         |  |  | 61 •        |
|                       | Personal Data         | 68.3                         |  |  | 63 •        |
|                       | Service Design        | 61.6                         |  |  | 63 •        |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |  | <b>52</b> • |
|                       | eID                   | 59.1                         |  |  | 48 •        |
|                       | eDocuments            | 71.9                         |  |  | 55 •        |
|                       | Digital Post          | 73.3                         |  |  | 63 •        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |  | <b>44</b> • |
|                       | Online Availability   | 61.1                         |  |  | 43 •        |
|                       | User Support          | 67.8                         |  |  | 63 •        |
|                       | eID                   | 21.7                         |  |  | 31 •        |
|                       | eDocuments            | 48.1                         |  |  | 23 •        |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

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**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

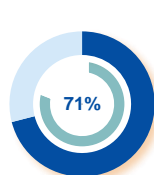
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

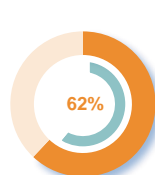
**eID:** indicates if a national eID from country A can be used in country B.

**eDocuments:** indicates if eDocuments can be transmitted from country A to country B.



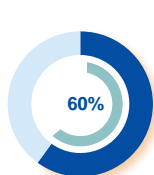
71% of the services are online

EU27+: 81%



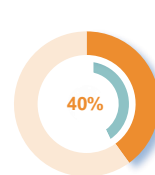
62% of the government portals show whether personal data was consulted

EU27+: 61%



60% of the services accept eID login

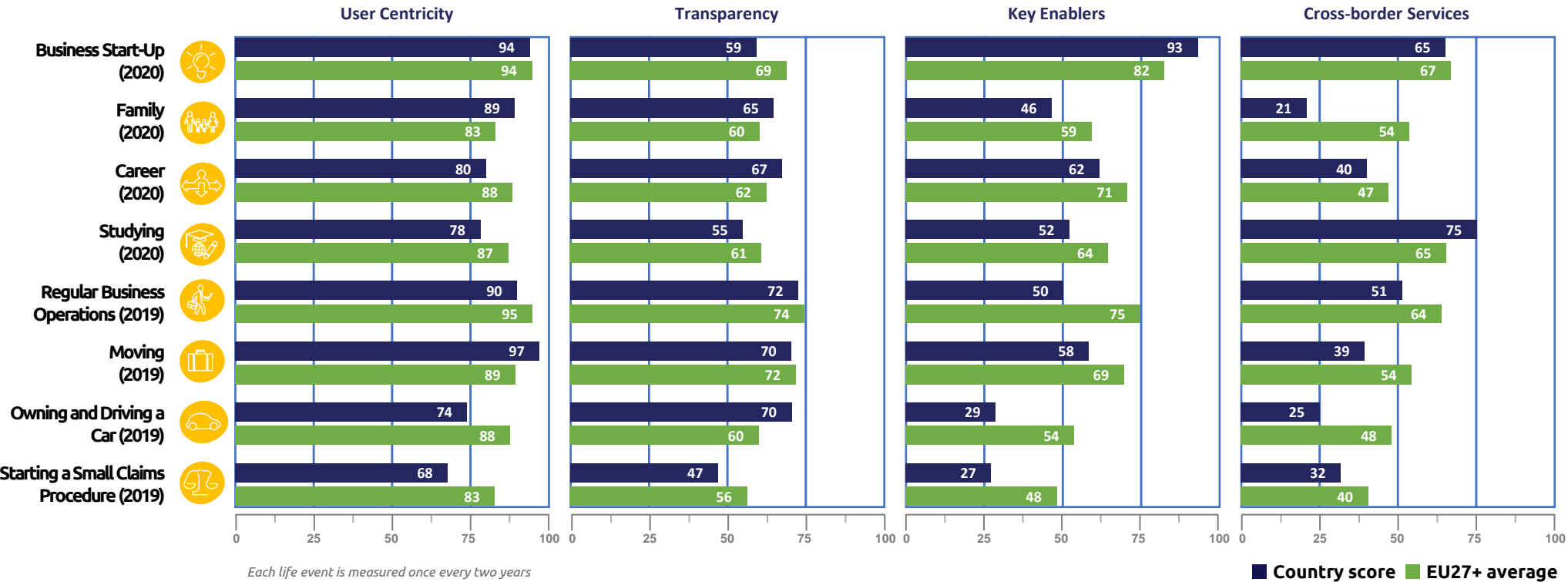
EU27+: 64%



40% of the services are online for cross-border users

EU27+: 43%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life event evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

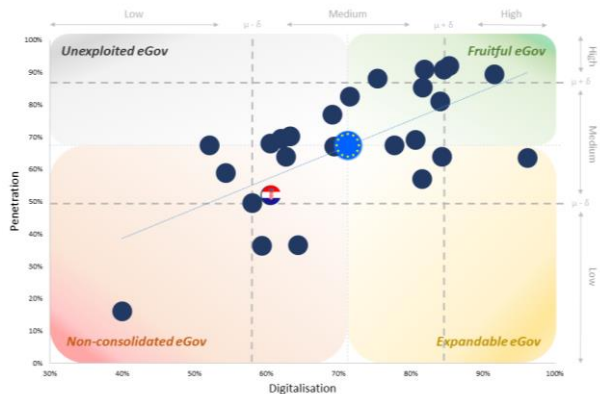
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



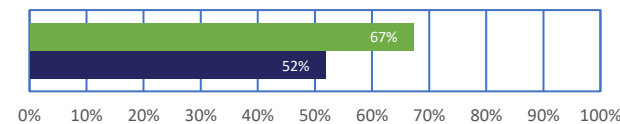
## eGovernment performance of life events (domains)

### Performance

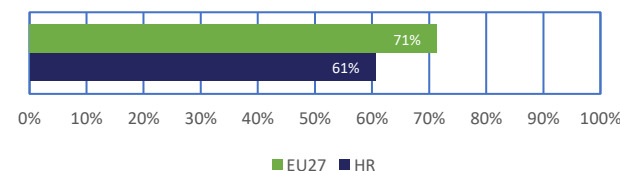


Croatia is characterised by a low level of both Penetration and Digitalisation, respectively 15 and 10 percentage points below the European average. Croatia is included in the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities..

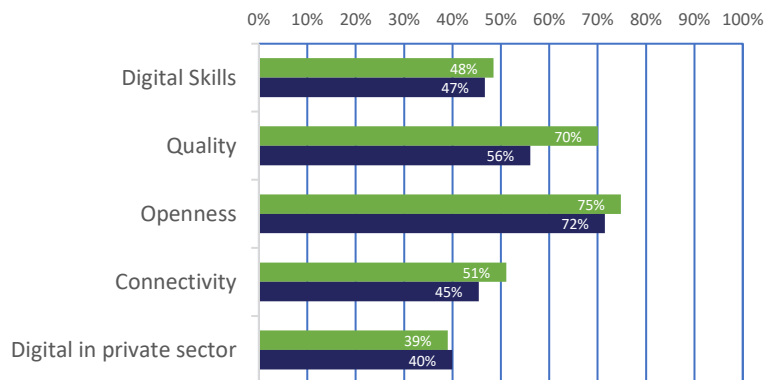
### Penetration



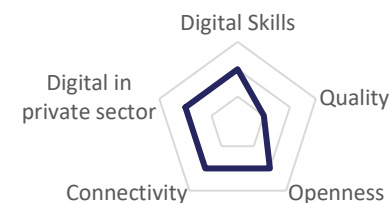
### Digitalisation



### Relative Indicators and Environment



Croatia's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) mostly in line with the European average. The only indicator where Croatia scored a low performance with respect to European average is Quality, which measures the quality of governments' action perceived by citizens.



### Considerations

#### Penetration

Underperforming

#### Digitalisation

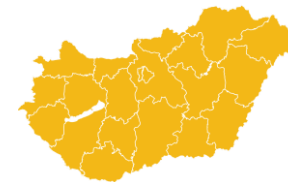
On-Track

By comparing performances of countries with similar relative indicator scores, Croatia is Underperforming in Penetration and On-Track in Digitalisation. The Digitalisation level is similar to other countries with comparable environmental characteristics. On the other hand, the Penetration level is still low, also compared with similar country, hence Croatia is Underperforming in Penetration, with a performance lower than expected. Penetration level can be improved by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.



# HUNGARY

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |      |      |             |
|-----------------------|-----------------------|------------------------------|------|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |      |      | <b>89 •</b> |
|                       | Online Availability   | 87.2                         |      |      | 91 •        |
|                       | Mobile Friendliness   | 88.4                         |      | 73 • |             |
|                       | User Support          | 91.2                         |      |      | 89 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |      | 58 • |             |
|                       | Service Delivery      | 56.9                         |      |      | 71 •        |
|                       | Personal Data         | 68.3                         |      | 63 • |             |
|                       | Service Design        | 61.6                         | 25 • |      |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |      |      | <b>80 •</b> |
|                       | eID                   | 59.1                         |      |      | 74 •        |
|                       | eDocuments            | 71.9                         |      |      | 85 •        |
|                       | Authentic Sources     | 61.4                         |      | 60 • |             |
|                       | Digital Post          | 73.3                         |      |      | 100 •       |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |      | 27 • |             |
|                       | Online Availability   | 61.1                         |      | 28 • |             |
|                       | User Support          | 67.8                         |      | 25 • |             |
|                       | eID                   | 21.7                         |      | 26 • |             |
|                       | eDocuments            | 48.1                         |      |      | 67 •        |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

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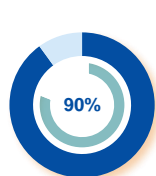
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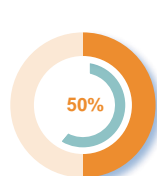
**eID:** indicates if a national eID from country A can be used in country B.

**eDocuments:** indicates if eDocuments can be transmitted from country A to country B.



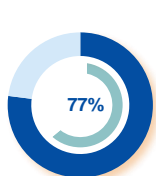
90% of the services are online

EU27+: 81%



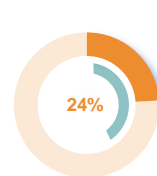
50% of the government portals show whether personal data was consulted

EU27+: 61%



77% of the services accept eID login

EU27+: 64%



24% of the services are online for cross-border users

EU27+: 43%

## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

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This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life event evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

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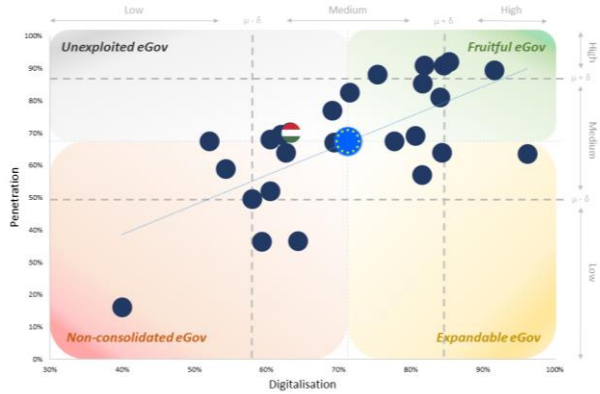
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

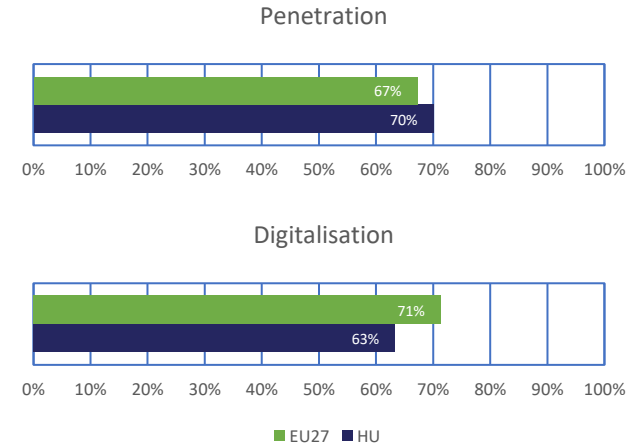


# eGovernment performance of life events (domains)

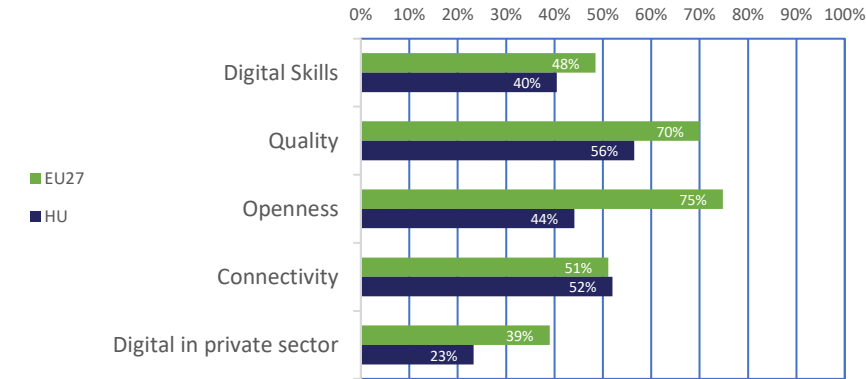
## Performance



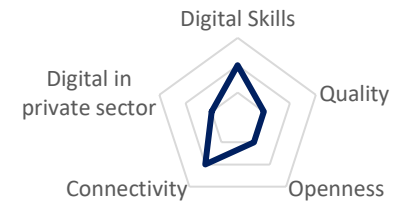
Hungary is characterised by a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Hungary is part of the Unexploited eGov scenario, a scenario that includes countries that might still be in an ongoing digitalisation process, but with a high number of citizens using eGovernment services.



## Relative Indicators and Environment



Hungary is characterised by low Government characteristics. The digitalisation of businesses and their exploitation of online sales channels (Digital in Private sector) and openness of data and information (Openness) are significantly below the European average. On the other hand, the Connectivity and Digital Skills of the population are in line with the European average.



## Considerations

**Penetration**  
Overperforming

**Digitalisation**  
On-Track

Matching relative and absolute indicators, Hungary is Overperforming in Penetration and On-Track in Digitalisation. Its Penetration level is higher than the one of the European countries with similar relative performances. Despite a medium absolute performance in Digitalisation, this percentage is similar to the one of other countries with comparable environmental characteristics.



# IRELAND

## eGOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |       |  |  |
|-----------------------|---------------------|------------------------------|-------|--|--|
| USER CENTRICITY       | Overall scores      | 88.3                         | 94 •  |  |  |
|                       | Online Availability | 87.2                         | 92 •  |  |  |
|                       | Mobile Friendliness | 88.4                         | 97 •  |  |  |
|                       | User Support        | 91.2                         | 95 •  |  |  |
| TRANSPARENCY          | Overall scores      | 64.3                         | 78 •  |  |  |
|                       | Service Delivery    | 56.9                         | 67 •  |  |  |
|                       | Personal Data       | 68.3                         | 66 •  |  |  |
|                       | Service Design      | 61.6                         | 100 • |  |  |
| KEY ENABLERS          | Overall scores      | 65.2                         | 47 •  |  |  |
|                       | eID                 | 59.1                         | 41 •  |  |  |
|                       | eDocuments          | 71.9                         | 73 •  |  |  |
|                       | Authentic Sources   | 61.4                         | 63 •  |  |  |
|                       | Digital Post        | 73.3                         | 44 •  |  |  |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         | 73 •  |  |  |
|                       | Online Availability | 61.1                         | 87 •  |  |  |
|                       | User Support        | 67.8                         | 96 •  |  |  |
|                       | eID                 | 21.7                         | 6 •   |  |  |
|                       | eDocuments          | 48.1                         | 54 •  |  |  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

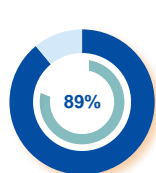
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

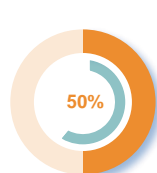
**eID:** indicates if a national eID from country A can be used in country B.

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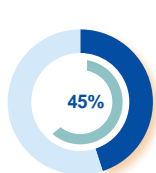
89% of the services are online

EU27+: 81%



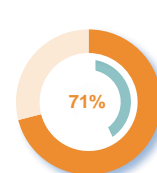
50% of the government portals show whether personal data was consulted

EU27+: 61%



45% of the services accept eID login

EU27+: 64%



71% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life event evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

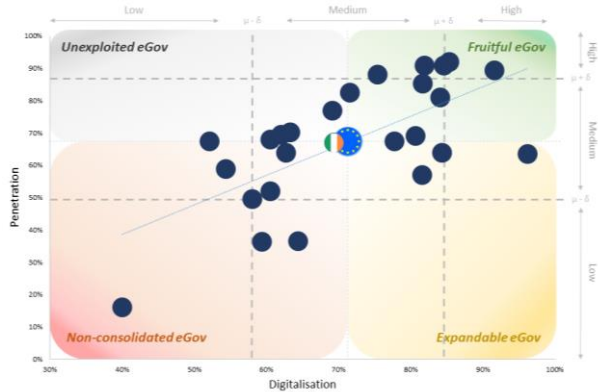
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

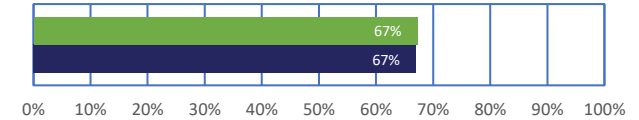
## eGovernment performance of life events (domains)

### Performance

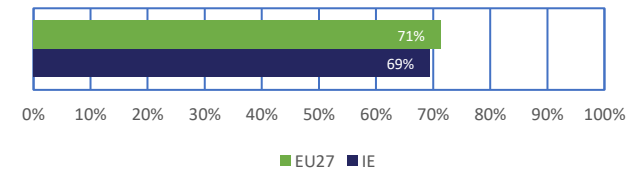


Ireland is characterised by a medium level of both Penetration and Digitalisation. Ireland is part of the Non Consolidated eGov scenario, but its overall performances are the highest with respect all the countries belonging to the same eGovernment scenario.

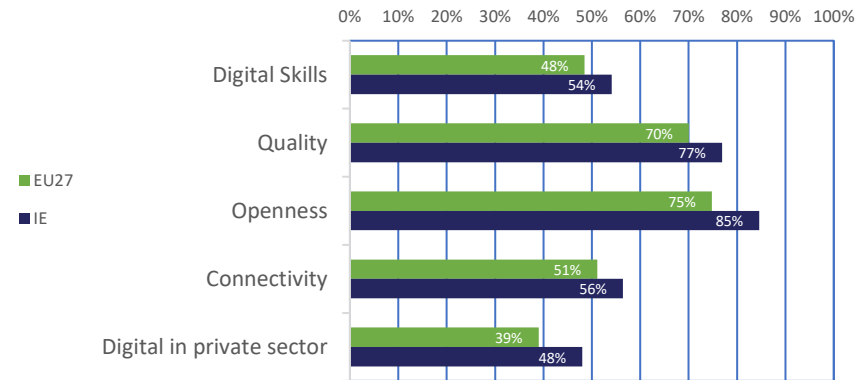
### Penetration



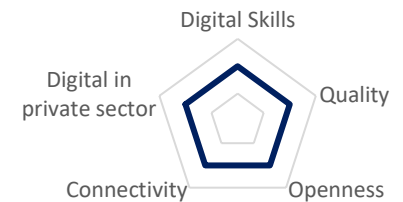
### Digitalisation



### Relative Indicators and Environment



Ireland relative indicators show a country with all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. There are two indicators significantly above the average: Digital in private sector that offers a proxy for the digitalisation of businesses and their exploitation of the online sales channel and Openness, that measures the openness of data and information.



### Considerations

#### Penetration

On-Track

#### Digitalisation

Underperforming

By comparing performances of countries with similar relative indicator scores, Ireland is On-Track in Penetration and Underperforming in Digitalisation. The value of Penetration is similar to the one of other countries with comparable environmental characteristics, and, on the other hand, the Digitalisation level is low, if compared with similar countries. Ireland eGovernment maturity process seems to be benefiting from a digitalisation of the back- and the front- office.



# ICELAND

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |       |
|-----------------------|-----------------------|------------------------------|-------------|------|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>96 •</b> |      |       |
|                       | Online Availability   | 87.2                         |             |      | 96 •  |
|                       | Mobile Friendliness   | 88.4                         |             |      | 96 •  |
|                       | User Support          | 91.2                         |             |      | 98 •  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>86 •</b> |      |       |
|                       | Service Delivery      | 56.9                         |             | 72 • |       |
|                       | Personal Data         | 68.3                         |             |      | 96 •  |
|                       | Service Design        | 61.6                         |             |      | 100 • |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>89 •</b> |      |       |
|                       | eID                   | 59.1                         |             |      | 80 •  |
|                       | eDocuments            | 71.9                         |             |      | 90 •  |
|                       | Authentic Sources     | 61.4                         |             |      | 86 •  |
|                       | Digital Post          | 73.3                         |             |      | 100 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>65 •</b> |      |       |
|                       | Online Availability   | 61.1                         |             |      | 78 •  |
|                       | User Support          | 67.8                         |             |      | 67 •  |
|                       | eID                   | 21.7                         | 9           |      |       |
|                       | eDocuments            | 48.1                         |             |      | 83 •  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

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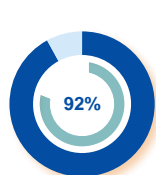
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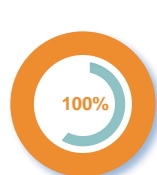
**eID:** indicates if a national eID from country A can be used in country B.

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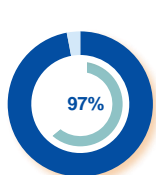
92% of the services are online

EU27+: 81%



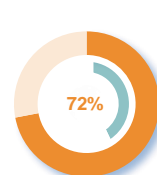
100% of the government portals show whether personal data was consulted

EU27+: 61%



97% of the services accept eID login

EU27+: 64%

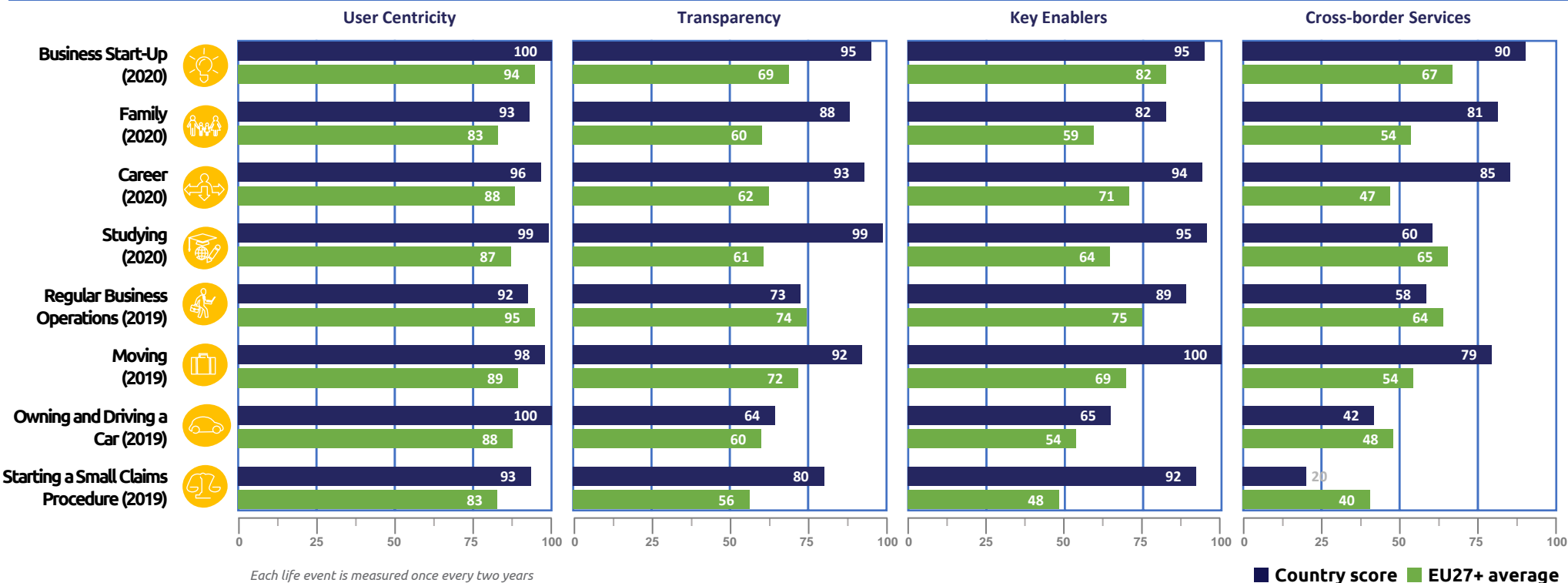


72% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# ITALY

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |       |
|-----------------------|-----------------------|------------------------------|-------------|------|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>90 •</b> |      |       |
|                       | Online Availability   | 87.2                         |             |      | 86 •  |
|                       | Mobile Friendliness   | 88.4                         |             |      | 93 •  |
|                       | User Support          | 91.2                         |             |      | 100 • |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>59 •</b> |      |       |
|                       | Service Delivery      | 56.9                         |             | 43 • |       |
|                       | Personal Data         | 68.3                         |             |      | 76 •  |
|                       | Service Design        | 61.6                         |             | 44 • |       |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>61 •</b> |      |       |
|                       | eID                   | 59.1                         |             | 48 • |       |
|                       | eDocuments            | 71.9                         |             |      | 56 •  |
|                       | Authentic Sources     | 61.4                         |             | 51 • |       |
|                       | Digital Post          | 73.3                         |             |      | 88 •  |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>48 •</b> |      |       |
|                       | Online Availability   | 61.1                         |             |      | 62 •  |
|                       | User Support          | 67.8                         |             |      | 54 •  |
|                       | eID                   | 21.7                         | 14 •        |      |       |
|                       | eDocuments            | 48.1                         |             | 17 • |       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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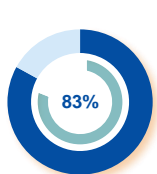
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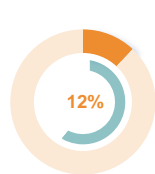
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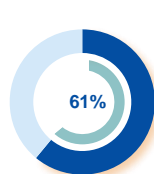
83% of the services are online

EU27+: 81%



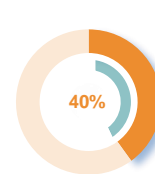
12% of the government portals show whether personal data was consulted

EU27+: 61%



61% of the services accept eID login

EU27+: 64%



40% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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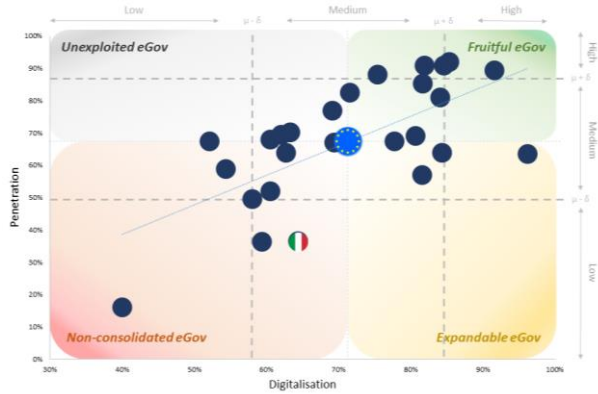
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

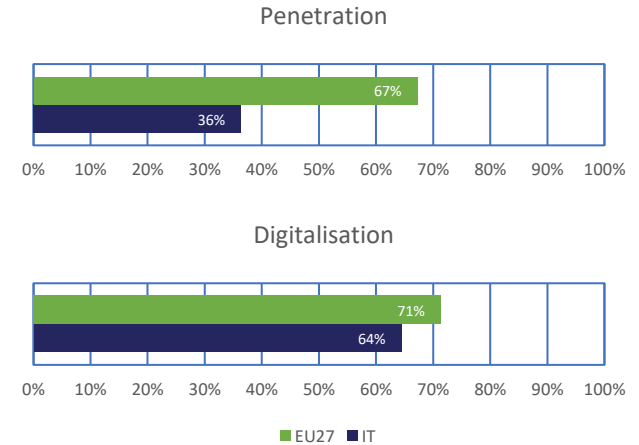


# eGovernment performance of life events (domains)

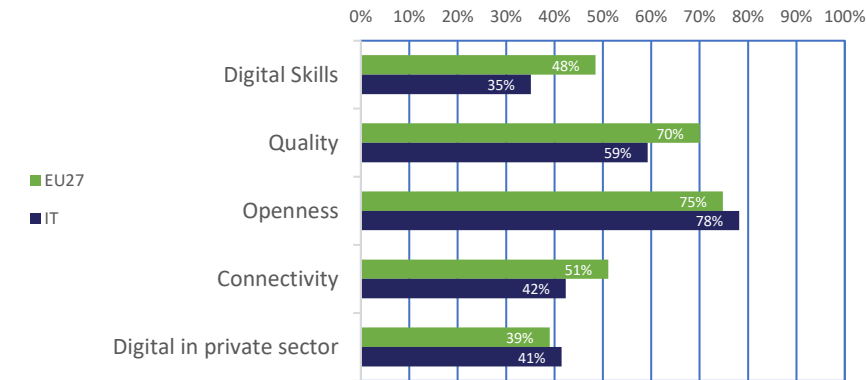
## Performance



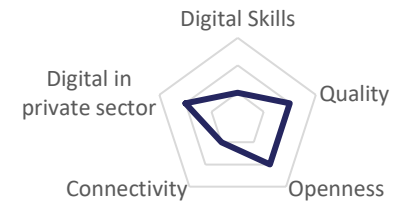
Italy is characterised by a low level of Penetration and a medium-low of Digitalisation. Therefore, Italy is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities. Italy is characterised by one of the lowest Penetration levels in Europe (36%). On the other hand, the Digitalisation level is 7 percentage points below the European average.



## Relative Indicators and Environment



Italy seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the openness of data and information (Openness), the Digitalisation of businesses (Digital in the private sector) and the quality of government's action perceived by citizens (Quality) are mostly in line with European average. All the other characteristics (Digital skills and Connectivity) are low.



## Considerations

**Penetration**  
Underperforming

**Digitalisation**  
On-Track

Matching relative and absolute indicators, Italy seems to have a different position regarding the Penetration and the Digitalisation level. Digitalisation is in line with the performance of other European countries with similar environment. Instead, regarding the Penetration level, Italy seems to be Underperforming compared to other countries with a similar relative indicators, showing that online services are not fully widespread all over the country. A country can improve the Penetration level by increasing the number of people that submit official forms online to administrative authorities or by automating processes and requesting fewer forms from citizens.



# LITHUANIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |  |      |       |
|-----------------------|---------------------|------------------------------|--|------|-------|
| USER CENTRICITY       | Overall scores      | 88.3                         |  |      | 92 •  |
|                       | Online Availability | 87.2                         |  |      | 93 •  |
|                       | Mobile Friendliness | 88.4                         |  | 70 • |       |
|                       | User Support        | 91.2                         |  |      | 98 •  |
| TRANSPARENCY          | Overall scores      | 64.3                         |  |      | 84 •  |
|                       | Service Delivery    | 56.9                         |  |      | 86 •  |
|                       | Personal Data       | 68.3                         |  |      | 95 •  |
|                       | Service Design      | 61.6                         |  | 44 • |       |
| KEY ENABLERS          | Overall scores      | 65.2                         |  |      | 92 •  |
|                       | eID                 | 59.1                         |  |      | 87 •  |
|                       | eDocuments          | 71.9                         |  |      | 93 •  |
|                       | Authentic Sources   | 61.4                         |  |      | 90 •  |
|                       | Digital Post        | 73.3                         |  |      | 100 • |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         |  | 55 • |       |
|                       | Online Availability | 61.1                         |  |      | 64 •  |
|                       | User Support        | 67.8                         |  |      | 58 •  |
|                       | eID                 | 21.7                         |  | 35 • |       |
|                       | eDocuments          | 48.1                         |  | 39 • |       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

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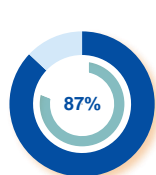
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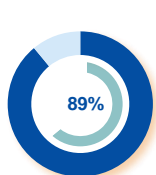
87% of the services are online

EU27+: 81%



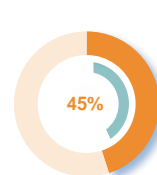
100% of the government portals show whether personal data was consulted

EU27+: 61%



89% of the services accept eID login

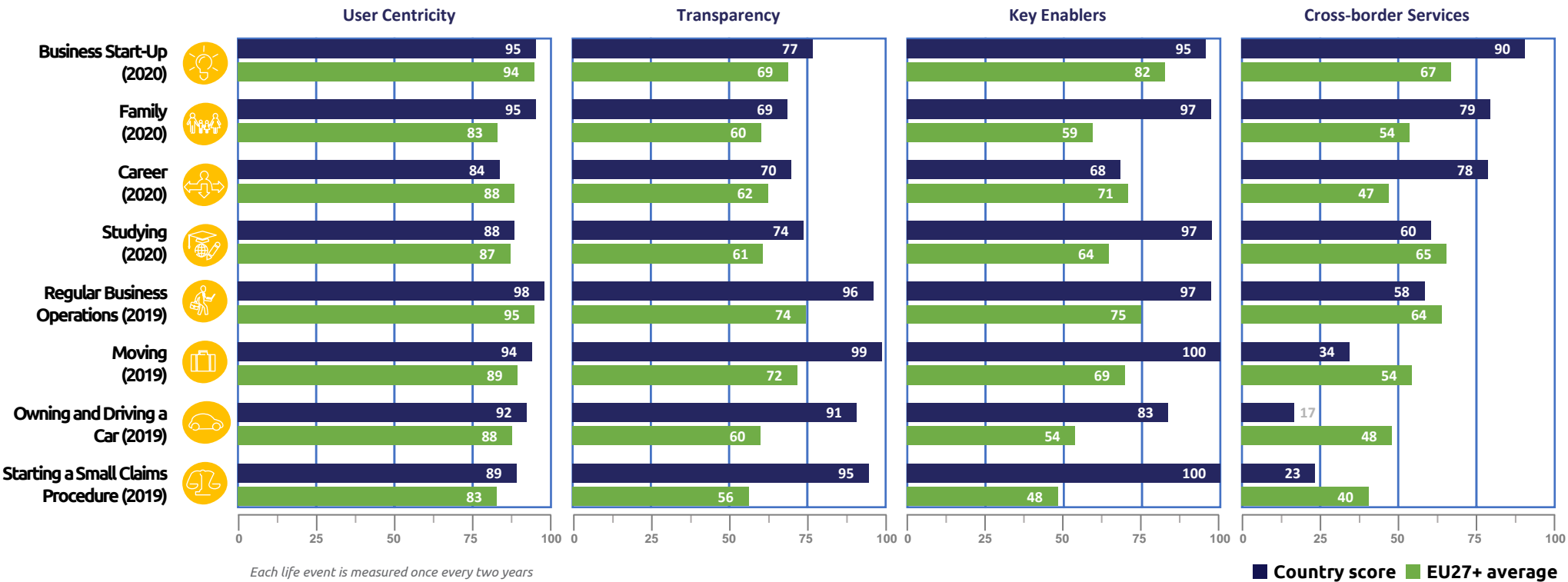
EU27+: 64%



45% of the services are online for cross-border users

EU27+: 43%

## eGovernment performance of life events (domains)



## Life event descriptions

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A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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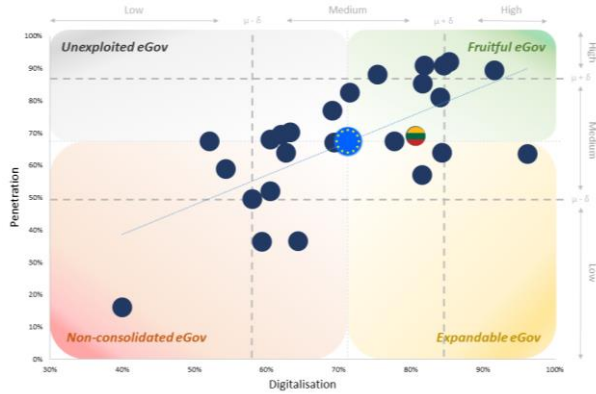
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

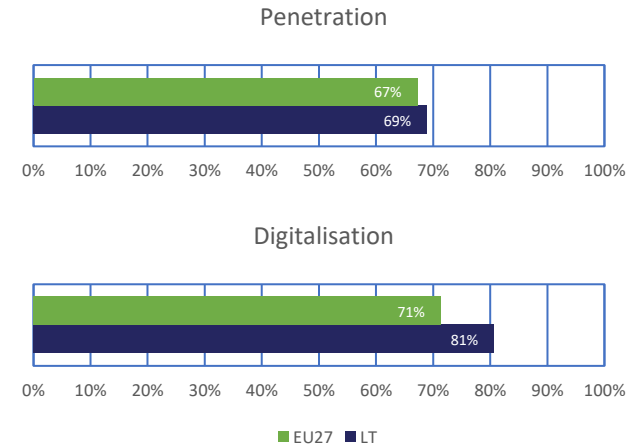
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

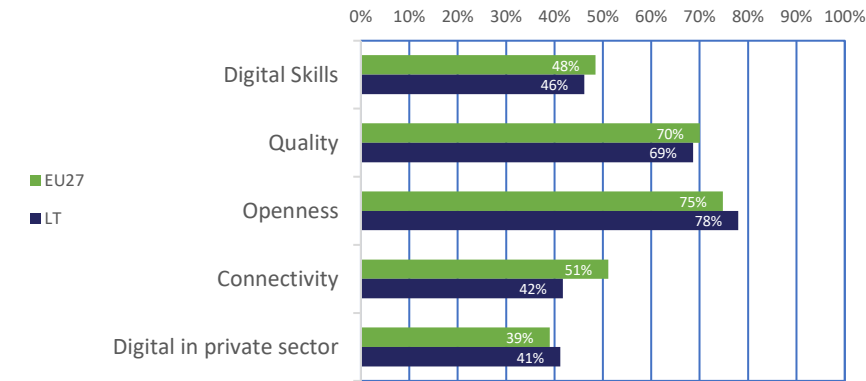
## Performance



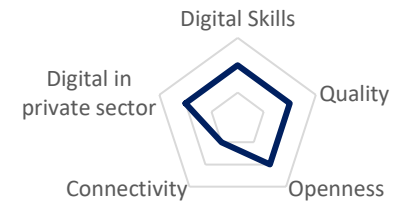
Lithuania is characterised by a medium level of Penetration and a medium-high level of Digitalisation. Therefore, Lithuania is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which performs at a Digitalisation and Penetration level above average.



## Relative Indicators and Environment



Lithuania’s relative indicators show a country with almost all characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarities of Lithuania are a low level of deployment of the broadband and its quality (Connectivity), that is 9 percentage points below European average.



## Considerations

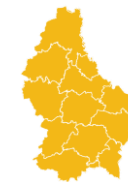
- Penetration
- On-Track
- Digitalisation
- Overperforming

Lithuania is On-Track in Penetration and Overperforming in Digitalisation. Lithuania is a country with almost all environmental characteristics in line with the European average. Looking at the results of the analysis, the Lithuania’s government seems to have implemented good policies and strategies that enabled the country to have both high Digitalisation of the front- and the back-offices.



# LUXEMBOURG

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |           |    |     |
|-----------------------|-----------------------|------------------------------|-----------|----|-----|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>94</b> |    |     |
|                       | Online Availability   | 87.2                         |           |    | 93  |
|                       | Mobile Friendliness   | 88.4                         |           |    | 94  |
|                       | User Support          | 91.2                         |           |    | 95  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>79</b> |    |     |
|                       | Service Delivery      | 56.9                         |           | 68 |     |
|                       | Personal Data         | 68.3                         |           |    | 94  |
|                       | Service Design        | 61.6                         |           |    | 100 |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>76</b> |    |     |
|                       | eID                   | 59.1                         |           | 64 |     |
|                       | eDocuments            | 71.9                         |           | 71 |     |
|                       | Authentic Sources     | 61.4                         |           | 68 |     |
|                       | Digital Post          | 73.3                         |           |    | 100 |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>89</b> |    |     |
|                       | Online Availability   | 61.1                         |           |    | 91  |
|                       | User Support          | 67.8                         |           |    | 100 |
|                       | eID                   | 21.7                         |           | 66 |     |
|                       | eDocuments            | 48.1                         |           |    | 79  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

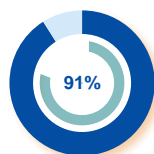
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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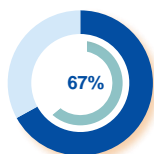
91% of the services are online

EU27+: 81%



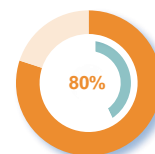
100% of the government portals show whether personal data was consulted

EU27+: 61%



67% of the services accept eID login

EU27+: 64%



80% of the services are online for cross-border users

EU27+: 43%

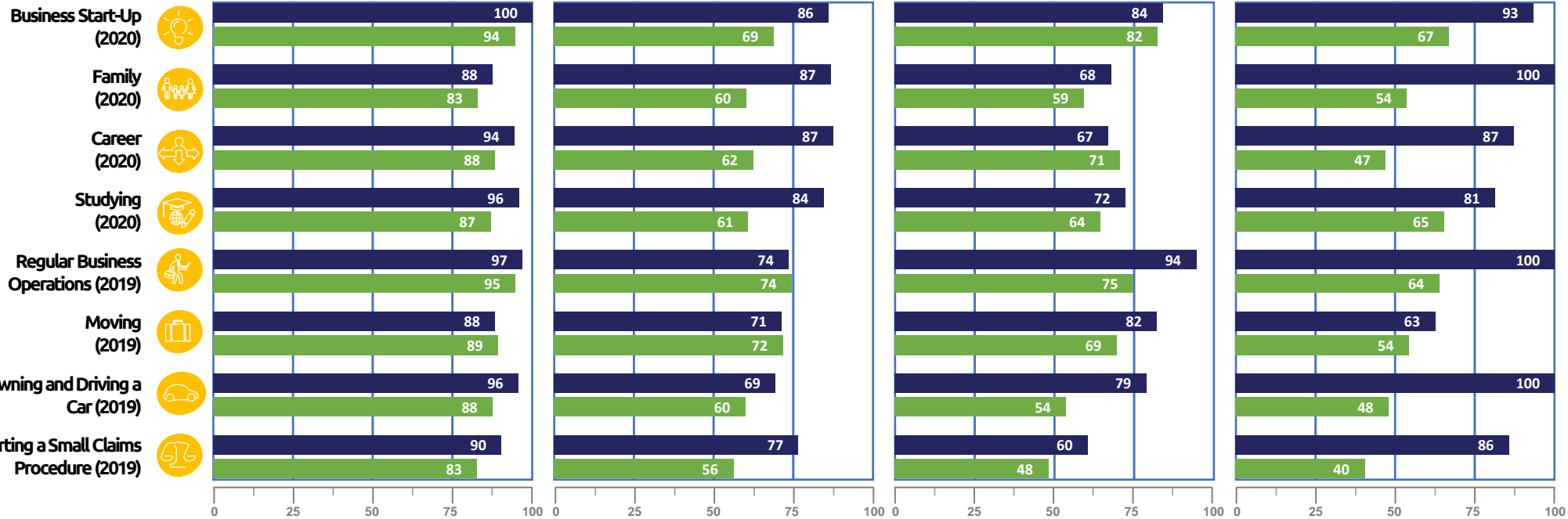
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



Each life event is measured once every two years

■ Country score ■ EU27+ average

## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

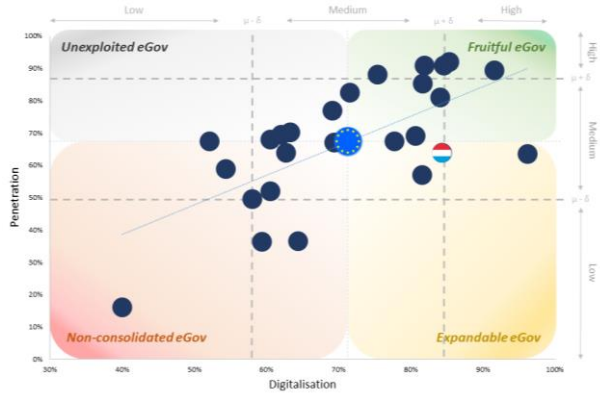
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

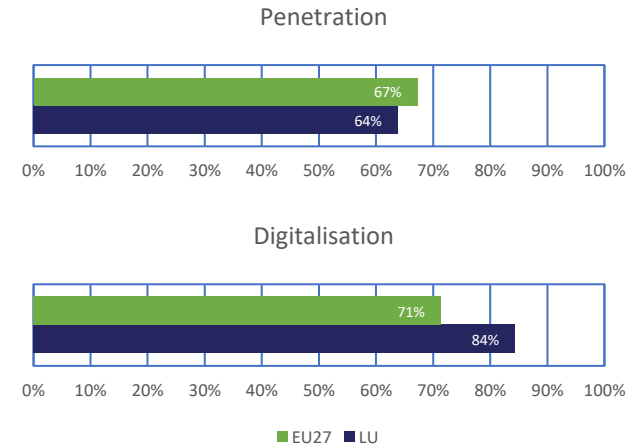
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

# eGovernment performance of life events (domains)

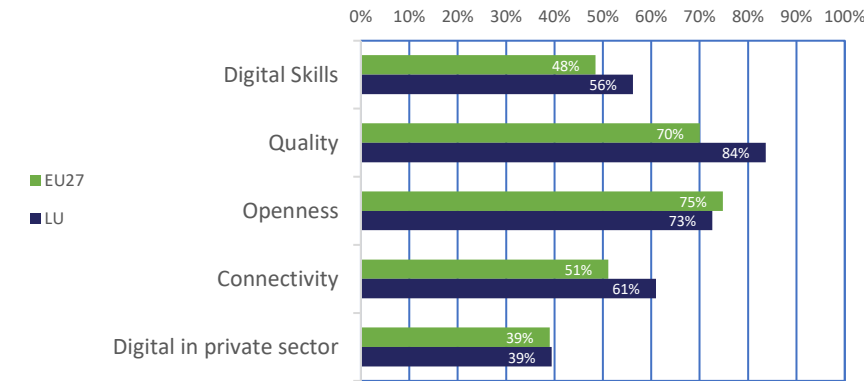
## Performance



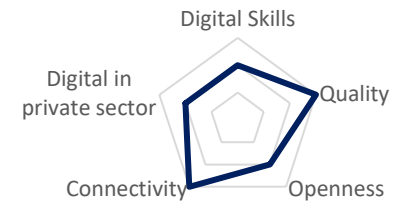
Luxembourg shows a medium level of Penetration and medium-high level of Digitalisation. Therefore, Luxembourg is included in the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages.



## Relative Indicators and Environment



Luxembourg's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average, with Quality and Connectivity indicators significantly above the European average. The only exception is the openness of data and information (Openness), which is slightly below the European average.



## Considerations

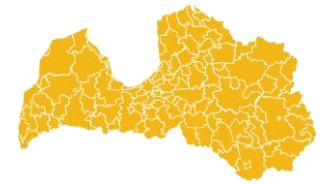
- Penetration
- On-Track
- Digitalisation
- On-Track

Matching relative and absolute indicators, Luxembourg is On-Track both in Penetration and in Digitalisation. Analysing Digital context, Government and User characteristics through relative indicators shows that Luxembourg has all the environmental characteristics necessary to be on the best-in-class in the eGovernment path. Luxembourg is however performing similar to other countries with a similar environment.



# LATVIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |  |      |       |
|-----------------------|---------------------|------------------------------|--|------|-------|
| USER CENTRICITY       | Overall scores      | 88.3                         |  |      | 94 •  |
|                       | Online Availability | 87.2                         |  |      | 94 •  |
|                       | Mobile Friendliness | 88.4                         |  |      | 94 •  |
|                       | User Support        | 91.2                         |  |      | 93 •  |
| TRANSPARENCY          | Overall scores      | 64.3                         |  |      | 77 •  |
|                       | Service Delivery    | 56.9                         |  |      | 89 •  |
|                       | Personal Data       | 68.3                         |  |      | 83 •  |
|                       | Service Design      | 61.6                         |  | 38 • |       |
| KEY ENABLERS          | Overall scores      | 65.2                         |  |      | 88 •  |
|                       | eID                 | 59.1                         |  |      | 86 •  |
|                       | eDocuments          | 71.9                         |  |      | 84 •  |
|                       | Authentic Sources   | 61.4                         |  |      | 82 •  |
|                       | Digital Post        | 73.3                         |  |      | 100 • |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         |  |      | 68 •  |
|                       | Online Availability | 61.1                         |  |      | 79 •  |
|                       | User Support        | 67.8                         |  |      | 71 •  |
|                       | eID                 | 21.7                         |  | 33 • |       |
|                       | eDocuments          | 48.1                         |  |      | 59 •  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

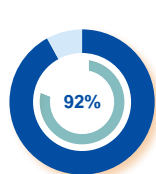
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**eID:** indicates if a national eID from country A can be used in country B.

**eDocuments:** indicates if eDocuments can be transmitted from country A to country B.



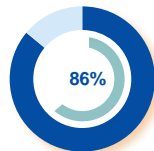
92% of the services are online

EU27+: 81%



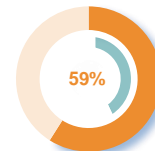
100% of the government portals show whether personal data was consulted

EU27+: 61%



86% of the services accept eID login

EU27+: 64%

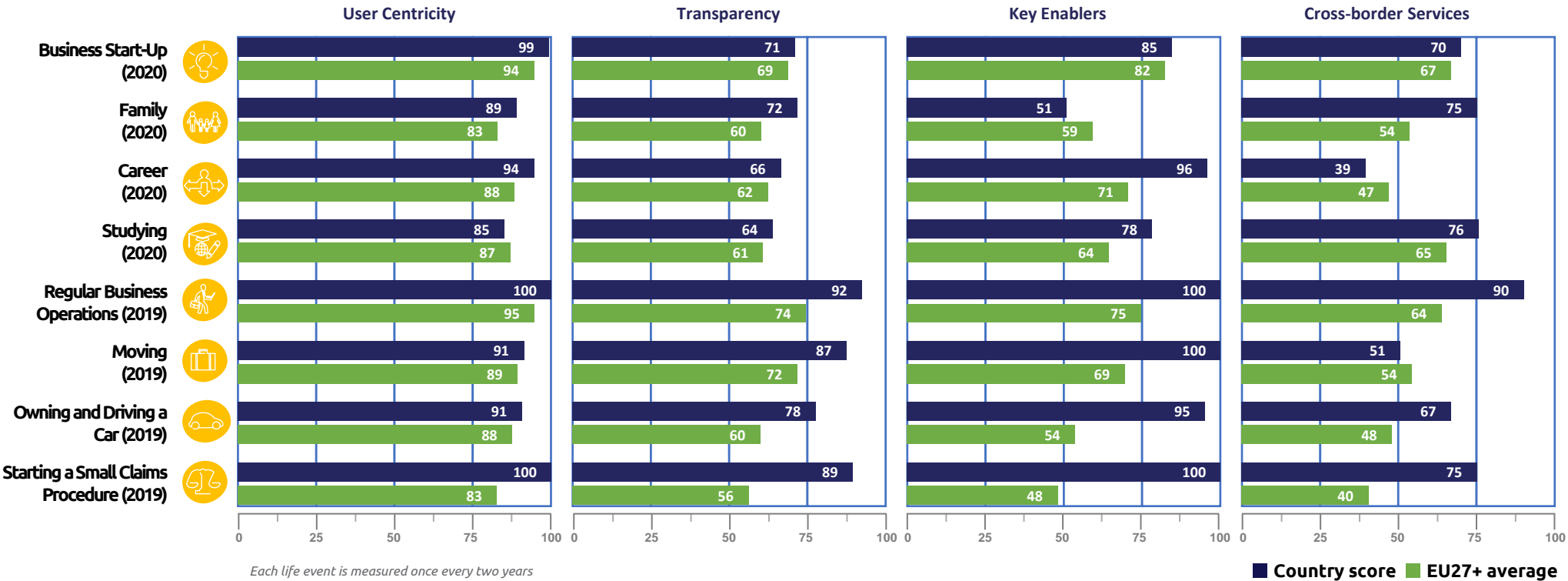


59% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

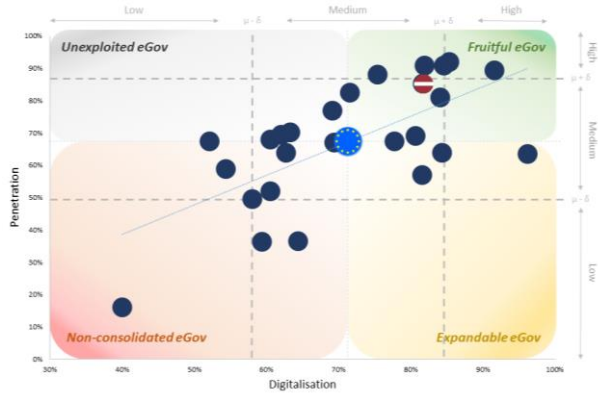
Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

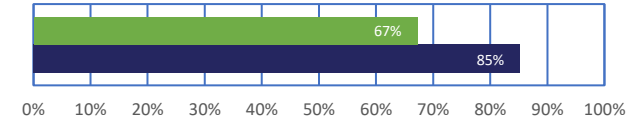
## eGovernment performance of life events (domains)

### Performance

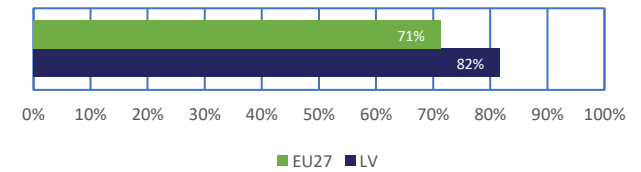


Latvia is characterised by a high level of Penetration (85%) and medium-high level Digitalisation (82%). Latvia is in the cluster of Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average.

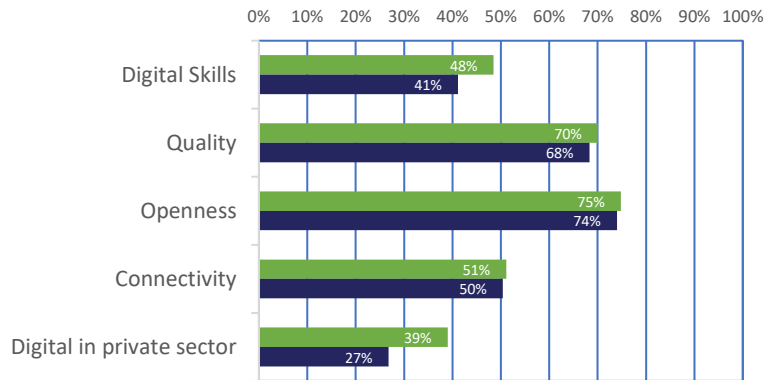
### Penetration



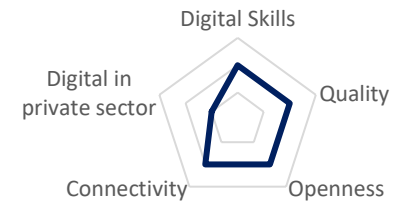
### Digitalisation



### Relative Indicators and Environment



Latvia's relative indicators show a country with almost all the characteristics in line with the European average. The peculiarity of Latvia is a low level of Digital in private sector, an indicator that identifies the digitalisation of businesses and their exploitation of online sales channels, as well as a level of user's Digital Skills that is slightly below the European average.



### Considerations

#### Penetration

Overperforming

#### Digitalisation

Overperforming

Latvia is a country with almost all the environmental characteristics in line with the European average. Latvia is Overperforming in both Penetration and Digitalisation. Looking at the results of the analysis, Latvia is the only country that is Overperforming in all analysis of combination of relative and absolute indicators, hence the government seems to have implemented good policies and strategies that enabled the country to have both high Digitalisation of the front- and the back-offices and widespread digital services (Penetration).



# MONTENEGRO

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |      |             |
|-----------------------|-----------------------|------------------------------|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |      | <b>64 •</b> |
|                       | Online Availability   | 87.2                         |      | 61 •        |
|                       | Mobile Friendliness   | 88.4                         | 47 • |             |
|                       | User Support          | 91.2                         |      | 82 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |      | <b>37 •</b> |
|                       | Service Delivery      | 56.9                         | 14 • |             |
|                       | Personal Data         | 68.3                         |      | 48 •        |
|                       | Service Design        | 61.6                         | 25 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |      | <b>21 •</b> |
|                       | eID                   | 59.1                         | 16 • |             |
|                       | eDocuments            | 71.9                         |      | 43 •        |
|                       | Authentic Sources     | 61.4                         | 16 • |             |
|                       | Digital Post          | 73.3                         | 25 • |             |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |      | <b>26 •</b> |
|                       | Online Availability   | 61.1                         |      | 30 •        |
|                       | User Support          | 67.8                         |      | 42 •        |
|                       | eID                   | 21.7                         | 0    |             |
|                       | eDocuments            | 48.1                         | 7    |             |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

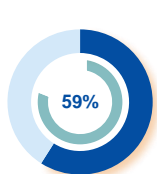
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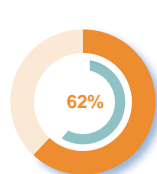
**eID:** indicates if a national eID from country A can be used in country B.

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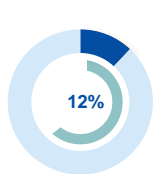
59% of the services are online

EU27+: 81%



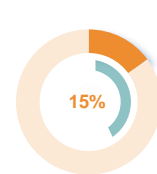
62% of the government portals show whether personal data was consulted

EU27+: 61%



12% of the services accept eID login

EU27+: 64%



15% of the services are online for cross-border users

EU27+: 43%



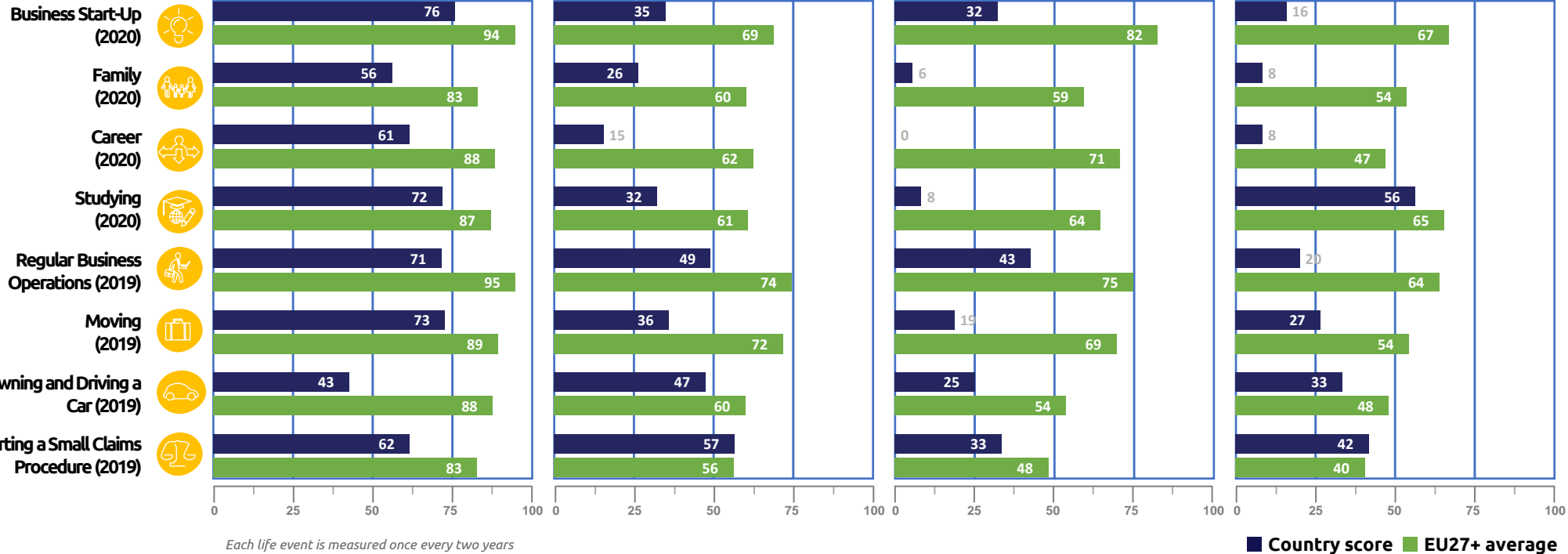
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# NORTH MACEDONIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |      |             |
|-----------------------|-----------------------|------------------------------|--|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |      | <b>64 •</b> |
|                       | Online Availability   | 87.2                         |  |      | 61 •        |
|                       | Mobile Friendliness   | 88.4                         |  |      | 83 •        |
|                       | User Support          | 91.2                         |  |      | 64 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |      | <b>32 •</b> |
|                       | Service Delivery      | 56.9                         |  | 21 • |             |
|                       | Personal Data         | 68.3                         |  |      | 33 •        |
|                       | Service Design        | 61.6                         |  |      | 38 •        |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |      | <b>32 •</b> |
|                       | eID                   | 59.1                         |  | 18 • |             |
|                       | eDocuments            | 71.9                         |  |      | 57 •        |
|                       | Authentic Sources     | 61.4                         |  |      | 76 •        |
|                       | Digital Post          | 73.3                         |  | 0    |             |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |      | <b>22 •</b> |
|                       | Online Availability   | 61.1                         |  |      | 22 •        |
|                       | User Support          | 67.8                         |  |      | 33 •        |
|                       | eID                   | 21.7                         |  | 3    |             |
|                       | eDocuments            | 48.1                         |  |      | 33 •        |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

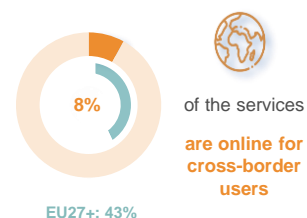
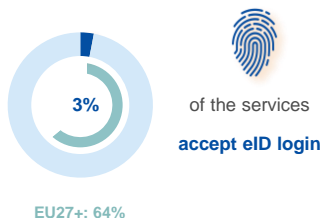
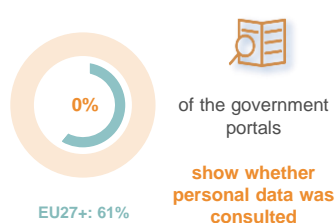
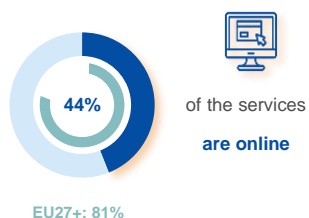
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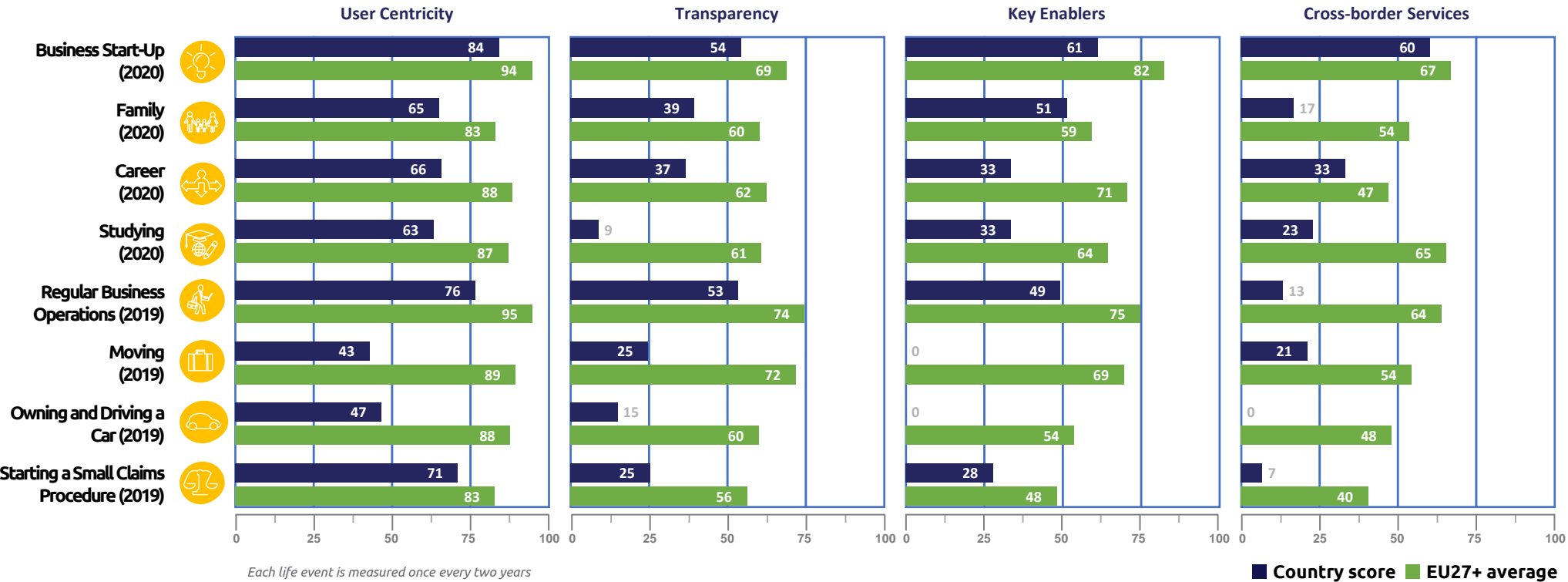
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## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

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This life event is part of the Justice domain, and captures the journey of someone willing to start a small claims procedure: from orientation and initiation to retrieving verdict and appeal.

### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

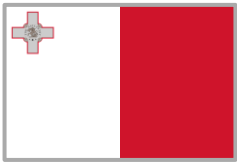
From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# MALTA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |  |      |       |             |
|-----------------------|-----------------------|------------------------------|--|--|------|-------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |  |      |       | <b>99 •</b> |
|                       | Online Availability   | 87.2                         |  |  |      | 99 •  |             |
|                       | Mobile Friendliness   | 88.4                         |  |  |      | 96 •  |             |
|                       | User Support          | 91.2                         |  |  |      | 100 • |             |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |  |      |       | <b>98 •</b> |
|                       | Service Delivery      | 56.9                         |  |  |      | 98 •  |             |
|                       | Personal Data         | 68.3                         |  |  |      | 98 •  |             |
|                       | Service Design        | 61.6                         |  |  |      | 100 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |  |      |       | <b>98 •</b> |
|                       | eID                   | 59.1                         |  |  |      | 98 •  |             |
|                       | eDocuments            | 71.9                         |  |  |      | 96 •  |             |
|                       | Authentic Sources     | 61.4                         |  |  |      | 97 •  |             |
|                       | Digital Post          | 73.3                         |  |  |      | 100 • |             |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |  |      |       | <b>90 •</b> |
|                       | Online Availability   | 61.1                         |  |  |      | 98 •  |             |
|                       | User Support          | 67.8                         |  |  |      | 100 • |             |
|                       | eID                   | 21.7                         |  |  | 62 • |       |             |
|                       | eDocuments            | 48.1                         |  |  | 71 • |       |             |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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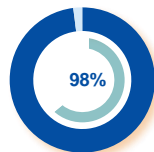
99% of the services are online

EU27+: 81%



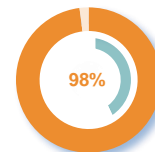
100% of the government portals show whether personal data was consulted

EU27+: 61%



98% of the services accept eID login

EU27+: 64%



98% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

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This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

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### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

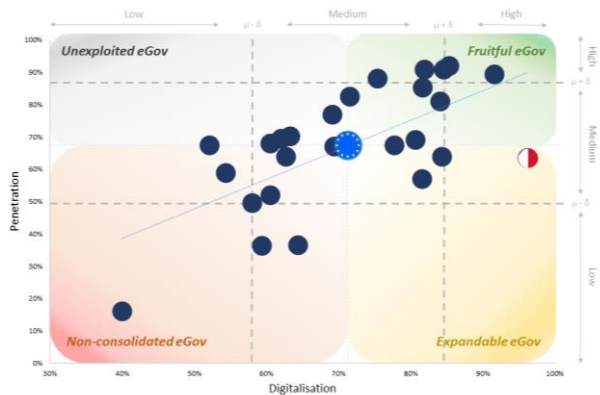
In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



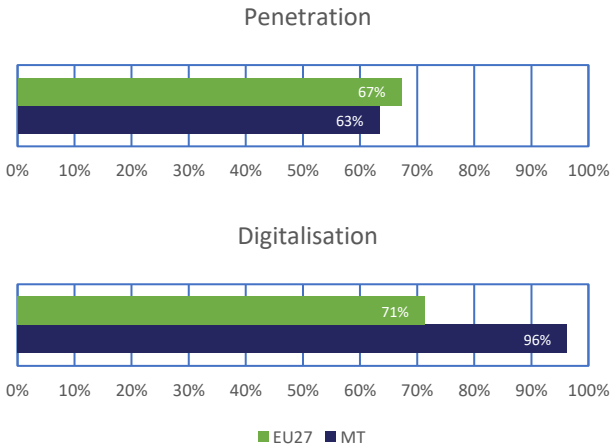


# eGovernment performance of life events (domains)

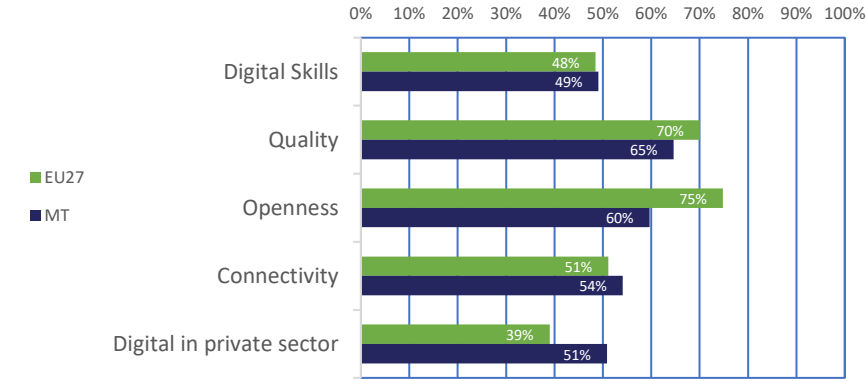
## Performance



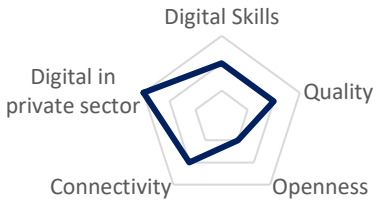
Malta is characterised by a medium-low level of Penetration and a very high level of Digitalisation. Therefore, Malta is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages. The highest European level of Digitalisation of the back- and front-offices (96%) and a Penetration level only 4 percentage points below the European average characterise Malta.



## Relative Indicators and Environment



Malta's relative indicators shows a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Malta is a low level of Openness, an indicator that considers two different aspects: the extent to which countries have an Open Data policy in place and the extent to which citizens are able to select their government. On the opposite, Malta is above European average in the digitalisation of businesses and their exploitation of online sales channels.



## Considerations

- Penetration: On-Track
- Digitalisation: Overperforming

Matching relative and absolute indicators, Malta is On-Track in Penetration and Overperforming in Digitalisation. Malta, compared with countries having similar environmental characteristics, seems to have reached a satisfying level of digitalisation of the front- and the back-offices. However, Malta's online services seem to be not so widespread all over the country, and its overall performances are in line with the other European countries with similar characteristics.



# NETHERLANDS

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |       |
|-----------------------|-----------------------|------------------------------|-------------|------|-------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>95 •</b> |      |       |
|                       | Online Availability   | 87.2                         |             |      | 94 •  |
|                       | Mobile Friendliness   | 88.4                         |             |      | 97 •  |
|                       | User Support          | 91.2                         |             |      | 98 •  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>78 •</b> |      |       |
|                       | Service Delivery      | 56.9                         |             | 68 • |       |
|                       | Personal Data         | 68.3                         |             |      | 82 •  |
|                       | Service Design        | 61.6                         |             |      | 100 • |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>80 •</b> |      |       |
|                       | eID                   | 59.1                         |             | 68 • |       |
|                       | eDocuments            | 71.9                         |             |      | 79 •  |
|                       | Authentic Sources     | 61.4                         |             |      | 81 •  |
|                       | Digital Post          | 73.3                         |             |      | 94 •  |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>74 •</b> |      |       |
|                       | Online Availability   | 61.1                         |             |      | 77 •  |
|                       | User Support          | 67.8                         |             |      | 96 •  |
|                       | eID                   | 21.7                         |             | 44 • |       |
|                       | eDocuments            | 48.1                         |             | 49 • |       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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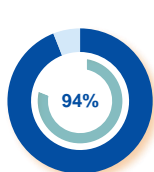
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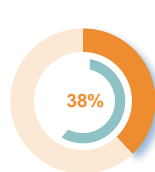
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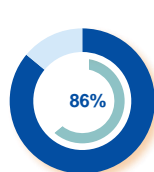
94% of the services are online

EU27+: 81%



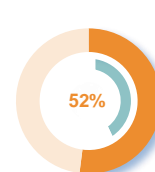
38% of the government portals show whether personal data was consulted

EU27+: 61%



86% of the services accept eID login

EU27+: 64%



52% of the services are online for cross-border users

EU27+: 43%

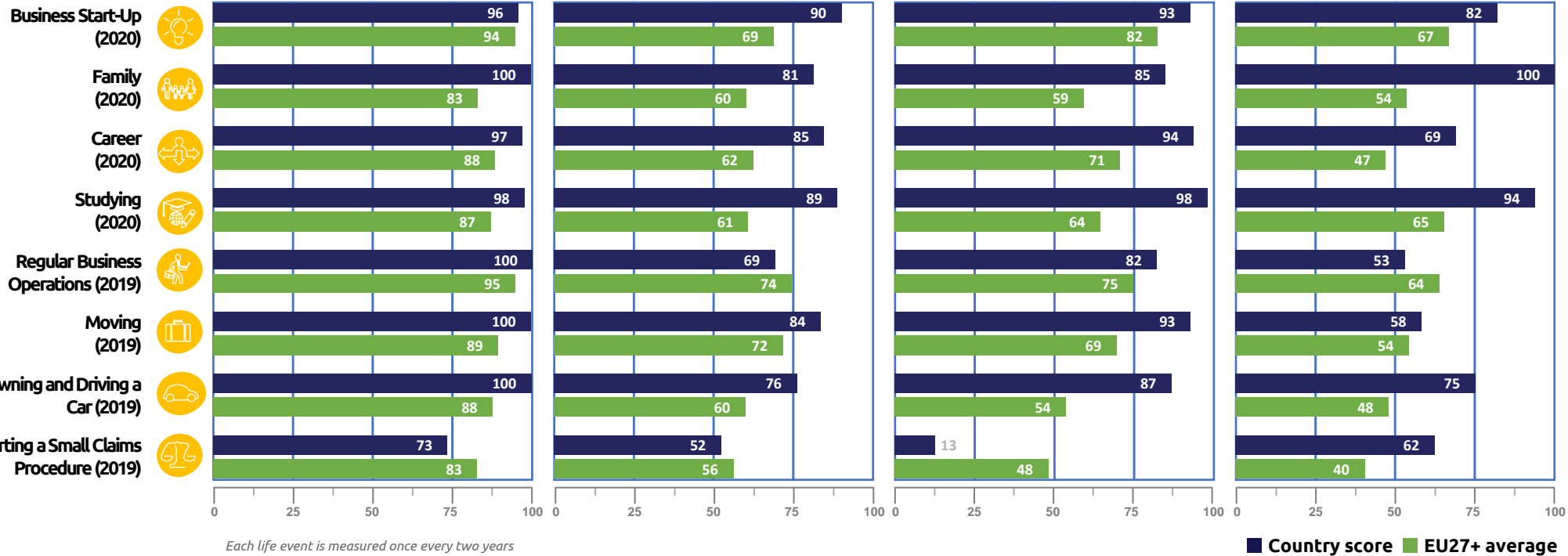
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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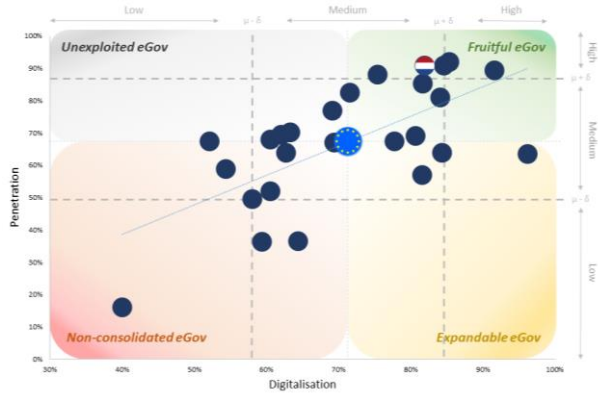
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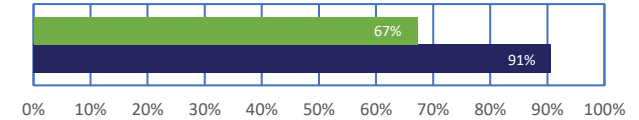
## eGovernment performance of life events (domains)

### Performance

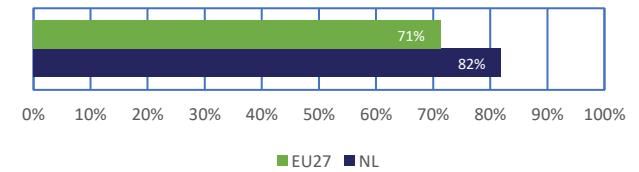


A high level of Penetration (91%) and medium-high level of Digitalisation (82%) characterise the Netherlands. Therefore, the Netherlands is part of the Fruitful eGov scenario, a scenario that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. The Netherlands is one of the countries with better overall performances in terms the widespread of online services (Penetration).

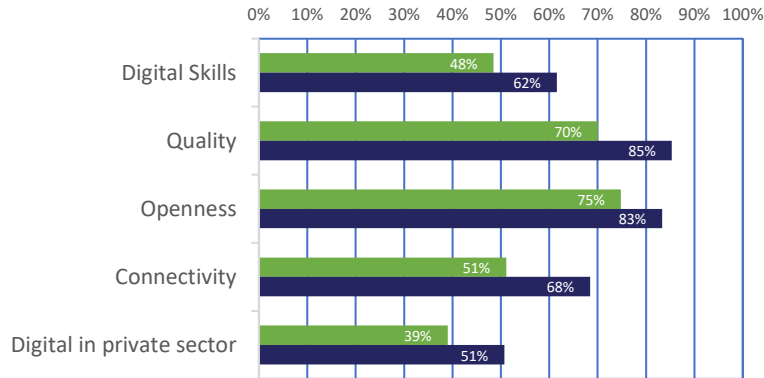
### Penetration



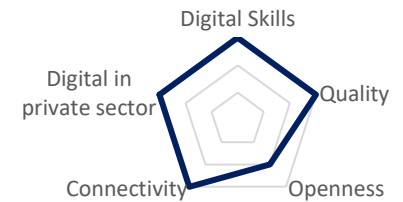
### Digitalisation



### Relative Indicators and Environment



The Netherlands's relative indicators show a country with almost all environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in Openness. These data show a country that excels not only in eGovernment services but also in digital development as a whole.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

The Netherlands is one of the best European countries in terms of eGovernment maturity. The Netherlands can be considered an On-Track country, as its performance in Penetration and Digitalisation compared with countries with similar relative indicators scores are average. It means that the country reaches the expected level of back- and front-office digitalisation and eGovernment services are widespread.



# NORWAY

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |      |             |
|-----------------------|-----------------------|------------------------------|--|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |      | <b>96 •</b> |
|                       | Online Availability   | 87.2                         |  |      | 96 •        |
|                       | Mobile Friendliness   | 88.4                         |  |      | 96 •        |
|                       | User Support          | 91.2                         |  |      | 96 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |      | <b>67 •</b> |
|                       | Service Delivery      | 56.9                         |  | 63 • |             |
|                       | Personal Data         | 68.3                         |  |      | 75 •        |
|                       | Service Design        | 61.6                         |  | 44 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |      | <b>88 •</b> |
|                       | eID                   | 59.1                         |  |      | 78 •        |
|                       | eDocuments            | 71.9                         |  |      | 97 •        |
|                       | Authentic Sources     | 61.4                         |  |      | 84 •        |
|                       | Digital Post          | 73.3                         |  |      | 100 •       |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |      | <b>73 •</b> |
|                       | Online Availability   | 61.1                         |  |      | 79 •        |
|                       | User Support          | 67.8                         |  |      | 96 •        |
|                       | eID                   | 21.7                         |  | 37 • |             |
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### How are services delivered?

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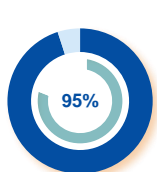
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**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

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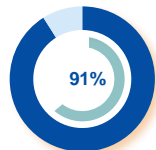
95% of the services are online

EU27+: 81%



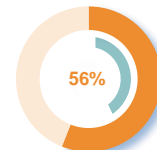
100% of the government portals show whether personal data was consulted

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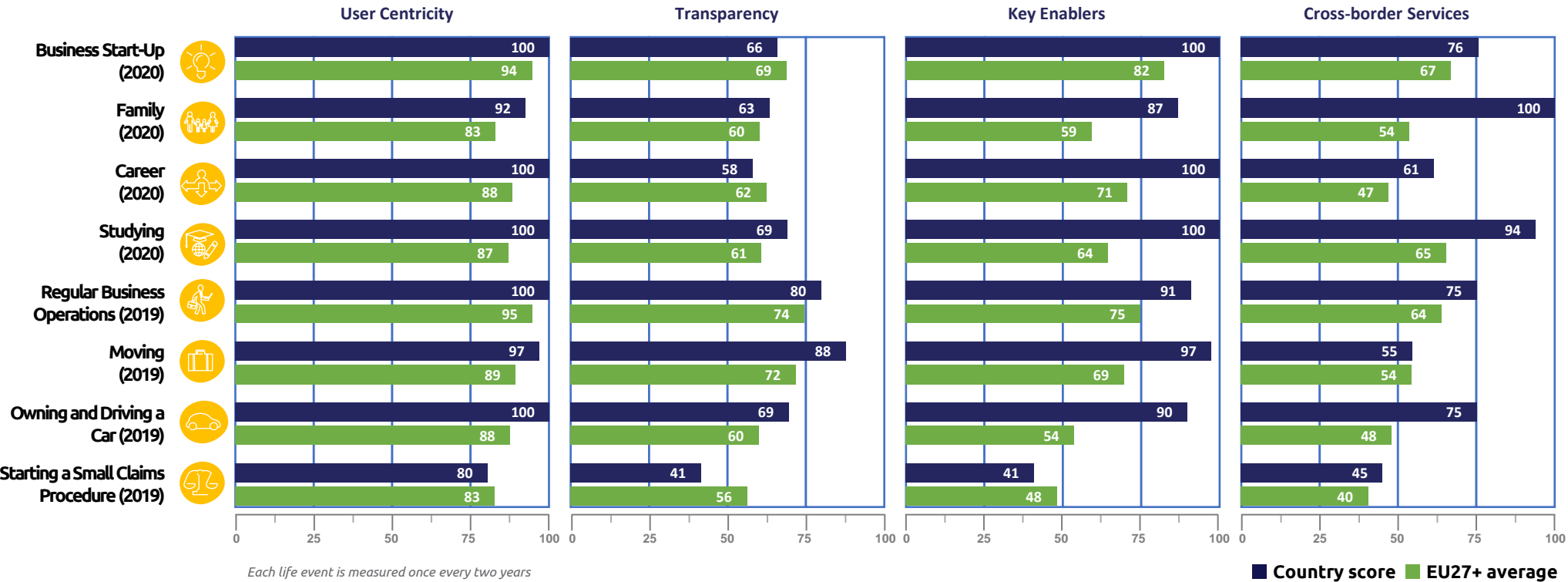


56% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

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In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# POLAND

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |      |             |
|-----------------------|-----------------------|------------------------------|--|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |      | <b>88 •</b> |
|                       | Online Availability   | 87.2                         |  |      | 88 •        |
|                       | Mobile Friendliness   | 88.4                         |  |      | 89 •        |
|                       | User Support          | 91.2                         |  |      | 89 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |      | <b>49 •</b> |
|                       | Service Delivery      | 56.9                         |  |      | 50 •        |
|                       | Personal Data         | 68.3                         |  |      | 46 •        |
|                       | Service Design        | 61.6                         |  | 25 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |      | <b>63 •</b> |
|                       | eID                   | 59.1                         |  |      | 67 •        |
|                       | eDocuments            | 71.9                         |  |      | 82 •        |
|                       | Authentic Sources     | 61.4                         |  |      | 65 •        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |      | <b>32 •</b> |
|                       | Online Availability   | 61.1                         |  |      | 43 •        |
|                       | User Support          | 67.8                         |  |      | 38 •        |
|                       | eID                   | 21.7                         |  | 2 •  |             |
|                       | eDocuments            | 48.1                         |  | 10 • |             |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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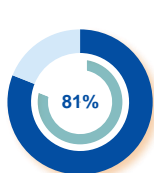
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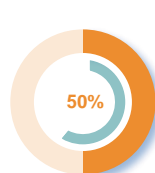
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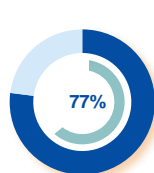
81% of the services are online

EU27+: 81%



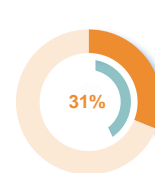
50% of the government portals show whether personal data was consulted

EU27+: 61%



77% of the services accept eID login

EU27+: 64%



31% of the services are online for cross-border users

EU27+: 43%

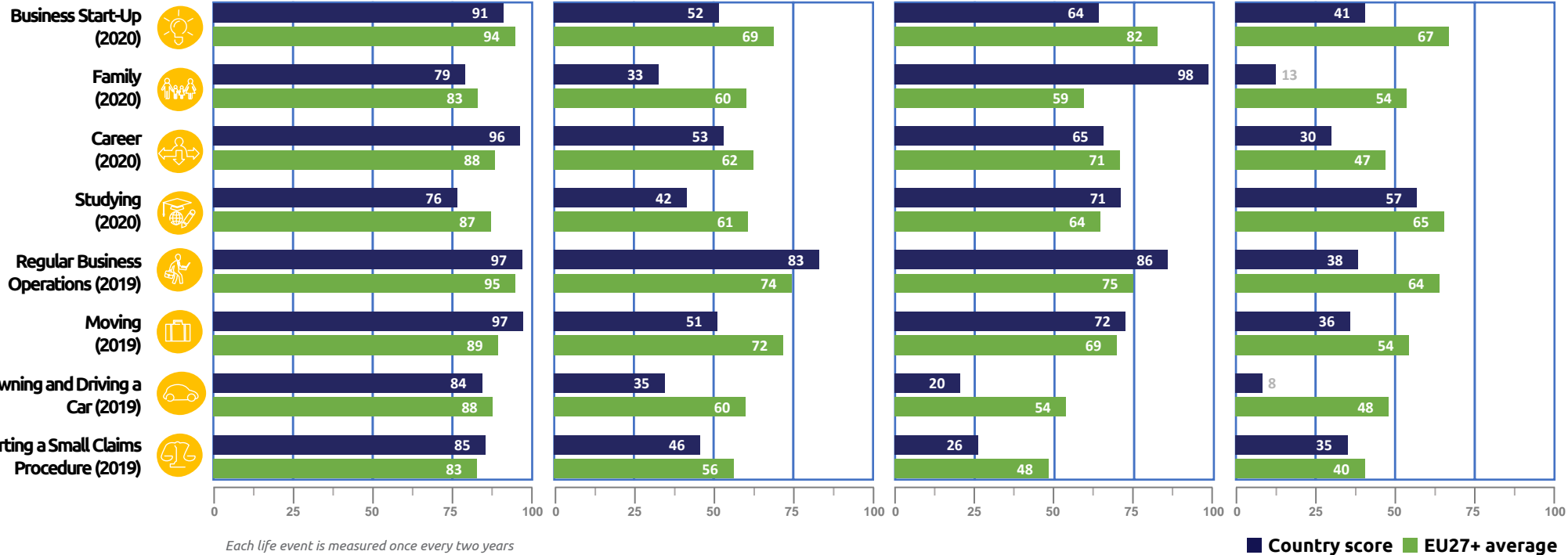
## eGovernment performance of life events (domains)

### User Centricity

### Transparency

### Key Enablers

### Cross-border Services



## Life event descriptions

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A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

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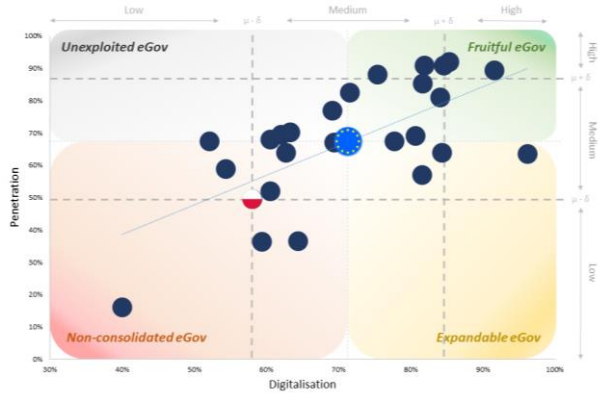
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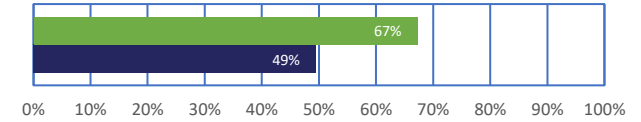
## eGovernment performance of life events (domains)

### Performance

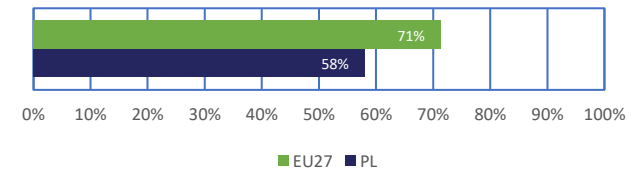


Poland is characterised by low level of Penetration and a low level of Digitalisation. Therefore, Poland is part of the Non consolidated eGov scenario, where countries are not fully exploiting ICT opportunities. In both Penetration and Digitalisation Poland's performances are lower than the European average, respectively by 18 and 13 percentage points.

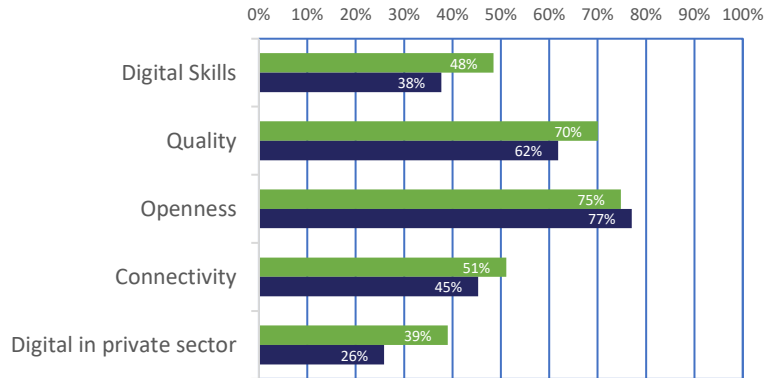
### Penetration



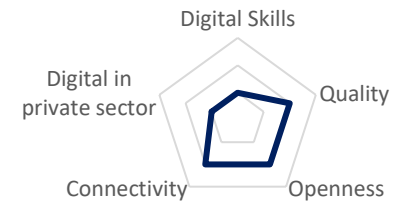
### Digitalisation



### Relative Indicators and Environment



Poland's relative indicators show a country with most characteristics below the European average. Digital Skills are 10 percentage points below the European average. Government characteristics (Quality and Openness indicators) are in line with the European average. Concerning Digital context characteristics, the digitalisation of businesses and their exploitation of the online sales channel (Digital in the private sector) is significantly below the average, while the deployment of broadband infrastructure is in line with other European countries.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

Poland can be considered an On-Track country, since its performance in Penetration and Digitalisation compared with country with similar relative indicators scores are average. This means that the country reaches the expected level of back- and front-office digitalisation and eGovernment services are widespread.



# PORTUGAL

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |      |      |
|-----------------------|-----------------------|------------------------------|-------------|------|------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>98 •</b> |      |      |
|                       | Online Availability   | 87.2                         |             |      | 99 • |
|                       | Mobile Friendliness   | 88.4                         |             |      | 87 • |
|                       | User Support          | 91.2                         |             |      | 98 • |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>79 •</b> |      |      |
|                       | Service Delivery      | 56.9                         |             | 70 • |      |
|                       | Personal Data         | 68.3                         |             |      | 87 • |
|                       | Service Design        | 61.6                         |             |      | 81 • |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>85 •</b> |      |      |
|                       | eID                   | 59.1                         |             |      | 84 • |
|                       | eDocuments            | 71.9                         |             |      | 98 • |
|                       | Authentic Sources     | 61.4                         |             | 72 • |      |
|                       | Digital Post          | 73.3                         |             |      | 88 • |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>67 •</b> |      |      |
|                       | Online Availability   | 61.1                         |             |      | 71 • |
|                       | User Support          | 67.8                         |             |      | 83 • |
|                       | eID                   | 21.7                         |             | 40 • |      |
|                       | eDocuments            | 48.1                         |             |      | 63 • |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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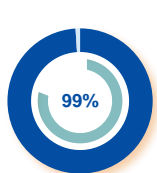
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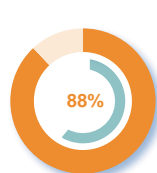
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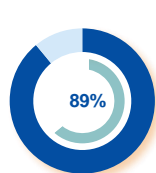
99% of the services are online

EU27+: 81%



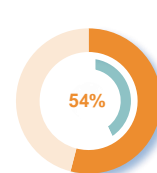
88% of the government portals show whether personal data was consulted

EU27+: 61%



89% of the services accept eID login

EU27+: 64%

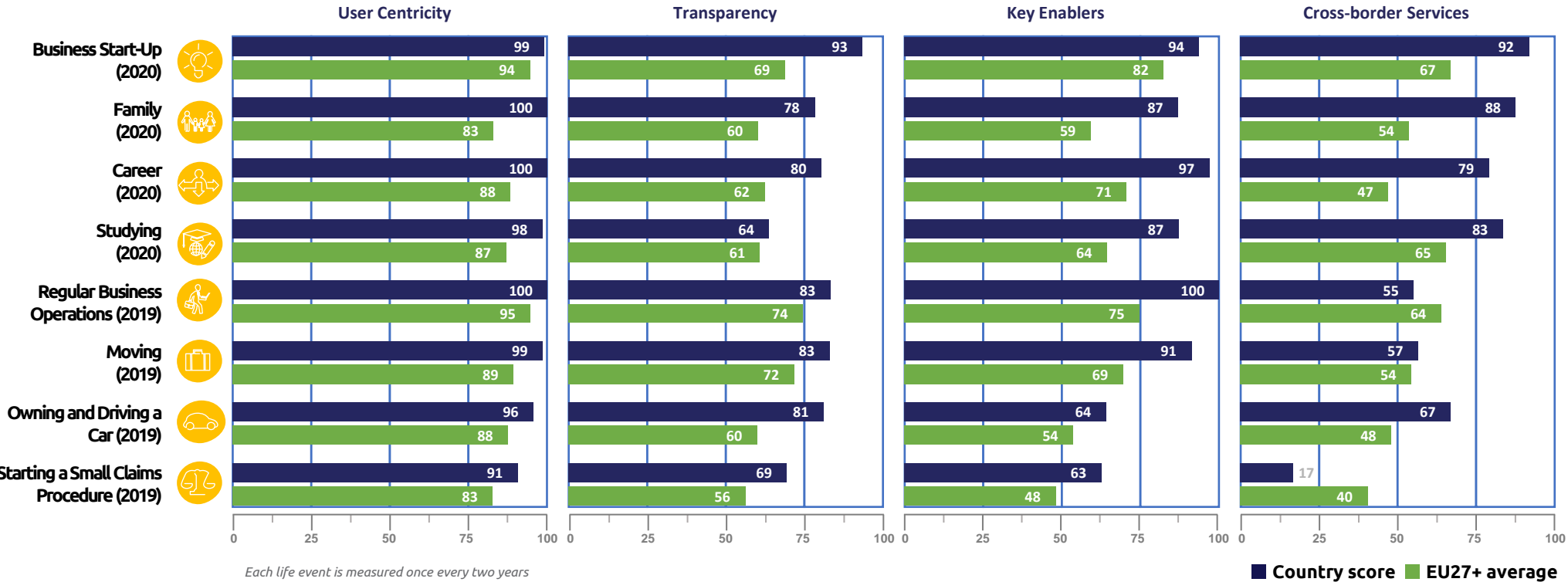


54% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

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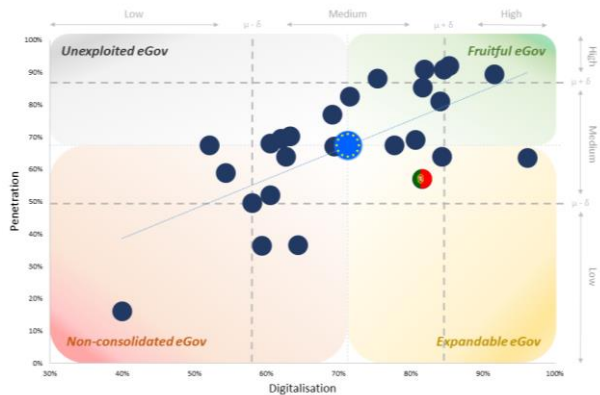
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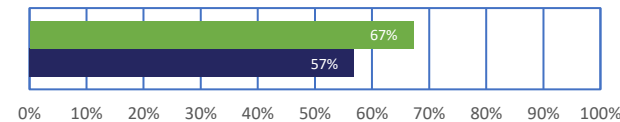
## eGovernment performance of life events (domains)

### Performance

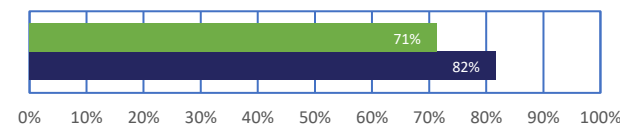


Portugal is characterised by a medium-high level of Digitalisation and a medium-low level of Penetration. Therefore, Portugal is part of the Expandable eGov scenario, a scenario where the innovation process has been carried out efficiently, but there is the desirability to expand the number of online users, to realise all potential advantages.

### Penetration



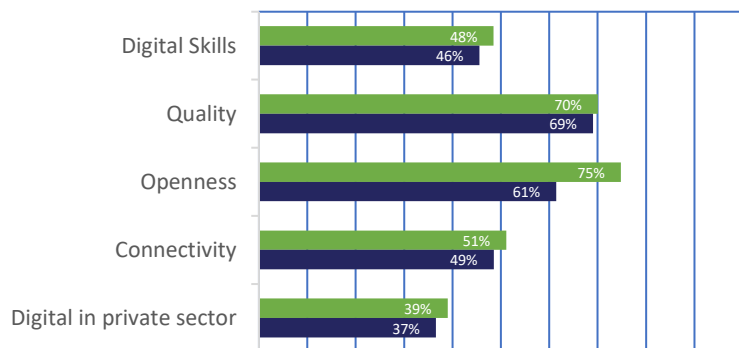
### Digitalisation



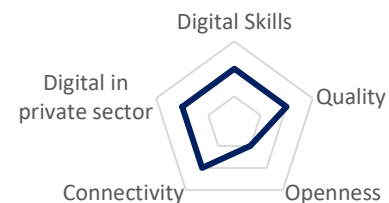
■ EU27 ■ PT

### Relative Indicators and Environment

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%



Portugal's relative indicators show a country with almost all the characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. The peculiarity of Portugal is a low level of the openness of data and information (Openness), which is 14 percentage points below European average.



### Considerations

Penetration

On-Track

Digitalisation

Overperforming

Matching relative and absolute indicators, Portugal is Overperforming in Digitalisation, with a performance higher than expected. For this reason, Portugal could be considered as a good example for European countries with a similar environment. The performance of the country testifies that it is possible to reach eGovernment maturity with Digital context, Government and User characteristics that are mostly in line with European average. Portugal's performances in Penetration is in line with other countries with a similar environment.



# ROMANIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |      |             |
|-----------------------|-----------------------|------------------------------|--|------|-------------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |      | <b>73 •</b> |
|                       | Online Availability   | 87.2                         |  |      | 70 •        |
|                       | Mobile Friendliness   | 88.4                         |  |      | 71 •        |
|                       | User Support          | 91.2                         |  |      | 80 •        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  |      | <b>44 •</b> |
|                       | Service Delivery      | 56.9                         |  | 32 • |             |
|                       | Personal Data         | 68.3                         |  |      | 46 •        |
|                       | Service Design        | 61.6                         |  | 38 • |             |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  |      | <b>21 •</b> |
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|                       | eDocuments            | 71.9                         |  |      | 30 •        |
|                       | Authentic Sources     | 61.4                         |  | 6 •  |             |
|                       | Digital Post          | 73.3                         |  |      | 25 •        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  |      | <b>22 •</b> |
|                       | Online Availability   | 61.1                         |  |      | 21 •        |
|                       | User Support          | 67.8                         |  |      | 38 •        |
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### How are services delivered?

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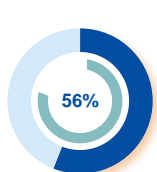
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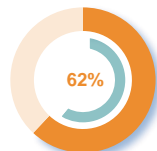
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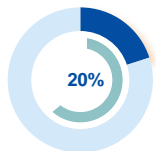
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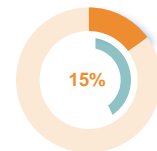
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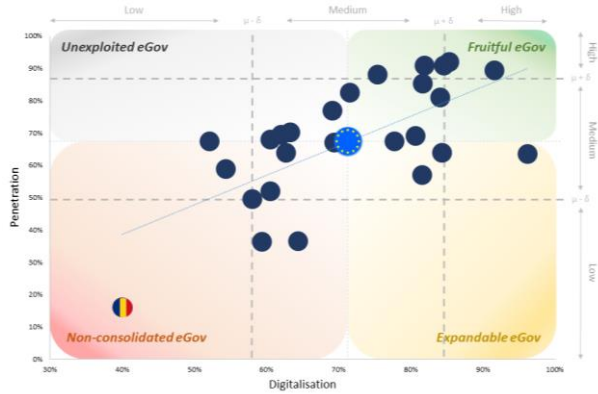
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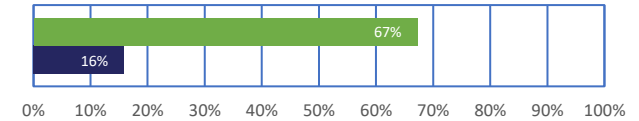
## eGovernment performance of life events (domains)

### Performance

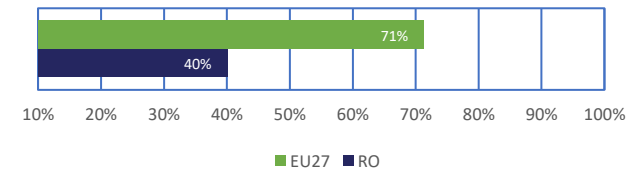


Romania has both the lowest Penetration (16%) level, that is 51 percentage points below the European average, and the lowest Digitalisation level (40%), which is 31 percentage points below European average. Therefore, Romania is part of the Non Consolidated eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.

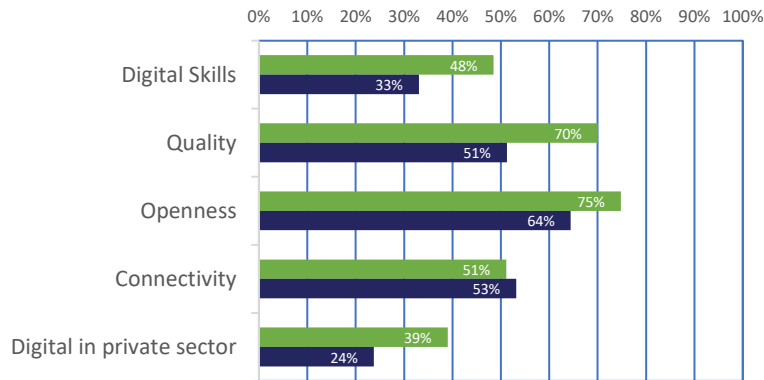
### Penetration



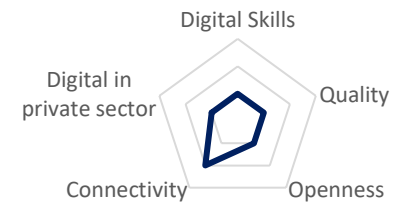
### Digitalisation



### Relative Indicators and Environment



Romania seems to have an environment that could slow down eGovernment actions' effectiveness: looking at relative indicators, the broadband and its quality (connectivity) is almost in line with European average, while all other characteristics (Digital skills, Quality, Openness and Digital in private sector) are still significantly lower than the European average. In particular, it seems that Romania's users could strengthen both digital skills and increase regular use of internet.



### Considerations

#### Penetration

Underperforming

#### Digitalisation

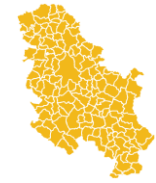
Underperforming

By comparing performances of countries with similar relative indicator scores, Romania scores underperforming in both Penetration and Digitalisation. The Penetration level is the worst in Europe and it is lower than the one of any other European countries with similar relative performances: Romania needs to be implementing good policies in order to increase eGovernment usage. Digitalisation level is still relatively low, also compared with similar country. Romania's eGovernment maturity process seems to be benefiting from a digitalisation of the back-and the front-office.

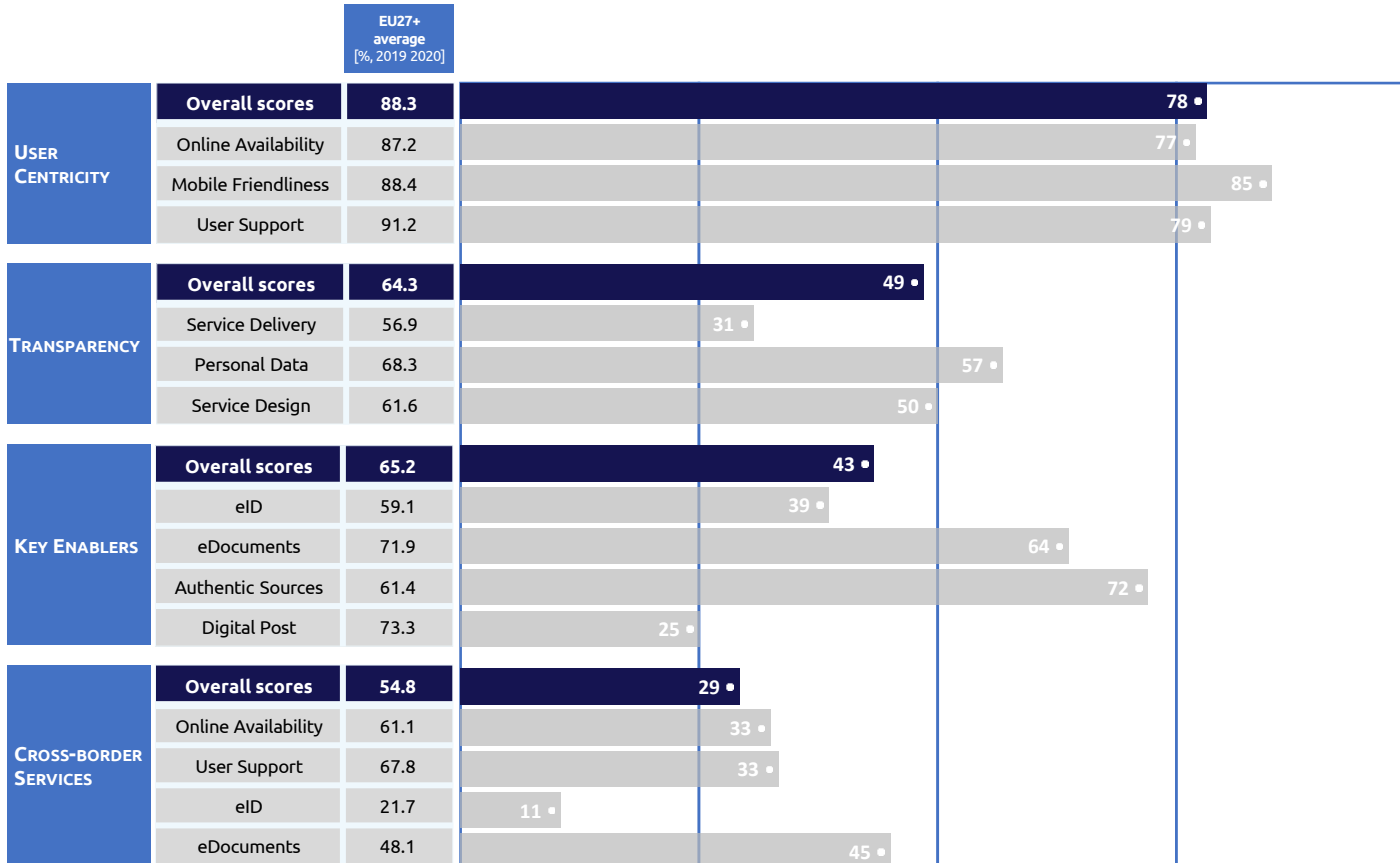


# REPUBLIC OF SERBIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities



### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

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The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**. Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

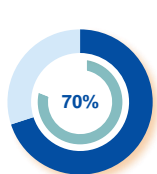
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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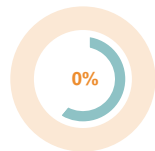
**eID:** indicates if a national eID from country A can be used in country B.

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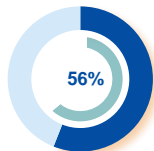
of the services  
are online

EU27+: 81%



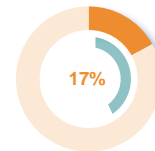
of the government portals  
show whether  
personal data was  
consulted

EU27+: 61%



of the services  
accept eID login

EU27+: 64%



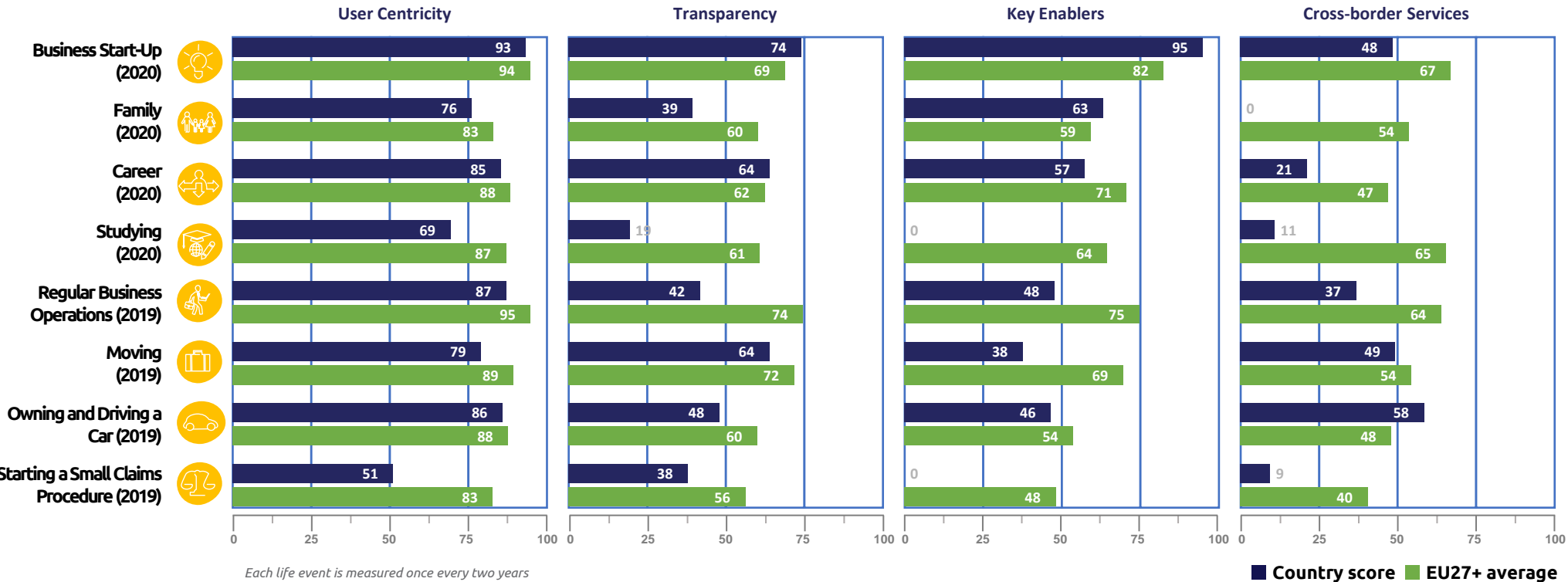
of the services  
are online for  
cross-border  
users

EU27+: 43%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

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### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# SWEDEN

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |      |      |       |
|-----------------------|---------------------|------------------------------|------|------|-------|
| USER CENTRICITY       | Overall scores      | 88.3                         |      |      | 92 •  |
|                       | Online Availability | 87.2                         |      |      | 91 •  |
|                       | Mobile Friendliness | 88.4                         |      |      | 100 • |
|                       | User Support        | 91.2                         |      |      | 93 •  |
| TRANSPARENCY          | Overall scores      | 64.3                         |      |      | 73 •  |
|                       | Service Delivery    | 56.9                         |      | 63 • |       |
|                       | Personal Data       | 68.3                         |      |      | 75 •  |
|                       | Service Design      | 61.6                         |      |      | 88 •  |
| KEY ENABLERS          | Overall scores      | 65.2                         |      |      | 66 •  |
|                       | eID                 | 59.1                         |      | 53 • |       |
|                       | eDocuments          | 71.9                         |      |      | 64 •  |
|                       | Authentic Sources   | 61.4                         |      |      | 72 •  |
|                       | Digital Post        | 73.3                         |      |      | 75 •  |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         |      |      | 71 •  |
|                       | Online Availability | 61.1                         |      |      | 89 •  |
|                       | User Support        | 67.8                         |      |      | 79 •  |
|                       | eID                 | 21.7                         | 10 • |      |       |
|                       | eDocuments          | 48.1                         |      |      | 58 •  |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

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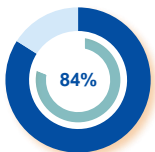
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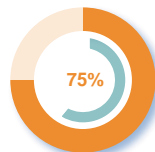
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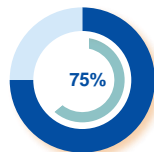
84% of the services are online

EU27+: 81%



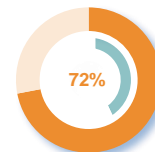
75% of the government portals show whether personal data was consulted

EU27+: 61%



75% of the services accept eID login

EU27+: 64%

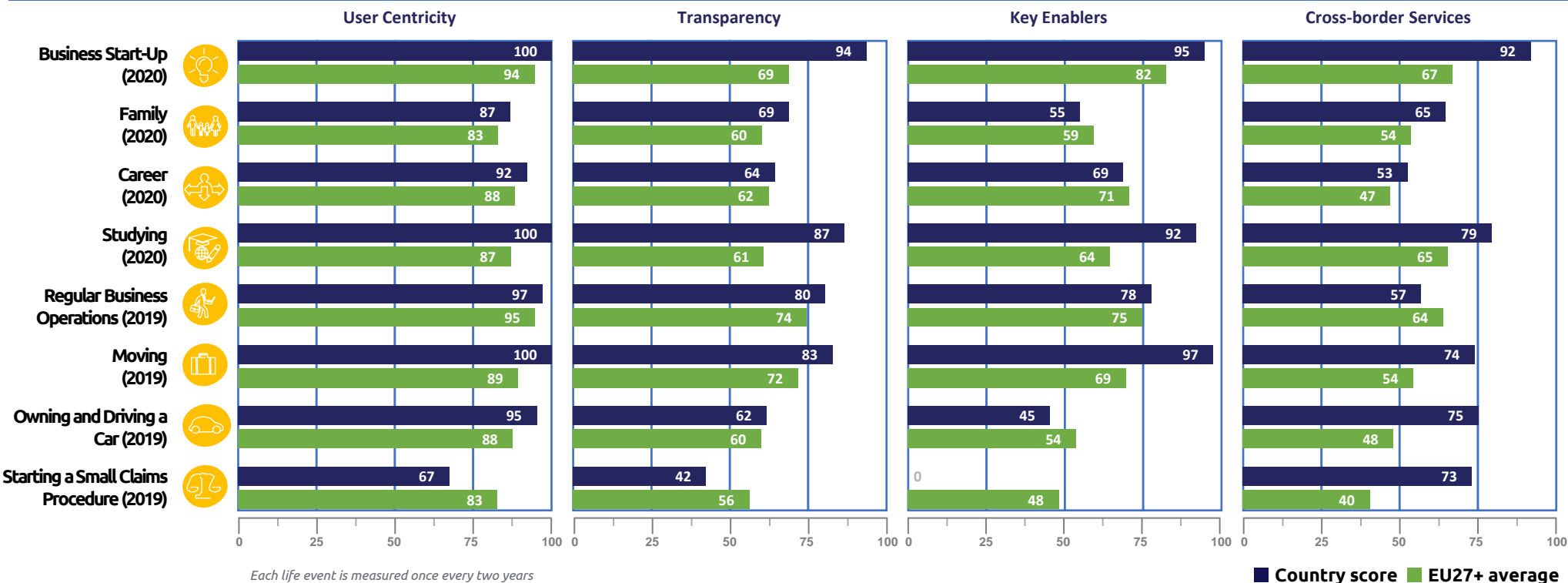


72% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

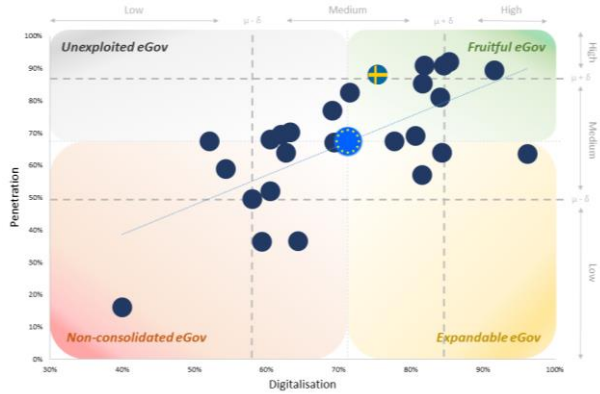
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad

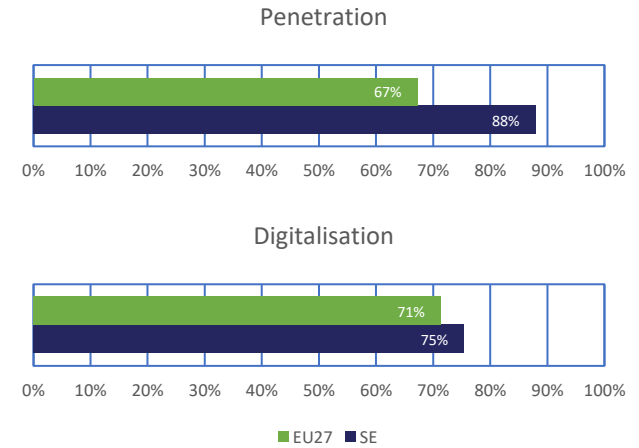


## eGovernment performance of life events (domains)

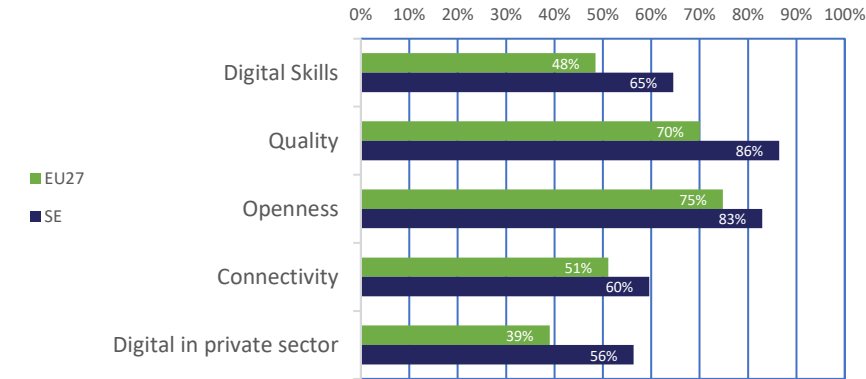
### Performance



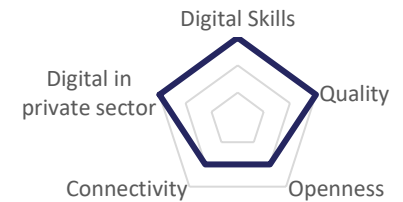
A medium-high level of Digitalisation and a high level of Penetration characterise Sweden. Sweden is part of the Fruitful eGov scenario, that includes the best-in-class countries, which perform at a Digitalisation and Penetration level above average. Sweden among the countries with better overall performances in terms of eGovernment maturity: it has one of the highest Penetration performance (88%) and one of the highest Digitalisation level of back- and front-office (75%).



### Relative Indicators and Environment



Sweden's relative indicators show a country with almost all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) above the European average. It seems to be close to the European average only in openness of data and information (Openness) and in the deployment of the broadband and its quality (Connectivity). The data show a country that excels not only in eGovernment services, but also in digital development as a whole.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

Sweden can be considered an On-track country, since its performances in Penetration and Digitalisation compared with country with similar relative indicators scores are average. This means that the country reaches the expected level of back- and front-office digitalisation and eGovernment services are widespread.



# SLOVENIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |  |  |
|-----------------------|-----------------------|------------------------------|-------------|--|--|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  | <b>88 •</b> |  |  |
|                       | Online Availability   | 87.2                         | 87 •        |  |  |
|                       | Mobile Friendliness   | 88.4                         | 83 •        |  |  |
|                       | User Support          | 91.2                         | 93 •        |  |  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>68 •</b> |  |  |
|                       | Service Delivery      | 56.9                         | 69 •        |  |  |
|                       | Personal Data         | 68.3                         | 72 •        |  |  |
|                       | Service Design        | 61.6                         | 50 •        |  |  |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>64 •</b> |  |  |
|                       | eID                   | 59.1                         | 63 •        |  |  |
|                       | eDocuments            | 71.9                         | 76 •        |  |  |
|                       | Authentic Sources     | 61.4                         | 67 •        |  |  |
|                       | Digital Post          | 73.3                         | 50 •        |  |  |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>57 •</b> |  |  |
|                       | Online Availability   | 61.1                         | 63 •        |  |  |
|                       | User Support          | 67.8                         | 79 •        |  |  |
|                       | eID                   | 21.7                         | 27 •        |  |  |
|                       | eDocuments            | 48.1                         | 25 •        |  |  |

### How are services delivered?

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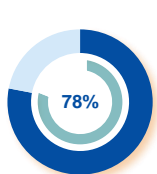
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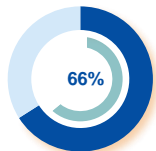
78% of the services are online

EU27+: 81%



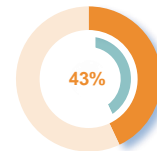
100% of the government portals show whether personal data was consulted

EU27+: 61%



66% of the services accept eID login

EU27+: 64%

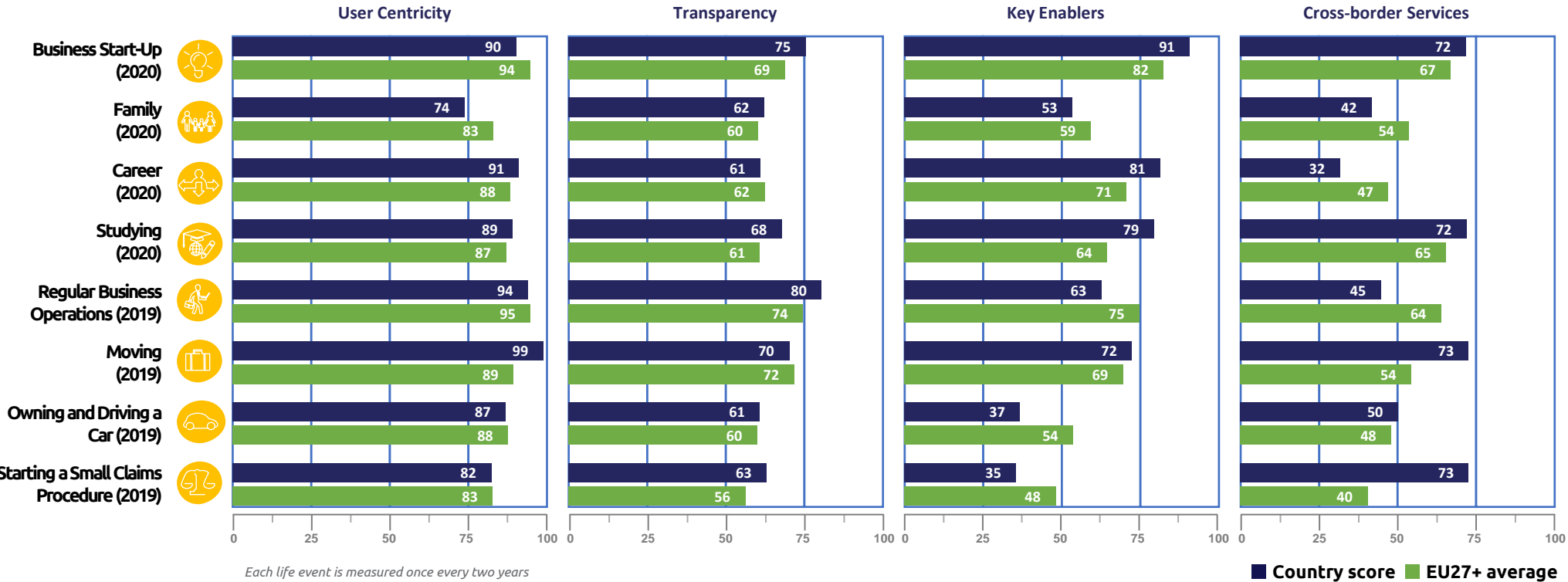


43% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

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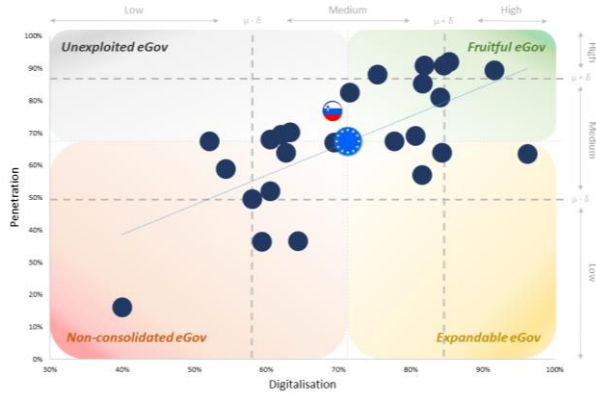
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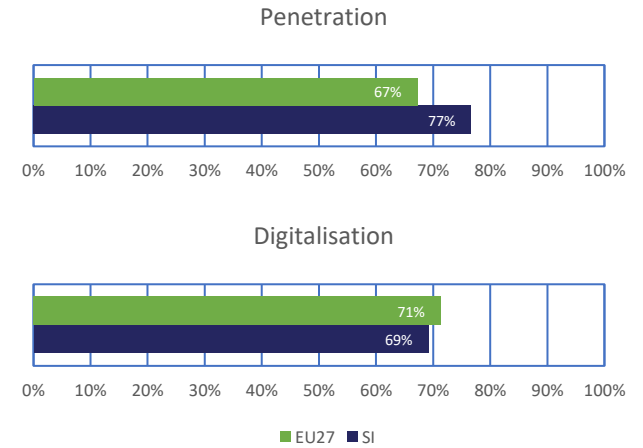


# eGovernment performance of life events (domains)

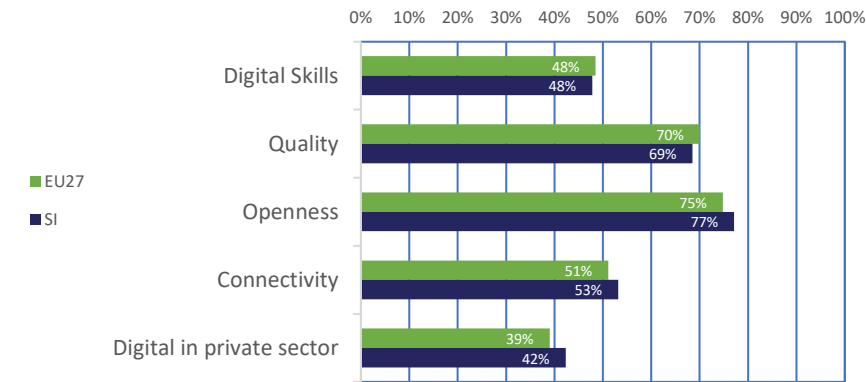
## Performance



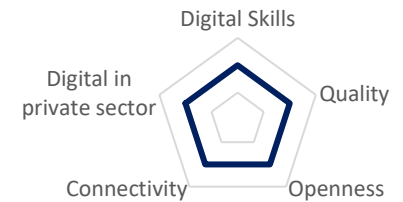
Slovenia is characterised by a medium-high level of Penetration and average level of Digitalisation. Therefore, Slovenia is part of the Unexploited eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.



## Relative Indicators and Environment



Slovenia relative indicators show a country with all the digital infrastructural characteristics (User characteristics, Government characteristics and Digital context characteristics) in line with the European average. By looking more in detail at the numbers, Openness, Connectivity and Digital in private sector indicators are the only ones that are slightly above the European average. All others are slightly below average.



## Considerations

- Penetration
  - On-Track
- Digitalisation
  - On-Track

Matching relative and absolute indicators, Slovenia has the On-Track position regarding both the Penetration and the Digitalisation level. Digitalisation is in line with the performance of other European countries with similar environment. Regarding the Penetration level, despite having an absolute performance level which is remarkably above the European average, Slovenia seems to be performing similar to other countries with a similar environment.



# SLOVAKIA

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |             |  |     |
|-----------------------|-----------------------|------------------------------|-------------|--|-----|
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|                       | User Support          | 91.2                         |             |  | 91  |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  | <b>51</b> • |  |     |
|                       | Service Delivery      | 56.9                         |             |  | 46  |
|                       | Personal Data         | 68.3                         |             |  | 37  |
|                       | Service Design        | 61.6                         |             |  | 75  |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  | <b>67</b> • |  |     |
|                       | eID                   | 59.1                         |             |  | 65  |
|                       | eDocuments            | 71.9                         |             |  | 67  |
|                       | Authentic Sources     | 61.4                         |             |  | 36  |
|                       | Digital Post          | 73.3                         |             |  | 100 |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  | <b>40</b> • |  |     |
|                       | Online Availability   | 61.1                         |             |  | 52  |
|                       | User Support          | 67.8                         |             |  | 42  |
|                       | eID                   | 21.7                         |             |  | 12  |
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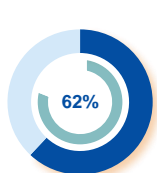
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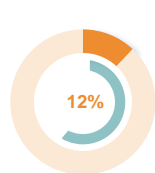
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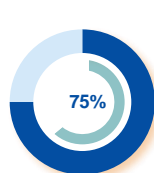
62% of the services are online

EU27+: 81%



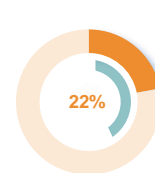
12% of the government portals show whether personal data was consulted

EU27+: 61%



75% of the services accept eID login

EU27+: 64%



22% of the services are online for cross-border users

EU27+: 43%





## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

### Owning and Driving a Car (2019)

A total of 12 services concerning buying and selling a car and driving fines, and related to car taxes, parking permits and other administrative requirements.

### Starting a Small Claims Procedure (2019)

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### Business Start-up (2020)

This life event covers 16 services, both mandatory services as well as information needs, that allows an entrepreneur to start his business. It includes orientation, administrative and register requirements, and tax and insurance related matters. Moreover, the life events evaluates how entrepreneurs can hire their first employees and how they can request an environmental permit.

### Career (2020)

From immediate actions for unemployed applications for additional benefits and allowances, this life event captures vital elements when becoming unemployed. It also include various services concerning job search and participation in training programs, supporting people to find a job. A complete set of 19 services has been assessed.

### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

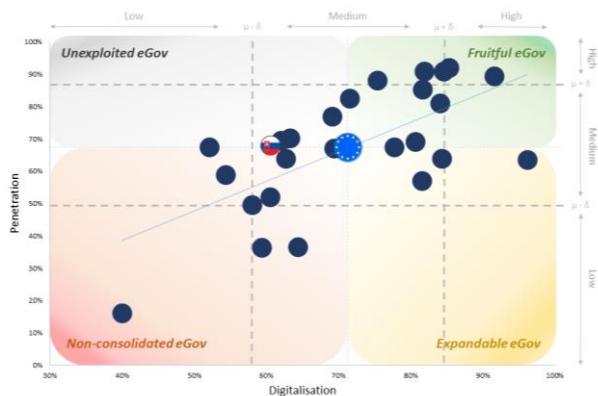
### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



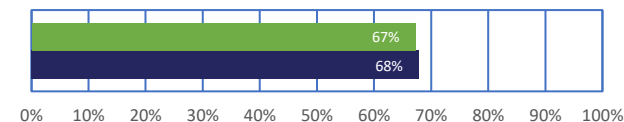
## eGovernment performance of life events (domains)

### Performance

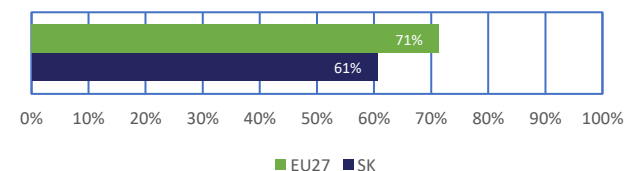


Slovakia is characterised by a medium level of Penetration and a medium-low level of Digitalisation. Therefore, Slovakia is part of the Unexploited eGov scenario, a scenario where countries are not fully exploiting ICT opportunities.

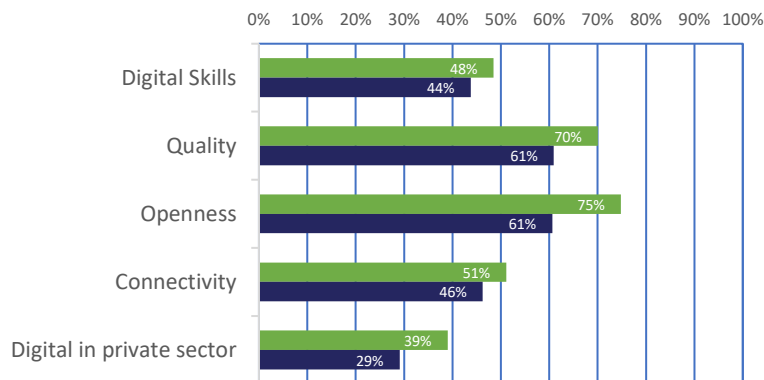
### Penetration



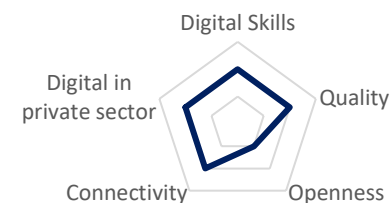
### Digitalisation



### Relative Indicators and Environment



Slovakia relative indicators show a country with all the environmental characteristics (User characteristics, Government characteristics and Digital context characteristics) below the European average. By looking in detail at the numbers, Openness is the indicator which is more significantly below the European average (by 14 percentage points). All others are slightly below average.



### Considerations

#### Penetration

On-Track

#### Digitalisation

On-Track

By comparing performances of countries with similar relative indicator scores, Slovakia is On-Track in both Penetration and Digitalisation. Despite a low absolute performance in Digitalisation, that percentage is similar to the one of other countries with comparable environmental characteristics. Slovakia's eGovernment maturity process seems to be benefiting from a digitalisation of the back- and the front- office. On the other hand, the Penetration level is in line, also compared with similar countries.



# TURKEY

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                     | EU27+ average [%; 2019 2020] |     |  |       |
|-----------------------|---------------------|------------------------------|-----|--|-------|
| USER CENTRICITY       | Overall scores      | 88.3                         |     |  | 92 •  |
|                       | Online Availability | 87.2                         |     |  | 90 •  |
|                       | Mobile Friendliness | 88.4                         |     |  | 93 •  |
|                       | User Support        | 91.2                         |     |  | 100 • |
| TRANSPARENCY          | Overall scores      | 64.3                         |     |  | 56 •  |
|                       | Service Delivery    | 56.9                         |     |  | 55 •  |
|                       | Personal Data       | 68.3                         |     |  | 53 •  |
|                       | Service Design      | 61.6                         |     |  | 44 •  |
| KEY ENABLERS          | Overall scores      | 65.2                         |     |  | 71 •  |
|                       | eID                 | 59.1                         |     |  | 77 •  |
|                       | eDocuments          | 71.9                         |     |  | 62 •  |
|                       | Authentic Sources   | 61.4                         |     |  | 58 •  |
|                       | Digital Post        | 73.3                         |     |  | 100 • |
| CROSS-BORDER SERVICES | Overall scores      | 54.8                         |     |  | 44 •  |
|                       | Online Availability | 61.1                         |     |  | 48 •  |
|                       | User Support        | 67.8                         |     |  | 75 •  |
|                       | eID                 | 21.7                         | • 5 |  |       |
|                       | eDocuments          | 48.1                         | • 6 |  |       |

### How are services delivered?

The Key Dimension **User Centricity** indicates to what extent (information about) a service is provided online, how the online journey is supported and if public websites are mobile friendly.

**Online Availability:** indicates if a service is online. Ranging from offline (0%), only information online (50%), fully online (100%).

**User Support:** indicates if support, help and (interactive) feedback functionalities are online.

**Mobile Friendliness:** indicates if the website provides a service through a mobile-friendly interface; an interface that is 'adopted' to the mobile device.

The Key Dimension **Transparency** indicates to what extent governments are transparent regarding:

**Transparency of Service Delivery:** indicates to what extent governments are transparent as regards the process of service delivery.

**Transparency of Service Design:** indicates to what extent governments are transparent as regards the process of service design.

**Transparency of Personal Data:** indicates to what extent governments are transparent as regards personal data involved.

The Key Dimension **Key Enablers** indicates the extent to which 4 technical pre-conditions are available online. These are: electronic Identification (**eID**), electronic documents (**eDocuments**), **Authentic Sources**, and **Digital Post**.

Digital post refers to the possibility that governments communicate electronically-only with citizens or entrepreneurs through personal mailboxes or other digital mail solutions.

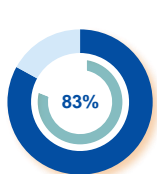
The Key Dimension for **Cross-border Services** indicates to what extent EU citizens can use online services in another country.

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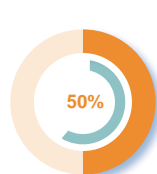
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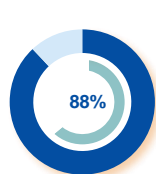
83% of the services are online

EU27+: 81%



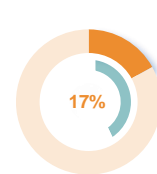
50% of the government portals show whether personal data was consulted

EU27+: 61%



88% of the services accept eID login

EU27+: 64%



17% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

### Regular Business Operations (2019)

A business life event that covers 11 services related to regular business operations, such as administrative and tax requirements, human resources and refund of VAT.

### Moving (2019)

This concise life event illustrates the journey in case of moving places: from deregistering to register address in the new town. It also includes notifications to other public organizations and utilities.

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### Family (2020)

Ten family services are assessed for this life event, including services that are typical for young families, such as: marriage (or other partnerships), birth and related (financial) rights, and a divorce. Also evaluated is how to obtain a passport, a birth certificate and which requirements are necessary for a funeral.

### Studying (2020)

In this life event, comprising of 11 services, it is evaluated to what extent enrolment in higher education can be done online. It also includes the orientation, such as gaining a clear understanding of admission requirements. Furthermore support services during study are part of the assessment, for instance career advice and portability of student grant when studying abroad



# UNITED KINGDOM

## E-GOVERNMENT STATE OF PLAY 2021



### eGovernment performance across policy priorities

|                       |                       | EU27+ average [%; 2019 2020] |  |           |           |
|-----------------------|-----------------------|------------------------------|--|-----------|-----------|
| USER CENTRICITY       | <b>Overall scores</b> | <b>88.3</b>                  |  |           | <b>92</b> |
|                       | Online Availability   | 87.2                         |  |           | 94        |
|                       | Mobile Friendliness   | 88.4                         |  |           | 99        |
|                       | User Support          | 91.2                         |  |           | 82        |
| TRANSPARENCY          | <b>Overall scores</b> | <b>64.3</b>                  |  | <b>73</b> |           |
|                       | Service Delivery      | 56.9                         |  | 54        |           |
|                       | Personal Data         | 68.3                         |  |           | 72        |
|                       | Service Design        | 61.6                         |  |           | 100       |
| KEY ENABLERS          | <b>Overall scores</b> | <b>65.2</b>                  |  | <b>41</b> |           |
|                       | eID                   | 59.1                         |  |           | 40        |
|                       | eDocuments            | 71.9                         |  |           | 77        |
|                       | Authentic Sources     | 61.4                         |  | 17        |           |
|                       | Digital Post          | 73.3                         |  |           | 38        |
| CROSS-BORDER SERVICES | <b>Overall scores</b> | <b>54.8</b>                  |  | <b>71</b> |           |
|                       | Online Availability   | 61.1                         |  |           | 79        |
|                       | User Support          | 67.8                         |  |           | 92        |
|                       | eID                   | 21.7                         |  | 15        |           |
|                       | eDocuments            | 48.1                         |  |           | 54        |

### How are services delivered?

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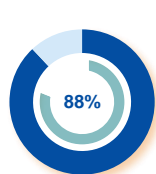
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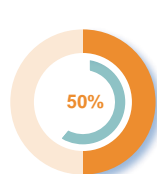
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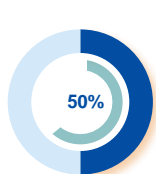
88% of the services are online

EU27+: 81%



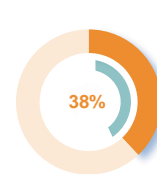
50% of the government portals show whether personal data was consulted

EU27+: 61%



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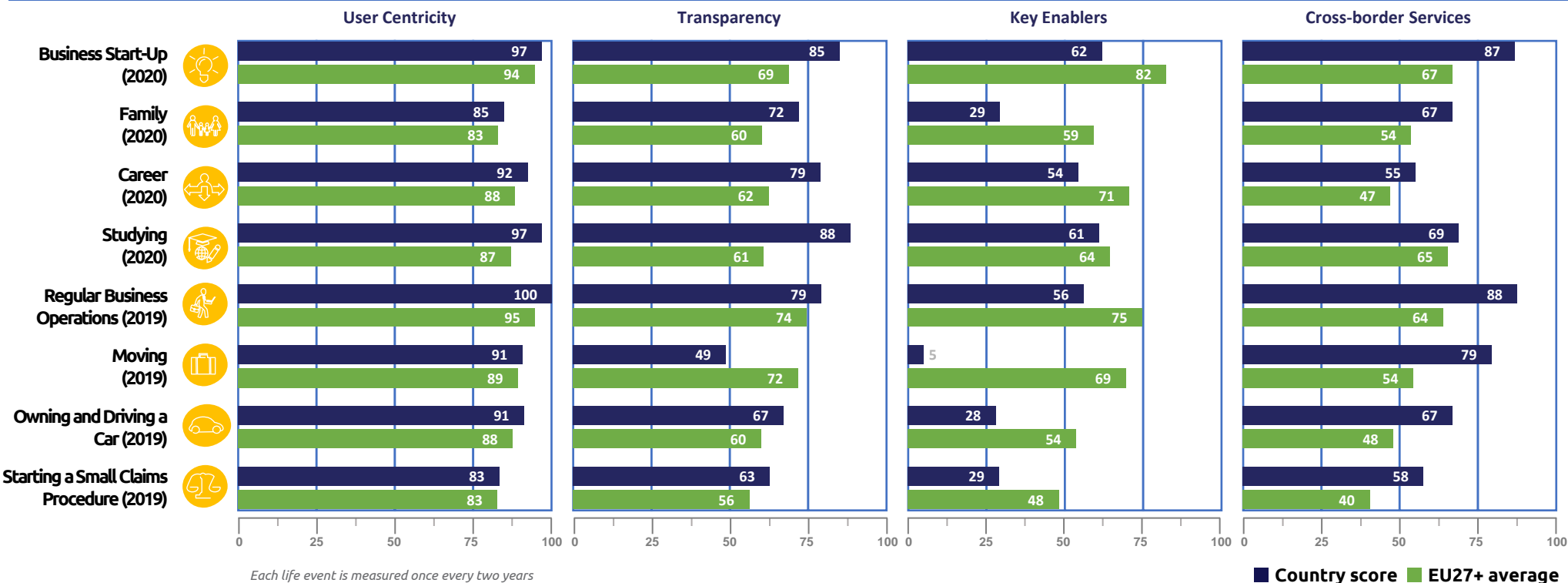


38% of the services are online for cross-border users

EU27+: 43%



## eGovernment performance of life events (domains)



## Life event descriptions

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